



भारतीय रिज़र्व बैंक / RESERVE BANK OF INDIA
मानव संसाधन प्रबंध विभाग / HUMAN RESOURCE MANAGEMENT DEPARTMENT

**E- Tender for Maintenance and Housekeeping Services at Main Office Premises
(Including Annexe Buildings) of Reserve Bank of India, Bengaluru**

Reserve Bank of India, Human Resource Management Department, Bengaluru invites Tender through e-Tendering from eligible vendors who are engaged in the work of "Maintenance and Housekeeping Services". The estimated value of work is approximately ₹1,45,00,000/- (Rupees One Crore and Forty Five Lakh only). For participating in the e-Tendering, interested vendors are required to register themselves on MSTC portal. For Tender details please visit "Tender Section" on our website <http://www.rbi.org.in> or MSTC portal.

The application form shall be signed by a person who is duly authorized to do so on behalf of the organisation. Application containing false or inadequate information is liable for rejection.

The successful agency shall execute an Agreement on a stamp paper of required value for due performance of the Contract within 14 days from the date of award of work. If the selected agency fails to sign the formal agreement within 14 days of award of Contract or fails to commence the work on due date, the letter of offer shall be treated as cancelled and the EMD ₹2,90,000/-, (Rupees Two Lakh Ninety Thousand only) submitted by it shall be forfeited. The successful bidder will be required to provide security deposit of 5% of the quoted amount in the form of Performance Bank Guarantee for the duration of the Contract. The Performance Bank Guarantee has to be furnished within 14 days of award of work. Failure to submit this guarantee or failure on the part of agency to perform its contractual obligations shall be treated as a violation and can lead to cancellation of the Contract/invoking the guarantee as applicable.

EMD of the successful bidder shall be returned on submission of Performance Bank Guarantee and after signing the Agreement. EMD of the unsuccessful bidder will be returned within 30 days of the award of the Contract. EMD shall be forfeited if the bidder withdraws his/her bid during the Tender Evaluation Process.

Before submitting the Tender, the bidder may go through the general Terms and Conditions on which the work will be awarded by the Bank. The bidders may satisfy themselves as to the specified eligibility and other criteria given out in the Tender document. It may also be noted that the general Terms and Conditions are only indicative in nature and the same shall not restrain the Bank from imposing or requiring the Tenderer to agree upon such further or other terms and conditions, or to alter, modify or omit those terms and conditions, as are considered necessary for the due and proper execution of the maintenance work being awarded under this Tender.

The Regional Director, Reserve Bank of India, Bengaluru reserves the right to accept or reject any or all tender bids without assigning any reason whatsoever and his/her decision will be binding on all the parties.

Regional Director
Reserve Bank of India, Bengaluru



भारतीय रिज़र्व बैंक / Reserve Bank of India
मानव संसाधन प्रबंधन विभाग / Human Resource Management Department
बेंगलुरु / Bengaluru

DISCLAIMER

Reserve Bank of India (RBI), Human Resource Management Department, Bengaluru, has prepared this document to give background information on the work to the interested parties. While RBI has taken due care in the preparation of the information contained herein and believe it to be in order, neither RBI nor any of its authorities or any of their respective officers, employees, agents or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

The information is not intended to be exhaustive. Interested parties are required to make their own inquiries and respondents will be required to confirm in writing that they have done so and they do not rely only on the information provided by RBI in submitting the Tender. The information is provided on the basis that it is non – binding on RBI or any of its authorities or agencies or any of their respective officers, employees, agents or advisors.

RBI reserves the right not to proceed with the work or to change the configuration of the work, to alter the timetable reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest.

No reimbursement of cost of any type will be paid to persons or entities expressing interest. Any amendment / corrigendum to the tender, if any, issued in future will only be notified on the RBI Website and MSTC Website and will not be published in the news paper.

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**RESERVE BANK OF INDIA
HUMAN RESOURCE MANAGEMENT DEPARTMENT
BENGALURU**

**E- Tender for Maintenance and Housekeeping Services at Main Office Premises
(Including Annex Building) of Reserve Bank of India, Bengaluru**

(E-Tendering only)

PART – I

Name of Tenderer: _____

Address: _____

Date of Pre Bid meeting	January 25, 2023 at 1430 hrs
Last date & time for Submission	February 17, 2023 till 1700 hrs.
Cost of Application form/ Tender	Nil

Section A:

SCHEDULE OF TENDER (SOT)

1.	E- Tender Number	RBI/Bengaluru/Estate/375/22-23/ET/563
2.	e-Tender Name	E-Tender for Maintenance and Housekeeping Services at Main Office Premises (Including Annexe Building) of Reserve Bank of India, Bengaluru
3.	Estimated Cost of work	₹ 1,45,00,000/- (Rupees One Crore and Forty Five Lakh only)
4.	Earnest Money Deposit (EMD)	₹ 2,90,000/- (Rupees Two Lakh Ninety Thousand only) through NEFT/ RTGS to be remitted to the designated account as per details provided SI No. 7 of Section B.
5.	Tender Fees	Nil
6.	Performance Bank Guarantee	5% of the total quoted amount
7.	Mode of Tender	e-Procurement System (Online Part I – Techno-Commercial Bid and Part II – Price Bid through https://www.mstcecommerce.com/eprochome/rbi)
8.	Date of publishing Advertisement in Newspaper	January 12, 2023
9.	NIT Upload Date	January 12, 2023
10.	View Tender date	January 12, 2023
11.	Pre-bid meeting*	January 25, 2023
11.	Bid Starting Date	February 02, 2023
12.	Bid Closing Date	February 17, 2023
13.	Last date for submission of EMD	February 17, 2023
14.	Opening of Technical Bid (Part-I)	February 20, 2023
15.	Date & time of opening of Part-II (i.e. Financial Bid):	Part-II (Financial Bid) will be opened electronically of only those qualified bidder(s) whose Part-I (Technical Bid) is found acceptable by RBI, Bengaluru. Such bidder(s) will be intimated regarding date of opening of Part-II (Financial Bid) through valid email-id submitted by the bidders.
16.	Transaction Fee	Payment of Transaction fee through MSTC Gateway / NEFT / RTGS in favour of MSTC Limited or as advised by M/s MSTC Ltd.
17.	Plan Effective Date	April 01, 2023
18.	Transaction Fees	Payment of transaction fee as, mentioned in the MSTC portal, through MSTC payment gateway in favour of MSTC Limited.

*Pre-bid meeting will be held on January 25, 2023 (1430 h) and therefore all interested parties are requested to send bid related queries through email at allotmentbengaluru@rbi.org.in on or before 03:00 pm January 24, 2023, along with the name of official attending the pre-bid meeting. Consolidated replies and the minutes of the Pre Bid Meeting will be published on Bank's website and MSTC Portal by on February 01, 2023.

Officials attending Pre-Bid Meeting shall carry authority letter signed by the Authorised Person.

Section B

Important Instructions for E-procurement

Bidders are requested to read the important instructions on e-Tendering process as given below and the Terms & Conditions of this Tender given in subsequent pages before submitting their online Tender.

1	<p>Process of E-Tender:</p> <p>A) Registration:</p> <p>The process involves Tenderers' registration with MSTC e-procurement portal which is <u>free of cost</u>. Only after registration, the Tenderer(s) can submit his/their bids electronically. Electronic Bidding for submission of Technical Bid as well as Commercial Bid will be done over the internet. The Tenderers should possess Class III signing type digital certificate. Vendors are to make their own arrangement for bidding from a personal computer/laptop connected with Internet. MSTC is not responsible for making such arrangement. (<i>Bids will not be recorded without Digital Signature</i>).</p> <p>Special Note: The Technical Bid and The Commercial Bid has to Be Submitted On-Line at www.mstcecommerce.com/eprochome/rbi</p> <p>i) Tenderers are required to register themselves online following the steps detailed below</p> <p>www.mstcecommerce.com → e-Procurement → PSU/Govt. depts. → Select RBI Logo > Register as Vendor -- Filling up details and creating own user id and password → Submit.</p> <p>ii) Tenderers will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form. In case of any clarification, please contact RBI or MSTC, (before the scheduled time of the e-Tender).</p> <p>Contact person (RBI, Bengaluru):</p> <p>(i) Shri Amit Kumar Deb, Assistant Manager, HRMD, Reserve Bank of India, Email: amitkumardeb@rbi.org.in, Phone No.: 080-22180342</p> <p>(ii) Shri Susanta Singha, Assistant Manager, HRMD, Reserve Bank of India, Email: susantasingha@rbi.org.in, Phone No.: 080-22180346</p> <p>Contact person (MSTC Ltd):</p> <p>i) Shri R Purushottam, Branch Manager Email: bmlrmstc@mstcindia.in</p> <p>ii) Shri Sudipta Kumar Khan 9742223713 / 080-22260054 / 206 Email – skkhan@mstcindia.co.in</p>
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	<p>iii) Smt. Snigdha Mohanty – 7382025880 / 080-22260054 / 204 Google hangout ID- (for text chat)- mstceproc@gmail.com</p> <p>B) System Requirement:</p> <p>i) Windows 7 or above Operating System ii) IE-7 and above Internet browser. iii) Signing type digital signature iv) Latest updated JRE 8 (x86 Offline) software to be downloaded and installed in the system.</p>
	<p>To disable “Protected Mode” for DSC to appear in The signer box following settings may be applied.</p> <p>Tools => Internet Options =>Security => Disable protected Mode If enabled- i.e, Remove the tick from the tick box mentioning “Enable Protected Mode”. □Other Settings:</p> <p>Tools => Internet Options => General => Click On Settings under “browsing history/ Delete Browsing History” => Temporary Internet Files => Activate “Every time I Visit the Webpage”.</p> <p>To enable ALL active X controls and disable ‘use pop up blocker’ under Tools→Internet Options→ custom level (Please run IE settings from the page www.mstcecommerce.com once)</p>
2	<p>The Techno-commercial Bid and the Price Bid shall have to be submitted online at www.mstcecommerce.com/eprochome/rbi.</p>
3	<p>All entries in the Tender should be entered in online Technical & Commercial Formats without any ambiguity.</p>
4	<p>Special Note towards Transaction fee:</p> <p>The Tenderers shall pay the transaction fee using “Transaction Fee Payment” Link under “My Menu” in the Tenderers login. The Tenderers have to select the particular Tender from the event dropdown box. The Tenderers shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, the Tenderers shall generate a challan by filling up a form. The Tenderers shall remit the transaction fee amount as per the details printed on the challan without making changes in the same. On selecting Online Payment, the Tenderers shall have the provision of making payment using its Credit/ Debit Card/ Net Banking. Once the payment gets credited to MSTC’s designated bank account, the transaction fee shall be auto authorized and the Tenderers would receive a system generated mail.</p> <p><u><i>Transaction fee is non-refundable.</i></u></p>

	<p><i>A Tenderer will not have the access to online e-Tender without making the payment towards transaction fee.</i></p> <p><i><u>NOTE:</u> Bidders are advised to remit the transaction fee well in advance before the closing time of the event to give themselves sufficient time to submit the bid.</i></p>
5	<p>Information about Tenders /corrigendum uploaded shall be sent by email only during the process till finalization of Tender. Hence the Tenderers are required to ensure that their corporate Email ID provided is valid and updated at the time of registration of vendor with MSTC. Tenderers are also requested to ensure validity of their DSC (Digital Signature Certificate).</p>
6	<p>E-Tender cannot be accessed after the due date and time mentioned in Notice Inviting Tender (NIT).</p>
7	<p>Bidding in e-Tender :</p> <p>a) Tenderer(s) need to submit necessary EMD, Tender fees and Transaction fees (If ANY) to be eligible to bid online in the e-Tender. Tender fees and Transaction fees are non-refundable. EMD is to be remitted in the form of NEFT/ RTGS to the designated account of Reserve Bank of India as shown under. A tender which is not accompanied by such EMD will not be considered. No interest will be paid on EMD. EMD of the unsuccessful Tenderer(s) will be refunded by the Tender inviting authority in due course.</p> <p>The account details for RTGS / NEFT transactions are as follows.</p> <p>Beneficiary Name: Reserve Bank of India, Bengaluru</p> <p>IFSC: RBIS0BGPA01 (5th and 10th characters are Numerals)</p> <p>Account No.: 8692299</p> <p>Proof of remittance along with transaction number (Scanned copy) shall be attached/ uploaded. The bidders are also advised to send the proof of remittance with transaction number by way of e-mail to Reserve Bank of India, Bengaluru, HRMD in the mail id - allotmentbengaluru@rbi.org.in.</p> <p>b) The process involves Electronic Bidding for submission of Technical and Commercial Bid.</p> <p>c) The vendor(s) who have submitted transaction fee can only submit their Technical Bid and Commercial Bid through internet in MSTC website www.mstcecommerce.com → e-procurement → PSU/Govt depts → Login under RBI → My menu → Auction Floor Manager → live event → Selection of the live event</p> <p>d) The vendor should have running JAVA application. This exercise has to be done immediately after opening of Bid floor. Then they have to fill up Common terms/Commercial specification and save the same. After that, they should click on</p>

	<p>the Technical bid. If this JAVA application does not run, then the vendor will not be able to save/submit his Technical bid.</p> <p>e) After filling the Technical Bid, vendor should click 'save' for recording their Technical bid. Once the same is done, the Commercial Bid link becomes active and the same has to be filled up and then vendor should click on "save" to record their Commercial bid. After both the Technical bid & Commercial bid has been saved, the vendor can click on the "Final submission" button to register their bid.</p> <p>f) Vendors are instructed to use "Attach Doc button" to upload documents. Multiple documents can be uploaded.</p> <p>g) In all cases, vendor should use their own ID and Password along with Digital Signature at the time of submission of their bid.</p> <p>h) During the entire e-Tender process, the vendors will remain completely anonymous to one another and also to everybody else.</p> <p>i) The e-Tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.</p> <p>j) All electronic bids submitted during the e-Tender process shall be legally binding on the vendor. Any bid will be considered as the valid bid offered by that vendor and acceptance of the same by the Buyer will form a binding contract between Buyer and the Vendor for execution of supply.</p> <p>k) It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.</p> <p>l) Buyer reserves the right to cancel or reject or accept or withdraw or extend the Tender in full or part as the case may be without assigning any reason thereof.</p> <p>m) No deviation of the terms and conditions of the Tender document is acceptable. Submission of bid in the e-Tender floor by any vendor confirms his acceptance of terms & conditions for the Tender.</p>
8	Any order resulting from this Tender shall be governed by the terms and conditions mentioned therein.
9	No deviation to the technical and commercial terms & conditions are allowed.
10	The Tender inviting authority has the right to cancel this e-Tender or extend the due date of receipt of bid(s) without assigning any reasons thereof.
11	Tenderers are requested to read the Tenderers guide and see the video in the page www.mstcecommerce.com/eprochome/rbi to familiarize themselves with the system before commencing their bidding.

