

**REQUEST FOR PROPOSAL (“RFP”)
FOR SELECTION OF VENDOR FOR PROVIDING CAFETERIA SERVICES**

Ref: SBIL:OPS / MS-CPC/2025-2026/11

SBI LIFE INSURANCE COMPANY LTD., having its registered office at “Natraj”, M. V.
Road & Western Express Highway Junction, Andheri (East), – Mumbai 400 069

Schedule of Events

Sl No	Particulars	Remarks
1	Contact details of issuing department	Management Services Department Email ID: cpcms@sbilife.co.in Contact Address: SBI Life Insurance Company Limited 8th Level, "E" Wing, Seawoods Grand Central, Tower - 2, Sector 40, Seawoods, Navi Mumbai – 400706
2	Bid Document availability including changes/amendments, if any issued	Will be uploaded on https://etender.sbi/SBI/ portal and emailed to the invited Bidders. It is clarified that unsolicited bids will not be considered by the SBIL..
3	Last date for requesting clarification	All communications regarding points / queries requiring clarifications shall be given in writing by e-mail.
4	Clarifications to queries raised will be provided by the SBIL.	In Pre-bid meeting
4A	Pre-Bid Meeting & Venue	SBI Life Insurance Company Ltd. Central Processing Unit, 7th & 8th Level, D Wing, Plot No R/1, Seawoods Grand Central, Tower 2, Sector 40, Navi Mumbai, Maharashtra 400706 and also by virtual meeting (meeting invite and time will be communicated separately). Date :
5	Last date and time for Bid submission	14 th July, 2025 – 5 PM
6	Address for submission of Bids	https://etender.sbi/SBI/
7	Date and Time of opening of Technical Bids	16 th July, 2025 – 3 PM
8	Opening of Commercial Bids	Commercial Bid of technically qualified Bidders only will be opened on a subsequent date.- 17 th July, 2025 – 11 AM

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ABOUT SBI LIFE INSURANCE CO. LTD.

SBI Life Insurance Co. Ltd. (referred herein as 'SBI Life' / 'SBIL' / 'the Company'), one of the most trusted life insurance companies in India, was incorporated in October 2000 and is registered with the Insurance Regulatory and Development Authority of India (IRDAI) in March 2001.

Serving millions of families across India, SBI Life's diverse range of products caters to individuals as well as group customers through Protection, Pension, Savings and Health solutions.

Driven by 'Customer-First' approach, SBI Life places great emphasis on maintaining world class operating efficiency and providing hassle-free claim settlement experience to its customers by following high ethical standards of service. Additionally, SBI Life is committed to enhance digital experiences for its customers, distributors and employees alike.

SBI Life strives to make insurance accessible to all, with its extensive presence across the country through its 1,082 offices, 24,939 employees, a large and productive network of about 264,058 agents, 79 corporate agents and 14 bancassurance partners with more than 41,000 partner branches, 140 brokers and other insurance marketing firms.

In addition to doing what's right for the customers, the Company is also committed to provide a healthy and flexible work environment for its employees to excel personally and professionally.

SBI Life strongly encourages a culture of giving back to the society and has made substantial contribution in the areas of child education, healthcare, disaster relief and environmental upgrade. In 2023-24, the Company touched over 1.05 lakh direct beneficiaries through various CSR interventions.

Listed on the Bombay Stock Exchange ('BSE') and the National Stock Exchange ('NSE'), the company has an authorized capital of ` 20.0 billion and a paid-up capital of ` 10.0 billion. The AuM is ` 4,389.5 billion.

For more information, please visit our website-www.sbilife.co.in and connect with us on Facebook, Twitter, YouTube, Instagram, and LinkedIn.

(Numbers & data mentioned above are for the period ended September 30, 2024)

1. INVITATION TO BID:

This Request for Proposal ('RFP') has been issued by SBIL for Selection of Vendor for Providing Cafeteria services to SBIL in order to meet the aforesaid requirements, SBIL proposes to call for Bids from the invited Bidders as per details/scope of work mentioned in **Appendix-E** of this RFP.

- i. Bidder shall mean any body corporate / entity (i.e. juridical person) who meets the eligibility criteria given in **Appendix-B** of this RFP and willing to provide the Services as required in this RFP. The interested Bidders who agree to all the terms and conditions

contained in this RFP may submit their Bids with the information desired in this RFP. Consortium bidding is not permitted under this RFP.

- ii. The purpose of this RFP is to seek a detailed technical and commercial proposal for hiring of Selection of Vendor for Providing Cafeteria services to SBIL as desired in this RFP.
- iii. This RFP document shall not be transferred, reproduced or otherwise used for purpose other than for which it is specifically issued.
- iv. Invited Bidders are advised to go through the entire RFP before submission of Bids to avoid any chance of elimination. The invited Bidders desirous of providing Services to SBIL are invited to submit their technical and commercial proposal in response to this RFP. The criteria and the actual process of evaluation of the responses to this RFP and subsequent selection of the successful Bidder will be as outlined in this RFP and shall always be entirely at SBIL's discretion. This RFP seeks proposal from invited Bidders who have the necessary experience, capability & expertise to provide SBIL the proposed Services by adhering to SBIL's requirements outlined in this RFP.

2. DISCLAIMER:

- i. The information contained in this RFP or information provided subsequently to Bidder(s) whether verbally or in documentary form/email by or on behalf of SBIL, is subject to the terms and conditions set out in this RFP.
- ii. This RFP is not an offer by SBI Life, but an invitation to receive offer/s from the invited Bidders.
- iii. The purpose of this RFP is to provide the Bidder(s) with information to assist preparation of their Bid proposals. This RFP does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information contained in this RFP and where necessary obtain independent advices/clarifications. SBIL may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.
- iv. SBIL, its employees, advisors and representatives make no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form or arising in any way for participation in this bidding process.

- v. SBIL also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.
- vi. The Bidder is expected to examine all instructions, forms, terms and specifications in this RFP. Failure to furnish all information required under this RFP or to submit a Bid not substantially responsive to this RFP in all respect will be at the Bidder's risk and may result in rejection of the Bid.
- vii. The issue of this RFP does not imply that SBIL is bound to select a Bidder or to award the Contract to the successful Bidder, as the case may be, for the Project.
- viii. SBIL reserves the right to amend, modify, vary, add, delete, accept or cancel, in part or full, the present RFP and/or any condition or specification of all proposals/ orders/ responses, with respect to the present RFP, without assigning any reason thereof at any time. Each Bidder shall be entirely responsible for its own costs and expenses that are incurred while participating in the RFP, presentation and other related processes.
- ix. SBIL reserves the right to accept or reject any response/Bids and to annul the entire process of RFP including but not limited to by rejecting all responses/Bids at any time, with the successful Bidder, without thereby incurring any liability to any affected Bidder/s or any obligations to inform the affected Bidder/s of the grounds for SBI Life's decision.
- x. SBIL reserves the right to cancel the entire process at any stage at its sole discretion without assigning any reason thereof.
- xi. By participating in the Bidding Process, the Bidder is hereby expressly consenting to the disclaimers and the other terms and conditions of this RFP in toto.

3. DEFINITIONS:

In this connection, the following terms shall be interpreted as indicated below:

- i. **"SBIL"** means the SBI Life Insurance Co. Ltd.
- ii. **"Bidder"** means an eligible body corporate entity submitting the Bid in response to this RFP.
- iii. **"Bid"** shall mean and refer to a formal offer/proposal, along with all required documents, duly submitted by the interested bidder(s) in the prescribed format in response to this RFP.
- iv. **"Contract" / "Service Agreement"** means the legally binding definitive agreement executed between SBIL and successful Bidder / Consultant / Service Provider, the template of which is provided under **Appendix-G**.
- v. **"Consultant" / "Service Provider"** is the successful Bidder found eligible as per eligibility criteria set out in this RFP, whose Technical Bid and Commercial Bid have

been accepted as per the selection criteria set out in the RFP and to whom notification of award has been given by SBIL.

- vi. **“Deliverables” / “Work Product”** shall mean all work product generated by Consultant solely or jointly with others in the performance of the Services, including, but not limited to, any and all information, notes, reports, material, drawings, records, diagrams, formulae, processes, technology, firmware, software, know-how, designs, ideas, discoveries, inventions, improvements, copyrights, trademarks and trade secrets.
- vii. **“Intellectual Property Rights”** shall mean and include (a) copyrights and all renewals thereof; (b) trademarks, trade names, service marks, service names, logos and corporate names, both primary and secondary, together with all goodwill associated therewith and including, without limitation, all translations, adaptations, combinations and derivations of each of the foregoing, (c) trade secrets and other confidential information (including proposals, financial and accounting data, business and marketing plans, customer and supplier lists and related information); (d) all other intellectual property, including but not limited to design rights, trade names, information technology, domain names; and (e) all registrations and applications for registration, extension or renewal filed anywhere in the world for each of the foregoing.
- viii. **“Total Contract Price” / “Project Cost” / Total Cost of Ownership” (“TCO”)** means the price payable to Service Provider over the entire period of Contract for the full and proper performance of its contractual obligations.
- ix. **“Services”** means all services, scope of work and deliverables to be provided by a successful Bidder / Consultant / Service Provider as described in the RFP and include provision of technical assistance, training, certifications, auditing and other obligation of Service Provider covered under this RFP.

4. SCOPE OF WORK:

The Scope of Work shall be as provided in **Appendix-E** of this RFP.

5. ELIGIBILITY AND TECHNICAL CRITERIA:

- i. Bid is open to invited Bidders who meet the eligibility and technical criteria as given in **Appendix-B & Appendix-C** of this RFP document. The Bidder has to submit the documents substantiating eligibility criteria as mentioned in this RFP document.
- ii. No Bidder or its associate shall submit or cause to submit more than one Bid for the Services desired under this RFP. A Bidder applying individually or as an associate shall not be entitled to submit another Bid either individually or through associates, as the case may be.

6. COST OF BID:

The participating Bidders shall bear all the costs associated with or relating to the preparation and submission of their respective Bids including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstration or presentations which may be required by SBIL or any other costs incurred in connection with or relating to their Bid. SBIL shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder regardless of the conduct or outcome of the bidding process.

7. CLARIFICATION(S) AND / OR AMENDMENT(S) ON RFP & PRE-BID MEETING:

- i. Bidder/s requiring any clarification on RFP may notify SBIL in writing strictly as per the Pre-Bid Query format given in **Appendix-I** by e-mail within the date/time mentioned in the Schedule of Events.
- ii. A Pre-Bid meeting will be held at the Venue on the date and time specified in the Schedule of Events which may be attended by the authorized representatives of the respective Bidders. For those who could not attend physically, meeting link for virtual meeting will also be provided (meeting invite and time will be communicated separately).
- iii. The queries received (without identifying source of query) along with response of SBIL thereof will be conveyed to the invited Bidders.
- iv. SBIL reserves the right to amend, rescind or reissue the RFP, at any time prior to the deadline for submission of Bids. SBIL, for any reason, whether, on its own initiative or in response to a clarification requested by an invited Bidder, may modify the RFP, by amendment which will be made available to the Bidders by way of corrigendum/addendum. Such amendments/clarifications, if any, issued by SBIL will be binding on the participating Bidders. SBIL, at its own discretion, may extend the deadline for submission of Bids in order to allow invited Bidders a reasonable time to prepare the Bid, for taking the amendment into account. Nothing in this RFP or any addenda/corrigenda or clarifications issued in connection thereto is intended to relieve Bidders from forming their own opinions and conclusions in respect of the matters addresses in this RFP or any addenda/corrigenda or clarifications issued in connection thereto.
- v. No request for change in commercial/legal terms and conditions, other than what has been mentioned in this RFP or any addenda/corrigenda or clarifications issued in connection thereto, will be entertained and queries in this regard, therefore will not be entertained.
- vi. Queries received after the scheduled date and time will not be responded/acted upon.

