Notice Inviting Tender:

Reserve Bank of India, Hyderabad invites e-Tenders for the work – “Annual Maintenance Contract for Providing Housekeeping Services and Washroom Cleaning at Bank’s Main Office Premises and Annexe Building, RBI, Hyderabad”. The tendering process will be done only through the e-Tendering portal of MSTC Ltd. (https://www.mstcecommerce.com/eprochome/rbi) All interested bidders shall, register themselves with MSTC Ltd, through the above-mentioned website to participate in the tendering process.

The schedule of e-Tender is as follows:

<table>
<thead>
<tr>
<th>e-Tender No.</th>
<th>RBI/Hyderabad/Estate/2/22-23/ET/3</th>
</tr>
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<tr>
<td>Description of Work</td>
<td>“Annual Maintenance Contract for Providing Housekeeping Services and Washroom Cleaning at Bank’s Main Office Premises and Annexe Building, RBI Hyderabad.”</td>
</tr>
<tr>
<td>Mode of Tender</td>
<td>e-Tender Online Part I - Techno-Commercial Bid and Part II - Price Bid through <a href="https://www.mstcecommerce.com/eprochome/rbi">https://www.mstcecommerce.com/eprochome/rbi</a></td>
</tr>
<tr>
<td>Estimated Cost</td>
<td>₹156 Lakh (Rupees One hundred and fifty-six lakh only) for one year</td>
</tr>
<tr>
<td>Earnest Money Deposit (EMD)</td>
<td>₹3,12,000/- (Rupees Three lakh twelve thousand only) Participants are required to submit the details of EMD made by them via e-mails to <a href="mailto:estatehyderabad@rbi.org.in">estatehyderabad@rbi.org.in</a> and <a href="mailto:aterdal@rbi.org.in">aterdal@rbi.org.in</a>.</td>
</tr>
<tr>
<td>Performance Bank Guarantee</td>
<td>5% of the contract value (to be provided in the form of Bank Guarantee by the successful Agency within 10 days)</td>
</tr>
<tr>
<td>Liquidated Damages</td>
<td>Subject to a maximum of 10% of contract value</td>
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<td>Date of NIT (Notice Inviting Tender) available to parties for download</td>
<td>12:00 Hrs. of April 01, 2022 onwards.</td>
</tr>
<tr>
<td>Pre-Bid Meeting</td>
<td>Offline at 11:00 Hrs. on April 8, 2022 (Venue: Reserve Bank of India, Estate Department, 1st Floor, Secretariat Road, Saifabad, Hyderabad - 500004). Note: The participants are required to confirm their participation one day before on email ids <a href="mailto:estatehyderabad@rbi.org.in">estatehyderabad@rbi.org.in</a> and <a href="mailto:aterdal@rbi.org.in">aterdal@rbi.org.in</a> to make the necessary arrangements.</td>
</tr>
<tr>
<td>Last Date of submission of EMD</td>
<td>14:00 Hrs. on April 22, 2022</td>
</tr>
<tr>
<td>Date of Starting of e-Tender for submission of online Techno-Commercial Bid and price Bid</td>
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<td>Transaction fee</td>
<td>Payment of Transaction fee as mentioned in the MSTC portal through MSTC payment gateway/NEFT/RTGS in favour of MSTC LIMITED.</td>
</tr>
</tbody>
</table>

The Regional Director
Reserve Bank of India
Hyderabad
RESERVE BANK OF INDIA
ESTATE DEPARTMENT
HYDERABAD
(Website: www.rbi.org.in)

(e-Tendering only)
Tender Document
Part – I

Annual Maintenance Contract (AMC) for providing Housekeeping Services and Washroom Cleaning at Bank’s Main Office Premises and Annexe Building, RBI Hyderabad

RBI/Hyderabad/Estate/2/22-23/ET/3

Name of Tenderer_____________________________________________

Address_____________________________________________________

Last Date of Submission: Till 14:00 Hrs. of April 22, 2022

Date of Opening Tender: At 15:00 hrs. On April 22, 2022
Reserve Bank of India
Estate Department
Hyderabad
(Website: www.rbi.org.in)

DISCLAIMER

Reserve Bank of India, Estate Department, Hyderabad has prepared this document to give background information on the work to the interested parties. While Reserve Bank of India has taken due care in the preparation of the information contained herein and believe it to be in order, neither Reserve Bank of India nor any of its authorities or any of their respective officers, employees 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 Reserve Bank of India or any of its authorities or agencies or any of their respective officers, employees, agents, or advisors.

Reserve Bank of India 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 amendments / 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 newspaper.
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**Section A: The schedule of e-Tender**

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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 online Tender.

Process of e-Tender:

A) Registration: The process involves Tenderers’ registration with MSTC e-procurement portal which is free of cost. Only after registration, the Tenderers(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. Tenderers are to make their own arrangement for bidding from a PC connected with Internet. MSTC is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).

SPECIAL NOTE: THE TECHNICAL BID AND THE COMMERCIAL BID HAVE TO BE SUBMITTED ON-LINE AT www.mstcecommerce.com/eprochome/rbi

1) Tenderers are required to register themselves online with www.mstcecommerce.com → e-Procurement → PSU/Govt depts. → Select RBI Logo > Register as Tenderers → Filling up details and creating own user id and password → Submit.

2) 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, Tenderers may contact RBI/MSTC, (before the scheduled time of the e-tender).

Contact person (RBI):

1. Shri A Harikesh (Assistant, Estate Department), 040-23267106  
   (aharikesh@rbi.org.in)
2. Ms. Amruta Terdal (Assistant Manager, Estate Department), 040-23267113  
   (aterdal@rbi.org.in)

Contact person (MSTC Ltd):

1. Renu Purushottam, Branch Manager  
   (rpurushottam@mstcindia.co.in)  
   Mobile: 08884406412
2. Suraiya R Shaik, Dy. Manager  
   (srshaik@mstcindia.co.in)  
   Mobile- 7406047869
3. B Teja, JCA-  
   (bteja@mstcindia.co.in)  
   Mobile- 06281048513
4. Krishna Kanth, Technical Analyst-  
   (krishna366377@mstcindia.co.in)  
   Ph- 8333036366
5. Rajsekhar, DEO,  
   (rajmstc@mstcindia.co.in)  
   Ph-8464073640

Google hangout ID- (for text chat) - mstceproc@gmail.com

B) System Requirements:

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.
To disable “Protected Mode” for DSC to appear in the signer box following settings may be applied.

- Tools => Internet Options => Security => Disable protected Mode If enabled- i.e., Remove the tick from the tick box mentioning “Enable Protected Mode”.

Other Settings:
- Tools => Internet Options => General => Click on Settings under “browsing history/ Delete Browsing History” => Temporary Internet Files => Activate “Every time I Visit the Webpage”.

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)

The Techno-commercial Bid and the Price Bid shall have to be submitted online at www.mstcecommerce.com/eprochome/rbi. Tenders will be opened electronically on specified date and time as given in the Tender.

All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity.

**Special Note towards Transaction fee:**

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. Transaction fee is non-refundable. A Tenderer will not have the access to online e-tender without making the payment towards transaction fee.

**NOTE**

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.

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 Email ID provided is valid and updated at the time of registration of Tenderers with MSTC. Tenderers are also requested to ensure validity of their DSC (Digital Signature Certificate).

E-tender cannot be accessed after the due date and time mentioned in NIT.
Bidding in e-tender:

1. Earnest Money Deposit for a sum of ₹3,12,000/- (Rupees Three Lakh Twelve Thousand only) shall be remitted to Bank Account of Reserve Bank of India on or before 2:00 PM on April 22, 2022. The account details for NEFT/RTGS transactions are as follows:

Beneficiary Name: Reserve Bank of India, Hyderabad
IFSC: RBIS0NEFTHY (5th digit is Zero)
Account No.: 8614038

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 (scanned copy) to estatehyderabad@rbi.org.in. While making remittance of the said amount, ‘EMD- ESTATE DEPARTMENT’ shall be mentioned in the remark’s column. 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 will be refunded by the tender inviting authority in due course.

2. Information about tenders/corrigendum uploaded shall be sent by email only during the process till finalization of tender. Hence the vendors are required to ensure that their corporate email I.D. provided is valid and updated at the time of registration of vendor with MSTC. Vendors are also requested to ensure validity of their DSC (Digital Signature Certificate). E-tender cannot be accessed after the due date and time mentioned in NIT.