Section: C

Eligibility Criteria for Participating in the E-Tender

E- Tender for Maintenance and Housekeeping Services at Main Office Premises (Including Annexe Building) of Reserve Bank of India, Bengaluru

1. Reserve Bank of India, Bengaluru invites e-Tender in two parts for Maintenance and Housekeeping Services at Main Office Premises (Including Annexe Building) of Reserve Bank of India, Bengaluru at an estimated cost of approximately ₹1,45,00,000/- (Rupees One Crore Forty Five Lakh only) per annum inclusive of all taxes.

2. **Eligibility Criteria for participating in the e-Tender:** Company/Firm/Agency who fulfill the following pre-qualification criteria are eligible to apply:

Sl. No.	Criteria	Requirement
(a)	Experience	<p>Should have minimum 5 years of experience in the field of housekeeping services and have “at least 3 years of experience of providing services of maintenance and housekeeping undertaken in</p> <ul style="list-style-type: none">(i) Three Star Hotels or above,(ii) International / Domestic Airport(iii) Metro Railway Stations(iv) Luxury Shopping Malls(v) Reputed / Public /Private Sector banks /enterprises(vi) Reputed Multinational Companies. <p>Bidders Should produce the copies of work orders and successful work completion certificate from clients as mentioned above, as on ending last day of the month previous to the one in which applications are invited” (hereinafter referred as “<u>Similar Works</u>”). Applicant should furnish their client list and upload documentary evidence showing the details of work carried out by them during the last 5 years.</p> <p>The Agency should be registered with the appropriate Government authority and should be a well-established organisation.</p> <p>The Agency should mandatorily have an office (Registered / corporate / branch / regional / Zonal / representative / liaison) at Bengaluru. Documentary proof for the same to be submitted.</p>

(b)	Minimum value of each completed work (qualifying)	<p>Experience of having successfully completed “Similar Works”* during the last 3 years ending last day of the month previous to the one in which applications are invited should be consistently providing either of the following:</p> <ul style="list-style-type: none"> • Four (4) “<u>Similar Works</u>”* each costing not less than the amount equal to 40% of the estimated cost each for the last 3 years or • Two (2) “<u>Similar Works</u>”* individually costing not less than the amount equal to 60% of the estimated cost each for the last 3 years or • One (1) “<u>Similar Works</u>”* costing not less than the amount equal to 100% of the estimated cost for the last 3 years. <p>Client’s reports for satisfactory completion to be uploaded as documentary proof (Scanned copy)</p> <p>*Similar Work – Maintenance & Housekeeping</p>
(c)	Yearly Turnover exclusively on Housekeeping & Maintenance Services	Should have average annual turnover of 100% of the Estimated Cost or more (exclusively from housekeeping and maintenance work) during each of the last 3 years i.e. up to March 31, 2022. (CA Certificate/Audited balance sheet/ IT assessment order to be submitted). Any tender document without the Audited Balance sheet and a CA certificate as regards the turnover will be rejected
(d)	Solvency / Banker’s Certificate	Should furnish solvency certificate issued by the intending bidder’s Banker specifically for the purpose of this tender for an amount of ₹1,45,00,000/- (Rupees One Crore Forty Five Lakh only).
(e)	Office / Presence in Bengaluru	Entity should have adequate presence in Bengaluru by way of office establishment, officials and authorized personnel.

3. Details of the Company/Firm/Agency:

(a) The Full particulars of the Company/Firm/Agency, in detail, are required to be submitted. In case of a company, the certificate of registration, Memorandum and Articles of Association of the company and other relevant documents and particulars of all the directors and responsible officials are required to be submitted. In case of a partnership firm, the partnership deed, power of attorney, if any and particulars of all the partners constituting the firm; and in case of an Agency or Proprietorship, the

particulars of the individual/individuals involved therein along with the name(s) and address (es)' etc are required to be submitted.

(b) Income Tax Assessment orders along with latest final order and credit worthiness certificate from the bankers with a copy of the specified accounts of the business of the contractor for a period of last three financial year duly certified by a Chartered Accountants should be enclosed in proof of credit worthiness and turnover for the last three years.

(c) Written information about the names and address of the Bankers with full details like names, present contact postal addresses, e-mail IDs, telephone (landline executives and mobile) Nos., Fax Nos., etc. of the contact executives (i.e. the persons who can be contacted at the office of their bankers by the Bank, in case it is so needed) should be furnished.

4. Documents / details to be submitted:

- a) Client's Report as per format at [Annex-II](#) from their clients for whom they have carried out "eligible works" in terms of the eligibility (Pre-qualification) criteria explained in this notice.
- b) Copies of applicable tax registrations, viz., PAN, TIN, GST, etc.
- c) Copy of Registration Certificate of the Company/firm/agency issued by the relevant authority.
- d) Copies of E.P.F. Registration Certificate and E.S.I Registration Certificate.
- e) Details of the Bank Account held by them in a scheduled bank in India. The details to be furnished as per format at [Annex I](#) attached with this document.
- f) Copy of License Number under Contract Labour (R & A) Act 1970 for providing Housekeeping Services.
- g) Provide details if any civil suit is pending in any of the works executed or if any bank having declared any loan of the tenderer as NPA in the last three years.
- h) Any other document/s as and when sought by the Bank.

5. The Reserve Bank of India does not bind itself to accept the lowest or any tender and reserves to itself the right to accept or reject any or all tenders.

6. Details of the completed work: The client-wise (in the categories as per Section C, Para 2 given above) names of work(s), year(s) of works execution of work(s) awarded and actual cost(s) of executed work(s), names and full contact details of the officers/ authorities/ departments under whom the work(s) was/were executed should be furnished.

7. After scrutiny, if any of the contractors is found not to be in possession of the required eligibility, their Tenders will not be considered by the Bank for further processing.

8. Part-I of the Tender will be opened at 1100 hours on February 20, 2023 in the presence of the authorized representative (will be intimated by e-mail to the valid email address submitted by bidders) of the Tenderers, who choose to be present. **Part-II** (Price bid) of the Tender will be opened on a subsequent date, which will be intimated to the Tenderers, in due course of time. (authorised representatives are required to bring letters signed by authorised person of the bidding Agency)

9. The Bank may obtain reports on the past performance of the Tenderer from his clients and Bankers. The Bank shall evaluate the said reports as per the evaluation criteria mentioned in Part I before opening of the Part-II of the Tenders. If any Tenderer is not found to possess the required eligibility for participating in the Tendering process at any point of time and/or his performance reports received from his clients and/or his Bankers' report are found unsatisfactory, the Bank reserves the right to reject his offer even after opening of Part-I of the Tender and Part-II of the Tender will not be opened and EMD shall be returned. The Bank is not bound to assign any reason for doing so.

Declaration. I/We hereby declare that I/we have read and understood the schedule of Eligibility Criteria and have read and understood all the above conditions and the same shall remain binding upon me/us.

Signature and Name of Authorised Person with seal

Date:

Address:

Section D

Letter of Undertaking

Place: _____

Date: _____

Regional Director
Reserve Bank of India
Bengaluru-560001

Sir/Madam,

Annual Maintenance Contract (AMC) for Providing Maintenance and Housekeeping Services at Main Office Premises (Including Annexe Building) of Reserve Bank of India, Bengaluru from April 01, 2023 to March 31, 2024

Having read and examined the Notice inviting e- Tender, specifications and schedule relating to the works specified in the memorandum hereinafter set out and having examined the site of the works specified in the said memorandum and having acquired the requisite information relating thereto as affecting the Tender, I/We hereby offer to execute the works specified and within the time specified in the said memorandum at the rates mentioned in the attached price bid and in accordance in all respects with the specifications and instructions in writing referred to in the Articles of Agreement, General Conditions of the Tender, Terms & Conditions of Contract with such services and materials as are provided for, by and in all other respects in accordance with such conditions so far as they may be applicable.

Memorandum

(a)	Description of work	AMC for Maintenance and Housekeeping Services at Main Office Premises (Including Annexe Building) of Reserve Bank of India, Bengaluru
(b)	Estimated cost	Approximately ₹ 1,45,00,000/- (Rupees One Crore Forty Five Lakh only) (Including GST)
(c)	Earnest Money Deposit (EMD)	₹ 2,90,000/-, (Rupees Two Lakh Ninety Thousand only).
(d)	Validity of Contract	Contract to be initially awarded for one year (from April 01, 2023 to March 31, 2024) and the same may be renewed on yearly basis for the next two years subject to satisfactory performance and fulfilling the terms and conditions by the agency.
(e)	Performance	5% of the quoted amount

	Bank Guarantee	
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2. We undertake to deposit a sum of ₹2,90,000/-, (Rupees Two Lakh Ninety Thousand only) (bears no interest) as Earnest Money Deposit with the Reserve Bank of India at the time of award of work, along with the bid, which will not bear any interest. Should we fail to execute the contract when called upon to do so, we do hereby agree that this sum shall be forfeited by the Reserve Bank of India. We also agree to keep the Performance Bank Guarantee valid during the entire period of contract.

3. We also agree that our Tender will remain valid for acceptance by the Bank for 90 days from the date of opening of Part I of the Tender and this period of validity can be extended for such period as may be mutually agreed between the Bank and us in writing.

4. Should this Tender be accepted, I/We hereby agree to abide by and fulfill all the terms and conditions of the Tender so far as they may be applicable and in default thereof, to forfeit and pay to Reserve Bank of India such sums of money as are stipulated in the conditions contained in the Tender document together with the execution of Contract with due procedure of Indian Contract Act, 1872.

5. I/We understand that Reserve Bank of India reserves the right to accept or reject any or the entire Tender either in whole or in part without assigning any reason thereof.

6. The Tender is submitted in two parts. Part I contains all commercial terms & conditions, technical particulars, EMD and Part II contains only the Price Bid in the Bank's proforma.

7. Should this Tender be accepted, I/We hereby agree to abide by and fulfill the terms and provisions of the said Conditions of Contract annexed hereto so far as they may be applicable or in default thereof to forfeit and pay to the Reserve Bank of India the amount mentioned in the said conditions.

8. Our bankers are (full address):

i)	Name of the Bank Address:
ii)	Name of the Bank Address:

9. The names of partners of our firm are:

i)	
----	--

ii)	
-----	--

Name of the partner of the firm authorized to sign

OR

Name of person having power of Attorney to sign the Contract (certified true copy of the Power of Attorney should be attached)

Yours faithfully,

Signature of Contractor

Signatures and addresses of witnesses:

S.no	Signature	Address
(i)		
(ii)		

Section E

Articles of Agreement

This AGREEMENT is made at Bengaluru on this ___ day of _____, Two Thousand Twenty Three, between Reserve Bank of India, a statutory body established under the RBI Act, 1934, having its Central Office at Fort, Mumbai, and one of its Offices at Bengaluru, represented by its Regional Director / Authorized Officer, Reserve Bank of India, Bengaluru-560001. (Hereinafter called “**the Employer**”) on the one part.

AND

_____ (proprietorship/partnership firm/ Company), incorporated under the provisions of the Companies Act, 2013 (in case of a Company) and having its registered office at _____ (hereinafter called “**the Contractor**”) represented by Shri who is authorized to enter this agreement by its Board of Directors on the other part.