8. CONTENTS OF BID DOCUMENT:

- i. The Bidder must thoroughly study/analyse and properly understand the contents of this RFP, its meaning and impact of the information contained therein.

- ii. Failure to furnish all information required in this RFP or submission of Bid not responsive to this RFP in any respect will be at the Bidder's risk and responsibility and the same may finally result in rejection of its Bid. SBIL has made considerable effort to ensure that accurate information is contained in this RFP and is supplied solely as guidelines for Bidders.
- iii. The Bid prepared by the Bidder, as well as all correspondences and documents relating to the Bid exchanged by the Bidder and SBIL and supporting documents and printed literature shall be submitted in English.
- iv. The information provided by the Bidders in response to this RFP will become the property of SBIL and will not be returned. Incomplete information in Bid document may lead to non-consideration of the proposal.

9. BID PREPARATION AND SUBMISSION:

The Technical Bid and Commercial Bid are to be submitted on e-tender portal at the address mentioned in the 'Schedule of Events' for providing the Services (as detailed in Scope of Work at **Appendix E** of this RFP).

- i. **Technical Bid:-** The Bidder shall submit the below mentioned documents along with the Technical Bid before the last date of submission and at the address mentioned in Point no. 6 of the Schedule of Events. The Bid document along with such enclosures which shall be submitted along with technical bid on e-tender portal.

List of Documents:

- (a) Index of all the documents, letters, bid forms etc. submitted in response to RFP along with page numbers.
 - (b) Bid covering letter/Bid Form on the lines of **Appendix-A** on Bidder's letter head.
 - (c) Specific response with supporting documents in respect of Eligibility Criteria as mentioned in **Appendix-B** and technical eligibility criteria on the lines of **Appendix-C**.
 - (d) Bidder's details as per **Appendix-D** on Bidder's letter head.
 - (e) Audited financial statement and profit and loss account statement as mentioned in Part-II.
 - (f) A copy of board resolution or equivalent along with copy of power of attorney (POA wherever applicable) or equivalent showing that the signatory has been duly authorized to sign the Bid document.
 - (g) Non-Disclosure Undertaking as mentioned in **Appendix-H**
- ii. **Commercial Bid:-** The Commercial Bid should be as per the format provided in **Appendix-F**. The Commercial Bid must include all the price components mentioned. Prices are to be quoted in Indian Rupees only. The Commercial Bid shall be submitted in a e-tender portal which the Bidder should mark as "Commercial Bid"

iii. Bidders may please note:

- (a) The Bidder should quote for the entire package on a single responsibility basis for Services it proposes to provide.
- (b) While submitting the Technical Bid, literature on the Services should be segregated and kept together in one section.
- (c) Care should be taken that the Technical Bid shall not contain any price information. Such proposal, if received, will be rejected.
- (d) The Bid document shall be complete in accordance with various clauses of the RFP document or any addenda/corrigenda or clarifications issued in connection thereto, duly signed by the authorized representative of the Bidder. Board resolution authorizing representative to Bid and make commitments on behalf of the Bidder is to be attached.
- (e) It is mandatory for all the Bidders to have class-III Digital Signature Certificate (DSC) (in the name of person who will sign the Bid) from any of the licensed certifying agency to participate in this RFP. DSC should be in the name of the authorized signatory. It should be in corporate capacity (that is in Bidder capacity).
- (f) Bids are liable to be rejected if only one among the two Bid parts (i.e. Technical Bid or Commercial Bid) is received.
- (g) If deemed necessary, SBIL may seek clarifications on any aspect from the Bidder. However, that would not entitle the Bidder to change or cause any change in the substances of the Bid already submitted or the price quoted.
- (h) The Bidder may also be asked to give presentation for the purpose of clarification of the Bid.
- (i) The Bidder must provide specific and factual replies to the points raised in the RFP.
- (j) The Bid shall be typed or written and shall be digitally signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract.
- (k) All the enclosures (Bid submission) shall be serially numbered.
- (l) Bidder(s) should prepare and submit their Bids well in advance before the prescribed date and time to avoid any delay or problem during the Bid submission process. SBIL shall not be responsible for any sort of delay or the difficulties faced by the Bidder(s) during the submission of Bids.
- (m) SBIL at its sole discretion reserves the right to reject Bids not conforming to above.

10. DEADLINE FOR SUBMISSION OF BIDS:

- i. Bids along with the documents mentioned in Clause 9 of the present RFP must be submitted on the address provided within the timeline as prescribed in the “Schedule of Events”, failing which Bid will be treated as non-responsive.
- ii. In the event of the specified date for submission of Bids being declared a holiday for SBIL, the Bids will be received upto the appointed time on the next working day.
- iii. In case SBIL extends the scheduled date of submission of Bid document, the Bids shall be submitted by the time and date rescheduled. All rights and obligations of SBIL and Bidders will remain the same.

11. MODIFICATION AND WITHDRAWAL OF BIDS:

- i. The Bidder may modify or withdraw its Bid before the Bid submission of Bid prior to the deadline prescribed for submission of Bids.
- ii. No modification in the Bid shall be allowed, after the deadline for submission of Bids.
- iii. No Bid shall be withdrawn in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified in this RFP.

12. PERIOD OF BID VALIDITY:

- i. Bid shall remain valid for duration of 6 calendar months from Bid submission date.
- ii. In exceptional circumstances, SBIL may solicit the Bidders' consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. A Bidder is free to refuse the request. However, any extension of validity of Bids or price will not entitle the Bidder to revise/modify the Bid document.
- iii. Once notification of award or Letter of Intent is issued by SBIL, the said price will remain fixed for the entire Contract period and shall not be subjected to variation on any account, including exchange rate fluctuations, if applicable. A Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.

13. BID INTEGRITY:

Willful misrepresentation of any fact within the Bid will lead to the cancellation of the Contract without prejudice to other actions that SBIL may take. All the submissions, including any accompanying documents, will become property of SBIL. The Bidders shall be deemed to license, and grant all rights to SBIL, to reproduce the whole or any portion of their Bid document for the purpose of evaluation and to disclose the contents of submission for regulatory and legal requirements.

14. BIDDING PROCESS/OPENING OF TECHNICAL BIDS:

- i. All the technical Bids received up to the specified time and date will be opened for initial evaluation on the time and date mentioned in the Schedule of Events.
- ii. In the first stage, only technical Bid will be opened and evaluated. Bids of such Bidders satisfying eligibility criteria and agree to comply with all the terms and conditions specified in the RFP will be evaluated for technical criteria/specifications/eligibility. Only those Bids complied with technical criteria shall become eligible for Commercial Bid opening and further RFP evaluation process.
- iii. SBIL will examine the Bids to determine whether they are complete, the required formats

have been furnished, the documents have been properly signed and the Bids are in specified order. SBIL may, at its discretion waive any minor non-conformity or irregularity in a Bid which does not constitute a material deviation.

- iv. Prior to the detailed evaluation, SBIL will determine the responsiveness of each Bid to the RFP. For purposes of these Clauses, a responsive Bid is one, which conforms to all the terms and conditions of the RFP in toto, without any deviation.
- v. SBIL's determination of a Bid's responsiveness will be based on the contents of the Bid itself, without recourse to extrinsic evidence.
- vi. After opening of the technical Bids and preliminary evaluation, some or all the Bidders may be asked to make presentations on the Service proposed to be offered by them.
- vii. If a Bid is not responsive, it will be rejected by SBIL and the same can not subsequently be made responsive by the Bidder by correction of the non-conformity.

15. EVALUATION OF TECHNICAL BID:

- i. The evaluation of Technical Bid will include assessment of the technical information submitted as per technical Bid format, demonstration of proposed Services, reference calls and site visits, wherever required. The Bidder may highlight the noteworthy/superior features of their Services. The Bidder will demonstrate/substantiate all claims made in the technical Bid along with supporting documents to SBIL.
- ii. During evaluation and comparison of Bids, SBIL may, at its discretion ask the Bidders for clarification on the Bids received. The request for clarification shall be in writing and no change in prices or substance of the Bid shall be sought, offered or permitted. No clarification at the initiative of the Bidder shall be entertained after Bid submission date.

16. EVALUATION OF COMMERCIAL BIDS AND FINALIZATION:

- i. The Commercial Bid(s) of only those Bidders, who are short-listed after technical evaluation, would be opened.
- ii. The net total of the price evaluation as quoted in the Commercial Bid will be one of the prime criteria to identify the successful Bidder.
- iii. Errors, if any, in the price breakup format will be rectified as under:
 - (a) If there is a discrepancy between the unit price and total price which is obtained by multiplying the unit price with quantity, the unit price shall prevail and the total price shall be corrected unless it is a lower figure. If the Bidder does not accept the correction of errors, the Bid will be rejected.

- (b) If there is a discrepancy in the unit price quoted in figures and words, the unit price in figures or in words, as the case may be, which corresponds to the total Bid price for the Bid shall be taken as correct.
- (c) If the Bidder has not worked out the total Bid price or the total Bid price does not correspond to the unit price quoted either in words or figures, the unit price quoted in words shall be taken as correct.
- (d) The Bidder should quote for all the items/services desired in this RFP. In case, prices are not quoted by any Bidder for any specific product and / or service, for the purpose of evaluation, the highest of the prices quoted by other Bidders participating in the bidding process will be reckoned as the notional price for that service, for that Bidder. However, if selected, at the time of award of Contract, the lowest of the price(s) quoted by other Bidders (whose Price Bids are also opened) for that service will be reckoned. This shall be binding on all the Bidders. However, SBIL reserves the right to reject all such incomplete Bids.

17. CONTACTING SBI LIFE:

- i. No Bidder shall contact SBIL on any matter relating to its Bid, from the time of opening of Commercial Bid to the time, the Contract is awarded.
- ii. Any effort by a Bidder to influence SBIL in its decisions on Bid evaluation, Bid comparison or Contract award may result in the rejection of the Bid.

18. AWARD CRITERIA AND AWARD OF CONTRACT:

- i. Total cost of Services along with cost of all items specified in **Appendix-F** should be quoted by the Bidder(s) in Commercial Bid.
- ii. SBIL will notify successful Bidder in writing by way of issuance of notification of award through letter or email that its Bid has been accepted. The successful Bidder has to return the duplicate copy of the same to SBIL within **7 working days**, duly Accepted, Stamped and Signed by Authorized Signatory as a token of acceptance.
- iii. Copy of board resolution or equivalent and power of attorney (POA wherever applicable) or equivalent showing that the signatory has been duly authorized to sign the acceptance letter and Contract should be submitted.
- iv. The successful Bidder shall be required to enter into a Contract with SBIL within 30 days from the date of notification of award or within such extended period as may be decided by SBIL.
- v. Till execution of a formal Contract, the RFP, along with SBIL's notification of award and Service Provider's acceptance thereof, would be binding contractual obligation between SBIL and the successful Bidder.