3. a) The process involves Electronic Bidding for submission of Technical and Commercial Bid.

b) The vendor(s) who have submitted transaction fee can only submit their Technical Bid and Commercial Bid through internet in website: https://www.mstcecommerce.com → e-procurement →PSU/Govt depts→ Login under RBI → My menu→ Auction Floor Manager→ live event →Selection of the live Event.

c) The vendor should allow 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 click on the Technical bid. If this application is not run, then the vendor will not be able to save/submit his Technical bid.

d) 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 filled up and then vendor should click on “save” to record their Commercial bid. Then once both the Technical bid & Commercial bid has been saved, the vendor can click on the “Final submission” button to register their bid.

e) Vendors are instructed to use Attach Doc button to upload documents. Multiple documents can be uploaded.

f) In all cases, vendor should use their own ID and Password along with Digital Signature at the time of submission of their bid.
g) During the entire e-tender process, the vendors will remain completely anonymous to one another and to everybody else.

h) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.

i) 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.

j) It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.

k) 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.

l) 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.

m) Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.

**No deviation to the technical and commercial terms & conditions are allowed.**

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.

Tenderers are requested to read the Tenderers guide and see the video in the page [www.mstcecommerce.com/eprochome](http://www.mstcecommerce.com/eprochome) to familiarize themselves with the system before commencing their bidding.

**Important Note**

The rates are to be quoted Online. In the online price bid, due to number of words limitation of 1000 characters, complete description could not be accommodated and description given thereof is brief. Before quoting rates online, all the contractors must read the complete details of each items given in Part-II of the tender document. For execution and rate purpose, the details given in in Part-II of the tender document will be implemented.
Section- C: Eligibility Criteria for Participating in the e-Tender

1. Reserve Bank of India, Hyderabad invites e-Tender in two parts for Annual Maintenance Contract (AMC) for providing Housekeeping services at Bank’s Main Office Premises (including Annex Building and Essential Staff Quarters) at an estimated cost of approximately ₹112 Lakh (Rupees One Hundred and Twelve Lakh only) per annum inclusive of GST.

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

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Qualifying Criteria</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>(i)</td>
<td>Duration of experience</td>
<td>The intending tenderer should have minimum 5 years of experience of executing similar works (during last 5 years ending last day of month before the one for which the applications are invited). Applicant should furnish their Client list showing the details of work carried out by them during the last 5 years. The list shall include details such as Name of the Client, Value of work executed, Date of Start and Finish of the work, Reasons of delay, if any, etc. The Applicant should submit documentary evidence in support of minimum experience of 5 years.</td>
</tr>
<tr>
<td>(ii)</td>
<td>Minimum value of each completed work (qualifying)</td>
<td>The intending tenderer must have executed successfully similar works, during last five years ending on March 31, 2022 as under: (a) Three works, each costing not less than Rs.62.40 Lakh. OR (b) Two works, each costing not less than Rs.78.00 Lakh. OR (c) One work, costing not less than Rs.124.80 Lakh.</td>
</tr>
<tr>
<td>(iii)</td>
<td>Yearly Turnover</td>
<td>Only those firms who have a minimum yearly turnover of ₹156 Lakh (Rupees One Hundred and Fifty-Six Lakh only) Lakh during last 3 years shall be considered eligible for tendering for the work, i.e., up to March 31, 2021 (Financial Year (FY) 2018-19, 2019-20 and 2020-21) along with a certificate of Chartered Accountant indicating the turnover for these financial years.</td>
</tr>
<tr>
<td>(iv)</td>
<td>Solvency</td>
<td>The firm should submit a ‘Solvency Certificate’ issued by the intending bidder’s Banker, specifically for the purpose of this tender for an amount of ₹156 Lakh (Rupees One Hundred and Fifty-Six Lakh only).</td>
</tr>
<tr>
<td>(v)</td>
<td>Service setup</td>
<td>Full-fledged service setup should be available for the specified job at Hyderabad, wherefrom required quality services can be regularly provided. A copy of trade license must be submitted as proof of the service setup.</td>
</tr>
</tbody>
</table>
The bidder must not have been suspended / delisted / blacklisted/ banned or any such process initiated against the company/entity or its directors, by any Statutory Authorities/organizations including Reserve Bank of India at any location in India on any grounds for last 5 years ending on March 31, 2022.

There should not be any proceedings pending or order passed by any Authority/Court for violation/deficiency of statutory provisions such as EPF, ESI, Bonus, Minimum Wages or other payments for last 5 years ending on March 31, 2022.

The bidder should not have rescinded/abandoned any contract awarded by any of his clients before the expiry of prescribed period of contract for last 5 years ending on March 31, 2022.

Track record of a bidder should be clean without any involvement in unlawful/ illegal activities or financial Banking frauds. There should not be any case with the Police/ Court/ Regulatory authorities against the bidder or proprietor/partners/directors in case of Proprietorship/Partnership firm/company respectively involving the above.

Note: The intending bidder who satisfied the above parameters must submit Declaration/ Undertaking in its Letter Head for the same.

Further, the Bank may terminate the contract any time if it is found that the Contractor has provided false information for considering the tender and the Bank Guarantee submitted by him as security deposit shall be forfeited/ invoked either fully or partially.

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 years, duly certified by a Chartered Accountants, should be enclosed as a 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 if it is needed) should be furnished (Annex VII).
4. Documents / details to be submitted:
   a. Copies of applicable tax registrations, viz., PAN, TIN, GST, etc.
   b. Copy of Registration Certificate of the Company/firm/agency issued by the relevant authority.
   d. MSME Registration Certificate for MSME firms.
   e. Copy of License under Contract Labour (Regulation and Abolition) Act, 1970 for providing Housekeeping Services.
   f. Labour Licenses obtained for clients (whose performance certificates have been submitted towards establishing minimum eligibility) need to be compulsorily submitted if 20 or more manpower was supplied.
   g. Name and Address of the existing clients along with full details where the tenderer is currently executing a similar work.
   h. Provide details if any Civil Suit/ Litigation/disputes/ suspension/ penalty arisen in the contracts executed during the last 5 years ending on March 31, 2022 / being executed. If yes, please furnish the name of the project, employer, nature of work, contact value, work order and date and brief details of litigation, provide Self-attested copies of litigations/civil suits/disputes.
   i. Any Bank having declared any loan of the tenderer as NPA in the last three years, if any.
   j. Any other document or information the tenderer may wish to furnish.
   k. Any other document/s as and when sought by the Bank.

5. Details of the completed work: The client-wise 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. Client’s Report as per format at Annex- III from their clients for whom they have carried out "eligible works" in terms of the eligibility (Pre-qualification) criteria explained in this notice.

6. Site Visit/Client visit:

Service quality by the bidder at current similar facilities (to be decided by the Bank based on client feedbacks/ site visit reports, the decision taken by the Bank in this regard will be final and binding).
   a) The members of the Evaluation Committee may conduct site visits to assess the quality and other aspects of the existing contracts of bidders as per the above criteria. A list of such places i.e., complete address details of clients in Hyderabad along with contact details of the contact person should be provided.
   b) Price Bids (Part-II) of only those firms, who are found eligible after scrutiny of Part I documents based on pre-qualification criteria, submission of requisite documents and client feedback, will be opened.
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. Tender shall be submitted through e-Tendering in two parts. Part-I Tender will contain the Bank’s standard Techno-Commercial conditions for the proposed work.

9. The proof of having remitted the EMD is to be uploaded in MSTC portal.

10. Part-I of the Tenders will be opened at 15:00 hours on April 22, 2022 in the presence of the authorized representative of the Tenderers, who choose to be present. Part-II of the Tender will be opened on a subsequent date, which will be intimated to the Tenderers, in due course of time.

11. 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 Tender. If the 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 to him. The Bank is not bound to assign any reason for doing so.

12. THE BANK IS NOT BOUND TO ACCEPT THE LOWEST TENDER AND RESERVES THE RIGHT TO ACCEPT EITHER IN FULL OR IN PART ANY TENDER. THE BANK RESERVES THE RIGHT TO REJECT ALL THE TENDERS WITHOUT ASSIGNING ANY REASON THEREOF.

13. Note: The client's Report shall be accepted only when the same is signed by an official in-charge of administration or equivalent in respect of a Government/Semi Government organization or a PSU and only when they are supported by adequate proof of payment received by the contractor for the work done by him. The Client's Report issued by the private organizations shall be submitted along with Tax Deducted at Source (TDS) certificates. Applications/Tenders received without the above certificates will be rejected. The Bank shall have the right to independently verify these certificates.

14. 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 Tenderer with seal

Address:
Date:
Section D: FORM OF TENDER

Place……………………
Date……………………

Smt. K Nikhila
Regional Director
Reserve Bank of India
Estate Department
Hyderabad-500 004.