AND WHEREAS the Employer has intention of engaging a Contractor for Annual Maintenance Contract for providing services for Housekeeping in the Main Office Premises of the Bank (including Annex Building) has caused requirements and specifications describing the works to be done to be prepared by or under the direction of Bank’s Regional Director.

AND WHEREAS the Employer had called for tenders from eligible contractors Annual Maintenance Contract for providing services for Housekeeping in the Main Office Premises as has been indicated in the scope of work and other documents attached to the tender.

AND WHEREAS the Contractor has agreed to execute upon and subject to the Conditions set forth herein, and to the Terms and Conditions of Contract set forth in the Tender document, (all of which are collectively hereinafter referred to as “the said Conditions”) the works shown upon at the respective rate therein set forth amounting to the sum as therein arrived at or such other sum as shall become payable there under (hereinafter referred to as “the said Contract Amount”).

A. NOW IT IS HEREBY AGREED AS FOLLOWS

1. This agreement will come into effect from ----- and will remain in force up to ----- . However, the contract may be extended further on same terms and conditions, for another two years, one year at a time, or part thereof with mutual consent of both the parties, subject to satisfactory performance of the services provided and adherence to contractual obligations by the concerned firm/company.

2. The charges of ₹ _____ (Rupees _____ only) will be inclusive of manpower and materials used for efficient rendering of the housekeeping and maintenance services as quoted by the tenderer for the whole period of one year shall

be payable on monthly basis subject to submission of bill/invoice. The payment thereon will be made after the same is duly certified by the Bank's officials to the effect that the maintenance services have been provided satisfactorily, subject to statutory deductions.

3. The Employer shall pay the Contractor the said Contract Amount or such other sum as shall become payable, at the times and in the manner specified in the said Conditions.

4. The above charges also include GST, Insurance Charges and any other tax and duty or other levy, whether existing or levied in future by the Central Government or the State Government or any local authority.

5. The said conditions and scope of work thereto and the correspondence attached hereto shall be read and construed as forming part of this Agreement, and the parties hereto shall respectively abide by, submit themselves to the said Conditions and the correspondence and perform the agreement on their part respectively in the said Conditions contained and the correspondence contained

6. The contractor shall be responsible for providing services on regular basis as per the scope of work and terms and conditions of the contract.

7. The term "Regional Director/Officer-in-Charge" in the said Conditions shall mean the Officer entrusted or any other successor of the Bank nominated by the Employer for that purpose will function as "Regional Director/Officer-in-Charge".

8. The Reserve Bank of India will administer and arrange for supervision of works through the Bank's staff including certification of bills, making payments and implementation of various terms, conditions and stipulations of the contract, execution of the work, quality of work, quality of materials, progress and completion of the contract.

9. The plans, agreement and original Tender documents mentioned herein shall form the basis of this Contract.

10. All payments by the Employer under this Contract will be made only at Bengaluru.

11. Undertaking

The Contractor hereby undertake to actually pay wages to all labourers of all description to be engaged by him for completion of maintenance and housekeeping work awarded to him by the Employer at the rate which is not less than the one prescribed under the Minimum Wages Act 1948 and to ensure necessary compliance of essential amenities as provided under the CLRA (Contract Labour Regulation and Abolition) Act 1970 and also to keep the Employer indemnified against all the actions that may be initiated against the Employer by the Statutory Authorities for his failure to pay such wages and provide the essential amenities .

12. All disputes arising out of or in any way connected with this agreement shall be deemed to have arisen at Bengaluru and only Courts in Bengaluru shall have jurisdiction to determine the same.

13. That the several parts of this Contract have been read by the Contractor and fully understood by the Contractor. The Contractor shall not be entitled for the payment for the quantities beyond the tendered quantities unless ordered for by specific written instructions from the Bank's Manager.

14. **Non-Disclosure Clause:** The Contractor shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure/ systems/ equipment's/ Architecture etc., which may come to the possession or knowledge of the Contractor during the course of discharging its contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. The Contractor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Contractor shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Employer. The Contractor shall indemnify the Bank for any loss suffered by the Employer as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Contractor and the Employer shall be entitled to claim damages and pursue legal remedies at the costs of the Contractor.

The Contractor shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied.

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

IN WITNESS WHEREOF the Employer and the Contractor have set their respective hands to these presents and two duplicates hereof the day and year first hereinabove written.	If the contractor is a partnership or an individual.
IN WITNESS WHEREOF the Employer has set its hands to these presents through its duly authorized official and the Contractor has caused its common seal to be affixed hereunto and the said duplicate/ has caused these presents and the said two duplicate hereof to be executed on its behalf, the day and year first hereinabove written.	If the contractor is a company.
Signature Clause	
SIGNED AND DELIVERED by the Reserve Bank of India by the hand of	
Shri	
<i>(Name and designation)</i>	
In the presence of	

(1)		
Address		
(2)		
Address		
Witness		
SIGNED AND DELIVERED by		If the party is partnership firm or an individual should be signed by all or on behalf of all the partners.
In the presence of		
(1)		
Address		
(2)		
Address		
Witness		
THE COMMON SEAL OF		
Was hereunto affixed pursuant to the resolutions passed by its Board of Directors at the meeting held on _____ in the presence of		
(1)		
(2)		
Directors who have signed these presents in token thereof in the presence of		If the Contractor signs under its common seal, the signature clause should tally with the sealing clause in the Articles of Association.
(1)		
(2)		
SIGNED AND DELIVERED BY the Contractor by the hand of Shri _____ and duly constituted attorney.		If the Contractor signs by hand of power of Attorney, whether a company or individual.

Section F

General Instructions to Tenderers

Tender in prescribed form shall be submitted in two parts i.e. Part-I and Part-II.

Part - I of the Tender, titled “E-Tender for Maintenance and Housekeeping Services at Main Office Premises (Including Annexe Building) of Reserve Bank of India, Bengaluru”

1. shall be submitted containing the following:

(a) Power of Attorney/ authorization with the seal of the company/ firm in the name of the person signing the Tender documents.

(b) The Bank discourages the stipulation of any additional conditions by the tenderer. However, in case the tenderer wishes to include any condition/ clarification/ covering letter, while tendering for the work, he will have to submit the same in along with the following and submitted under Part - I:

(i) List of deviations, if any, in commercial terms and conditions.

(ii) List of deviation, if any, in technical specification.

(iii) Any other technical information the tenderer wishes to furnish.

(c) The Tender Document (Part-I) issued by the Bank – duly stamped and signed.

2. Only those proprietorship firms/partnership firms/companies with requisite years of experience in related trades like cleaning, housekeeping and maintenance works are eligible to participate in e-Tendering.

3. Reserve Bank of India does not bind itself to accept the lowest or any Tender and reserves to itself the right to accept or reject any or all the Tenders either in whole or in part, without assigning any reasons for doing so.

4. **Information Gathering & Site Inspection:** The Tenderer must obtain for himself and at his own expense all the information which may be necessary for the purpose of Tendering and for entering into a contract and must inspect the site of the work with prior permission and acquaint himself with all local conditions, means of access to the work, nature of work and the matters pertaining thereto. The Employer’s decision in such cases shall be final and shall not be open to arbitration.

5. **Pre-bid meeting:** - A pre-bid meeting will be held at 14:30 hrs. on January 25, 2023 at P&S Section, Reserve Bank of India, Bengaluru to discuss/clarify anything about the tender. No separate communication will be sent for this meeting.

6. The rates quoted for supply of Cleaning Materials in the Tender shall be for the complete items including materials, tools and machineres required at site for all the locations, Buildings, floors, etc. The rate shall also include GST+ any other taxes, duties,

levies on work's contract by Central Govt. or State Govt. or any other authorities. The rates shall be firm and shall not be subject to exchange variations, labour conditions, fluctuations in railway freights or any conditions whatsoever, except for changes if any in the statutory minimum wages announced by the Government of India under the Minimum Wages Act. The rates shall also include transportation, loading and unloading, freight charges, transit insurance etc. bidders are required to assess the actual requirement, if required by visiting the premises.

7. The payment shall be made on monthly basis (by credit to bank account through RTGS/NEFT) after satisfactory completion of the work duly acknowledged by the concerned official and certified by the Caretaker and Bank's Officer.

8. **Part - II** of the Tender will contain no conditions but only the Price Bid in the Schedule of Quantities.

9. Part-II shall contain prices in Indian Rupees only with detailed break-up of price as per format (Part - II) in figures in the columns specified against each item of work in the document. All items of work shall be quoted.

10. Rates:

a) The rates shall be firm and be valid for the entire duration of the contract and / or extension thereof and shall not be subject to exchange variations, labour conditions, fluctuations in freights charges or any conditions whatsoever.

b) The rates quoted in the Tender shall include all charges. Tenderers must include in their rates Goods and Service Tax and any other prevailing taxes, royalties and duty levied by the Central Government or any State Government or local authority, if applicable. No separate claim in respect of Goods and Service Tax and any other tax, duty or levy whether existing or future shall be entertained by the Employer.

11. **Job Work on Lump Sum Basis:** The Contractor shall note that unless otherwise stated, the Tender is strictly on Job Work on Lump sum Basis and his attention is drawn to the fact that rates for each and every Job should be correct, workable and self-supporting. The quantities as given under the Scope of Work (Section H) approximately indicates the total extent of work but may vary to any extent and may even be omitted thus altering the aggregate value of the contract. Claim in such case shall be entertained on pro rata basis.

12. **Tender Format:** The Tenderer shall use only the forms issued by the Bank to fill in the rates. Any addition/alteration in the text of the Tender form made by the Tenderer shall not be valid and shall be treated as null and void.

13. Opening of Tender:

a) **Part-I** of the Tenders will be opened as per Schedule of Tender (February 20, 2023). If this day falls to be a holiday, tenders will be opened on the next working day of the Bank,

in the presence of Tenderers or their authorized representatives who choose to be present by the Tenderers. An authority letter signed by the Authorised Person of the Agency will be required.

b) It is not incumbent on the Bank to accept any additional condition given by the tenderer.

c) The Bank reserves the right to reject a price bid even after opening Part - I of the Tender and submitted Part – II of the Tender.

d) Part-II of the Tender opened on a subsequent date, which will be intimated to the Tenders in advance.

14. No Tender will be received after February 17, 2023 under any circumstances whatsoever.

15. **Evaluation of Part-I:** The Part-I will be evaluated as per the matrix given [Annexure-VI](#) and the marks thus arrived at will be made use for deciding the successful bidder, provided financial bids of more than one agency becomes eligible to qualified as L1.

16. **Disqualification - Missing & Unsigned documents:** The Tender form must be filled in English only. If any of the documents is missing or unsigned, the Tender may be considered invalid by the Bank at its discretion.

17. **Right to Accept or Reject:** The Reserve Bank of India does not bind itself to accept the lowest or any Tender and reserves to itself the right to accept or reject any or all the Tenders without assigning any reasons for doing so. The Tenderer whose Tender is not accepted shall not be entitled to claim any costs, charges, damages and expenses of and incidental to or incurred by him through or in connection with his submission of Tenders, even though the Bank may and has a right to modify/ withdraw the Tender

18. **Validity of Tender:** The Tender along with the prices shall remain valid initially for a period of 3 months from the date of opening of Part-I, which period may be further extended by mutual agreement in writing by the Tenderer. The Tenderer shall not cancel or withdraw the tender during this period or change the quoted rates. The EMD will be forfeited in case of withdrawal after the opening of the technical bid.

19. **Broad Scope of Work:** The scope of work shall be as given in the Tender document.

20. **Lowest Tender Not Necessarily to be Accepted:** The Bank is not bound to accept the lowest or any Tender or to assign any reason for non-acceptance of any Tender. The Tenderer whose Tender is not accepted shall not be entitled to claim any costs, charges, damages and expenses of and incidental to or incurred by him through or in connection with his submission of Tenders, even though the Bank may elect to modify/withdraw the Tender.

21. **Earnest Money and Performance Guarantee during contract period:**

a) Tenderers shall pay as Earnest Money Deposit a sum of ₹2,90,000/-, (Rupees Two Lakh and Ninety Thousand only) by NEFT/RTGS. Under no circumstances EMD will be

accepted in the form of fixed deposits of the bank or cheque etc. On award of contract, the successful Tenderer shall furnish an amount of **5%** of the contract value in the form of a Performance Bank Guarantee from any scheduled Bank in the form prescribed by the Bank (which will be submitted along with letter of acceptance) towards security deposit for the due fulfilment of the contract.

b) The Earnest Money Deposit submitted by successful Tenderer shall be returned within one month of award of work post submission of the Performance Bank Guarantee. The Performance Bank Guarantee towards security deposit shall be valid for the entire contract period.

c) All compensation or other sums of money payable by the Contractor to the Employer under the terms of this Contract may be deducted from the payable bill amount / security deposit.

22. Terms of Payment: The payment for the works to be executed under this contract shall be made on a monthly basis and no variation in the mode of payment will be acceptable to the Reserve Bank of India.