- vi. SBIL reserves the right to stipulate, at the time of finalization of the Contract, any other document(s) to be enclosed as a part of the final Contract.
- vii. Failure of the successful Bidder to comply with the requirements/terms and conditions of this RFP shall constitute sufficient grounds for the annulment of the award.

19. POWERS TO VARY OR OMIT WORK:

- i. No alterations, amendments, omissions, additions, suspensions or variations in the Scope of Work (hereinafter referred to as 'variation') under the Contract shall be made by the successful Bidder except as directed in writing by SBIL. SBIL shall have full powers, to instruct the successful Bidder to make any variation without prejudice to the Contract. The finally selected Bidder shall carry out such variation and be bound by the same conditions as far as applicable as though the said variations occurred in the Contract. If any, suggested variations would, in the opinion of the finally selected Bidder, if carried out, prevent him from fulfilling any of his obligations under the Contract, he shall notify SBIL thereof in writing with reasons for holding such opinion and SBIL may instruct the finally selected Bidder to make such other modified variation without prejudice to the Contract. The finally selected Bidder shall carry out such variation and be bound by the same conditions as far as applicable as though the said variations occurred in the Contract.
- ii. If the successful Bidder has received instructions from SBIL as to the requirements for carrying out the altered or additional substituted work which either then or later on, will in the opinion of the finally successful Bidders, involve a claim for additional payments, such additional payments shall be mutually agreed.
- iii. If any change in the work is likely to result in reduction in cost, the parties shall agree in writing so as to the extent of change in contract price, before the finally selected Bidder proceeds with the change.

20. WAIVER OF RIGHTS:

Each Party agrees that any delay or omission on the part of the other Party to exercise any right, power or remedy under this RFP will not automatically operate as a waiver of such right, power or remedy or any other right, power or remedy and no waiver will be effective unless it is in writing from the waiving Party. Further the waiver or the single or partial exercise of any right, power or remedy by either Party hereunder on one occasion will not be construed as a bar to a waiver of any successive or other right, power or remedy on any other occasion.

21. AMENDMENT TO THE CONTRACT:

No variation in or modification of the terms of the Contract shall be made, except by written amendment, signed by the parties.

22. PENALTIES:

As mentioned in **Appendix-E** of this RFP.

23. RIGHT TO VERIFICATION:

SBIL reserves the right to verify any or all of the statements made by the Bidder in the Bid document and to inspect the Bidder's facility, if necessary, to establish to its satisfaction about the Bidder's capacity/capabilities to perform the job.

24. SUBCONTRACTING:

As per scope of this RFP, sub-contracting is not permitted.

25. VALIDITY OF CONTRACT:

The Contract will be valid for the period of Three (3) year/s.

26. CONFIDENTIALITY:

Confidentiality obligation shall be as per Non-Disclosure Undertaking and clause 08 of Service Agreement placed as **Appendix -G** to this RFP.

27. INTELLECTUAL PROPERTY RIGHTS AND OWNERSHIP:

- i. Service Provider agrees that all data or information supplied by SBIL to Service Provider in connection with the provision of Services by it shall remain the property of SBIL or its licensors.
- ii. On any licensed material used by Service Provider for performing Services or developing Work Product for SBIL, Service Provider should have a valid and subsisting right to use as well as to further license for the Services performed/provided. SBIL shall not be liable for any license or IPR violation/infringement on the part of Service Provider.
- iii. The Service Provider shall, at all times and at its own expenses without any limitation, indemnify and keep fully and effectively indemnified SBIL against all costs, claims, damages, demands, expenses and liabilities of whatsoever nature arising out of or in connection with all claims of infringement of Intellectual Property Rights, including patent, trademark, copyright, trade secret or industrial design rights of any third party arising from the Services or use of Work Product or any part thereof in India or abroad under this RFP.
- iv. All Work Product prepared by the Service Provider in performing the Services shall

become and remain the sole and exclusive property of SBIL and all Intellectual Property Rights in such Work Product shall vest with SBIL. Any Work Product, of which the ownership or the Intellectual Property Rights do not vest with SBIL under law, shall automatically stand assigned to SBIL as and when such Work Product is created and Service Provider agrees to execute all papers and to perform such other acts as SBIL may deem necessary to secure its rights herein assigned by Service Provider. The Work Product shall not be used for any purpose other than intended under the scope of work, without prior written consent of SBIL.

- v. In the event that Service Provider integrates any work that was previously created by Service Provider into any Work Product, Service Provider shall grant to, and SBIL is hereby granted, a worldwide, royalty-free, perpetual, irrevocable license to utilize the incorporated items, including, but not limited to, any and all copyrights, patents, designs, trade secrets, trademarks or other Intellectual Property Rights, in connection with the Work Product.

28. LIQUIDATED DAMAGES:

If Service Provider fails to deliver and perform any or all the Services within the stipulated time, schedule as specified in this RFP and/or Contract, SBIL may, without prejudice to its other remedies under the RFP and/or Contract, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the Project Cost, as liquidated damages a sum equivalent to 0.5% of total Project Cost for delay of each week or part thereof maximum up to 5% of total Project Cost. Once the maximum deduction is reached, SBIL may consider termination of the Contract.

29. CONFLICT OF INTEREST:

- i. Bidder shall not have a conflict of interest (the “Conflict of Interest”) that affects the bidding Process. Any Bidder found to have a Conflict of Interest shall be disqualified.
- ii. A Bidder eventually appointed to provide consultancy services for this Project, and its Associates, shall be disqualified from subsequently providing goods or works or services related to the Project and any breach of this obligation shall be construed as Conflict of Interest; provided that the restriction herein shall not apply after a period of 5 (five) years from the completion of this assignment or to consulting assignments granted by SBIL at any time; provided further that this restriction shall not apply to consultancy/ advisory services performed for SBIL in continuation of this Consultancy or to any subsequent consultancy/ advisory services performed for SBIL in accordance with the respective RFP or proposals.
- iii. It is further clarified that:
 - (a) Bidder shall not receive any remuneration in connection with the assignment except as provided in the Contract.
 - (b) Bidder shall provide professional, objective and impartial advice and at all times hold SBIL’s interests paramount, strictly avoiding conflicts with other assignment(s)/job(s) or their own corporate interests, and act without any expectation/ consideration for award of any future assignment(s) from SBIL. Bidder shall avoid any conflict of interest while

discharging contractual obligations and bring, before-hand, any possible instance of conflict of interest to the knowledge of SBIL, while rendering Services under the Contract.

30. CODE OF INTEGRITY AND DEBARMENT/BANNING:

- i. The Bidder and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the bidding Process. Notwithstanding anything to the contrary contained herein, SBIL shall reject Bid without being liable in any manner whatsoever to the Bidder if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt / fraudulent / coercive / undesirable or restrictive practices in the bidding Process or otherwise.
- ii. Bidders are obliged under code of integrity to suo-moto proactively declare any conflicts of interest (pre-existing or as and as soon as these arise at any stage) in RFP process or execution of Contract. Failure to do so would amount to violation of this code of integrity.
- iii. Any Bidder needs to declare any previous transgressions of such a code of integrity with any entity in any country during the last three years or of being debarred by any other procuring entity. Failure to do so would amount to violation of this code of integrity.
- iv. For the purposes of this clause, the following terms shall have the meaning hereinafter, respectively assigned to them:
 - (a) **“corrupt practice”** means making offers, solicitation or acceptance of bribe, rewards or gifts or any material benefit, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process or Contract execution;
 - (b) **“Fraudulent practice”** means any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefits may be obtained or an obligation avoided. This includes making false declaration or providing false information for participation in a RFP process or to secure a Contract or in execution of the Contract;
 - (c) **“Coercive practice”** means harming or threatening to harm, persons or their property to influence their participation in the procurement process or affect the execution of a contract;
 - (d) **“Anti-competitive practice”** means any collusion, bid rigging or anti-competitive arrangement, or any other practice coming under the purview of the Competition Act, 2002, as amended from time to time, between two or more Bidders, with or without the knowledge of SBIL, that may impair the transparency, fairness and the progress of the procurement process or to establish Bid prices at artificial, non-competitive levels;

- (e) **“Obstructive practice”** means materially impede SBIL’s or any Government or regulatory agency’s, investigation into allegations of one or more of the above mentioned prohibited practices either by deliberately destroying, falsifying, altering; or by concealing of evidence material to the investigation; or by making false statements to investigators and/or by threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or by impeding SBIL’s rights of audit or access to information;

v. Debarment/Banning

Empanelment/participation of Bidders and their eligibility to participate in SBIL’s procurements is subject to compliance with code of integrity and performance in contracts as per terms and conditions of contracts. Following grades of debarment from empanelment/participation in SBIL’s procurement process shall be considered against delinquent Vendors/Bidders:

(a) Holiday Listing (Temporary Debarment - suspension):

Whenever a Bidder is found lacking in performance, in case of less frequent and less serious misdemeanors, the Bidder may be put on a holiday listing (temporary debarment) for a period upto 12 (twelve) months. When a Bidder is on the holiday listing, he is neither invited to Bid nor are his Bids considered for evaluation during the period of the holiday. The Bidder is, however, not removed from the list of empaneled vendors, if any. Performance issues which may justify holiday listing of the Bidder among other things are:

- Repeated non-performers or performers below specified standards (including after sales services and maintenance services etc.);

(b) Debarment from participation including removal from empaneled list

Debarment of a delinquent Bidder (including their related entities) for a period (one to two years) from SBIL’s procurements including removal from empanelment, wherever such Bidder is empaneled, due to severe deficiencies in performance or other serious transgressions. Reasons which may justify debarment and/or removal of the Bidder from the list of empaneled vendors are:

- Without prejudice to the rights of SBIL hereinabove, if a Bidder is found by SBIL to have directly or indirectly or through an agent, engaged or indulged in any corrupt/fraudulent/coercive/undesirable or restrictive practices during the bidding Process, such Bidder shall not be eligible to participate in the RFP process.
- Bidder fails to abide by the terms and conditions or to maintain the required technical/operational staff/equipment or there is change in its production/service line affecting its performance adversely, or fails to cooperate or qualify in the review.
- If Bidder ceases to exist or ceases to operate in the category of requirements for which it is empaneled;

- Bankruptcy or insolvency on the part of the Bidder as declared by a court of law; or
- Banning by Ministry/Department or any other Government agency;
- Other than in situations of force majeure, technically qualified Bidder withdraws from the procurement process or after being declared as successful Bidder: (i) withdraws from the process; (ii) fails to enter into a Contract; or (iii) fails to provide performance guarantee or any other document or security required in terms of the RFP documents;
- Any other ground, based on which SBIL considers, that continuation of Contract is not in public interest.
- If there is strong justification for believing that the partners/directors/proprietor/agents of the Bidder has been guilty of violation of the code of integrity or Integrity Pact (wherever applicable), evasion or habitual default in payment of any tax levied by law; etc.