Madam,

Having read and examined the Notice Inviting e-Tender, Specifications, schedule of quantities, various schedules, General conditions of contract and clauses, Special conditions of contract, General rules and instructions to bidders and all other contents in the tender document for the work specified in the memorandum hereinafter set out and having examined the site of the works and having acquired the requisite information relating thereto as affecting the tender, We hereby offer to execute the works specified in the said memorandum within the time specified in the said memorandum at the rates mentioned in the attached schedule of quantities and in accordance in all respects with the specifications, and instructions in writing referred to in Conditions of Contract, the Articles of Agreement, Special Instructions, Schedule of Quantities and Special Conditions of Contract and with such materials as are provided for, by and in all other respects in accordance with such conditions so far as they may be applicable.

MEMORANDUM

<table>
<thead>
<tr>
<th></th>
<th>Description of work:</th>
<th>Annual Maintenance Contract for Providing Housekeeping Services and Washroom Cleaning at Bank’s Main Office Premises and Annexe Building, RBI Hyderabad.</th>
</tr>
</thead>
<tbody>
<tr>
<td>a)</td>
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<td>Annual Maintenance Contract for Providing Housekeeping Services and Washroom Cleaning at Bank’s Main Office Premises and Annexe Building, RBI Hyderabad.</td>
</tr>
<tr>
<td>b)</td>
<td>AMC Period</td>
<td>July 01, 2022 to March 31, 2023 (Contract to be initially awarded for nine months and the same to be renewed on yearly basis for the next two years FY: 2023-24 and 2024-25 subject to the agency fulfilling the terms of the contract satisfactorily)</td>
</tr>
<tr>
<td>c)</td>
<td>Estimated cost</td>
<td>₹156 Lakh (Rupees One Hundred and Fifty-Six Lakh only) Inclusive of 18 % GST for one year</td>
</tr>
<tr>
<td>d)</td>
<td>Earnest Money Deposit (EMD)</td>
<td>₹3,12,000/- (Rupees Three Lakh Twelve Thousand only) from each bidder</td>
</tr>
<tr>
<td>e)</td>
<td>Performance Bank Guarantee</td>
<td>5% of the contract value (to be provided in the form of Bank Guarantee by the successful Agency)</td>
</tr>
<tr>
<td>f)</td>
<td>Liquidated damages</td>
<td>subject to a maximum of 10% of contract value</td>
</tr>
</tbody>
</table>
2. We undertake to deposit a sum of ₹3,12,000/- (Rupees Three Lakh Twelve Thousand only) as Earnest Money 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 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 together with the written acceptance of the Contract.

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. **Pre-Bid meeting:**
   a) Tenderers requiring any clarification of this document shall contact the Bank in writing at the email address mentioned in this document not later than one day before the date of the pre-Bid meeting or raise enquiries during the pre-Bid meeting.
   b) The tenderers’ designated representatives are invited to attend a pre-Bid Meeting at 11:00 Hrs. on April 08, 2022 through online mode on Webex platform. The meeting id and password will be provided on the receipt of confirmation of participation, one day prior to the meeting via e-mail to estatehyderabad@rbi.org.in and aterdal@rbi.org.in. The purpose of the meeting will be to clarify issues/ doubts if any.
   c) Date, time and mode of the meeting may change subject to the COVID-19 pandemic scenario. The Bank if it deems necessary may at its own discretion cancel the Pre-bid Meeting.

**Note:** All the tenderers may please note that any amendments / corrigendum to the tender, if issued in future, will be notified on the RBI Website and MSTC Website as given above and will not be published in the newspaper.
Our Bankers are: (Full Address)

(i) 

(ii) 

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 copy of the Power of Attorney should be attached).

Yours faithfully,

Dated this _____ day of _____ 2022

(Signature of contractor with seal)

Signature and Addresses of Witnesses:

<table>
<thead>
<tr>
<th>S. No</th>
<th>Signature</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>(i)</td>
<td></td>
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<tr>
<td>(ii)</td>
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</tbody>
</table>
Section E: AMC Agreement

This Agreement is made on this _________ day of (month), (year) between

M/s. __________________________ having its Registered Office at ___________

Hyderabad –, (hereinafter called the Contractor)

of the One Part

And

The Reserve Bank of India, Hyderabad, having its Central Office at Mumbai, constituted under the provisions of the Reserve Bank of India Act, 1934 (Hereinafter called the “The Bank”) of the other part,

WHEREAS the Bank is desirous of provision of regular operation, Breakdown/Preventive/regular Annual Maintenance Contract for Providing Housekeeping Services and Washroom Cleaning at Bank’s Main Office Premises and Annexe Building, RBI, Hyderabad.

AND WHEREAS THE CONTRACTOR HAS AGREED TO execute upon and subject to the conditions set forth in the original AMC entered into and detailed in the scope of work and as amplified /curtailed by subsequent additions/deletions mutually agreed upon, originally agreed both expressly and impliedly and also naturally flowing out of the nature of AMC (all of which are collectively hereinafter referred to as the said "CONDITIONS") the works described in the said scope of work at the AMC rate as shall become payable thereunder (hereunder referred to as the said AMC contract amount).

NOW IT IS HEREBY AGREED AS FOLLOWS:
1. In consideration of the said AMC contract amount to be paid in the manner set forth in the said conditions/AMC Award Letter, the Contractor shall upon and subject to the said conditions execute and complete the work described in the said scope of work.

2. The Bank shall pay the Contractor the said contract amount at the times and in the manner specified in the said conditions.

3. The Bank shall deduct Tax deducted at Source (TDS) at the appropriate rate as per extant guidelines of the Income Tax department provided from time to time and such other deduction under any other statute and the onus of producing appropriate certificate for non-deduction as provided in the relevant statute by way of intimation within the time limit and before such tax and other such deduction is being made by the bank shall be on the Contractor.

4. The General Manager/Deputy General Manager/Assistant General Manager, Estate Department, Hyderabad is the Authority authorized on behalf of The Bank.

5. The AMC award letter, agreement and tender document mentioned herein shall form the basis of this contract.

6. This contract is at the rate of Rs.___________ (Rupees __________ only) and valid for a period from July 01, 2022 to March 31, 2023.

7. The CONTRACTOR shall make good for any damages/loss caused to the Bank due to the actions/omissions of persons employed by him or because of his actions/omissions during the execution of this contract.

8. The CONTRACTOR shall make good for any damages/loss caused to the Bank due to the actions/omissions of persons employed by him or because of his actions/omissions during the execution of this contract.

9. The CONTRACTOR shall make good for any damages/loss caused to the Bank due to the actions/omissions of persons employed by him or because of his actions/omissions during the execution of this contract.
The Contractor shall agree to pay salary to his employees in accordance with Minimum Wages Act, 1948 and considering any escalation in wages as notified from time to time by the Government of India. Minimum rates of wages (plus VDA) will be revised as per the Notification issued by the Chief Labour Commissioner (Central), Ministry of Labour & Employment from time to time i.e. 1st April and 1st October every year.

9. The period of contract is from July 01, 2022 to March 31, 2023 subject to satisfactory performance, unless it is curtailed by or terminated by the Bank owing to deficiency of service, sub-standard quality of the materials used, and breach of contract, reduction or cessation of the requirement of the work. Termination of the contract shall be made by issuing a prior notice. In such case, notice period of one month will be given to the contractor and the security deposit shall not be refunded.

10. All payment by the Bank under this contract will be made only at Hyderabad.

11. All disputes out of or in any way connected with this agreement shall be deemed to have arisen at Hyderabad and only courts in Hyderabad shall have jurisdiction to determine the same.

12. The Contractor shall agree to pay salary to his employees in accordance with Minimum Wages Act, 1948 and considering any escalation in wages as notified from time to time by the Government of India. Minimum rates of wages (plus VDA) will be revised as per the Notification issued by the Chief Labour Commissioner (Central), Ministry of Labour & Employment from time to time i.e. 1st April and 1st October every year.

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10. On termination of the Contract or on expiry of the Contract, the Contractor shall vacate the Premises of The Bank and shall hand over or return all the articles/ Material/ property pertaining to the Bank.

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12. All disputes out of or in any way connected with this agreement shall be deemed to have arisen at Hyderabad and only courts in Hyderabad shall have jurisdiction to determine the same.
Non-Disclosure Clause: It is advised that the contractor shall not disclose directly or indirectly any information, materials and details of the Bank’s infrastructure/systems/equipment 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 Employer for any loss suffered by the Employer because 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. 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.

14. उक्त शार्टों को इस समझौते के भाग के रूप में पढ़ा और समझा जाएगा और इसके पश्चातः क्रमशः उक्त शार्टों का पालन करेगा और खुद को प्रस्तुत करेगा और निहित शार्टों में क्रमशः अपने हिस्से के समझौते का पालन करेगा।

The said conditions shall be read and construed, as forming part of this agreement and the parties hereto shall respectively abide by and submit themselves to the said conditions and perform the agreement of their part respectively in the said conditions contained.