23. Taxes: The prices quoted shall be deemed to have included all taxes, GST, custom duty, excise duty, local levies, works contract tax, etc. imposed by Central/State Government/ Local Bodies. If the Tenderer fails to include such taxes and duties in the Tender, no claim thereof will be entertained by the Bank afterwards. As per Indian laws, income tax will be deducted at source and a certificate for the same will be issued to the contractor.

24. Insurance:

a) The successful Tenderer shall take "All Risk Policy" for the contract value and workmen compensation policy for the workers engaged in the work for the duration of the contract.

The contractor shall indemnify the Employer against all claims which may be made against the Employer by any member of the public or other third party in respect of anything which may arise in respect of the works or in consequence thereof and shall at his own expenses arrange to effect and maintain, until the virtual completion of the contract with an approved office, a policy of insurance in the joint names of the Employer (first name) and the Contractor against such risks and deposit such policy or policies with the Employer from time to time during the currency of this contract.

b) The contractor shall be responsible for all injury to persons, animals or things and for all structural and decorative damage to property which may arise from the operation or neglect of himself or of any of his employees, whether such injury or damage arise from carelessness, accident or any other case whatsoever in any way connected with the carrying out of the contract. This clause shall be held to include, inter-alia, any damage to buildings, whether immediately adjacent or otherwise and any damage to roads, streets, footpaths, bridges or ways as well as all damage caused to the buildings and works

forming the subject of this contract, by frost or other inclemency of weather. The contractor shall indemnify the employer and hold him harmless in respect of all and any expenses arising from any such injury or damage to persons or property as aforesaid and also in respect of any claim made in respect of injury or damage under any Acts of Government of India or otherwise and also in respect of any award of compensation or damages consequent upon such claims.

Note: These policies shall be valid till the completion of the work. If the contractor does not provide these policies, the Bank reserves the right to take the above insurance policies themselves and recover the cost thereof from the bill of the contractor.

25. Signing of Contract Agreement: The General instructions to the Tenderers' and hereinbefore referred to Conditions of Contract and Technical Specifications enclosed with the Tender documents, the subsequent correspondence exchanged between the Bank and the Tenderer and the work order placed shall be the basis of the final contract to be entered into with the successful Tenderer.

26. The Tenderer shall go through the terms and conditions given in the general conditions of contract herewith and his offer shall be strictly in line with the terms specified therein. No deviation from the terms and conditions specified shall be acceptable. Each page of the Tender documents should be signed for his/their having acquainted and accepted by himself/themselves in the general conditions of contract, Technical specifications, etc.

27. The Tender submitted on behalf of a firm shall be signed by all the partners of the firm or a partner who has the necessary authority on behalf of the firm to enter into the proposed contract. Otherwise the Tender may be rejected.

28. On receipt of intimation from the Bank of the acceptance of his/her Tender, the successful Tenderer shall be bound to implement the Contract and within fourteen days thereof the successful Tenderer shall sign an agreement in accordance with the draft agreement. Notwithstanding the signing of the agreement the written acceptance by the Reserve Bank of India of a Tender in itself will constitute a binding agreement between the Reserve Bank of India and the person so Tendering, whether such contract is or is not subsequently executed.

29. The contractor shall not assign the contract. He shall not sublet/delegate any portion of the contract. In case of breach of these conditions, the employer may serve a notice in writing on the Contractor rescinding the contract whereupon the security deposit shall stand forfeited to the employer, without prejudice to his other remedies against the Contractor.

30. Language: The tender including all documents etc. shall be in English. However, the contract shall be made bilingual.

31. Right to Accept Part Tender: The Bank reserves the right to accept the tender either in whole or in part at the same prices quoted by the Tenderer.

32. Other Issues: The Contractor shall carry out all the work strictly in accordance with the detailed specifications and instructions of the Bank's officials. If in the opinion of the Bank's officials, nominal changes have to be made to suit the site condition and with the prior approval in writing of the Employer, the Contractor shall carry out the same without any extra charge.

33. Settlement of Disputes by Arbitration:

a) All disputes and differences of any kind whatever arising out of or in connection with the contract or the carrying out of the works (whether during the progress of the works or after its completion and whether before or after the termination or abandonment or breach of the contract) shall be referred to and settled by the Bank who shall state its decision in writing. Such decision may be in the form of a final certificate or otherwise. The decision of the Bank with respect to any of the excepted matters shall be final and without appeal. But if the Contractor is dissatisfied on any matter, he may within 28 days after receiving notice of such decision, give a written notice to the other party requiring that the matters in dispute be referred for arbitration. Such written notice shall specify the matters, which are in dispute or difference of which such written notice has been given. If both the parties agree, a single arbitrator shall be appointed for the purpose. In case no agreement could be reached on the appointment of single arbitrator, both the parties shall nominate one person each as an arbitrator on their behalf. The two arbitrators nominated by the parties shall nominate one more person to act as third arbitrator or umpire.

b) The arbitrator or arbitrators, as the case may be, shall have power to open up, review and revise any certificate, opinion, decision, requisition or notice, save in regard to the excepted matters, referred to in the preceding clause, and to determine all matters to dispute which shall be submitted to arbitration and of which notice shall have been given as aforesaid.

c) The arbitrator or arbitrators, as the case may be, shall make his or their award within one year (or such further extended time as may be decided by him or them as the case may be with the consent of the parties) from the date of entering on the reference. In case during the arbitration proceedings the parties mutually settle or compromise their dispute or difference, on the parties filing their joint memorandum of the settlement or compromise, the arbitrator or the arbitrators as the case may be, shall make an award in terms of such settlement or compromise.

d) Upon any such reference, the decision on the cost incidental to the reference and award respectively shall be at the discretion of the arbitrator or arbitrators as the case may be, who may determine the amount thereof or direct the same to be taxed as between the party and shall direct by whom and to whom and in what manner the same shall be borne and paid.

e) This submission shall be deemed to be a submission to arbitration within the meaning of the Indian Arbitration and Conciliation Act, 1996 or any statutory modification thereof. The award of the arbitrator or arbitrators, as the case may be, shall be final and binding on the parties. It is agreed that the Contractor shall not delay the carrying out of the works by reason of any such matter, question or dispute being referred to arbitration, but shall proceed with the works with all due diligence and shall until the decision of the arbitrator or arbitrators is given, abide by the decision of the Bank. No award of the arbitrator or arbitrators, as the case may be, shall relieve the Contractor of his obligations to adhere strictly to the Bank's instructions with regard to the actual carrying out of the works. The Employer and the Contractor hereby also agree that arbitration under this clause shall be a condition precedent to any right of action under the contract.

(f) The agreement shall be subject to the jurisdiction of the Hon'ble High Court of Karnataka at Bengaluru.

34. Compliance of the requirements of the Minimum Wages Act / Rules and Contract Labour (R & A) Act / Rules and other Laws /Rules/ Notification as applicable:

a) The contractor shall be responsible to get himself registered under the Contract Labour (Regulation and Abolition) Act, 1970 / the Contract Labour (Regulation and Abolition) Central Rules, 1971 and other relevant laws, whenever it is required. The Contractor shall follow all the relevant provisions of the Contract Labour (R & A) Act, 1970 and Contract Labour (R & A) Central Rules, 1971 and ensure to maintain all the records as prescribed there under and by the Office of the Labour Commissioner (Central).

b) The Contractor shall be responsible to make payment to their workmen strictly in accordance with the provisions of the Minimum Wages Act, 1948 and Minimum Wages (Central) Rules 1950 and the Notifications issued there under by the Government of India from time to time. The contractor shall maintain the relevant records with regard to minimum wages as required under the Minimum Wages Act / Rules / Notifications issued by the Government of India from time to time.

c) The Contractor shall maintain all the documents, Registers and records as required under the Contract Labour (R & A) Act, 1970 / the Contract Labour (R & A) Central Rules, 1971, Minimum Wages Act, 1948 and Minimum Wages (Central) Rules 1950 and any of the applicable labour and general laws/Rules and Notifications issued by the State/ Central Government and make the same available for inspection by the Employer or its officials and the Official of Labour Commissioner (Central) or any other statutory authority conferred with such powers under the respective Laws/Rules.

d) The Contractor shall be responsible to ascertain any changes made applicable in the rates of minimum wages by the Government of India vide their Notification issued from time to time and shall implement the said changes and make payment of wages to their workmen accordingly with immediate effect and maintain all the records updated in this

regard and keep the Employer posted with the said development producing the necessary documentary proof without delay.

e) The Contractor shall be responsible for due compliance of the entire statutory conditions and requirements of labour laws as applicable to his workmen such as Industrial Disputes Act, Payment of P.F., ESI Act, Workmen's Compensations Act, etc. and any other applicable Laws / Regulations / Rules Notifications issued by State/ Central Government.

f) The Employer shall not, in any manner, be responsible for any act, omission or commission on part of the Contractor and no claim in this respect will lie against the Employer or his representatives.

g) The proof of remittance of statutory contribution of PF (Employer and Employee) and ESI to the appropriate agency, for those workers deployed by the Contractor to execute the contract work in the Bank, must be provided by the selected Contractor/Agency to the Bank every month along with the claim bill, failing which the claim bill shall not be settled.

35. Police Verification of all Workmen / Supervisors / Officials for entering in to the Bank's Premises: The agency shall obtain Police verification report on character and antecedents of its personnel and other details relating to age, educational qualifications, name and permanent address, contact numbers to be provided under this contract along with their passport size photographs before engaging them for duty in Bank's premises. Only able bodied, physically fit, well trained, literate, well mannered, disciplined and honest personnel preferably between the age of 21-40 years shall be deployed. A certificate to the effect that Police Verification of all employees deployed in the services of the Bank has been done and are available with the firm, needs to be submitted within one month of start of the contract to the Bank. Bank can verify these at any point of time during the contract duration.

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

Signature of Authorised Person with seal

Date:

Address:

Section G

Part I: Technical Bid

From,

To,

Regional Director
Reserve Bank of India
Human Resource Management Department
10/3/8, Nrupathunga Road
Bengaluru- 560001

<u>S. No</u>	<u>Particulars</u>	<u>Details to be filled in by the Tenderer</u>
1.	Name of the Organisation	
2.	(a) Type of organisation – (whether Proprietorship / Partnership / LLP / Pvt. Ltd./ Ltd. Company) (b) Date of Establishment (c) Details of Registration (Firm, Company etc.), Registering Authority, Date, Number etc. (not applicable in the case of a sole proprietorship). Please enclose relevant documents in support of the same	
3.	Name of the proprietor/partners/directors of the organisation with designation	
4.	Regd. Office/ Business Address of the organisation along with Telephone No., Mobile No., Fax No. and e-mail. (a) Whether having own office in Bengaluru. (b) Address of the local office at Bengaluru. (c) Name of the authorised official and his/ her telephone number. Please enclose relevant documents in support of the same.	
5.	Work Experience – Details of work experience as per the requirement in the Eligibility Criteria and Terms and Conditions supported by work orders, documents and certificates. The details along with documentary evidence of previous experience, if any, of similar services or the Reserve Bank of India at any centre or	

	government/ semi – Government/ Public Sector undertakings/ Banks/ MNCs should also be given.	
6.	Whether average annual business turnover of last three financial years is Rupees One Crore and Forty Lakhs or more with respect to the business of Maintenance and Housekeeping. (Supporting documents to be enclosed)	
7.	Income Tax Returns of three Financial years: F.Y. 2019 – 20, F.Y. 2020 – 21 and F.Y. 2021 – 22	
8.	Copy of Audited Balance Sheets for last three years 2019-20, 2020-21, 2021-22.	
9.	Whether registered with Labour Department under the Contract Labour (R & A) Act, 1970 and Contract Labour (Regulation and Abolition) Central Rules, 1971. If yes, indicate the date of registration. (A copy of Certificate/ Registration to be submitted).	
10.	Name and Address of the Banker. The Bankers Certificate regarding financial standing of the Tenderer is to be given by the banker on its letter head as per format attached with this Tender document. (Annex – I)	
11.	Name and Address of the existing clients along with full details. The Clients Report from top three existing clients is required as per format attached with this Tender document (Annex – II)	
12.	The Bank Account (IFSC Code and Account Number) where payments would be received by the organisation.	
13.	Any Disputes (including with statutory authorities) are pending and details of the stage of proceedings.	
14.	Indicate if involved in any litigation	
15.	Any disputes (including with statutory authorities) are pending and details of the stage of proceedings.	
16.	Copy of the PAN, Tin and GST Registration wherever applicable.	
17.	EPF Registration Number	
18.	ESI Registration Number	

19.	Licence Number under Contract Labour (R&A) Act	
20.	Two references from organizations with which the Tenderer is currently executing a similar work.	
21.	RTGS/NEFT of ₹ 2,90,000/-, (Rupees Two Lakh and Ninety Thousand only) remitted to the designated account of RBI, Bengaluru, representing Earnest Money Deposit (EMD).	
22.	Copy of Terms and Conditions duly signed by the Authorized person(s).	
23.	Any other document/s required to be submitted, as mentioned above or as demanded by the Bank.	

Note: The Bank reserves the right to call for proof/ verification of any of the above mentioned particulars.