31. FORCE MAJEURE:

- i. Notwithstanding the provisions of terms and conditions contained in this RFP, neither party shall be liable for any delay in performing its obligations herein if and to the extent that such delay is the result of an event of Force Majeure.
- ii. For the purposes of this clause, 'Force Majeure' means and includes wars, insurrections, revolution, civil disturbance, riots, terrorist acts, public strikes, hartal, bundh, fires, floods, pandemic, epidemic, quarantine restrictions, freight embargoes, declared general strikes in relevant industries, Vis Major, acts of Government in their sovereign capacity, impeding reasonable performance of Bidder/selected Bidder but does not include any foreseeable events, commercial considerations or those involving fault or negligence on the part of the party claiming Force Majeure.
- iii. If a Force Majeure situation arises, Bidder shall promptly notify SBIL in writing of such condition and the cause thereof. Unless otherwise directed by SBIL in writing, Bidder shall continue to perform its obligations under this RFP as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
- iv. If the Force Majeure situation continues beyond 30 (thirty) days, the Bidder shall have the right to terminate the participation under RFP by giving a notice to SBIL. Neither party shall have any penal liability to the other in respect of the termination of the participation under the RFP as a result of an event of Force Majeure.

32. TERMINATION FOR INSOLVENCY:

SBIL may, at any time, terminate the Participation of the Bidder in the RFP, if the Bidder becomes Bankrupt or insolvent or any application for bankruptcy, insolvency or winding up has been filed against it by any person. In this event, termination will be without

compensation to Service Provider, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to SBIL.

33. TAXES AND DUTIES:

- i. Service Provider shall be liable to pay all corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India and the price Bid by Service Provider shall include all such taxes in the quoted price.
- ii. Prices quoted should be exclusive of all Central / State Government taxes/duties and levies but inclusive of all corporate taxes. The quoted prices and taxes/duties and statutory levies such as GST etc. should be specified in the separate sheet (**Appendix- F**).
- iii. Only specified taxes/ levies and duties in the **Appendix-F** will be payable by SBIL on actuals upon production of original receipt wherever required. If any specified taxes/ levies and duties in **Appendix-F** are replaced by the new legislation of Government, same shall be borne by SBIL. SBIL shall not be liable for payment of those Central / State Government taxes, levies, duties or any tax/ duties imposed by local bodies/ authorities, which are not specified by the Bidder in **Appendix-F**
- iv. Prices payable to Service Provider as stated in the Contract shall be firm and not subject to adjustment during performance of the Contract, irrespective of reasons whatsoever, including exchange rate fluctuations.
- v. Income / Corporate Taxes in India: The Bidder shall be liable to pay all corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India and the price Bid by the Bidder shall include all such taxes in the contract price.
- vi. All expenses, stamp duty and other charges/ expenses in connection with the execution of the Contract as a result of this RFP process shall be borne by Service Provider. The Service Agreement/ Contract would be stamped as per Maharashtra Stamp Act, 1958 and any amendment thereto.

34. TAX DEDUCTION AT SOURCE:

Wherever the laws and regulations require deduction of such taxes at the source of payment, SBIL shall effect such deductions from the payments if any due to the Bidder . The remittance of amounts so deducted and issuance of certificate for such deductions shall be made by SBIL as per the laws and regulations for the time being in force.

35. SEVERABILITY

If any part or provision of this RFP is found to be invalid or unenforceable by any court or administrative body of competent jurisdiction, the invalidity or unenforceability of such provision or part shall not affect the other parts or provisions of this RFP and the same shall

remain unimpaired and in full force and effect.

Part-II
Appendix –A
BID FORM (TECHNICAL BID)
[On Bidder's letter head]