15. इस अनुबंध के कई हिस्सों को ठेकेदार द्वारा पढ़ा गया है और ठेकेदार द्वारा पूरी तरह से समझा गया है, जिसके साथी में ठेकेदार ने अपनी मुहर (यदि कोई हो) लगाई है और बैंक प्रस्तुतियों के माध्यम से इस करार में शामिल हुआ है इसके विधिवत अधिकृत अधिकारी और उक्त दो डुकेंट्स ने इन प्रस्तुतियों को अपनी ओर से पहले दिन, महीने और साल में ऊपर लिखा है।

That the several parts of this contract have been read by the Contractor and fully understood by the Contractor, in witness whereof the Contractor has caused its seal (if any) to be affixed hereunto and The Bank has set its hands to these presents through its duly authorized official and the said two duplicates has caused these presents hereof to be executed on its behalf the day, month and year first here above written.

16. ब्लॉक सफाई कार्य के बिलों का भुगतान मासिक आधार पर किया जायेगा। बिल में निम्नलिखित शामिल होना चाहिए:

Payment of the bills will be made on Monthly basis for Block Cleaning work. The bill must contain:

- केरेटर्क/असिस्टेंट केरेटर्क द्वारा विधिवत प्रमाणित उपस्थिति रजिस्टर की प्रति।
  Copy of Attendance Register duly certified by Caretaker/Asst.Caretaker.

- संबंधित कार्यवाहक/सहायक द्वारा विधिवत प्रमाणित ठेकेदार द्वारा किए गए रखरखाव कार्य का विस्तृत रिकॉर्ड। कार्यवाहक और सुरक्षा अधिकारी (P&SE)।
  Detailed record of the maintenance job carried out by the contractor duly certified by respective Caretaker/Asst. Caretaker and Security officer (P&SE).
• ठेका श्रम अधिनियम और न्यूतम मजदूरी अधिनियम के अनुपालन के लिए प्रोत्साहन।

• कर्मचारियों को भुगतान किए गए वेतन की विस्तृत अनुसूची/विवरण साफ सूचित सार्थिक भुगतान (न्यूतम वेतन, बोनस, ईपीएफ और ईएसआई) को प्रेषित करता है।
Detailed schedule/breakup of salary paid to employees clearly stating respective statutory payments (Minimum Wages, Bonus, EPF and ESI) remitted.

• ठेकेदार को वेतन सीधे अपने कर्मचारियों के बैंक खाते में जमा करना चाहिए और मासिक बैंक विवरण (दस्तावेजी साक्ष्य) जमा करना चाहिए जिसमें तैनात कर्मियों को किए गए वेतन (बोनस सहित) का भुगतान चालान के साथ किया गया हो।
The contractor should credit the salary directly to the bank a/c of their staff and submit monthly Bank statement (documentary evidence) showing payment of salary (inclusive of bonus) made to deployed personnel along with invoice.

• भारतीय स्टेंट बैंक के ई-पे ऑर्डर जैसे किसी अनुसूचित बैंक के माध्यम से कर्मचारी भविष्य निधि संगठन (ईपीएफओ) को कर्मचारी भविष्य निधि के लिए ठेकेदार द्वारा किए गए भुगतान की प्राप्ति की एक प्रिंट।
A copy of receipt of payment made by the contractor towards Employees Provident Fund to the Employees Provident Fund Organization (EPFO) through any scheduled bank, like e-Pay Order of the State Bank of India.

• कर्मचारी राज्य बीमा निगम (ईएसआईसी) को कर्मचारी बीमा के लिए ठेकेदार द्वारा किए गए भुगतान की प्राप्ति की एक प्रिंट।
A copy of receipt of payment made by the contractor towards Employees insurance to the Employees’ State Insurance Corporation (ESIC).

• संपदा विभाग के प्रभारी द्वारा निर्देशित कोई अन्य लॉग बुक/दस्तावेज।
Any other logbooks/document as directed by Estate Dept. in charge.

उपरोक्त दस्तावेजों के बिना जमा किए गए बिलों को भुगतान के लिए संसाधित नहीं किया जाएगा।
The bills submitted without the above said documents shall not be processed for payment.

17. अनुबंध में निर्दिष्ट डिष्ट्री की कारीगरी और आरबीआई की संतुलित के लिए आवश्यक प्रगति और गुणवत्ता की दर को बनाए रखने के लिए ठेकेदार पर्याप्त संख्या में अपने श्रम को नियोजित करेगा।
The Contractor shall employ its labour in sufficient numbers to maintain the required rate of progress and of quality to ensure workmanship of the degree specified in the Contract and to the satisfaction of the RBI. The Contractor shall not employ in connection with the Works any person who has not completed Eighteen years of age.

18. ठेकेदार द्वारा तैनात सभी कर्मचारियों को ठेकेदार के कर्मचारी के रूप में माना जाएगा और भारतीय रिजर्व बैंक का ऐसे श्रमिकों/कर्मचारियों के संबंध में किसी भी प्रकार का कोई दायित्व नहीं होगा।
All the workers or employees deployed by the contractor shall be considered as the employees of contractor and Reserve Bank of India shall not have any liability whatsoever in nature regarding such workers/employees.
19. The Contractor shall pay to labour employed by him directly wages not less than Minimum wages as prescribed by Minimum Wages Act 1948, Government of India.

20. The Contractor shall in respect of labour employed by him cause to be complied with the Contract Labour Regulation regarding all matters provided therein.


22. The Contractor shall indemnify and keep indemnified the Reserve Bank of India against:

a. Any claim arising out of third-party loss/ damage to life or property caused by during execution of the work.

b. Any claim arising out of loss/ damage to the workmen engaged by the contractor during execution of the work.

c. Any claim due to non-compliance of applicable Wages, PF/ Labour laws, ESI, Regulations etc.

23. The Contractor shall take necessary insurance covers (Workmen Compensation Policy Contractor’s All Risk Policy and Third Party/ Public Liability) with an Insurance Company approved by the Employer, a policy of Insurance in the joint names of the Employer and the Contractor (name of the former being placed first in the policy) against such risks and deposit such policy or policies before commencement of the works. The Minimum cover under (Workmen Compensation Policy) shall be to the extent of wages paid to the workman deployed for the fulfilment of the contract. The Minimum cover under third party / public liability shall be for a minimum of **Rs.2 lakh**.
24. The contractor shall comply with the provisions of Contract Labour (Regulation & Abolition) Act, 1970. Before release of final bill, the contractor shall submit a certificate to the effect that he has actually paid the entire dues to the labourers of all descriptions engaged by him, for completion of this work at the rate, which is not less than the one prescribed under the Minimum Wages Act, 1949 and has complied with the provisions of CLRA Act with regard to providing the essential amenities to the Contract Labour.

25. The Contractor / Agency shall be solely responsible for full compliance 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, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor Agency and the Contractor/Agency shall ensure appropriate action under the said Act in respect to the complaint.

26. 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.

27. The Contractor agrees to utilize materials/brands which will be of the best quality. Banks reserves the right to conduct quality audit checks of the materials used by the Contractor on a periodical basis.

28. 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.

29. The contractor shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.
The contractor shall provide a complete and updated list of its employees who are deployed within the Bank's premises.

RISK CLAUSE: The Contractor shall always have standby arrangements for carrying out the work under the Contract in case of any failure of the existing arrangement. The Bank reserve the right for termination of the contract at any time by giving one month written notice, if the services are found unsatisfactory and also has the right to award the contract to any other selected tenderer at the cost, risk and responsibilities of Contractor and excess expenditure incurred on account of this will be recovered by the RBI, Hyderabad from the Contractor's Security Deposit or pending bill or by raising a separate recovery claim.

DISPUTE SETTLEMENT: It is mutually agreed that all differences and disputes arising out of or in connection with this Agreement shall be settled by mutual discussions and negotiations if such disputes and differences cannot be settled and resolved by discussions and negotiations then the same shall be referred to the Sole Arbitrator appointed by the Bank whose decision shall be final and binding on both the parties and any legal dispute will be subject to Hyderabad Jurisdiction only.

RENEWAL OF CONTRACT: At the sole discretion of the Bank, the AMC shall be considered for further renewal for the years, 2023-24 and 2024-25, on same terms and conditions with applicable increase / decrease in rates, based on the prevailing Minimum Wages, provided the Bank, finds the services of the Contractor satisfactory. The decision of the Bank, in this regard shall be final and binding. In addition to this, the maximum permissible increase in the Service Charges will be based on CPI and WPI indices, as decided by the Bank.
34. हस्ताक्षर खंड: द्वारा हस्ताक्षरित और वितरित किया गया

SIGNATURE CLAUSE: SIGNED AND DELIVERED BY

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Section: F- General Instructions to Contractors

1. e-Tenders comprising duly filled in details of both Part I and Part II specifications of the tender should be uploaded in MSTC website under RBI Portal for the work ‘Annual Maintenance Contract (AMC) for Providing Housekeeping Services and Washroom Cleaning at Bank’s Main Office Premises and Annexe Building, RBI, Hyderabad” not later than 2:00 PM on April 22, 2022.