Declaration

(To be submitted in the Technical Bid on the Letter head of the company, duly signed by authorised signatory)

1. The information provided by me/us is true to the best of my/our knowledge and if any information is found incorrect or false, I/we may be debarred from the Tender process / being awarded the contract.
2. I/We agree to abide by the terms and conditions stipulated by the Bank as mentioned in [Annex-II](#).
3. I/We also agree that our Tender will remain valid for acceptance by the Bank for a period of 90 days from the date of opening of the Tender and this period of validity can be extended for such periods as may be mutually agreed upon between the Employer/ the 'Bank' and us in writing.
4. I/We understand that the Reserve Bank of India (the Bank), Bengaluru reserves the right to accept or reject any or all of the Tenders either in full or in part without assigning any reason thereof.

Dated this _____ day of _____ 2023.

Signature:

Name:

Seal of the Contractor:

Section H

Scope of Work

E- Tender for Maintenance and Housekeeping Services at Main Office Premises (Including Annex Building) of Reserve Bank of India, Bengaluru

Overview:

The Housekeeping staff will be responsible for cleaning of Office Premises, Cash Area and Police Lines, including corridors, lift lobbies, staircases, entire compound area, vehicle parking area, internal roads and internal area along the perimeter wall, Footpath in front of Main Gate, Underpass connecting St. Martha's Hospital, ISS (Reception), CRDS, Annex Buildings, adjoining areas and all security guard posts located along the perimeter wall along with cleaning/ maintenance of washrooms/toilets located in the entire premises of the Bank.

Cleaning activity in the morning should start at 7.30 am and be completed before 9:00 am for the office to function. The agency is required to deploy trained and experienced staff on all six working days of the week except Sunday and Holiday. Special cleaning drives will be undertaken on Saturdays of other areas of the Bank in consultation with the Caretaker. Bank reserves the right to seek deployment of agencies staff on selected holidays too, in case the need arises, with prior intimation.

The estimated number of cleaning/housekeeping persons to be deployed will be 02 Supervisors (one male & one female) and 35 workmen for cleaning / housekeeping (18 male & 17 female) Total- 37. The Bank reserves the right to increase or decrease the number of persons to be deployed before awarding the work at any time during the currency of the Contract. The monthly payment will be made as per the total manpower deployed (man days) during the month. Supervisors and the workmen may have to work in shifts (I shift- 07.30 AM to 03.30 PM & II shift- 09.30 AM to 05.30 PM). The required number of persons in each shift will be intimated by the Caretaker of the Bank.

1. General Areas/Common Areas of Main Office Premises, Cash Area and Police Lines Including Annex Buildings I & II:

a) Contractors shall be responsible for all cleaning works such as sweeping and mopping of general area in each floor, passages, and lobbies at all the floors, cleaning of each cabins located in all the floors at Main Office Building. Cleaning of tables, chairs, and workstations in each departments/Section.

b) Sweeping and mopping of staircases along with cleaning / maintenance of washrooms/toilets located in the entire premises of the Bank, Cash Area, Annex Buildings, adjoining areas including all the lifts and lift lobbies in the premises.

- c) Swiping and Mopping of Cash Area that includes the area from the treasurer's gate, DD Banking, Claims Section CVPS, IP CCTV Console Room, all vaults, vault corridors, Shredding Area, Safety Yard and Police lines/Dormitories.
- d) Sweeping and mopping of Banking hall on the ground floor, glass panes on counters of the Banking hall, cleaning of storerooms, book vaults, record rooms, etc, of all the departments of the Bank
- e) Sweeping of frontal driveway, front parking area, rear parking area and complete peripheral area of the Bank.
- f) Cleaning of Conference Rooms, lecture hall and Board Room as per the requirement of the Bank.
- g) Cleaning of Officers Lounge and Dining room located at the fourth floor and carry out miscellaneous tasks in the lounge as per instructions of the Bank.
- h) Sweeping of pedestrian way outside the Bank's premises and underpass on Nrupathunga Road connecting St. Martha's Hospital
- i) Cleaning activity in the morning should start at 7.30 am and be completed before 9:00 am for the office to function.
- j) Special cleaning of specific areas in the Main Office Premises including Security/Cash Area as per the instructions of the Bank on Saturdays or holidays.
- k) The passages/veranda and staircases of the buildings shall fortnightly be washed with detergent, Lizol, Phenyle or equivalent and others required cleaning materials. The sweeping and mopping shall be carried out both in the morning hours and afternoon.
- l) Removing the cobwebs, stains, dirt from wall, windows, ceiling and such areas as required.
- m) Annex Building I - Sweeping and mopping of Cafeteria (staff canteen) and adjacent areas of washrooms/toilets and Sports club premises. Sweeping and mopping of Gymnasium, Kannada Sangha Office, Association and Union Office Room, Co-operative Society and Dispensary and corridors in the Annex Building.
- n) Annex Building II - Sweeping and mopping of Regional Director's Residence, washrooms, lift and lift lobbies, stairs and other common areas.
- o) Cleaning of areas around water dispensers/water purifiers located in various places in the Bank's premises. Providing water bubbles from the ground floor and distributing in the departments in various floors. Placing of water bubbles at water dispensers and collecting back the empty bubbles from various departments on a daily basis and arranging in the ground floor.
- p) Collection of garbage from all floors of Main Office Building, Annexe Building, Officers' lounge and adjoining areas as well as disposing it at the designated place for the same.

- q) Any special cleaning on Republic Day, Independence Day and Festivals to be carried out as per the instruction of the Bank.
- r) Continuous cleaning to maintain hygiene & mopping of floors and common area in the Bank to be done during office hours so that it retains a clean and dry look.
- s) The Supervisors and Housekeeping staff should have basic Fire Fighting skill and should be trained to use different types of fire extinguishers.

2. Washrooms/ Toilets in Main Office Premises:

- a) There are approximately 55 washrooms (ladies and Gents) combined in Main Office Premises and Annex Building. The housekeeping staff shall be responsible for cleaning of the washrooms/toilets that includes toilet pots & seats, urinal pots, platform, sink, wash basins, tiles, floor, racks, glass mirrors etc. in all the washrooms and toilets of the Main Office Building and Annex Building.
- b) Thorough sweeping, washing, mopping and scrubbing the floor and wall dado inside the toilets. Washing of toilet floors and tiles with suitable ceramic tiles Cleaning Materials every day.
- c) Cleaning of walls of Washrooms/Toilets and keeping ceilings free from cobwebs, dirt, stains, etc.
- d) Cleaning of windows, window panes, grills, doors, ventilators, exhaust fans, ceiling, wall dado, plumbing and sanitary fittings & fixtures, glazed ventilators etc
- e) Removing the cobwebs, stains, dirt from wall, ceiling, pelmet and inaccessible spots.
- f) Cleaning of accessories provided in the wash rooms like Buckets/mugs/soap cases, etc.
- g) The required frequency of cleaning the washrooms/toilets would be once per hour in a day (every hour during office hours).
- h) Flushing system of all toilets are to be checked at regular interval every day.
- i) Liquid Hand wash. Toilet Rolls and Paper Napkins of good quality and bearing ISI and Eco Mark to be provided by the agency. Continuous availability of these materials is to be ensured in each washroom. Placing of Dustbins fitted with disposable polybag in each washroom to be ensured.
- j) Dustbins kept in the washroom and surrounding area shall be emptied on regular basis at designated places.
- k) Cleaning all the nickel parts of sanitary fittings, taps, etc., and always keep them in a sparkling condition.
- l) The soap dispenser in the washrooms should be topped up regularly with good quality liquid soap (bearing ISI and Eco mark confirming to latest BIS Standard).

m) All the cleaning material and equipment shall be provided by the service provider/ agency/ firm.

n) Appropriate cleaning material shall be used for cleaning to avoid damage to CP fixture/ tiles/flooring etc. The Cleaning Materials used for cleaning shall be of standard quality (bearing ISI and Eco Mark).

o) The agency should use following approved/ any other equivalent cleaning materials as approved by Bank:

(i) Cleaning material –

Indicative List (Not Exhaustive) of Cleaning Materials that would be Required on Monthly Basis:

The contractor shall ensure adequate availability of stock of consumable items required for smooth activities for housekeeping work throughout the contract period without any extra charges. The consumable items should be of reputed made/brand as mentioned below.

SI No.	Items	Approximate Quantity Required per month	Remarks
1	Lizol or Equivalent (Floor Cleaner)	30 Litres	
2	Good Quality Ful Jadu/Brooms	10 Nos	
3	Good Quality Coconut Brooms	20 Nos	
4	Colin or equivalent (Glass Cleaner) 750 ml	15 Nos	
5	Dettol or equivalent (Disinfectant)	30 Litres	
6	Phenyl or equivalent	25 Litres	
7	Harpic Power Cleaner (Blue) or equivalent -750 ml (Toilet)	30 Nos	
8	HRT. Roll – 1 KG	120 Nos	
9	Garbage Plastic Cover (Jumbo) 71 micron	40 Kg	
10	Garbage Plastic Cover (Small)	50 rolls	
11	Room Freshener (300gms)	35 Nos	
12	Urinal Cake (white cubes)	120 Nos	
13	Microfiber cloth (for senior Officers Cabin)	30 Nos	

14	Mopping Stick	25 Nos	
15	Fem liquid soap – 1 Ltr (Hand Wash)	05 Nos	
16	Liquid Floor Wash	20 Litres	
17	Wave Urinal Screen Mat or equivalent	120 Nos	
18	M fold (each box 20) -Tissue Papers	10 Box	
19	Toilet Tissue Roll	250 Nos	
20	Dry Mops	05 Nos	
21	Dettol Liquid or equivalent (Hand Wash) – at Washrooms	50 Litres	
22	HIT Spray or equivalent	10 Nos	
23	TASKI D.7	05 Litres	
24	Premier Face Tissue Box or equivalent	20 Nos	
25	Garbage Cover Bag White (jumbo cover)	20 Kg	
26	Mouth Fresheners (Listerine Cool Mint or equivalent – 250 ml)	02 Nos	
27	Harpic Blue Flush Matic	40 Nos	
28	Taski R 5	15 Litres	
29	Red Harpic or equivalent 750 ml	04 Nos	
30	Check Cloth	30 Nos	
31	Drainage Powder or equivalent	15 Nos	
32	Naphthalene balls	2 kg	
33	Odonil or equivalent	120 Nos	

Brand names shown above are indicative. Tenderers should be ready to supply other equivalent items as approved by the Bank.

Note: The above quantities mentioned are approximate and actual requirements may vary depending upon the usage. Contractor shall ensure that there is no shortage of materials on any day. Adequate quantity of each item need to be sufficiently stocked in advance.

Machinery/safety equipments Required

Ser No	Item	Quantity
1	Jet Machine	01
2	Single Desk Machine	01
3	Industrial Purpose Vacuum Cleaner	02
4	Caution Boards	12
5	Wringer trolley	10
6	High level Comb web stick	01
7	Glass cleaning kit	02

Others

(ii) Mug, Bucket, Naphthalene balls & Hand wash liquid dispenser to be made available all time in all the washrooms/toilets.

p) The agency should undertake to supply the Cleaning Materials as shown above or as approved by the Bank/ as advised by the Bank from time to time. The Bills in this regard will be settled by the Bank by following the due process of certification to the effect that the condition of the items supplied were to the satisfaction of the Bank. However, the same will be as per quoted rate given by the Tenderer

q) No additional Charges for arranging supply of the Cleaning Materials will be paid towards the procurement of and supply of Cleaning Materials or any other related equipment, materials over and above the quoted amount.

r) The agency should keep/provide stock of cleaning materials/ machines for use to ensure state of the art cleaning such as scrubbing machines, vacuum cleaner, dusters/ mops, detergents/ washing powder, brooms, sponges, garbage sacks, polish, phenyl, acid, ladder, cobweb brush with pole, different types of brushes for dusting, stain remover, bleaching liquid & powder, cleaning acid, etc.

s) Cleaning of washrooms/general toilets and common area has to be conducted from 7.30 am to 5.30 pm on a regular hourly basis and on requirement basis in between with best and branded cleaning solutions, materials, mechanised scrubbing, etc. The dry floors in toilets needs to be maintained during office hours. Display board indicating cleaning in progress must be displayed while the cleaning is in progress.

t) To ensure on a daily basis that all the accessories/ equipment in the toilets like Taps /Sinks /Geyser/Flush /Shower / other sanitary fittings, etc., are in working condition and if

not, then report it to Caretaker. Complaints regarding civil, electric, plumbing, etc., observed in the washrooms/ toilets must be resolved by reporting to CareTaker /AMC persons/Estate Department.

3. Strength of Housekeeping Staff: The agency has to employ minimum of **37 persons, comprising 02 supervisors & 35 cleaning personnel (18 Gents & 17 Ladies)** on daily basis. The Office building shall remain closed on Sunday and Holidays and if any work is required in any specific area during these days, it will be informed in advance. All Saturdays will be used for special cleaning exercise of the toilets/ washrooms and other areas in the Bank premises. The Supervisor will have to be present on all the working days including Saturday to supervise cleaning work.