Date: _____

To:
SBI LIFE INSURANCE COMPANY LTD,

Dear Sir,
Ref: RFP No.

~~~~~

We < name of the body corporate/entity> (herein after referred to as the 'Bidder') have examined the above referred RFP, the receipt of which is hereby duly acknowledged and subsequent to pre-bid clarifications/ modifications / revisions, if any, furnished by SBIL, offer to provide Services detailed in this RFP. We shall abide by the terms and conditions spelt out in the RFP. We shall participate and submit the Technical Bid and Commercial Bid along with the prescribed enclosures at the e tender portal on or before the submission date as specified in the Schedule of Events of the present RFP.

i. While submitting this Bid, we certify that:

- The undersigned is authorized to sign on behalf of the Bidder and the necessary support document delegating this authority is enclosed to this letter.
- We declare that we are not in contravention of any conflict of interest obligation mentioned in this RFP.
- commercials in the Commercial Bid submitted by us have been arrived at without agreement with any other Bidder of this RFP for the purpose of restricting competition.
- The commercials in the Commercial Bid submitted by us have not been disclosed and will not be disclosed to any other Bidder responding to this RFP.
- We have not induced or attempted to induce any other Bidder to submit or not to submit a Bid for restricting competition.
- We have quoted for all the services/items mentioned in this RFP in our Commercial Bid.
- The rate quoted in the Commercial Bids are as per the RFP and subsequent pre-Bid clarifications/ modifications/ revisions furnished by SBIL, without any exception.

ii. We undertake that, in competing for (and, if the award is made to us, in executing) the above Contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

- iii. We undertake that we will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of SBIL, connected directly or indirectly with the bidding process, or to any person, organisation or third party related to the Contract in exchange for any advantage in the bidding, evaluation, Contracting and implementation of the Contract.
- iv. We undertake that we will not resort to canvassing with any official of SBIL, connected directly or indirectly with the bidding process to derive any undue advantage. We also understand that any violation in this regard, will result in our disqualification from further bidding process.
- v. It is further certified that the contents of our Bid are factually correct. We have not sought any deviation to the terms and conditions of the RFP. We also accept that in the event of any information / data / particulars proving to be incorrect, SBIL will have right to disqualify us from the RFP without prejudice to any other rights available to SBIL.
- vi. We certify that while submitting our Bid document, we have not made any changes in the contents of the RFP document, read with its amendments/clarifications provided by SBIL.
- vii. We agree to abide by all the RFP terms and conditions, contents of the Contract as per template available at **Appendix-G** of this RFP
- viii. Till execution of a formal Contract, the RFP, along with SBIL's notification of award by and our acceptance thereof, would be binding contractual obligation on us.
- ix. We understand that you are not bound to accept the lowest or any Bid you may receive and you may reject all or any Bid without assigning any reason or giving any explanation whatsoever.
- x. We hereby certify that our name does not appear in any "Caution" list of IRDAI / or any other regulatory body for outsourcing activity.
- xi. We hereby certify that on the date of submission of Bid for this RFP, we do not have any past/ present litigation which adversely affect our participation in this RFP and or which materially impacts our going concern or we are not blacklisted/penalized/punished for breach of contract/fraud/corrupt practices by any commercial establishments / public or private insurance companies / Public Sector Undertaking/ State or Central Government or their agencies/departments.
- xii. We hereby certify that on the date of submission of Bid, we do not have any service agreement pending to be signed with SBIL for more than 6 months.
- xiii. If our Bid is accepted, we undertake to enter into and execute at our cost, when called upon by SBIL to do so, a Contract in the prescribed form and we shall be solely responsible for the due performance of the Contract.
- xiv. We, further, hereby undertake and agree to abide by all the terms and conditions stipulated by SBIL in the RFP.



Dated this ..... day of ..... 2025

(Signature)

(Name)

(In the capacity of)

Duly authorised to sign Bid for and on behalf of

**Seal of the Bidder.**

**Appendix-B**

**Bidder's Eligibility Criteria**

Bidders meeting the following criteria are eligible to submit their Bids along with supporting documents. If the Bid is not accompanied by all the required documents supporting eligibility criteria, the same would be rejected:

| S. No. | Eligibility Criteria                                                                                                                                                                                                                                    | Compliance (Yes/No) | Documents to be submitted                                                                                                                                                                                                                       |
|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.     | The Bidder must be an Indian Company/ LLP /Registered Partnership firm registered under applicable Act in India.                                                                                                                                        |                     | Certificate of Incorporation issued by Registrar of Companies or equivalent and full address of the registered office/ principle place of business along with Memorandum & Articles of Association/ Registered Partnership Deed/ LLP Agreement. |
| 2.     | The Bidder should be profitable organization on the basis of profit before tax (PBT) for at least 02 (two) out of last 03 (three) financial years mentioned in para 2 above.                                                                            |                     | Copy of the audited financial statement along with profit and loss statement for corresponding years and / or Certificate of the statutory auditor.                                                                                             |
| 3.     | Bidder should have experience of minimum 05 years in providing the Services in field of Cafeteria Service.                                                                                                                                              |                     | Copy of the order and / or Certificate of completion of the work.                                                                                                                                                                               |
| 4.     | Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar projects in India.<br>(Start and End Date of the Project to be mentioned) in the past (At least 3 client references are required) |                     | Bidder should specifically confirm on their letter head in this regard as per <b>Appendix-J</b>                                                                                                                                                 |
| 5.     | Past/present litigations, disputes, if any (Adverse litigations could result in                                                                                                                                                                         |                     | Brief details of litigations, disputes related to product/services being procured under this RFP or                                                                                                                                             |



|    |                                                                                                                                                                                                                                                                                                                            |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | disqualification, at the sole discretion of SBIL)                                                                                                                                                                                                                                                                          |  | infringement of any third party Intellectual Property Rights by prospective Bidder/ OEM or disputes among Bidder's board of directors, liquidation, bankruptcy, insolvency cases or cases for blacklisting/penalizing/punishing for breach of contract/fraud/corrupt practices by any commercial establishments / public or private insurance companies / Public Sector Undertaking / State or Central Government or their agencies/ departments or any such similar cases, if any are to be given on Company's letter head. |
| 6. | Bidders should not be blacklisted or penalized or punished for breach of contract/fraud/corrupt practices by any commercial establishments / public or private insurance companies / Public Sector Undertaking / State or Central Government or their agencies/ departments on the date of submission of bid for this RFP. |  | Bidder should specifically certify in <b>Appendix A</b> in this regard.                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 8. | The Bidder should not have any service agreement pending to be signed with SBIL for more than 6 months                                                                                                                                                                                                                     |  | Bidder should specifically certify in <b>Appendix A</b> in this regard.                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

Relevant documentation pertaining to services offered in the subject matter, and the subject matter experts / resources are on the rolls of the firm (as applicable), along with client references pertaining to the service being procured under this RFP, should be submitted along with the Bids.

Documentary evidence must be furnished against each of the above criteria along with an index. All documents must be signed by the authorized signatory of the Bidder. Relevant portions, in the documents submitted in pursuance of eligibility criteria, should be highlighted.

**Name & Signature of authorised signatory**

**Seal of Bidder**

**Appendix-C**

**Technical Eligibility Criteria**

**Technical Evaluation scoring Matrix**

| Sr No | Evaluation Criteria                                                                   | List of Documents to be Submitted                                                                                                                                                                                    |
|-------|---------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1     | Annual Turnover of last 3 financial years                                             | Copy of Audited Balance Sheet with Profit & Loss statement of last three financial years ie, FY 2022-23, 2023-24, 2024-25                                                                                            |
| 2     | Profitability of last 3 years (FY 22-23, FY 23-24, FY 24-25)                          | Profit after tax . The Bidder should have a positive profit after tax in lastt 3 years. Copy of Audited balance sheet with Profit & loss statements of last three financial years ie, Fy 2022-23, 2023-24, 2024-25.  |
| 3     | Experience of Bidder ( in number of years in Business from the date of incorporation) | A. Copy of Certificate of Incorporation ( Firm/ Organization - whether sole proprietorship / partnership firm/ private limited/ limited or cooperative body, etc) has to be provided .<br>B. Copy of GST Certificate |
| 4     | Number of On- roll employees                                                          | PF receipts/ Overall PF Statement submitted as proofs                                                                                                                                                                |
| 5     | Quality Certifications                                                                | The bidder should be having active / valid FSSAI , ISO 9001/22000:2018/ 45000:2018 Registration certificate                                                                                                          |
| 6     | Top 3 Client with Monthly Volume of Business                                          | Value of contract( In Rupees), Copy of purchase order or work order, Any other supporting document.                                                                                                                  |

|           |                                                                                                                           |                                                                                                                                                                                   |
|-----------|---------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>7</b>  | <b>Staff Deployment at<br/>CPC SBI Life<br/>Cafeteria Seawoods</b>                                                        | <b>Minimum Number of staffs deployment<br/>for cafeteria operations at CPC SBI<br/>Cafeteria seawoods</b>                                                                         |
| <b>8</b>  | <b>Volume of lunch<br/>meals served per<br/>day for top 3 clients<br/>in Mumbai</b>                                       | <b>Count of number of lunch meals served<br/>per day to top 3 clients in mumbai /<br/>nearby vicinity. Purchase order / any<br/>other supporting document to be<br/>submitted</b> |
| <b>9</b>  | <b>Scoring Based on<br/>Food Trials / Test by<br/>SBIL Committee</b>                                                      | <b>To be decided by SBIL committee : based<br/>on Food trials at kitchen &amp; client site</b>                                                                                    |
| <b>10</b> | <b>Scoring based on<br/>inspection of<br/>facilities by SBIL<br/>Committee of<br/>central kitchen and<br/>Client site</b> | <b>SBIL Committee inspection at central<br/>kitchen and nearest client site : Subjective<br/>evaluation : to be decided by SBIL<br/>committee based on field visits</b>           |

#### **Appendix-D**

#### **Bidder Details Format**

##### Details of the Bidder

| S. No. | Particulars                                                                                                                                                                             | Details |
|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 1.     | Name                                                                                                                                                                                    |         |
| 2.     | Date of Incorporation and / or commencement of business                                                                                                                                 |         |
| 3.     | Certificate of incorporation or equivalent                                                                                                                                              |         |
| 4.     | Brief description of the Bidder including details of its main line of business                                                                                                          |         |
| 5.     | Bidder website URL                                                                                                                                                                      |         |
| 6.     | Bidder Pan Number                                                                                                                                                                       |         |
| 7.     | Bidder GSTIN Number                                                                                                                                                                     |         |
| 8.     | Particulars of the Authorized Signatory of the Bidder<br>a) Name<br>b) Designation<br>c) Address<br>d) Phone Number (Landline)<br>e) Mobile Number<br>f) Fax Number<br>g) Email Address |         |

**Name & Signature of authorised signatory**

**Seal of Bidder**

**Appendix-E**

**Scope of Work , Terms & Condition , Kitchen Equipment list and Payment Schedule**

**SCOPE OF WORK**

1. During the contract period, the Service provider shall be responsible for:
  - i. The Cafeteria services shall be provided at the Staff Canteen in the office premises of SBI Life Insurance Co. Ltd. at Seawoods office CPC Centre. At 7<sup>th</sup> floor cafeteria.
  - ii. The Service provider shall provide food items at the rates quoted by them in the Commercial bid. Rates for any new items introduced will require prior approval from Management Services Dept of SBI Life Insurance Co. Ltd.
  - iii. Breakfast, lunch and evening snacks are required to be catered on daily basis on all working days of SBI Life Insurance Co. Ltd. The Canteen timings are between 0830 hours to 1900 hours Monday to Friday. There may be a requirement to cater for food on holidays based on the footfall of attending office on those days. In such cases intimation will be provided to the Service Provider a day in advance. The Cafeteria services shall remain open from Monday to Saturday in the month of March from 0830 hours to 1900 hours.
  - iv. Vendor must keep live counters like Tea, filter coffee, Sandwich, Fruits, Juice etc., to be kept operational during SBIL office hours ie 0830 hours to 1900 or as may be required by SBIL. Vendor may prepare food at SBIL site as may be permitted by SBI Life.
  - v. The staff Cafeteria shall be kept open during such timings as may be stipulated by the SBI Life Insurance Co. Ltd. from time to time. However, if required by the SBI Life Insurance Co. Ltd., services will have to be provided beyond office hours.