2. The tender documents will be available for viewing/downloading for the intending bidders from 12:00 Hrs of April 08, 2022. The bidders who do not comply with the following pre- qualification criteria and have not submitted the requisite EMD, will not be considered for opening of their tender Part-II.

3. Part I of the tender will be opened at 15:00 Hrs. on April 22, 2022. Upon scrutiny of Part-I by the Bank, Part II of the eligible tenderers will be opened on asubsequent date under intimation, to the eligible bidders. Tenders shall remain valid for acceptance by the Bank for a period of three months from the date of opening of Part I of the tender, which period may be extended by agreement and the tenderer shall not cancel or withdraw the tender during this period.

4. All information, correspondence letters shall be submitted and addressed to Smt K Nikhila, Regional Director, Reserve Bank of India, Estate Department, Hyderabad-500 004.

5. The tender documents should be submitted online on MSTC web portal. If the tenderers desire to submit additional information, they may do so on their own letter head/paper. Each page of the forms shall be signed and submitted to the Bank.

6. If any of the documents are missing, the tender may be considered invalid by the Bank at its discretion. No advice of any change in rate or conditions after the opening of the tender will be entertained.

7. Earnest Money and Performance Guarantee during contract period:
Tenderers shall pay as Earnest Money Deposit a sum of ₹3,12,000/- (Rupees Three Lakh Twelve Thousand only) by NEFT/RTGS in favour of the Reserve Bank of India, Hyderabad. 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 alongwith letter of acceptance) towards security deposit for the due fulfilment of the contract.

8. 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.

9. The tenderer must use only the documents and forms uploaded by the Bank. 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.

10. The tender form must be filled in English or Hindi and all entries must be made. If any of the documents is missing or unauthorized / unsigned, the Bank in its discretion may consider the tender invalid.
11. Rates should be quoted in figures and words in columns specified. Altering of tender forms is not permitted; failure to comply with either of these conditions will render the tender void at the Bank’s option. No advice of any change in rate or of conditions after the opening of the tender will be entertained.

12. Each of the tender documents should be signed and uploaded by the person or persons submitting the tender and is taken at his/her having acquainted himself/herself with the General Conditions of Contract, Specifications, Special Conditions, etc. as laid down.

13. The e-tender submitted on behalf of a firm shall be signed by all the partners of the firm or by a partner who has the necessary authority (copy of power of attorney / authorization letter shall be uploaded) on behalf of the firm to enter into the proposed contract. Copy of power of attorney / authorization letter shall be uploaded. Otherwise, the Bank may reject the tender.

14. The Reserve Bank of India reserves the right to sub-divide the work mentioned in the tender, amongst two or more contractors at its own discretion and the Contractor will have to execute orders for part of the items placed with them at the quoted rates. The Reserve Bank of India also reserves the right to increase or decrease the quantities in case of future requirements and the payment for this will be made on pro-rata basis. Bank even omit any item of work after the order is placed and the Contractor shall execute the same. In this context, the rates quoted for each item must be self-supporting and relevant.

15. The Contractor shall not assign the Contract: He shall not sublet any portion of the Contract except with the written consent of the Bank. In case of breach of these conditions, the bank may serve a notice in writing on the contractor rescinding the Contract whereupon the security deposit shall stand forfeited to the Bank, without prejudice to his other remedies against the contractor.

16. The Contractor shall carry out all the work strictly in accordance with instructions of Bank's Caretaker/Assistant Manager (P & S Cell). If in the opinion of the Bank's Caretaker/ Assistant Manager (P & S Cell), changes have to be made in the scope of work and with the prior approval in writing of the Employer they desire the Contractor to carry out the same, the contractor shall carry out the same without any extra charge. The Bank's decision in such cases shall be final and shall not be open to arbitration.

17. 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 security deposit if the amount so permits and the Contractor shall, unless such deposit has become otherwise payable, within ten days after such deduction make good in cash the amount so deducted.

18. The Contractor shall not assign the Contract. In case of breach of these conditions, the Bank may serve a notice in writing on the Contractor rescinding the Contract whereupon the security deposit shall stand forfeited to the Bank.

19. For all intents and purpose the service providing agency shall be the “Employer” within the meaning of different Manpower Legislations in respect of the manpower employed and deployed in this office. The persons deployed by the contractor in the office shall not have claims of Master and Servant relationship nor have any principal and agent relationship with or against the Competent Authority.
20. Evaluation of tenders:
   The Price Bid consists of following components:

I. WAGE COMPONENT:
   A). Gross Wages for total employees: Basic Wages (Minimum) (plus Variable Dearness Allowance) House Keeping Staff (Unskilled) and Supervisor (Semi-Skilled) according to Minimum Wages Act of Government of India, applicable Employees State Insurance (ESI), Employees Provident Fund (EPF) and Bonus.

II. SERVICE CHARGES COMPONENT:
   B) Service charges for providing 45 employees, which includes Contractor’s Overhead Charges & Profit, Insurance charges (Workmen Compensation Policy, Contractors All Risk policy and Third-Party Liability Policy), charges for providing uniform and Identity Cards to the workmen and Cost of cleaning materials or any other expenses.

The eligible tenders will be evaluated, and the lowest bidder will be decided on the basis of sum of Minimum Wages + Cleaning Materials cost & Service Charges + GST as applicable.

21. On receipt of intimation from the Bank of acceptance of his/their 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 and the Schedule of Conditions but the 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.

22. The Reserve Bank of India does not bind itself to accept, the lowest or any tender and reserve 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.

23. The tenderer must obtain for himself on his own responsibility and at his own expenses all the information which may be necessary for the purpose of making a tender and for entering into a contract and must examine the drawings and must inspect the site of the work and acquaint himself with all local conditions, means of access to the work, nature of the work and all matters appertaining thereto.

24. The rates for the items in Part II should be quoted Exclusive of GST, wherein the total of all the items under, price bid will be subjected to GST @18%. Each invoice/bill shall indicate amongst other things, the contractor’s PAN and GST Registration Number. The contract value will also be subject to TDS/Withholding Tax as per law.

25. The Contractor must bear in mind that all the work shall be carried out strictly in accordance with the specifications made by the Bank and in compliance of the requirements of the local public authorities and to the requirements of the Bank and no deviation on any account will be permitted. The successful tenderer should make his own arrangement to obtain all materials required for the work.

26. Every employee so engaged by the contractor shall wear uniform, a badge bearing his/her name, and safety shoes while on duty. The said uniform, badge and safety shoes shall be provided by the contractor.
27. Police Verification of all Workmen / Supervisors / Officials for entering into the Bank’s Premises: The successful tenderer shall submit the necessary Police Verification Certificate of each deployed workman / supervisors / officials from Local Police Authorities about his/her identity records within 15 days of awarding the contract. Any change of deployment also needs to be submitted for the above provision without any lapses. Further, the agency should ensure that the staff deployed is medically fit, covid vaccinated and free from contagious diseases.

28. Termination of services of any person deployed by the contractor shall be made by a letter of termination of contractor. Bank will not issue any letter in this regard.

29. Water & Electricity shall be provided free of cost for execution of the work at convenient place. Contractor has to make his own arrangement for using water and electrical supply at end. The contractor shall, however, take care to ensure that no undue wastage of water/electricity is caused. All necessary safety measures shall be taken by the contractor to avoid any mishap/accident. The contractor shall be penalized by the Bank if any laxity on his part is observed in this matter.

30. The contractor shall provide the copies of relevant records during the period of contract or otherwise even after the contract is over whenever required by the Bank.

31. The contractor shall be responsible to maintain all property and equipment of theRBI entrusted to it. Any damage or loss caused by the contractor’s persons to the Bank in whatever shape would be recovered from the contractor.

32. The Bank does not recognize any employee employer relationship with any of the workers of the contractor and their services shall be automatically discontinued with the termination of the contract.

33. In the event of any provisions of the contract requiring to be modified after the agreement has been signed, the modifications shall be made in writing and signed by the Bank and the contractor or his authorized representative. Such modifications will not be effective until the same have been signed by both the parties. Any verbal or written arrangements for abandoning, modifying extending, reducing or supplementing the contract, or any of the terms thereof shall be deemed to be provisional and shall not be binding on the Bank unless and until the same are incorporated in a formal instrument and signed by the Bank and the contractor. The Bank shall not be under any obligation for providing employment to any of the worker of the contractor after expiry of the contract.