4. The agency must provide one dedicated mobile phone with valid connection to the Supervisor. This mobile phone will remain with the Supervisor on duty (both shifts). The same mobile number will be circulated in the office.

5. Scrubbing and cleaning of floors and walls; vacuum to be used, automatic mopper/scrubbing machine to be used at least twice in a week.

6. All materials/consumables and other related items provided by the agency should be of ISI mark, branded and of good quality. All the consumables and disposables required for cleaning and housekeeping should be eco-friendly and shall be procured by the agency at his own cost which shall be included in the Price Bid. The use of acid or any other such material and any substandard material is prohibited. The firm shall assess the quantity of consumables to be used and supply them in advance to its staff. The agency has to ensure that at no point of time there should be any shortage for which the upkeep and cleanliness should suffer. If any substandard material / consumable are used Bank reserves the right to impose a penalty as deemed fit.

(i) All Cleaning materials provided by the Contractor and all works being executed under this contract shall at all the times be open for inspection and supervision by the Bank.

(ii) If during inspection, it appears that the materials provided by the Contractor are of inferior quality to that contracted or otherwise not in accordance with the contract or any work has been executed with imperfect manner, the Bank shall impose penalty on the Contractor as defined at Para -8 of Section -I. Further, the Contractor has to replace the materials immediately and do the said work again at his own cost.

(iii) In case the Contractor fails to replace the materials immediately or the quality of service is not improved, further penalty as deemed fit by the Bank shall be imposed on the Contractor

7. The agency will arrange for disposal of garbage at such a place as may be permissible by the Bank. The manpower engaged should be trained in management of garbage (bio-

degradable, non- degradable and recyclable waste) also so that waste disposal is carried out properly without affecting the environment as per Govt. pollution control norms and BBMP guidelines in this regard.

8. A supervisor should be available during both the shifts. The supervisor will also do continuous supervision of the work being done by the agency staff. He / She should check the washrooms every hour during office hours and maintain a log book of the same. A daily job card is to be displayed in the washroom for the Banks' caretakers to monitor the cleanliness on his visit to the washroom to sign in the job card. The Log book will be periodically scrutinised and verified by the Banks authorised officials.

9. Log book/registers/records for the jobs carried out on daily, weekly and monthly basis will be maintained by the supervisor and will be countersigned by the Banks' authorised officials at regular intervals and finally at the end of each month.

10. Over and above the activities mentioned above, if any further work relating to Housekeeping of the designated areas is required to be done, it shall be carried out as per the instruction of the Bank on requirement basis.

11. The cleanliness will be periodically checked by the officials of the Bank based on certain objective criteria which are decided to measure level of cleanliness and the agency has to abide by those criteria. These are as follows:

- i) Shine level, presence of dust, pan and gutkha stains, spillage of water or other liquids, bird droppings etc. on floors, tiled walls, doors, windows.
- ii) Dust, Dirt marks or cobwebs etc. on roof, window grills, etc.
- iii) Finger or palm marks, dust or any other stain on glass panes of windows or doors and mirrors.
- iv) Stain, cleanliness and odour in Wash-basin, WC Seats.
- v) Dryness and shine on floor.
- vi) Cleanliness of sanitary fittings.
- vii) Cleanliness of floor area in front and around washrooms.
- viii) Cleaning of drinking water point and Aqua Guard area.
- ix) Cleanliness of passage corridors, stairs, lifts and office space.
- x) Overall cleanliness in general area and washrooms of the office premises.

Section I

Terms and Conditions of Contract

1. **Agreement:** On receipt of intimation from the Bank the acceptance of his/ their tender, the successful Tenderer shall be bound to sign the formal Contract Agreement within fourteen days, in accordance with the draft agreement and the Schedule of Conditions, but written acceptance by the Reserve Bank of India of a tender will constitute a binding contract between the Reserve Bank of India and the Person so tendering, whether such formal agreement is or is not subsequently executed within the stipulated period of Fourteen days. Unless the Contract Agreement is signed, no payment shall be entertained by the Bank. The agreement shall be executed in duplicate. One copy will remain in the custody of Employer and the second set of copy will remain in the custody of Contractor. The Agreement shall be made on necessary stamp paper (having worth equal to applicable stamp duty in the state of Karnataka) and the cost of necessary stamp duty on both the documents shall be borne solely by the Contractor.

2. **Duration of Contract & Review:** The contract is valid for one year and can be continued if the treatment and workmanship is found satisfactory. Quarterly review will be taken on the performance of the contractor. The contract may be renewed and extended on mutual terms and conditions for a period of one year at a time, but not more than two years. If within the first three months the work is found unsatisfactory, the contract can be terminated by giving 07 days' notice.

3. **Nature of Work:** Work/job to be undertaken by the contractor through employment of Labourers /workers/employees is not of permanent nature.

4. **Subletting Contract:** The Contractor shall not assign or sublet any portion of the Contract. The Contractor shall make all arrangements for carrying out the work as per the terms and conditions of the contract; the employer will not provide any kind of assistance in the form of men/ material. In case of breach of these conditions, the Employer may serve a notice in writing on the Contractor rescinding the contract whereupon the security deposit shall stand forfeited to the Employer, without prejudice to his other remedies against the Contractor.

5. **Earnest Money Deposit:** EMD of the successful Tenderer /Bidder shall be returned on receipt of the Performance Bank Guarantee and will not carry any interest.

6. **Performance Bank Guarantee:** The Contractor has to provide Performance Bank Guarantee (to be arranged by the contractor at his own cost) in the form of irrevocable Bank Guarantee issued by a scheduled Bank in the prescribed proforma as given in [Annexure III](#) of the tender document within 14 days of the award of the tender.

The above-noted Performance Guarantee shall be valid up to the satisfactory completion of the work in all respects and shall have to be renewed by the contractor up to extended

completion time, if any. In case, the contractor fails to comply with any of the above conditions, the Bank will be at liberty to invoke the Guarantee based on the certificate issued by the Bank's Security Officer.

7. Deductions from EMD/Performance Bank Guarantee: All compensation or other sums of money payable by the contractor to the Bank under the terms of this Contract may be deducted from the dues payable / performance Bank Guarantee if the amount so permits, and Contractor shall, unless such deposit as become otherwise payable, within ten days after such deduction, make good the amount so deducted.

8. Penalty Clause. Whenever and wherever it is found that the cleanliness is not up to the mark, it will be brought to the notice of the supervisory staff of the Contractor by the Bank's officer/ Caretaker. The Bank reserves the rights to impose penalty for the following deficiencies on the part of the Contractor. The penalty amount imposed on the Contractor shall be adjusted from the Security Deposit held with the Bank or by invoking Bank Guarantee if the amount so permits or from the bills payable to the Contractor. Penalty terms are as follows:

SI No.	Description	Penalty amount in ₹
(i)	Failure to deploy adequate Staff on daily basis: In case the Contractor fails to deploy adequate staff as per Bank's daily requirement or fails to provide substitute staff for the absentee. (-)	A penalty amount equivalent to twice the amount of minimum wages of the total numbers of absentees shall be imposed on the Contractor. Repetition of the same for more than two instances, an additional penalty of ₹2000/- per day over and above twice the amount of minimum wages of total number of absentees shall be imposed.
(ii)	Failure to comply with applicable statutory laws like non-payment of wages within prescribed timelines, payment of wages less than minimum wages, non-payment of EPF, ESI etc.(-)	A penalty amount of ₹5000/- per instance shall be imposed. For repetition of the same, the Bank may consider termination of the contract with the Vendor. The Bank may also consider debarring the firm from future participation in any tender floated by RBI.
(iii)	In case cleaning of washrooms not done (-)	₹300.00 per instance per washroom
(iv)	Shortage of cleaning materials like liquid hand wash, HRT roll, tissue paper etc. inside wash room (-)	₹300.00 per instance per washroom
(v)	In case cleaning of floors not done properly per floor (-)	₹1000.00 per instance per floor

(vi)	In case cleaning of Common Area not done per instance (-)	₹500.00 per instance
(vii)	In case disposal of dry and wet waste not done per instance (-)	₹500.00 per instance

The decision of the Bank shall be final, in this regard.

9. Working Hours:

a) The agency is required to deploy their staff on all six working days of the week except Sunday and Holiday. Special Cleaning drives will be undertaken on Saturdays of other areas of the Bank in consultation with Caretaker. Bank reserves the right to seek deployment of agencies staff on select holidays also, in case the need arises, with prior intimation.

b) The working Hours of the Staff deployed are required to be staggered in shifts between 7.30 am and 5.30 pm in consultation with Bank's Care Taker & Security Managers and the Agency has to ensure that sufficient number of staff are present at all times.

c) The supervisor will also do a continuous hourly check of the work being done by the agency staff. He / She should check the washrooms at regular hourly intervals and maintain a Log book of the same. The Log book will be daily put up to Bank's Care Taker and Security Manager the next day and will be scrutinised and verified by them.

10. General Terms & Conditions:

(i) The agency has to deploy a minimum of 37 trained and experienced persons (35 workers/ cleaning staff and 02 Supervisors every day).

(ii) The agency shall deploy their personnel only after obtaining the Bank's approval duly submitting details of these personnel. Before changing the staff, the agency shall give prior information and seek permission of the Bank to do so.

(iii) The agency should ensure that the staff deployed is medically fit and free from contagious diseases.

(iv) It is the responsibility of the agency to ensure that the minimum required strength of staff is deployed on all days except Sunday and Holiday and whenever specifically instructed to do on holidays.

(v) The agency shall engage trained and experienced men/women whose age shall be between 21-40 years duly trained for the job and are fit and able to perform their duties. Supervisor should not be over 45 years of age.

(vi) Ensure that his/her employees, while on the premises of the Bank or while carrying out their obligation, observe the standards of cleanliness, decorum, security, safety, good behaviour and general discipline laid down by the Bank or its authorized agents and the

Bank shall be the sole judges as to whether or not the Contractor and/or his employees have observed the same.

(vii) In case any of agency's personnel(s) deployed under the contract is/are absent, a substitute shall be provided by the agency promptly. In case of absence without providing a substitute, Bank reserves the right to impose a penalty as detailed at Point No. 8.

(viii) In case it is observed that the agency's personnel is/ are repeatedly late in reporting for work or leave the premises without completing their work and before scheduled timings, Bank reserves the right to impose a monetary penalty as deemed fit.

(ix) In case any complaint is received regarding misconduct/misbehaviour of agency's personnel, or of poor quality of work, a penalty of ₹ 2000/ (Rupees Two Thousand only) for each such incident shall be levied and the same shall be deducted from agency's pending/subsequent bill. Further it shall be obligatory upon the agency to remove the said personnel from the site immediately after being notified by the Bank.

(x) Every employee so engaged by the agency shall have job card and wear company I-Card, uniform having firm's name and logo, shoes/sandals and a badge bearing his/her name, while on duty. These are to be provided by the agency at its own cost.

(xi) The Bank has the right to ask for the removal of any person of the agency, who is not found to be competent and orderly in the discharge of his duty.

(xii) The agency shall not engage any sub-agency or transfer the contract to any other person in any manner.

(xiii) The agency shall obtain Police Verification Report on character and antecedents of its personnel and other details relating to age, educational qualifications, name and permanent address, contact numbers to be provided under this contract along with their passport size photographs before engaging them for duty in Bank's Main Office Building. A certificate to the effect that Police Verification of all employees deployed in the services of the Bank has been done and are available with the firm, needs to be submitted within one month of start of the contract to the Bank. Bank may verify these at any point of time during the contract duration.

(xiv) Agency should ensure that all persons deployed are insured, for which no extra payment will be made by the Bank. The Bank will not be liable for any damages/injuries to persons as a part of execution of this contract. All liabilities arising out of accident or death while on duty shall be borne by the agency.

(xv) The agency and its staff shall take proper and reasonable precautions to preserve from loss, destruction, waste or misuse the areas of responsibility given to them by the Bank and shall not knowingly lend to any person or company any of the effects of the Bank under its area of responsibility.

(xvi) The agency shall be responsible to maintain all property and equipment of the RBI provided to it. Any damage or loss caused by agency's persons to the Bank in whatever shape would be recovered from the agency.

(xvii) In the event of any loss occasioned to the Bank, as a result of any lapse on the part of the agency, the said loss shall be claimed from the agency up to the value of the loss. The decision of the Regional Director, RBI Bengaluru will be final and binding on the agency.

(xviii) Any liability arising out of any litigation or any act of Agency's personnel shall be directly borne by the agency including all expenses/fines. The concerned agency's personnel shall attend the court as and when required.

(xix) If any money shall, as the result of any instructions from the Labour authorities or claim or application made under any of the Labour laws or Regulations, be directed to be paid by the Bank, such money shall be deemed to be payable by the agency to the Bank within fifteen days. The Bank shall be entitled to recover this amount from the agency by deduction from money due to the agency.

(xx) The Vendor shall indemnify and hold the Bank harmless from and against all claims, damages, losses and expenses arising out of, or resulting from the works/services under the contract provided by the agency.