  - vi. The Service Provider shall have to serve Special lunches/High Tea/ Special Tea and dinner as and when required for which prior information shall be given by the SBI Life Insurance Co. Ltd.

- vii. The Service Provider shall exhibit approved rates and list of items on Visual display units placed in the cafeteria and regularly update the same along with fixed prices. The service provider shall not sell the items other than that is approved by SBIL.
- viii. Point of Sale: Service provider must have the provision to accept digital payments through electronic mode/ payment apps / QR Code / Sodexo (pluxee)/Cash. The Service Provider is also responsible to pay all taxes, statutory dues and license fees (if any) to the authorities concerned. SBI Life Insurance Co. Ltd. shall not accept any responsibility in this regard. Food should also be served against coupons issued by SBIL to its employees.
- ix. Packaging conditions – Crockery, cutlery will be provided by SBI Life Insurance Co. Ltd. to be used for serving food items. These crockery and cutlery are required to be cleaned daily before serving food in them to employees.

2. Good quality and branded raw material should be used for cooking food items. The Service provider should also maintain hygiene and cleanliness of Kitchen and Dining hall.

3. It is the responsibility of Service Provider to provide minimum 08 nos. of manpower. All the Cafeteria staff deployed by the Service Provider shall be verified of their records, health certificates and other information's prior to posting at SBI Life Insurance Co. Ltd. If, any relative of personnel is present in SBI Life Insurance Co. Ltd. a declaration is to be given.

4. All infra-structure currently available in the SBIL kitchen will be made available to the Service Provider.

The list of kitchen equipment available is listed in the upcoming paragraph below:

- i. The Service Provider is bound to handle the crockery/cutlery/various equipment's etc. provided by SBI Life Insurance Co. Ltd. while discharging the contractual obligation. The Service Provider has to ensure that adequate care is taken while handling these equipment's. In case of any break down due to negligence / misuse by Service Provider, SBI Life Insurance Co. Ltd reserves the right to deduct the repair charges incurred from the Bills of the Service Provider.
- ii. The Service Provider will arrange his own equipment's other than those provided in the SBI Life Insurance Cafeteria for satisfactory provisions of services.

Note: The bidders are advised to consider the facilities/infrastructure to be provided by the SBIL while quoting their rates.

#### 5. Kitchen & Dining Area – Cleanliness and Hygiene

- i. The Service Provider shall ensure that the food cooked for the Staff is of the highest standards and hygiene which will be verified periodically by the SBI Life Insurance Co. Ltd. In case of unsatisfactory/unhygienic quality of food item(s) or lapse in services rendered or any breakage/shortage, etc. deductions will be made as penalty which will be solely decided by the SBI Life Insurance Co. Ltd. The Service Provider will provide access

to SBI Life Insurance Co. Ltd. staff to visit the kitchen where food is being prepared at Surprise / short notice for inspection.

- ii. The Service Provider shall also maintain the cleanliness of Kitchen and Staff Cafeteria. Cost of cleaning material shall be borne by the Service Provider. The Service Provider shall ensure that utensils/ crockery, etc. are washed and cleaned with clean water and standard quality detergent/soaps. Recycling dirty water for cleaning shall not be allowed.
- iii. The Service Provider shall be exclusively responsible to meet and comply with all FSSAI certified requirements with respect to food items prepared and served including with respect to raw material and ingredients incorporated therein and shall be exclusively responsible for any deviation with regard to preparation, storage, service and sale of food, including the provisions of the Prevention of Food Adulteration Act, The Essential Commodities Act and all rules, regulations and orders framed there under, including safety and health of all consumers/residents under the said contract.

#### 6. Penalties

Any deficiency in service and quality as well as quantity of food items served from the specified rates as decided by the SBI Life Insurance Co. Ltd. and Service Provider will not be accepted. A penalty shall be levied for any violation, as indicated below as **Annexure A**, after giving due notice and opportunity to the Service Provider. In any of the instances, the decision of SBI Life Insurance Co. Ltd on imposing penalty will be final and binding. In addition to the above, following actions will also invite penalty on Service Provider:

- i. Use of abusive language or rude behaviour by Service Provider staff with employees of SBI Life Insurance Co. Ltd. in a manner demeaning to them.
- ii. Non-wearing of proper uniforms or wearing untidy uniform by the Service provider staff.
- iii. Change of Cafeteria staff without intimation and approval of the SBI Life Insurance Co. Ltd. Absentism of staff to be handled by way of replacement
- iv. Non-maintenance of statutory and other registers/documents or non-submission of required documents sought by the SBI Life Insurance Co. Ltd.
- v. The Service Provider shall keep a suggestion book to be provided by SBI Life Insurance Co. Ltd. to record any suggestion/complaints on performance of services from the SBI Life Insurance Co. Ltd. staff/guests and produce the same to the SBI Life Insurance Co. Ltd. or its representatives for perusal during their visit to ensure that prompt action has been taken on such complaints and measures taken to avoid their recurrence. The Service Provider shall attend to all the complaints and address the same as early as possible to the satisfaction of the SBI Life Insurance Co. Ltd.

#### **Annexure A,**

**Penalties:** The penalties will be imposed on violation of terms and conditions of agreement as per the list given below:

| <b>Sr. No.</b> | <b>Description of Irregularities</b>                                  | <b>Penalty</b>            |
|----------------|-----------------------------------------------------------------------|---------------------------|
| 1              | If the quality or any particle found not up to the SBIL expectations. | INR 10,000/- per instance |
| 2              | Staff not in Uniform/ without I-Card.                                 | INR 1000/- per instance   |

|   |                                                                                            |                                                    |
|---|--------------------------------------------------------------------------------------------|----------------------------------------------------|
| 3 | Misbehaviour by the Contract Manpower to SBI Life Insurance Co. Ltd. employee or visitors. | INR 1000/- per instance                            |
| 4 | Delay in delivery of food                                                                  | INR 5,000/- per instance                           |
| 5 | Non Delivery of Food                                                                       | INR 10,000/- per instance                          |
| 6 | Recurring of irregularities given at Sr. No. 1 to 5                                        | INR 5,000 per instance                             |
| 7 | Quality, hygiene conditions to be maintained at all levels                                 | Non-negotiable. (Disbarring will be put in action) |

## **Terms and Conditions:**

1. Tenure of the Contract: The period of the contract will be Three years.
2. The escalation based on inflation of rate for specific items may be considered, after each contract year subject to a maximum of 5% and approval from management.
3. The bidder shall have his own operational Establishment/ kitchen in Navi Mumbai to provide cooked food and to ensure satisfactory hygiene of the kitchen.
4. The bidder shall be holding a valid license under the provision of Health and Food Department, FSSAI (Food Safety and Standards Authority License), Fire and Safety License and NOC from Fire Department permitting to cook food in their respective kitchen while submitting the bid. Service provider shall ensure that all the relevant licenses/registrations/permissions which may be required for providing the services are valid during the entire period of the contract failing which shall attract the appropriate penalties. If the license is to be renewed yearly, then the service provider will ensure the same during the tenure of the contract. The documents relevant in this regard shall be provided by the service provider to SBIL on demand.
5. The service provider shall comply with all the legal requirements for obtaining licenses under all regulations if any at his own part and cost. The requirement shall be depending up on the number of persons engaged for the organization in terms of the provisions of the relevant Act.
6. The service provider shall maintain all registers pertaining to goods coming in the SBIL Cafeteria required to be maintained as per license provisions and shall produce the same on demand SBI Life Insurance Company Ltd or any other authority under the law at the sites.
7. All necessary health check-up reports of all the team members deployed at the site and other information will be supplied immediately as required and regular meetings will be held with SBI Life Insurance Company Ltd. at the sites.
8. The Vendor shall deploy a full-time Manager having experience in Handling Cafeteria Services on its own payroll for the sites.

9. The Vendor shall deploy adequate number (preferably min 08 nos) of staff having experience in Cafeteria executive area and meeting room servicing on its own payroll for the sites.
10. The Manager shall be responsible towards the timely availability of food, quality of food served in the Cafeteria and all other provisions mentioned in the tender document for the sites.

| ITEM           | DURATION |          |
|----------------|----------|----------|
| Breakfast      | 8:30 AM  | 10:30 AM |
| Lunch          | 12:30 PM | 2:30 PM  |
| Evening snacks | 4:30 PM  | 7:00 PM  |

11. The Service Provider will mandatorily deploy Cafeteria Manager at the sites of SBI Life Insurance Co. Ltd. The supervisor shall be required to work as per the instructions of SBI Life Insurance Company Ltd. The Manager shall be responsible for regular interaction with SBI Life Insurance Co. Ltd. so that optimal services of the persons deployed could be availed without any disruption.
12. The Cafeteria manpower shall not accept any gratitude or reward in any form.
13. Under the terms of their employment agreement with the Service Provider, the Cafeteria staff shall not do any professional or other work for reward or otherwise either directly or indirectly, except for and on behalf of the Service Provider.
14. The personnel engaged by service provider must be extremely courteous with very pleasant mannerism in dealing with Staff of SBI LIFE Insurance Company and should project an image of utmost discipline. SBI Life Insurance Co. Ltd shall have the rights to have any person removed in case of any complaints without assigning any reason for removal. The Service Provider shall have to arrange suitable replacement in any such cases within 1 days.
15. Cafeteria manpower engaged by the Service Provider shall not take part in any staff union/ association activities.
16. The persons deployed shall, during their work be privy to certain confidential information which they are not supposed to divulge to third party. In view of this, they shall be required to take oath of confidentiality and breach of this condition shall make Service Provider as well as the person deployed at SBI Life Insurance Co. Ltd. site liable for suitable action and breach of contract.
17. Any loss or theft of property of SBI Life Insurance Co. Ltd, attributable to lack of vigilant measures, shall be recovered from the bills/PSD of Service provider.



18. Service provider shall ensure that all Cafeteria man power shall wear clean distinctive uniform comprising of trouser, Shirt, head cover, shoes, white hand gloves, masks and aprons while performing their duties within SBI Life Insurance Co. Ltd. premises.
19. The clothes worn by the Cafeteria man power shall be such that they do not hamper in their efficient performance. In particular they will neither be too tight nor too loose as to obstruct movement or bending of limbs.
20. Every man power deployed at SBI Life Insurance Co. Ltd premises must wear a display photo- identity card issued by the agency on the outer most garment above waist level in conspicuous manner.
21. Service provider shall ensure adequate supervision to ensure correct performance of the man power deployed in accordance with the prevailing assignment instructions agreed upon between the service provider and SBI Life Insurance Co. Ltd for the sites.
22. The Service Provider shall perform all Cafeteria services, acts, matters and things connected with the proper functioning of Cafeteria as per the direction enumerated herein and in accordance with such directions, which the Department may issue from time to time.
23. The Service Provider shall be responsible to maintain all kitchen equipment's of the SBI Life Insurance Co. Ltd. entrusted to it.
24. Imposition of fines /penalty clause: (For deficiency in services) If the Service Provider fails to deliver or does not perform the services within the time period specified in the Contract, for the reasons beyond his control, the SBI Life Insurance Co. Ltd. shall, without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages in every month billing.
25. The antecedents of Cafeteria staff deployed shall be verified by the Service Provider from local police authorities and an undertaking in this regard will be submitted to SBI Life Insurance Co Ltd.
26. The Service Provider shall provide proper receptacles (dustbins) for throwing refuse from the kitchen, canteen area, and shall arrange at his own cost, for prompt removal of such refuse, from the canteen every day.
27. The Service Provider shall be responsible to protect all kitchen equipment's given for proper functioning of the cafeteria of the SBI Life Insurance Co. Ltd.
28. The Service provider shall ensure that his staff is well trained to use all kitchen equipment's.
29. No advance shall be paid to the Service Provider. The rates quoted would be valid for a period of three year..
30. Tenancy Rights: Nothing herein contained shall be construed to create any tenancy of the Canteen premises in Contractor's favor and the SBI Life Insurance Co. Ltd., may affect the

termination of this catering arrangement, re-enter and retake and absolutely retain possession of the canteen premises. The Catering Contractor shall not carry on in the said premises, any business other than running the said Canteen service. The Service Provider shall not make any changes, additions or alternations in the said premises without permission of the SBI Life Insurance Co. Ltd.

31. All liabilities arising out of but not limited to accident or death of Cafeteria personnel employed, while on duty shall be borne by the Service Provider.
32. The Service Provider shall have his own Establishment/ kitchen to provide cooked food and to ensure satisfactory hygiene of the kitchen.
33. The Service Provider shall perform all quality checks, timely delivery of food at all times during the contract. The officer/committee nominated for this work will conduct the surprise check during visit to ensure that the arrangements made by the Service Provider are found in accordance to such directions and instructions issued from time to time which have been mutually agreed between both the parties.
34. The Service Provider will also be obligated to get the cooked food from its own kitchen inspected by Food/Health Inspectors at regular intervals in addition to having a Food license from concerned authorities. All food ingredients being used for preparations shall bear FSSAI license number, as defined in the FSSAI Act. SBI Life Insurance Co. Ltd. may define the brand/source of food ingredients and the instructions shall be binding. The SBI Life Insurance Co. Ltd. reserves right to inspect the production and services to verify the compliance of tender conditions. The SBI Life Insurance Co. Ltd. reserves the right to get the food samples/raw materials collected and tested at approved laboratories at the cost of the service provider. In case of unsatisfactory performance or compliant of any nature, SBI Life Insurance Co. Ltd. will be entitled to initiate suitable action against the Service Provider including termination as per the terms and conditions of this Agreement. For deficiency observed in food quality during inspections by SBI Life Insurance Co. Ltd. officials at their sole discretion shall impose suitable penalty based on gravity of such deficiency.
35. All personnel deployed in the canteen premises shall be free from evidence of any contagious or infectious disease which is likely to be aggravated by service or is likely to render him unfit for service or endanger the health of the employees of SBI Life Insurance Co. Ltd.
36. The Cafeteria personnel deployed by the Service Provider shall work under overall supervision & direction of the MS Department, SBI Life Insurance Co Ltd.

37. If the Service Provider is a Registered Company/partnership of two or more persons, all such persons shall be jointly and severally liable to the SBI LIFE for the fulfillment of the terms of the contract. Such persons shall designate one of them to act as authorized signatory with authority to sign. The Company/partnership shall not be altered without the approval of the SBI LIFE.
38. During contract, if any Service Providers personnel are found to be indulging in any corrupt practices or causing any loss of property in the Institution, the VP of MS of the SBI LIFE shall be entitled to terminate the contract forthwith without giving any reason.
39. The Service Provider shall not engage any such sub-Service Provider or transfer the contract to any other person in any manner. The Service Provider shall furnish the following documents to validate the credentials of the personal deployed at SBI Life Insurance premises. The detail of documents required are as under:
- a. SERVICE PROVIDER should submit self-declaration form and character CERTIFICATE of his native district and resident district where he is living now. The Self declaration will include all information e.g. his Date of Birth, Education, professional skills and experiences, criminal cases if registered against him in any part of India.