34. If the contractor shall have any doubt as to the meaning of any portion of the general conditions, or the special conditions or the scope of the work or the specifications or any other matter concerning the contract he shall in good time, before submitting his tender, put forth the particulars thereof and submit them to the Bank, in writing in order that such doubts may be clarified authoritatively in writing before tendering. Once a tender is submitted, the matter will be decided according totender conditions in the absence of such authentic pre-clarification.

35. The Contractor shall pay to the labourers employed by him directly wages not less than minimum wage as prescribed in Minimum Wages Act 1948, of Governmentof India. Minimum rates of wages (plus VDA) will be revised as per the Notification issued by the Chief Labour Commissioner (Central), Ministry of Labour & Employment from time to time i.e. 1st April and 1st October every year.
36. If at any point of time, it is found by the Bank that the contractor does not pay Minimum Wages to the laborers engaged by him/them, Bank has every right to terminate the contract. The tenderer should credit the salary directly to the bank account of their staff and submit monthly bank statements of the firm as well as individual account statements of the workers showing payment of salary in their accounts along with invoice.

37. The contractor should ensure that minimum number of persons as stated in scope of work are deployed daily. They should work on all 6 days a week (except Sunday) and weekly off or any other holiday, as per labour law, may be awarded on a rotation basis during weekdays. The Contractor shall provide relievers for the employees on off duty / sick / leave is provided without any disruption to the work. However, the cost for such arrangement has to be included in their quote and no additional cost will be paid separately for such arrangement. 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.

38. The Tenderers are advised to visit Reserve Bank of India, Hyderabad after obtaining prior approval and acquaint themselves of the site conditions before submitting the Tender.

39. The Tenderers are advised to submit the Tender based strictly on the General Conditions of the Contract and scope of works as specified contained in the Tender documents, and not to stipulate any deviations. If acceptance of the terms and conditions given in the Tender documents has any price implications, the same should be considered and included in the bid price. Any Tender containing deviation from the laid terms and conditions is liable to be rejected.

40. The contractor shall comply with the provisions of all labour legislation including the requirement of –
   a) The payment of Wages Act
   b) Employers’ liability Act, including P.F Act, Gratuity Act, etc.
   c) Workmen’s Compensation Act.
   d) Contract Labour (Regulation and Abolition) Act,
   e) Apprentices Act
   f) Any other act or enactment relating thereto, and rules formed there under from time to time.

41. The Tenderer must obtain for himself on his own responsibility and at his own expense, all the information which may be necessary for the purpose of making a Tender and for entering into a contract and must inspect the site of the work, and acquaint himself with all local conditions, means of access to the work, nature of the work and all matters appertaining thereto. The Employer's decision in such cases shall be final and shall not be open to arbitration.

42. The Contractor shall strictly comply with the provisions of contract labour acts or any other act pertaining to the contract labour that may be in force or that may be introduced during the currency of contract. Compliance of such acts now or subsequently will be at the contractor's cost.

43. The movement of the Housekeeping services staff should be confined to the area of their duty only. If they find any valuable item lying in/near the premises, they should immediately deposit it with the security officer.
44. The contractor shall not be entitled to any compensation for any loss suffered by him on account of delays in commencing or executing the work, whatever the cause of delays may be, including delays arising out of modifications to the work entrusted to him or in any subcontract connected therewith or delays in awarding contracts for other trades of the project or in commencement or completion of such works. The Employer does not accept liability for any sum besides the Tender amount, subject to such variations as are provided for herein.

45. The Contractor shall inspect the site and understand the scope of work before quoting. They may contact the concerned Caretaker/Asst. Caretaker for clarification in case of doubts, if any.

46. The Contractor should submit the AMC agreement in bilingual format only. In case of any dispute arises, agreement clauses in English will be considered valid.

47. The successful tenderer will be forfeited if he fails to comply with any of the conditions of the contract. The name of the successful contractor will be delisted/removed from the Bank’s approved/empaeled list & no work will be awarded in future, if the successful tenderer fails to comply with any of the conditions of the contract.

48. Bank is not liable for compensation for any accident fatal or otherwise of the workmen on duty or on third party. The responsibility of such mishap rest with the contractor.

49. **Escalation clause:** The rates shall also be firm and valid for a tenure of the contract from the issue of work order and shall not be subject to exchange variations, labour condition, material cost fluctuation, fluctuations in railway freights or any conditions whatsoever. In case, whenever there is increase in minimum wages notified by Government of India, the firm shall pay the wages in addition to the existing wages for the tenure of the contract. The increase in the contract amount during renewal of AMC shall be allowed as per the approved formula for price escalation based on indices. Minimum rates of wages (plus VDA) will be revised as per the Notification issued by the Chief Labour Commissioner (Central), Ministry of Labour & Employment from time to time i.e., 1st April and 1st October every year. The upward revision of wages shall be taken into consideration by the Bank during the renewal of the said contract i.e., after the completion of the said contract subject to satisfactory performance of the firm as per the terms of the contract.

50. The Contractor should note that Smoking, Drinking Alcohol, Chewing Pan/Tobacco in the Bank’s premises is strictly prohibited and ensure that the workers deployed in the Bank’s premises abide this rule strictly.

51. The Contractor shall remove all workers deployed by them in the Bank’s premises immediately on termination/expiry of the contract and ensure that such persons shall not create any disruption/hindrance/problem of any nature in the Bank’s premises.

52. The Contractor and his staff shall be under the general supervision and control of the Security Officer (P&SE) /Assistant Caretaker or any other personnel deputed for the purpose by the Bank and shall obtain necessary instructions from him for the day-to-day work in the premises.

53. The contractor shall not engage any sub-contractor or transfer the contract to any other person in any manner.
54. All liabilities arising out of accident or death while on duty shall be borne by the contractor.

55. In the event of default being made in the payment of any money in respect of wages of any person deployed by the contractor for carrying out of this contract and if a claim therefore is filed in the office of the Labour Authorities and proof thereof is furnished to the satisfaction of the Labour Authorities, the Bank may, failing payment of the said money by the contractor, make payment of such claim on behalf of the contractor to the said Labour Authorities and any sums so paid shall be recoverable by the Bank from the contractor.

56. The contractor shall not employ any person below the age of 18 years.

57. The tenderer should credit the salary directly to the bank a/c of their staff and submit monthly Bank statement (documentary evidence) showing payment of salary made to deployed personnel along with invoice. The Contractor will be responsible for opening bank accounts of its employees. In case any complaint is received, or it is observed that the payment to the housekeeping staff is not being made as per law, the Bank shall have right to make payment to these workers at the risk and cost of the Contractor. The Bank shall not incur any liability for any expenditure whatsoever on the persons employed by the Contractor because of any such statutory obligation.

58. The Contractor shall obtain Labour license under the provisions of The Contract Labour (R&A) Act, 1970; in case the strength of the workmen deployed by them in the premises of the Bank exceeds 19 on any day.

59. **Renewal of contract:** At the sole discretion of the Employer, the AMC shall be considered for further renewal for FY: 2023-24 and 2024-25 on same terms and conditions with requisite increase / decrease in rates based on the applicable minimum wages provided the Employer finds the services of the Contractor satisfactory. The decision of the Employer in this regard shall be final and binding. In addition to this, the maximum permissible increase in the Service Charges will be based on CPI and WPI indices, as decided by the Bank.

60. **Maintenance of Attendance & Complaint register**

   I. An attendance register has to be maintained with the Caretaker/Asst.Caretaker and the employees engaged by the contractor should dually sign the same in the presence of the Caretaker/Asst.Caretaker.

   II. A separate complaint register has to be maintained by the contractor with complete details of the complaints registered by the Employees/residents of occupants in Essential Staff Quarters.

   III. A photocopy of the pages of the complaint register so maintained should be on monthly basis submitted to the respective Caretaker/Assistant Caretaker/Security officer along with the monthly bill and the same should be duly certified by the Bank official concerned.