(xxi) The Bank shall not be under any obligation for providing employment to any of the worker of the agency after the expiry of the contract. The Bank does not recognize any employee employer relationship with any of the workers of the agency.

(xxii) If as a result of post payment audit any overpayment is detected in respect of any work done by the agency or alleged to have done by the agency under the Tender, it shall be recovered by the Bank from the agency.

(xxiii) In the event of any provisions of the contract requiring modification after the agreement has been signed, the same shall be made in writing and signed by the Bank represented by its authorised officer and the Agency or his authorized representative. Such modifications will not be effective until the same have been signed by both the parties.

(xxiv) The Agency will maintain a register in which day to day deployment of personnel will be maintained. While raising the bill, the deployment particulars of the personnel engaged during each month, shift wise, if any, duly countersigned by CareTaker and Security Manager should be shown. The agency has to give an undertaking regarding payment of wages as per Govt. rules and laws in force.

(xxv) It shall not be the responsibility of the Bank to provide accommodation to the Labourers engaged by the Agency. However, a changing room will be provided for the changeover of the Uniform.

(xxvi) In the event of termination of the contract for any reason whatsoever, the agency/ or persons employed by him or his agents shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.

(xxvii) The Contractor shall ensure payment of minimum wages to the workman employed by him/them and obtain their signature or thumb impression on the wage slip in the presence of the Bank's authorized officer assigned for this work. The register shall be submitted to the Bank after every payment to the workmen. In addition, he/they have to provide essential amenities like drinking water, first aid facility etc. to its employees as per Contract Labour (Regulation and Abolition) Act, 1970. The agency/Contractor has to give undertaking on Non Judicial Stamp paper of applicable value before the award of the work that he undertakes to actually pay wages to all the labourer of all descriptions to be engaged by him for completion of that particular job/work at the rate which is not less than the one prescribed under minimum wages under CLRA Act, 1970 and also keep the principal employee indemnified against all the actions that may be initiated against the principal employer by the Statutory Authorities for his failure to pay such wages and provide the essential amenities.

(xxviii) The Contractor shall obtain a license as contemplated under Contract Labour (Regulation and Abolition) Act 1970 or any other law as applicable, failing which he alone would be responsible for actions/proceedings ensuring there to. The Bank shall not be held responsible for acts, commissions or omissions of the Contractor and shall in no way be made liable to the labourers engaged by the Contractor.

(xxix) The Contractor shall indemnify and keep indemnified the Bank against all losses and claims, damages or compensation for breach of any provisions of the Payment of Wages Act, 1936, Minimum Wages Act, 1948, Contract Labour (Regulation and Abolition) Act, 1970, The Employees Provident Fund (and Miscellaneous Provisions) Act, 1952, Payment of Bonus Act, 1965 or any other rules / regulations / statute / Notifications issued by the State/Central Government. The Contractor solely shall be responsible for liabilities, if any, in this regard.

(xxx) The Bank prefers that the Agency should pay their staff salary at-least by 10th of every month by means of NEFT/RTGS/Cheque and for this purpose a bank account should be maintained by their staff.

(xxxi) The Agency should submit a certificate every month along with the next month invoice from the second month itself that the Salary to all his staff deployed in the Bank have been paid complying all Govt. Rules and Regulations and according to Minimum Wages Act 1948. Without this certificate the bill payment will not be processed.

(xxxii) The Bank reserves the right to ask the Vendor to deposit the proof of depositing employee's contribution towards PF/ESI/Salary etc. of each employee on monthly basis.

(xxxiii) The payment to the agency for the work done/service provided shall be made on monthly basis subject to the following:

- (a) The work has been satisfactorily executed, as per the Terms & Conditions of the contract, for the month for which the agency has raised the bill.
- (b) The disbursement of the wages to the workers has already been done by the agency for the month for which the payment to the agency is under consideration.
- (c) Written records for having made these payments may be asked by the Bank at any time for its verification.

(xxxiv) The Bank will deduct Income Tax at source under Section 194-C of Income Tax Act., from the agency at the prevailing rates of such sum as income tax on the income comprised therein. Any other statutory deductions, if required shall also be made as applicable.

(xxxv) The Contractor shall comply with the provisions of the Factories Act 1948, Contract Labour (Regulation and Abolition) Act 1970, Child Labour (Prohibition and Regulation) Act 1986, ESI Act 1948, Workmen's Compensation Act 1923, Employees Provident Fund and Miscellaneous Provisions Act 1952, Minimum Wages Act 1948, Payment of Wages Act 1936, Payment of Bonus Act 1965, Payment of Gratuity Act 1972, Karnataka Industrial Establishment, (National & Festival Holidays) Act 1963 and the Rules where under or any other Laws and Rules as may be applicable to the contract workmen from time to time. The Contractor shall produce registers and records and comply with other directions issued by the Bank for compliance of the statutory provisions.

(xxxvi) The agency shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same. The agency shall submit copies of acknowledgements evidencing filing of returns every year and shall keep the Employer fully indemnified against liability of tax, interest, penalty etc. of the agency in respect thereof, which may arise.

11. Payment to Contractor:

- (a) The payment will be made on monthly basis on actuals/ pro-rata basis subject to satisfactory service and strictly in keeping with the quoted rates.
- (b) When any housekeeping is carried out to any of the Banks' areas, the record giving full details duly signed by the caretaker of the Bank is essential for settling the bills.
- (c) The concerned caretaker shall submit the certified bill to the Security Officer who shall finally scrutinise and certify prior to payment. Payment shall be made through E- mode (NEFT).

12. Escalation Clause: The Statutory Charges will be proportionately varied as and when, the Minimum Wages/GST/any other statutory charges, taxes etc. are revised by

the Labor Commissioner/Statutory authority, such revised rates will be binding on both the parties.

13. Payment by Contractor to Contract Workers:

- (a) Tenderer is advised to ensure payment of wage to all employees including contract workers only through bank account.
- (b) Being the Employer / the Bank shall be at liberty to call upon the tenderer to submit the evidence in respect of complying with this condition at Bank's discretion.
- (c) Photo copy of Wage slips duly signed by Contractor and counter signed by each labourer to be submitted to Bank.
- (d) The contractor will have to comply with the provisions of the Minimum Wages Act and other statutory obligations (i.e. the Employees Provident Fund, Employee State Insurance Corporation etc.) and submit proof of payment in respect of the same to the Bank. (This should include bank account details regarding payment of Employees Provident Fund, ESIC premium and wages).
- (e) Labourers / Workers if deployed on National Holidays shall be compensated appropriately by contractor and the charges/expenditure for the same are to be borne by the contractor. The same may be accounted for during submission of price bid.

14. Liquidated damages: will be levied in following manner: In case of the requisite number of services for the duration of time as mandated on daily basis are not made available, Bank shall recover Damages on Pro-rata basis in respect of deficiency in number of services provided/ work executed and/or deficiency in duration of service (in hours), subject to a maximum of 10% of contract value.

15. Sexual Harassment:

- a) The Contractor shall comply with the provisions of "**The Sexual Harassment of Women at Work Place (Prevention, Prohibition and Redressal) Act, 2013**". In case of any complaint of sexual harassment against its employee within the premises of the Bank, are brought to notice of the Bank, Bank will undertake action that may deem fit, including criminal proceedings and Termination of contract/agreement.
- b) Any complaint of sexual harassment from any aggrieved employee of the Contractor against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.
- c) The Contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the Contractor, for instance any monetary relief to Bank's employee, if sexual violence by the employee of the Contractor is proved.

d) The Contractor shall be responsible for educating its employees about prevention of sexual Harassment at work place and related issues.

16. **Clarification:** In all cases of omissions and/ or doubts or discrepancies in any item or specification a reference shall be made to the Employer whose elucidation, elaboration or decision shall be considered as authentic. The Contractor shall be held responsible for any errors that may occur in the work through lack of such reference and precaution.

17. **Termination of Agreement:** Without prejudice to what is contained herein above, the Bank shall at its sole and absolute discretion, be entitled to terminate this agreement forthwith by written notice without assigning any reason and without payment of any compensation, if In the opinion of the Bank (which shall not be called in question by the Contractor and shall be binding on the Contractor) the Contractor fails or refuse to implement this agreement to the Bank's satisfaction and/or.

(a) The Contractor commits a breach of any terms and conditions of this agreement and/or.

(b) The Contractor is adjudged an insolvent or a compromise is entered by him with his creditors or if distress or executions or other process is levied upon or receiver is appointed for any part of the assets or property of Contractor and/or,

(c) For any reason whatsoever, the Contractor becomes disentitled in law to perform his obligations under this agreement and/or.

(d) There is any variation in the ownership/partnership or management of the Contractor or his business without the prior approval in writing of the Bank to such variation.

(e) In the event of termination of this agreement for any reason whatsoever, the Contractor/or persons employed by him or his agents shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.

18. That the Bank shall not be responsible for payment of any compensation for death of or injury or accident to any of the Cleaning Staff which may arise out of and in the course of their duties and employment. It is agreed and understood that the Contractor shall alone be liable to pay such damages or compensation to such Cleaning Staff and their families.

19. That all precautions shall be taken by the Agency towards the safety of its employees deployed at the Bank and it will be the sole responsibility of the Agency towards any untoward incident i.e. compensation etc., to its employees.

20. Award of Contract:

(a) The Bank will award the contract to the successful evaluated bidder subject to fulfilment of all the terms and conditions to this Tender.

- (b) The Bank will communicate the decision through a “Letter of Offer”.
- (c) The successful bidder will be required to execute a contract agreement within a period of 14 days from the date of issue of Letter of Offer.
- (d) The successful bidder shall be required to furnish a Performance Bank Guarantee within 14 days of receipt of “Letter of Offer” for an amount of 5% of quoted amount in favour of Reserve Bank of India, Bengaluru.
- (e) The Performance Bank Guarantee shall remain valid for a period of 60 days beyond the date of completion of all contractual obligations.
- (f) In case the contract period is extended further, the validity of Performance Bank Guarantee shall also be extended by the agency accordingly.
- (g) The successful bidder may be assigned additional area of the Bank for the purpose of providing Housekeeping Services on the rates and terms mutually acceptable.
- (h) The successful bidder shall mention, in the prescribed proforma, the number of personnel including supervisors he proposes to deploy on day to day basis, for the smooth execution of the work.
- (i) The successful bidder shall mention, in the prescribed proforma, the number of personnel including supervisors he proposes to deploy on day to day basis, for the smooth execution of the work.
- (j) The bidder shall mention the list of cleaning equipment, major tools, cleaning materials etc. that he proposes to use in smooth execution of work. The cleaning material bill shall be produced along with the Salary Bill for verification.

Section - J

PART – II

FINANCIAL BID (FORMAT 1) (for Illustrative Purpose Only)

The rates to be filled by the tenderer online in the MSTC portal only, exclusive of GST and should be in conformity with Minimum Wages Act 1948 as published time to time by Central Government / State Government (whichever is higher).

Taxes will be calculated automatically.

Do Not Upload Part-II along with Technical Bid (Part-I).

Entire Bid will be considered as null and void in the event of Uploading this Page with Rates

In response to the above and in full agreement with the terms and conditions and the pre-qualification criteria as stipulated by you, I/We state as under:-

Sl. No.	Description	Amount (to be quoted on MSTC) (A)	Total No. of personnel in the category (B)	Total Amount C= (A x B)
Quotes are to be made for 12 moths per person, exclusive of GST				
Supervisor (SKILLED) at Main Office Premises (MOP) and Annex Buildings of RBI Bengaluru				
1.	Basic+VDA for 1 Supervisor (Skilled) for 12 months @26 days/month		2	
	EPF for 1 Supervisor for 12 months		2	
	ESI (if applicable) for 1 Supervisor for 12 months		2	
	Other statutory payments (if applicable) for 1 supervisor for 12 months		2	
	Uniform Charges for 1 Supervisor for 12 months		2	
	**Service Charge for Deployment of 1 Supervisor (Skilled) for 12 months including cost of Insurance of the Project and Providing Workmen's Insurance to the workmen who are not covered under ESI.		2	
Sub Total				C1
Workmen (UNSKILLED) at Main Office Premises (MOP) and Annex Buildings of RBI Bengaluru				
2.	Basic Wages + VDA (Unskilled) for 12 months @26 days/month		35	
	EPF for 1 Helper cum Attendant for 12 months		35	
	ESI for 1 Helper cum Attendant for 12 months		35	
	Other statutory payments (as applicable) per Person for 12 months		35	
	Uniform Charges for 1 Helper for 12 months		35	
	**Service Charge for Deployment of 1 Workman (Unskilled) for 12 months including cost of Insurance for Providing Workmen's Insurance to the workmen who are not covered under ESI.		35	
Sub Total				C2
3.	Cost of Providing Cleaning Materials, and required Machinery (as given under Scope of Work) for 12 months for Maintenance and Housekeeping Services at Main Office Premises (Including Annex Buildings) of Reserve Bank of India, Bengaluru (* for the whole operation including transportation, delivery etc.)		1	C3

4.	Total Cost of Operations (C4=C1+C2+C3)	C4
5.	GST @ 18% of (C4)	C5
6.	Grand Total with GST (C6=C4+C5)	C6

* Please refer to the approved list of Items. Items are required to be delivered to the Main Office Premises of RBI Bengaluru.