  - b. If criminal cases are registered against Service Provider then, status of the same must be mentioned separately.
  - c. Similarly, Cafeteria staff team should submit self-declaration form and character CERTIFICATE of his native district and resident district where he is living now. Self-declaration will include all information for e.g. his Date of Birth, Education, professional skills and experiences, criminal cases if registered against him in any part of India.
  - d. If criminal cases are registered against any candidate of Cafeteria Staff then, status of the same must be mentioned separately.
40. The SBI Life Insurance Co. Ltd. shall not be under any obligation for providing employment to any of the worker of the Service Provider after the expiry of the contract. The SBI Life Insurance Co. Ltd. does not recognize any employee employer relationship with any of the workers of the Service Provider.
41. If as a result of post payment audit any overpayment is detected in respect of any work done by the Service Provider or alleged to have been done by the Service Provider, then it shall be recovered from the Service Provider. If any underpayment is discovered, the amount shall be duly paid to the Service Provider.

42. The Service Provider shall maintain Suggestion/Complaint register in which SBI Life Insurance Co. Ltd. employees can register their Suggestion/complaint without any difficulty. The suggestion book shall be serially numbered and pre-authenticated by SBI Life Insurance Co. Ltd.
43. Display of Menu and tariff etc.: The Service Provider shall exhibit menu, tariff and list of food items and ensure that printed menu shall always be available and presented to SBI Life Insurance Co. Ltd. employees on demand. The menu must indicate that SBI Life Insurance Co. Ltd. can convey their suggestions/complaints on catering service via email.
44. Event / Special Lunch & Services: The Service Provider shall make timely arrangement and share menu and logistic details well in advance. Any specific equipment required for such activity need to arrange by service provider well in advance without any cost.
45. Sale of items with SBI Life Insurance Co. Ltd. approval: The Service Provider shall not sell items other than those approved by the SBI Life Insurance Co. Ltd. Sale of unapproved items if detected then the same may be seized and penalty will be imposed for such contravention.
46. Payment will be done within 30 working days after receiving the final reconciled invoice at SBI life Seawoods CPC Office.
- 47.

| All the raw materials, packaged food items and masalas used in preparation of food products should be certified ISI/Agmark, wherever applicable, and / or as per the brand names/others specified by the SBIL. The bidder should specify brand for the following food items:ITEM | BRAND                                                |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|
| Tea                                                                                                                                                                                                                                                                              | Girnar/Brooke Bond/Lipton/Society/Tata or equivalent |
| Instant Coffee                                                                                                                                                                                                                                                                   | Nescafe/BRU or equivalent                            |
| Filter Coffee                                                                                                                                                                                                                                                                    | MR/Girnar or equivalent                              |
| Mineral Water                                                                                                                                                                                                                                                                    | Bisleri/Aquafina or equivalent                       |
| Butter                                                                                                                                                                                                                                                                           | Amul/Mother's Dairy/Nutrela or equivalent            |
| Oil                                                                                                                                                                                                                                                                              | Saffola/Fortune/Sweekar/Gemini or equivalent         |
| Biscuits                                                                                                                                                                                                                                                                         | Parle / Sunfeast                                     |
| Spices                                                                                                                                                                                                                                                                           | Certified by ISI/Agmark                              |

Item / Brand other than this must be preapproved by SBIL

48. Vegetables, fruits, other perishables, dry foods and other raw materials should be of high quality and be procured from reputed dealers/shops. The Bidder shall arrange for their

purchases on his own and shall bear all expenses in connection with such purchases including its transportation to the place of delivery.

49. The Bidder shall arrange for periodic microbiological test of food items at the Bidder's cost and the reports shall be shared with the SBIL. If the Bidder fails to do so, the SBIL shall arrange for such tests and shall recover the cost from the Bidder.

50.

50. The Bidder shall serve only freshly cooked food at each meal. No leftover cooked food shall be served in any subsequent meal. No artificial colouring agent shall be added to any of the food items.

51. The perishable items like vegetables, milk products/sweet, meats, etc. should normally be purchased on the day required. These may, at the most, be purchased on the previous SBIL, Seawoods, Navi Mumbai evening only to the extent they can be stored in the refrigerator. Non Vegetarian items procured a day in advance must be stored at suitable temperatures in the deep freezes provided.

52.

52. Prepared food must be delivered in closed vehicle, in sealed /vacuumed tied containers

#### KITCHEN INVENTORY LIST PROVIDED BY SBI LIFE

| Sr. No | Inventory List                                                       | Quantity  |
|--------|----------------------------------------------------------------------|-----------|
| 1      | Tables<br>Chairs                                                     | 37<br>272 |
| 2      | SS Hot Bain Marie On Car                                             | 2         |
| 3      | SS Refrigerated Cold Salad Counter on Cart                           | 1         |
| 4      | SS Plate Counter with Soup Turin on Cart                             | 1         |
| 5      | SS Juice & Sandwich Counter on Cart (2 Nos Grillers & 2 Nos Juicers) | 1         |
| 6      | SS Back Counters with Door                                           | 5         |
| 7      | Micro Oven (20 Litres)                                               | 1         |
| 8      | Chafing Dish with Induction Warmer                                   | 6         |
| 9      | SS Work Table With 2 u/s                                             | 1         |
| 10     | Pizza Oven                                                           | 1         |
| 11     | Table Top Hot Plate                                                  | 1         |
| 12     | Masala Table With 2 u/s.                                             | 1         |
| 13     | Dosa Plate                                                           | 1         |
| 14     | SS Work Table With 2 uls                                             | 1         |
| 15     | Idli Steamer- Table Top 54 Idlis                                     | 1         |
| 16     | SS Single Bowl Sink Unit                                             | 1         |
| 17     | SS Two Door Vertical Refrigerator                                    | 1         |
| 18     | SS Pot Rack                                                          | 1         |

|    |                                        |   |
|----|----------------------------------------|---|
| 19 | SS OHS Storage Rack                    | 1 |
| 20 | SS Work Table With 2 u/s.              | 1 |
| 21 | Electric Fryer - Table Top             | 1 |
| 22 | Greaser Tap                            | 1 |
| 23 | SS Unloading Table                     | 2 |
| 24 | Dish Wash Machine Hood Type 60 Rack/hr | 1 |
| 25 | SS Single Bowl Sink Unit               | 1 |
| 26 | SS Bia Bowl Sink Unit                  | 1 |
| 27 | SS Dirty Dish Sorting Table            | 1 |
| 28 | SS Dish Landing Table                  | 1 |
| 29 | SS Floor Grating                       | 1 |
| 30 | SS Clean Dish Trolley                  | 2 |
| 31 | SS Work Table With 2 UIs. & 2 OHS      | 2 |
| 32 | Exhaust Hood with SS Filter            | 2 |
| 33 | Microwave Oven 20 Litres               | 1 |
| 34 | Under Counter Dishwasher 30 Racks      | 1 |
| 35 | Salamander / Toaster (mini)            | 1 |
| 36 | Sandwich Griller                       | 1 |
| 37 | Juicer                                 | 1 |
| 38 | Soup Kettle                            | 1 |
| 39 | Refrigerator                           | 2 |
| 40 | Dirty Dish landing Counter             | 1 |

**Appendix-F**

**Commercial Bid**

The Commercial Bid needs to contain the information listed hereunder and needs to be submitted in the below format;

| GROUP A |             |          |                    |                  |
|---------|-------------|----------|--------------------|------------------|
| Sr No   | Particulars | Quantity | Bench Marking Rate | Rate per Serving |
| LUNCH   |             |          |                    |                  |

|                            |                                |                                                                                                                                                     |     |  |
|----------------------------|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|-----|--|
| 1                          | Veg Thali                      | 2 Chapatti / 4 Puri , 2 Veg Sabjis ( 150 gms each) ( one Dry & one Gravy), 1 Steam rice( 200 gms), 1 wati dal ( 150 gms), 1 sweet, 1 papad, pickle. | 75  |  |
| 2                          | Non - Veg Thali                | Above items of veg thali along with one plate of non- veg ( fish curry/ chicken curry/ egg curry) 150 gms                                           | 85  |  |
| 3                          | Mini Meal - Veg                | 1 Steam rice( 200 gms), 1 wati dal ( 150 gms) or 2 Chapati or 4 puri, 2 veg sabjis ( 150 gms each) ( one dry & one gravy), 1 papad, pickle.         | 60  |  |
| 4                          | Mini - Meal Non - Veg          | 1 Steam rice( 200 gms) or 2 Chapati or 4 puri, 1 non veg gravy ( fish curry/ chicken curry/ mutton curry/ egg curry) 150 gms                        | 70  |  |
| 5                          | Diet Lunch                     | Soup(150ml), Salad, Spruts, veg dish (200gm)                                                                                                        | 70  |  |
| 6                          | Veg biryani                    | 250 gms with Veg Raita, 1 papad, pickle.                                                                                                            | 80  |  |
| 7                          | Non- veg biryani               | 250 gms with Veg Raita                                                                                                                              | 100 |  |
| 8                          | Veg pulav                      | 250 gms with Veg Raita, 1 papad, pickle.                                                                                                            | 80  |  |
| 9                          | Dal Khichdi                    | Standard quantity ( 300 gms) with veg Raita, 1 papad, pickle.                                                                                       | 70  |  |
| 10                         | Tomato / Lemon Rice/ Curd Rice | Standard quantity ( 300 gms) with veg Raita                                                                                                         | 80  |  |
| 11                         | Fried rice with Manchurian     | 1 ( 300 gms) plate with sauces                                                                                                                      | 80  |  |
| 12                         | Noodles- Hakka                 | 1 ( 300 gms) plate with sauces                                                                                                                      | 80  |  |
| 13                         | Aloo / Stuffed paratha         | 1 no - 60 gms                                                                                                                                       | 35  |  |
| <b>BREAKFAST &amp; TEA</b> |                                |                                                                                                                                                     |     |  |
| 1                          | Tea                            | 80 ml                                                                                                                                               | 10  |  |
| 2                          | Flavoured tea                  | 80 ml                                                                                                                                               | 15  |  |
| 3                          | Black coffee                   | 80 ml                                                                                                                                               | 15  |  |
| 4                          | Special Tea                    | 80 ml                                                                                                                                               | 15  |  |
| 5                          | Coffee                         | 80 ml                                                                                                                                               | 15  |  |
| 6                          | Omelette                       | 1 egg , 2 bread slices                                                                                                                              | 30  |  |
| 7                          | Boiled Eggs                    | per piece                                                                                                                                           | 15  |  |

|               |                                      |                                               |    |  |
|---------------|--------------------------------------|-----------------------------------------------|----|--|
| 8             | Missal -pav ( 2 pcs)                 | Per plate                                     | 35 |  |
| 9             | Batata wada with chutney             | 2 pcs                                         | 35 |  |
| 10            | Medu wada with sambhar and chutney   | 1 Plate - 2 pieces of 50 gms each             | 35 |  |
| 11            | Poha with chutney                    | 200 gms                                       | 30 |  |
| 12            | idli with sambhar & chutney          | 1 Plate - 2 pieces of 50 gms each             | 35 |  |
| 13            | Upma with chutney                    | 200 gms                                       | 30 |  |
| 14            | Puri aloo bhaji                      | 4 no. ( Standard size)                        | 35 |  |
| 15            | Sada dosa with Sambhar & chutney     | 1 No. ( Standard Size)                        | 35 |  |
| 16            | Masala dosa with sambhar and Chutney | 1 No. ( Standard Size)                        | 40 |  |
| 17            | Onion Uttapam with sambhar &chutney  | 1 No. ( Standard Size)                        | 35 |  |
| 18            | Samosa with chutney                  | 2 Pcs ( Standard size) with chutney           | 40 |  |
| 19            | Appam with sambhar & chutney         | 2 Pcs ( Standard size) with Sambhar & chutney | 35 |  |
| <b>Note :</b> |                                      |                                               |    |  |

|   |                                                                                                                                                                                                                                        |
|---|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | <b>There will be no minimum guarantee on turnover in the canteen by SBIL</b>                                                                                                                                                           |
| 2 | <b>The above rates are inclusive of all applicable charges and taxes.</b>                                                                                                                                                              |
| 3 | <b>Caterer is required to quote the price mandatorily for each item and the total of the items as mentioned in the price bid.</b>                                                                                                      |
| 4 | <b>The above rates should be inclusive of all charges for end-to-end operation, as mentioned in the Scope of Work of this tender document and should include all the components namely services such as cleaning, maintenance etc.</b> |

| <b>GROUP B</b> |                                  |                 |                           |                         |