61. **List of Documents to be submitted along with Monthly Bill:**

   Copies of following documents for a month duly certified by the contractor to be submitted along with monthly bill for payment. Payment of the bills will be made on **Monthly** basis for **Block Cleaning work**. The bill must contain:
a. Copy of Attendance Register duly certified by Caretaker/Asst.Caretaker.

b. Detailed record of the maintenance job carried out by the contractor Annex VI duly certified by respective Caretaker/Asst. Caretaker and Security Officer (P&S).


d. Detailed schedule/breakup of salary paid to employees clearly stating respective statutory payments (Minimum Wages, Bonus, EPF and ESI) remitted.

e. The contractor should credit the salary directly to the bank a/c of their staff and submit monthly Bank statement (documentary evidence) showing payment of salary (inclusive of bonus) made to deployed personnel along with invoice.

f. A copy of receipt of payment made by the contractor towards Employees Provident Fund to the Employees Provident Fund Organization (EPFO) through any scheduled bank, like e-Pay Order of the State Bank of India.

g. A copy of receipt of payment made by the contractor towards Employees insurance to the Employees' State Insurance Corporation (ESIC).

h. The details of cleaning of all washrooms should be enclosed along with the bill and if any washrooms are found to be not cleaned as mentioned in Annex- V, ₹500/- per washroom per day will be levied for not carrying out cleaning of washrooms in the Bank’s Main Office Building and Annex Building

i. Due acknowledgement from residents/occupants for Flat cleaning work (Weekly/Quarterly/Half yearly) is done.

j. Any other logbooks/document as directed by Estate Dept. in charge.

The bills submitted without the above said documents shall not be processed for payment.

62. The successful tenderer must submit a certificate every month by certifying the following:

   a. Wages of workers were credited to their bank accounts on ________
      (Acknowledgment by bank enclosed).
   b. ESI Contribution relating to workers amounting to Rs.______was deposited on__
      (Copy of Challan enclosed with contribution sheet)
   c. EPF Contribution relating to workers amounting to Rs.______Was deposited on__
      (copy of the Challan enclosed with contribution sheet)
   d. We are complying with all statutory Labour Laws including Minimum Wage Act.

In case of absence of regular employees, a separate column has to be maintained for the additional/replacement employees.
63. **Penalty:** -

a. The Contractor shall maintain an attendance register duly signed by designated Bank’s staff and attach a copy of the same with each month’s bills failing which no payments shall be released. In case any of the contractor’s personnel deployed is absent and is unable to provide suitable substitute, a penalty equal to the wages of the absent personnel(s) in addition to that an amount of **Rs.500/-** per day shall be levied by the Bank and the same shall be deducted from the contractor’s bills.

b. In case any complaint is received regarding misconduct/misbehavior of agency’s personnel, or of poor quality of work, a penalty of **Rs.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.

c. If the contractor does not meet this service level criterion as agreed by the parties, the Bank shall be entitled to impose a penalty of Rs. 2,000/- (Rupees two thousand only) upon the Contractor for each instance and in any case subject to a maximum of Rs 50,000/- (Rupees fifty thousand only) for the term of contract in force without any prejudice to the right of the Bank to terminate the Agreement as per the provisions described herein.

64. **Terms of Payment**

i. Payment in respect of manpower deployment will be made as per actual deployment and the firms/contractors are advised to submit proof of deployment by way of attendance registers.

ii. The successful tenderer should credit the salary directly to the bank a/c of their staff and submit monthly Bank statement showing payment of salary. Necessary PF etc. to be ensured as per statutory rules. The Bank reserve the right to verify the same as and when required and accordingly, the contractor must have the necessary documents to submit the same. No Invoice would be accepted without the supporting document of Bank statement, ESI and PF dues. 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.

iii. Bank’s official will verify the deployment of people/manpower at regular intervals; hence an attendance register should be maintained for verification and copy of the same duly attested.

iv. Payment of monthly bills/lump sum charges will be paid through RTGS/NEFT on submission of copy of attendance register, complaint registered duly certified by the officers concerned. Wages must be paid to the employees by the contractor without waiting for the payment from the Bank.

v. If the contractor fails to provide proof of payment of statutory dues, his contract shall be terminated after serving one month’s notice. The Housekeeping Agency shall make payment of monthly wages (as quoted in the Financial Bid) to the deployed staffs through bank accounts only. Cash payment receipt will not be entertained and payment in cash will be deemed as no payment at all. If the agency does not make payment through Bank account, the contract will be terminated.
65. **Security Deposit**
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. The Performance Bank Guarantee towards security deposit shall be valid for the entire contract period.

66. **Insurance**
   a. The contractor shall take necessary insurance covers namely Workmen Compensation Policy, Contractors All Risk policy and third party / public liability with an Insurance Company approved by the Employer a policy of Insurance in the joint names of the Bank and the Contractor (name of the former being placed first in the policy) against such risks and deposit such policy or policies before commencement of the works. The Minimum cover under (Workmen Compensation Policy and Contractors All Risk policy) shall be to the extent of wages paid to the workman deployed for the fulfilment of the contract. The Minimum cover under third party / public liability shall be for a minimum of **Rs.2 lakh**.

   b. The Contractor shall indemnify and keep indemnified the RESERVE BANK OF INDIA against:
      
      i. Any claim arising out of third-party loss/damage to life or property caused by/during execution of the work.
      ii. Any claim arising out of loss/damage to the workmen engaged by the contractor during execution of the work.
      iii. Any claim due to non-compliance of applicable PF/Labour laws, ESI, regulations etc.

      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 with additional penalty amounting to twice the premium.

67. **Sexual Harassment**: The Contractor / Agency shall comply with the provisions of "the Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013". In case of any complaint of sexual harassment against its employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor / Agency and the Contractor/Agency shall ensure appropriate action under the said Act in respect to the complaint.

   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.

   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. The contractor shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.

68. **Non-Disclosure Clause**: The Contractor shall not have disclosed directly or indirectly any information, materials and details of the Bank’s infrastructure / systems / equipments 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 obligation 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 employer 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. 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.

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.

69. 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 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, 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, 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 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 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 Telengana at Hyderabad.

70. **Liquidated damages:** 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.

**NOTWITHSTANDING ANYTHING SPECIFIED ABOVE, THE TENDERER SHALL BE RESPONSIBLE TO TAKE ALL MEASURES TO MAINTAIN THE SAFETY, LOOK, BEAUTY, CLEANLINESS, HYGIENE AND SANITATION OF THE BUILDINGS AND PREMISES.**

71. **TERMS AND CONDITIONS FOR HOUSE KEEPING WORK**

1. Initially, the period of contract is nine months i.e., **July 01, 2022 to March 31, 2023**, subject to satisfactory performance, unless it is curtailed by or terminated by the Bank owing to deficiency of service, sub-standard quality of the materials used, and breach of contract, reduction or cessation of the requirement of the work. Termination of the contract shall be made by issuing a prior notice. In such case a notice period of one month will be given to the contractor and the security deposit shall not be refunded.

2. The Contractor and its staff shall take proper and reasonable precautions of Bank’s assets and to preserve from loss, destruction, waste or misuse the areas of responsibility given to them by the Bank.

3. The execution of cleaning will be done with uniformed, hygiene conscious workers.

4. The Contractor shall exclusively supervise or employ sufficient supervisory personnel to supervise the work of his/her employees to ensure that the services rendered are carried out to maintain high standards of cleanliness. The agency must provide one dedicated mobile phone (with SIM card) with adequate balance to the Supervisor. This mobile phone will remain with the Supervisor on duty. The same mobile number will be circulated in the office. The Supervisor will have to be present on all the working days including Saturday to supervise cleaning work.
5. 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 logbook of the same. The Logbook will be daily put up to Bank's Caretaker and Security Manager the next day and will be scrutinized and verified by them.

6. The Contractor shall depute only able bodied, physically fit, well trained and disciplined personnel for carrying out the work. Also, the contractor should make sure the minimum number of persons, if any, specified in the scope of work are deployed on a pro-rata basis.

7. Every employee so engaged by the Contractor shall wear uniform and ID card wearing his/her name, while on duty. The said uniform and ID card issued by the Contractor shall be provided by the Contractor at his cost.

8. No lapse from the Contractor’s side, which may cause damage to the property and injury to the staff in the opinion of the Bank's Engineer, shall be permitted.

9. The work has to be carried out with the least inconvenience to the Employees and residents staying Essential Staff Quarters.

10. The Contractor should specify the working hours of their staff and the details thereof shall be maintained with the Caretaker/Security Guard. No labourer shall be permitted to stay inside the campus after working hours.

11. The Bank shall have the right to ask for the removal of any person employed by the Contractor, who is not found to be competent and orderly in the discharge of his duty.

12. The Contractor shall have the addresses and photographs of their workmen being engaged by them for the said work. Workmen will be allowed inside the building only on producing the photo pass issued by the Bank & also have to subject themselves to the security restrictions imposed by the Bank. Only the contractor himself/ themselves shall be held responsible for conduct of his/ their workers/ labour.

13. Within 15 days of award of contract, the Contractor has to obtain police verification report on character and antecedents of its personnel and other details relating to age, educational qualification, name and permanent address 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, disciplined and honest personnel shall be deployed.

14. The rates quoted by the Contractor shall be in accordance with the Contract Labour Act 1970 / Minimum Wages Act, 1948 for the current year and also taking into account any escalation as notified from time to time by the Government of India.