** If a firm quotes 'Nil' charges / consideration, the bid shall be treated as unresponsive and will not be considered.

Please note: Do not fill here. Quote (Column 'a') to be entered in MSTC website only. Tax and total amount will be calculated automatically by the system.

NOTE:

a) The Bank would establish the reasonableness of the rates in relation to the estimated rates, prevailing market rates, economic indices of the raw material/ labour and other input costs etc., Accordingly, the Bank may, at its discretion, ask any bidder to furnish the break up and rationale based on which the quoted rates have been arrived.

b) The rates quoted should be exclusive of GST. The particular work is considered as 'a Composite supply of Works contract as defined in clause 119 of section 2 of CGST Act'. The Vendor may levy applicable GST as stipulated by GST Council in the invoice submitted to the Bank.

c) The rates quoted are inclusive of reliever charges. No extra amount will be paid for posting a reliever.

d) The rates quoted must conform to the current minimum wages stipulated by the **Ministry of Labour and Employment, Central Government of India** and that other mandatory charges i.e., EPF, ESI etc. are in conformity with the corresponding statutory provisions.

e) The Financial Bid is liable to be rejected if any of the above rates and percentage are found not to be in compliance with the respective statutory laws and the Bank's specifications.

f) As per para 7.5.7 of the Manual for Procurement of Goods 2017 issued by Department of Expenditure, Govt. of India, an Abnormally Low Bid is one in which the bid price, in combination with other elements of the Bid, appears so low that it raises material concerns as to the capability of the bidder to perform the contract at the offered price. Procuring Entity (RBI Bengaluru) may in such cases seek written clarifications from the bidder, including detailed price analyses of its bid price in relation to scope, schedule, allocation of risks and responsibilities, and any other requirements of the bids document. If, after evaluating the price analyses, Procuring Entity determines that the bidder has substantially failed to demonstrate its capability to deliver the contract at the offered price, the Procuring Entity may reject the bid/ proposal.

(Annex-I)

Details of Bankers
(On Agency/ Vendor letter head)

S.No	Particulars	Details
1.	Name of the Banker:	
2.	Name of the Branch and its Complete Postal Address:	
3.	Name and job title of the Contact Person along with his/her Telephone	
4.	No(s) and Fax No(s)., etc.	
5.	Type of Account:	
6.	Account Number:	
7.	IFSC Code:	
8.	Whether Credit facility / Overdraft Facility enjoyed by the Contractor:	
9.	The period from which the Contractor has been banking with the Banker:	
10.	Any other information which the Contractor may like to furnish about its Banker	

Authorised Signatory

Date:

(With Name and Seal)

CONFIDENTIAL

Client's certificate regarding performance of company / agency / firm providing housekeeping services

Name and address of the Client: _____

Details of service availed from M/s _____

Sl. No.	Particulars	Comments
1.	Nature of service availed	
2.	Agreement No. and date	
3.	Agreement amount	
4.	Since when dealing with the company/agency/firm	
5.	Number of personnel provided	
6.	Comments regarding adherence to the terms and conditions of contract	
7.	Comments on Quality of Service Provided	
8.	Comments on adherence to Statutory Norms	
9.	Any penalty imposed for non-adherence to the terms and conditions of contract	
10.	Any other information	

Place: _____

Date: _____

Signature of the Authorised Official (with seal)

Land Line No. of Office:

Mobile No. of Signatory:

Email ID of Signatory:

Please Note: Scanned copy (**PDF format**) of the original reports in client's official letter head and to be addressed to the Regional Director, Reserve Bank of India, Bengaluru - 560001 must be uploaded while submitting e-tender online through MSTC E-Commerce portal.

Proforma for Performance Bank Guarantee

(On Non-Judicial Stamp Paper of appropriate value purchased in the name of the Issuing Bank)

Place: _____

Date: _____

The Regional Director
Reserve Bank of India
Human Resource Management Department
Bengaluru

Dear Sir,

Contract for Maintenance and Housekeeping Services at Main Office Premises (Including Annex Buildings) of Reserve Bank of India, Bengaluru 10/3/8, Nrupathunga Road, Bengaluru-560001

WHEREAS

Reserve Bank of India, having its Central Office at Shahid Bhagat Singh Road, Mumbai, through its office at Reserve Bank of India, 10/3/8, Nrupathunga Road, Bengaluru-560001 (hereinafter called "the RBI") has awarded the Contract for the captioned work (hereinafter called the "Contract") to M/s _____ (Name of the Contractor) (hereinafter called "the said Contractor", which expression shall include its successors and assigns).

AND

Whereas the Contractor is bound by the said Contract to submit to Reserve Bank of India, Bengaluru a Performance Bank Guarantee for a total amount of 5 % of the quoted amount for the due fulfilment by the said Contractor of the terms and conditions contained in the contract. We, (Name of the Bank), (hereinafter called "the Bank"), at the request of M/s, the Contractor, do hereby undertake to pay to the Reserve Bank of India, an amount not exceeding 5 % of the quoted amount as Performance Guarantee for due fulfilment of terms and conditions of the contract.

NOW THIS GUARANTEE WITNESSETH

1. We (Name of the Bank) do hereby agree with and undertake to RBI, their Successors, Assigns that in the event of the RBI coming to the conclusion that the Contractor has not performed his obligations under the said conditions of the Contract or have committed a breach thereof, which conclusion shall be binding on us as well as the said Contractor; we shall on demand by the RBI, pay without demur to the RBI, a sum of 5 % of the quoted amount or any lower amount that may be demanded by the RBI. Our

guarantee shall be treated as equivalent to the Performance Guarantee Amount for the due performance of the obligations of the Contractor under the said Contract, provided, however, that our liability against such sum shall not exceed the sum of 5 % of the quoted amount.

2. We also agree to undertake and confirm that the sum not exceeding 5 % of the quoted amount as aforesaid shall be paid by us without any demur or protest, merely on demand from the RBI on receipt of a notice in writing stating that the amount is due to them and we shall not ask for any further proof or evidence and the notice from the RBI shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. The Bank shall pay to RBI any money so demanded notwithstanding any dispute/disputes raised by the Contractor in any suit or proceedings pending before any Court, Tribunal or Arbitrator/s relating thereto and the liability under this guarantee shall be absolute and unequivocal. We undertake to pay the amount claimed by the RBI within a period of one week from the date of receipt of the notice as aforesaid.

3. We confirm that our obligation to the RBI under this guarantee shall be independent of the agreement or agreements or other understandings between the RBI and the Contractor.

4. This guarantee shall not be revoked by us without prior consent in writing of the RBI.

We hereby further agree that:

a) Any forbearance or commission on the part of the RBI in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said Contract and/or hereunder or granting of any time or showing of any indulgence by the RBI to the Contractor or any other matters in connection therewith shall not discharge us in any way and our obligation under this guarantee. This guarantee shall be discharged only by the performance by the Contractor of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding 5 % of the quoted amount .

b) Our liability under these presents shall not exceed the sum of 5 % of the quoted amount.

c) Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents/clients or their obligations thereunder or by dissolution or change in the constitution of our said constituents.

d) This guarantee shall remain in force up to Sixty (60) days beyond the Defect liability period provided that if so desired by the RBI, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.

e) Our liability under these presents will terminate unless these presents are renewed as provided hereinabove on the or on the day when our said constituents comply with their

obligations, as to which a certificate in writing by the RBI alone is the conclusive proof whichever date is later. Unless a claim or suit or action is filed against us within or any extended period, all the rights of the RBI against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

In witness whereof, I/We of the Bank have signed and sealed this guarantee on the _____ day of _____(Month) (Year) being herewith duly authorized.

For and on behalf of (Name of the Bank)

Signature and Seal of authorized Bank official

Name:

Designation

Stamp/ Seal of the Bank

Signed, sealed and delivered for and on behalf of the Bank by the above named in the presence of:

Witness 1

Signature

Name

Address

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

Annexure-IV

List of similar works (executed during last 05 years starting from April 01, 2017 till March 31, 2022) (To be submitted in vendor's letter head)

Sl. No.	Name of the Client	Year of the award of the contract	Period of Contract with date, month and year		Actual value of the awarded contract	Names and full contact details (with contact numbers) of the Officers/ authorities/ departments under whom the work(s) was/were executed
			From	To		

Note:

- **Similar Works** shall refer to the works of maintenance and housekeeping services provided by the bidder in (i) Star Hotels, (ii) International/Domestic Airports, (iii) Reputed/ Public/ Private Sector Banks/ Enterprises or their Residential Properties (iv) Reputed Institutions/ Organizations etc.
- The above information shall be an important document for evaluation of Part-I:- Techno-Commercial Bid.
- The year and period must be written carefully. For Illustration purpose, it may be written like: Year- 2021 and Period: say from January 01, 2021 to December 31, 2021.
- All the executed works mentioned in this document shall be accompanied with the work orders and Client reports in Client's letterhead (as per proforma given in Annexure-IV) showing the details of work carried out during the last 10 years, period of work, comments on performance/quality, amount of work, arbitration, if any, general behaviour, technical proficiency, compliance with statutory requirements by vendor must be enclosed in along with techno-commercial Bid. Without Client reports, only work orders shall not be considered for evaluation.

Place:

Date:

Signature and Seal of the bidder

**Form of Banker's Certificate from a Scheduled Bank
(To be uploaded by the Tenderer along with the Tender)**

1.	Name of the company/agency/firm	
2.	Composition of the company / agency / firm (whether Partnership/ Private Limited/ Proprietorship / Public Limited)	
3.	Name of the Proprietor/ Partners/ Directors of the company/agency/firm	
4.	Name of the Banker	
5.	Name of the Branch and complete postal address	
6.	Name and job title of the contact person along with his/her Telephone No (s) and E-mail etc.	
7.	Type of Account	
8.	Account Number	
9.	IFSC Code	
10.	Turnover of the company/agency/firm for the last 3 years (year wise)	
11.	Credit facility/ Overdraft facility enjoyed by the company / agency / firm	
12.	Dealings	
13.	The period from which the company/agency/firm has been banking with the bank	
14.	Any other remarks	
15.	You may also kindly forward your opinion whether the above company/agency/firm is considered financially sound to be entrusted with the contract for works estimated to cost ₹1.45 Crore/per annum.	

Place: _____

(Signature with Seal) For the Bank

Date: _____

Landline No. of the Br.:

Note:

Mobile No. of Signatory:

Email ID of Signatory:

(i) Banker's certificates should be on letter head of the bank

(ii) In case of partnership firm, certificate to include names of all partners as recorded with the bank.

(iii) Scanned copy (**PDF Format only**) must be uploaded while submitting e-tender online through MSTC E-Commerce portal and Hard Copy to be submitted when asked by the Bank.

Evaluation Matrix

The following evaluation procedure shall be followed.

	Criteria	Weightage	
	Sub-Criteria	Criteria Total	Sub-Criteria
1	The entity is required to have minimum 5 years of past experience in the Service Industry and minimum 3 years' experience in Management and Housekeeping in "Similar Works"		
1a	<ul style="list-style-type: none"> • Experience in Housekeeping facility at Central or State Govt. / PSU / Private banks • 5 marks each year for minimum 3 years • additional years over and above 3 years of experience will fetch 1 mark each year) 		
1b	<ul style="list-style-type: none"> • No. of Years' Relevant Experience in Housekeeping facility at Guest House/Hotel of Multinational Companies / 5 Star Hotels / Domestic or International Airports / Reputed Hospitals /Luxury Malls • 5 marks each year for minimum 3 years, • additional years over and above 3 years of experience will fetch 1 mark each year) 		
2	Valid ISO Certification	1 Mark	
No. of Personnel on roll as on December 31, 2022 (claim to be supported by latest EPF Receipt)			
3	Supervisor (upto 05 – 2 Marks, thereafter 1 marks for every 10 supervisor)		
4	Workmen (upto 100 – 2 Marks, thereafter 1 marks for every 100 Workmen)		
	Total		

Selection of Successful bidder (L1)

The Bank will be opening the financial bids of only those firms/agencies/bidders whose technical bids are found to be qualified The work will be awarded to the L-1 agency provided he/she fulfils all the criteria as given in the tender document. In case the financial bids of more than one agency becomes eligible to be qualified as L-1, then the work will

be awarded to the agency which gets the maximum marks in evaluation of Technical Bid as per the evaluation matrix given above.

The successful bidder will have to enter an agreement with the bank broadly on the terms and conditions as specified in this e-tender document. However, the Bank is not bound to accept the lowest tender and reserves the right to accept either in full or in part, any e-tender and to reject any tender without assigning any reason thereof.

Declaration: I/We have read the General Information, Scope of Work, Terms & Conditions explicitly mentioned above and accept the same to execute the contract, if awarded.

SIGNATURE of the Authorised Person

Date:

SEAL