|----------------|----------------------------------|-----------------|---------------------------|-------------------------|
| <b>Sr No</b>   | <b>Particulars</b>               | <b>Quantity</b> | <b>Bench Marking Rate</b> | <b>Rate per Serving</b> |
|                | <b>SANDWICH / JUICES/ SNACKS</b> |                 |                           |                         |
| 1              | Butter Milk                      | 200 ml          | 20                        |                         |
| 2              | Fresh fruit juice                | 200 ml          | 40                        |                         |
| 3              | Seasonal Fruits juice            | 200 ml          | 50                        |                         |
| 4              | Sweet sheera                     | 200 gms         | 35                        |                         |



|    |                                                                                                                                                                                                                      |                                                |     |  |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|-----|--|
| 5  | Vegetable sandwich                                                                                                                                                                                                   | with 2 slices of bread ( Standard size - tost) | 35  |  |
| 6  | Variety of Sandwich                                                                                                                                                                                                  |                                                | 45  |  |
| 7  | Sabudana wada with chutney                                                                                                                                                                                           | 2 Pcs ( Standard size)                         | 35  |  |
| 8  | Sabudana Khichdi                                                                                                                                                                                                     | 200 gms                                        | 35  |  |
| 9  | Bhelpuri / Sevpuri / pani puri                                                                                                                                                                                       | 200 gms                                        | 35  |  |
| 10 | Fruit Salad                                                                                                                                                                                                          | 200 gms                                        | 35  |  |
| 11 | Fresh lime juice                                                                                                                                                                                                     | 200 ml                                         | 20  |  |
| 12 | Maggi Plain                                                                                                                                                                                                          | 200 gms                                        | 30  |  |
| 13 | Vegetable Maggi                                                                                                                                                                                                      | 200 gms                                        | 35  |  |
| 14 | vada pav                                                                                                                                                                                                             | per piece                                      | 20  |  |
| 15 | Bhajia                                                                                                                                                                                                               | 150 gms portion                                | 35  |  |
| 16 | dahi wada                                                                                                                                                                                                            | 2 pc of wada with curd                         | 35  |  |
|    | <b>SPECIAL LUNCH - UNLIMITED</b>                                                                                                                                                                                     |                                                |     |  |
| 1  | Veg / Non - veg Soup, One veg starter, one non - veg starter, one dry vegetable, one gravy vegetable, dal, chicken with gravy, assorted roti, rice (Basmati), salad, pickles, papad, sweet, ice cream                | Upto 20 pax                                    | 500 |  |
| 1  | Veg / Non - veg Soup, One veg starter, one non - veg starter, one dry vegetable, one gravy vegetable, dal, chicken with gravy, assorted roti, rice (Basmati), salad, pickles, papad, sweet, ice cream                | Above 20 pax                                   | 450 |  |
| 1  | Veg / Non - veg Soup, Two veg starter, Two non - veg starter, one dry vegetable, one gravy vegetable, dal, chicken with gravy, Fish fried/ curry, chapati, rice (Basmati), salad, pickles, papad, 2 sweet, ice cream | Upto 20 pax                                    | 600 |  |

|   |                                                                                                                                                                                                                                                  |              |     |  |
|---|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|-----|--|
| 2 | Veg / Non - veg Soup,<br>Two veg starter, Two<br>non - veg starter, one<br>dry vegetable, one<br>gravy vegetable, dal,<br>chicken with gravy,<br>Fish fried/ curry,<br>chapati, rice (Basmati)<br>, salad, pickles, papad,<br>2 sweet, ice cream | Above 20 pax | 500 |  |
|---|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|-----|--|

**GROUP C**

| Sr No | Particulars                          | Quantity                                     | Bench Marking Rate | Rate per Serving |
|-------|--------------------------------------|----------------------------------------------|--------------------|------------------|
| 1     | Sweet Lassi                          | 200 ml                                       | 35                 |                  |
| 2     | Jaljeera                             | 200 ml                                       | 20                 |                  |
| 3     | Soup - Veg                           | 200 ml                                       | 35                 |                  |
| 4     | Sou- non veg                         | 200 ml                                       | 45                 |                  |
| 5     | Vegetable noodles                    | 1 Plate ( Standard Size)                     | 50                 |                  |
| 6     | Veg Pasta white sauce                | 200 gms                                      | 50                 |                  |
| 7     | Non- Veg Pasta white Sauce           | 200 gms                                      | 60                 |                  |
| 8     | Sprout Salad                         | 150 gms                                      | 35                 |                  |
| 9     | Gulab Jamun                          | 1 No. ( Medium Size)                         | 15                 |                  |
| 10    | Kheer                                | 1 Bowl ( 150 ml)                             | 30                 |                  |
| 11    | Sweet halwa                          | 200 gms                                      | 30                 |                  |
| 12    | Rasgulla                             | 1 No. ( Medium size)                         | 20                 |                  |
| 13    | Tomato curry                         | Standard Size with curry                     | 30                 |                  |
| 14    | Veg Stew                             | 150 gms                                      | 35                 |                  |
| 15    | Steam momos                          | 200 gms                                      | 35                 |                  |
| 16    | Corn Chaat                           | 150 gms                                      | 35                 |                  |
| 17    | Steam Rice                           | 200 gms                                      | 35                 |                  |
| 18    | extra chapati                        | 1 piece                                      | 10                 |                  |
| 19    | Paneer gravy ( Matar / Palak)        | 1 Plate - with 4 pcs paneer                  | 50                 |                  |
| 20    | Seasonal vegetable / Mixed vegetable | 1 plate - 100 gms                            | 50                 |                  |
| 21    | Chole Bhature                        | 2 pieces Bhatura and 1 Bowl chola ( 100 gms) | 75                 |                  |
| 22    | Chicken with gravy                   | 2 pieces chicken with gravy                  | 60                 |                  |
| 23    | Fish Fried / Curry                   | Per Piece fish                               | 80                 |                  |
| 24    | Egg Curry                            | 2 Pieces of Eggs ( 100 gms gravy)            | 60                 |                  |
| 25    | Chicken lolly pop                    | Per piece                                    | 35                 |                  |
| 26    | Chicken Drumsticks                   | Per piece                                    | 50                 |                  |
| 27    | Surmai fish fry                      | Per piece                                    | 100                |                  |

|    |                   |                                           |     |  |
|----|-------------------|-------------------------------------------|-----|--|
| 28 | Bangda fish fry   | Per piece                                 | 80  |  |
| 29 | Pomfret rawa fry  | Per piece                                 | 120 |  |
| 30 | Veg cutlet        | 2 piece                                   | 40  |  |
| 31 | Non- veg cutlet   | 2 piece                                   | 60  |  |
| 32 | Mutton with gravy | 2 pieces with gravy                       | 80  |  |
| 33 | Extra Curd        | per bowl serving ( 50 gms)                | 20  |  |
| 34 | Jalebi            | 1 piece                                   | 10  |  |
| 35 | Extra Pav         | 1 piece                                   | 5   |  |
| 36 | Extra Papad       | 1 piece                                   | 5   |  |
| 37 | kokam sharbat     | 200 ml                                    | 20  |  |
| 38 | shrikhant puri    | serving 100 gms shrikhant with 2 pcs puri | 40  |  |
| 39 | Puran poli        | per piece (80gm)                          | 35  |  |
| 40 | Modak             | 2 piece                                   | 40  |  |
| 41 | Dal               | 1 Plate - 150 gms                         | 30  |  |

|                                                               |  |  |  |
|---------------------------------------------------------------|--|--|--|
| <b>GROUP D</b>                                                |  |  |  |
| <b>Discount Offered on MRP Items Other Food Eatable items</b> |  |  |  |

**Name & Signature of authorised signatory**

**Seal of Bidder**

**Appendix-G**  
**Contract / Service Agreement (Template)**



Service Agreement  
Format.docx

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**Appendix-H**

Format of 'Non-Disclosure Undertaking' for RFP  
(To be executed on Rs. 800/- stamp Paper)  
**NON-DISCLOSURE UNDERTAKING**

This Confidentiality cum Non-Disclosure Undertaking ("Undertaking") is made and entered into this \_\_\_\_\_ day of \_\_\_\_\_, Two Thousand Twenty \_\_\_\_\_

**By:-**

\_\_\_\_\_, a company incorporated under the Companies Act, 1956 having its PAN - \_\_\_\_\_ and registered office at \_\_\_\_\_ (hereinafter referred to as the "**Bidder**" which expression shall unless it be repugnant to the meaning or context thereof, be deemed to mean and include its successors and permitted assigns)

**OR**

\_\_\_\_\_, a partnership firm registered under the Indian Partnership Act, 1932, having its PAN - \_\_\_\_\_ and its office at \_\_\_\_\_ (hereinafter referred to as the "**Bidder**" which expression shall unless it be repugnant to the meaning or context thereof, be deemed to mean and include its partners and their respective heirs, executors, administrators and permitted assigns of the last surviving partner)

**OR**

\_\_\_\_\_, a limited liability partnership, registered under the Limited Liability Partnership Act, 2008, bearing LLPIN No. \_\_\_\_\_, having PAN - \_\_\_\_\_ and its registered office at \_\_\_\_\_ (hereinafter referred to as the "**Bidder**" which expression shall, unless it be repugnant to the meaning or context thereof, be deemed to mean and include its successors and permitted assigns)

**IN FAVOUR OF**

**SBI Life Insurance Company Ltd.**, a company incorporated under the Companies Act, 1956 having its registered office at "Natraj", 8th Floor, M.V. Road & Western Express Highway Junction, Andheri (East), Mumbai- 400069 (hereinafter referred to as the "**SBI Life**" which expression shall unless it be repugnant to the meaning or context thereof, be deemed to mean and include its successors and assigns).

**WHEREAS**, SBI Life has provided certain proprietary and confidential information, concerning its products, service, organization, its employees, employee's details, decision processes, strategic

business initiatives, technical infrastructure, working processes, delegation of responsibilities, project management, planning methods, reports, plans and status including but not limited to technical manuals, specifications, product features, customer list, specializations, documents, financial statements and business/development plans etc. to the Bidder to facilitate Bidder's response to its Request For Proposal for \_\_\_\_\_ and related services ("RFP").

**NOW, THEREFORE**, in consideration thereof, the Bidder agrees and undertakes to:

- hold all the proprietary and confidential information received from SBI Life in confidence and will not disclose such information to any third party.
- use such information only for the purpose of responding to the RFP.
- restrict disclosure of such information to its employees who are having a need to know and inform such employees of the obligations assumed herein.
- not disclose such information to any third party without the prior written approval of SBI Life.
- protect the proprietary and confidential information received from SBI Life with at least the same degree of care as it normally exercise to protect its own proprietary and confidential information of similar nature.
- ensure that Bidder's employees will not disclose any information so received even after they cease to be employees of the Bidder.
- ensure destroying/purging of any confidential data received from SBI Life at the earliest of the closure of the bidding process or on the Bidder getting eliminated from the bidding process.

The Bidder shall indemnify SBI Life, its directors, officers, employees, subsidiaries and /or affiliates and hold them harmless against any loss or damage that SBI Life, its directors, officers, employees, subsidiaries and /or affiliates may sustain on account of any leakage of confidential information pertaining to and supplied by SBI Life or on account of any violation of intellectual property, confidentiality, privacy, patents, trademark etc., by the Bidder in respect of any Intellectual Property, practices, hardware, software, systems, process, technologies, etc. in whatever manner described.

**IN WITNESS WHEREOF**, the Bidder has caused this undertaking to be executed as of the date set forth above.

For <Bidder Name >

Authorised Signatory seal:- \_\_\_\_\_

Name of Authorised Signatory: - \_\_\_\_\_

Designation: - \_\_\_\_\_

**Appendix-I**

**Pre-Bid Query Format**  
**(To be provide strictly in Excel format)**

| Bidder Name | Sl. No | RFP Page No | RFP Clause No. | Relevant extracts of respective Clause | Query/Suggestions |
|-------------|--------|-------------|----------------|----------------------------------------|-------------------|
|             |        |             |                |                                        |                   |
|             |        |             |                |                                        |                   |
|             |        |             |                |                                        |                   |
|             |        |             |                |                                        |                   |

**Appendix-J**

**Format for Submission of Client References**

| Particulars                                            | Details |
|--------------------------------------------------------|---------|
|                                                        |         |
| <b>Client Information</b>                              |         |
| Client Name                                            |         |
| Client address                                         |         |
| Name of the contact person and designation             |         |
| Phone number of the contact person                     |         |
| E-mail address of the contact person                   |         |
| <b>Project Details</b>                                 |         |
| Name of the Project                                    |         |
| Start Date                                             |         |
| End Date                                               |         |
| Current Status (In Progress / Completed)               |         |
| <b>Size of Project</b>                                 |         |
| Value of Work Order (In Lakh) (only single work order) |         |
|                                                        |         |

**Name & Signature of authorised signatory**

**Seal of Bidder**