15. The successful tenderer shall be responsible for safety & security of their materials & personnel and for ensuring fire prevention steps at all the times in working premises including their part of work.

16. The Contractor shall not engage any subcontractor or transfer the contract to
any other person in any manner and workers/personnel engaged by the contractor shall not accept any gratitude or reward in any form.

17. The intending tenderers are advised to inspect the site with the prior permission from the Bank and ascertain the exactness of the area to be maintained and the work to be executed before quoting the rates.

18. In case any deficiency in services such as less no. of areas to be cleaned, non-use of approved cleaning materials and less no. of staff deployed etc., is observed or brought to notice of the office, a proportionate/appropriate amount from the monthly bill will be deducted as penalty for deficiency in services and in any case, it will not be refunded to the contractor, in future.

19. All the consumables and disposables required for cleaning and housekeeping should be eco-friendly (preferably Green products) and branded and shall be procured by the contractor at its own cost.

20. The cleaning and housekeeping works are to be carried out in such manners that all related areas/space in the Bank’s Premises always look neat and clean.

21. **Disposal of Waste from the Main office premises**: The Manpower engaged shall 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 pollution control directions.

   a. Arrange for a garbage disposal vehicle and other equipment required for segregation and disposal of waste in a professional manner.

   b. Plan, manage, and collect, mechanically screen and segregate dry and wet garbage in the earmarked area, efficiently transport and dispose the garbage in the disposal area. The work should be carried out in an eco-friendly manner.

   c. The Contractor will arrange for required resources, including manpower, disposables etc. which is used by the housekeeping staff.

   d. Ensure that the garbage collection/disposal work does not adversely affect the surroundings or personnel deputed for the work. Protective gear including boots, gloves etc. shall be provided by the Contractor to the housekeeping staff.

   e. All the dustbins washed and lined with colour-coded bags in the morning.

   f. Collecting the garbage and segregating based on organic and non-organic waste and arrange for its disposal.

   g. Any waste collected after cleaning of the toilet shall be disposed of by the contractor at his own cost.

   h. The garbage has to be collected from Staff canteen, OLDR and other areas on daily basis.

   i. The contractor has to make necessary arrangements to remove the garbage on a daily basis from the Bank’s premises by coordinating with GHMC.
j. The above state/scope of work is only for indicative purposes. The onus is on the contractor to inspect / visit Bank's premises and to ascertain the actual work from the Bank & Caretaker concerned and to quote accordingly.

22. The Charges quoted will cover the cost of manpower deployed and material used for efficient rendering of services and shall be payable on monthly basis subject to submission of invoice. The payment thereon will be made after the same is duly certified by the Caretaker/Assistant Manager of P&SE that the services have been provided satisfactorily and thereafter deducting all statutory dues/taxes, etc.

23. The cleaning materials used shall be of approved quality.

24. The cleanliness will be periodically checked by the officials of the Bank.

25. The work shall be carried out strictly as per direction of the officials of the Bank.

26. The Contractor shall ensure that water shall be used judiciously without wasting. The Contractor is solely responsible for compliance of provisions or any Statute or rules framed there under by the Central Government or State Government and applicable to the labour employed by him. The Bank is not responsible in case of non-compliance of any of the provisions of the Statute or rules of the State/Central Government, by the Contractor.

27. The Bank will have the right to terminate the agreement without assigning any reason with a notice of one month and the contractor will not be entitled to any compensation for premature termination of the agreement. In such cases security deposit shall not be refunded. Before expiry of the notice period given in the termination notice, the contractor shall vacate the premises.

28. In case of any dispute arising out of this agreement, the decision of the Bank will be final and binding on the contractor.

29. The Bank will not provide accommodation to the contractor and or his workers / supervisor, etc. in the Bank’s premises.

30. The contractor shall obtain necessary licenses and permits in their name at their own expenses and shall keep the Bank indemnified against any loss arising due to non-compliance to any statutory requirement.

31. The contractor will ensure co-operation with the Bank employees and with any representative of the Bank in their routine check-up of housekeeping arrangements.

32. The Contract shall be in force for the period stipulated in the contract and on the expiry thereof, it shall be deemed to have been terminated automatically unless otherwise intimated in writing. Further, the Contractor shall not have any right either contractually or equitably to demand any fresh contract for another term to continue the same in preference to any other intending party.

33. The Contractor shall furnish the details of his employees prior to deployment. The Bank or its authorized representatives reserve the right to refuse admission
to one or more of the contractor’s persons, if their conduct or inefficiency is subsequently found unacceptable. The decision of the Bank or its authorized representatives in this matter shall be final. Although not desired, the Contractor may substitute any of his employees and after taking permission from the Bank. The Contractor is required to submit the complete list of staff working under the contract with their complete address/photo etc. for records.

34. The Contractor will also maintain a suggestion book and a complaint register to be produced to the Bank on monthly basis along with invoice.

35. Special cleaning of specific areas in the Security Area as per the instructions of the Bank

36. Licenses, if any required for Housekeeping services at the site will be procured by the Contractor.

I/We hereby declare that I/we have read and understood the above instructions for guidance of tenderers’ and will abide by the same.

Date: Signature of Contractor with Seal:
Place: Name and Address with Contact Nos.:
Section G. The Conditions Hereinafter Referred To

1 Interpretation Clause

1. In construing these Conditions, the Specifications, Schedule of Quantities and Contract Agreement, the following words shall have the meanings herein assigned to them except where the subject or context otherwise required.

(a) "Employer" shall mean the Reserve Bank of India and shall include its assigns and successors.

(b) "Contractor" shall mean (in the case of a Partnership) and trading in the name and style of ____________________________ and having a place of business at ____________________________ and shall include the partners for the time being of the said firm and the legal representatives of a deceased partner.

(c) (In the case of “Contractor" shall mean Shri ____________________________ trading in individual) the name and style of ____________________________ and shall include his heirs, successors and legal representatives.

(d) "This Contract" Shall mean the Articles of Agreement, the Special conditions, the Appendix, the Schedule of Quantities and specifications etc. attached hereto and duly signed.

(e) "Notice in writing" Or written notice shall mean a notice in written, typed or printed characters sent (unless delivered personally or otherwise proved to have been received) by registered post to the last known private or business address to have been received when in the ordinary course of post, it would have been delivered.

(f) "Act of Insolvency" Shall mean any Act of Insolvency as defined by the Presidency Towns Insolvency Act or the Provincial Insolvency Act or any Act amending such original.

(g) "Net Prices" If in arriving at the contract amount, the Contractor shall have added to or deducted from the total of the items in the Tender any sum, either as a percentage or otherwise, then the net price of any item in the Tender shall be the sum arrived at by adding to or deducting from the actual figure appearing in the Tender as the price of that item a similar percentage or proportion of the sum so added or deducted by the Contractor the total amount of any Prime Cost items and provisional sums of money shall be deducted from the total amount of the Tender. The expression "net rates" or "net prices" when used with reference to the contractor accounts shall be held to mean rates or prices so arrived at.
2 Scope of Contract.

The Contractor shall carry out and complete the said work in every respect in accordance with this Contract and with the directions of and to the satisfaction of the Employer. The Employer may in his absolute discretion and from time to time issue further written instructions, details, directions and explanations, which are hereafter collectively referred to as "Employer's Instructions" in regard to: -

I. The variation or modification of the quality or quantity of works or the addition or omission or substitution of any work.
II. Any discrepancy in the Schedule of Quantities and/or Specifications.
III. The removal from the site of any materials brought thereon by the Contractor and the substitution of any other material therefore
IV. The dismissal from the works of any persons employed thereupon.

The Contractor shall forthwith comply with and duly execute any work comprised in such Employer's instructions provided always that verbal instructions, directions and explanations given to the Contractor or his representatives upon the works by the Employer shall, if involving a variation, be confirmed in writing by the Contractor within seven days, and if not dissented from in writing within a further seven days by the Employer, such shall be deemed to be Employer's instructions within the scope of the Contract.

3 Dismissal of Workmen

The Contractor shall on the request of the Employer, immediately dismiss from the works, any person employed thereon by him who may, in the opinion of the Employer, be incompetent or misconduct himself and such persons shall not be again employed on the works, without the permission of the Employer.

4 Termination of Contract by the Employer

The contract can be terminated by the Bank by issuing a notice period of one month to the contractor and the security deposit shall not be refunded.

5 Termination of Contract by Contractor

Contract can be terminated by the Contractor if desires, by giving one month notice to the Bank. The notice period will start from the day of receipt of notice by the Bank.

6 Delayed Payment

Any bill submitted by the contractor shall be settled in the normal course provided the bills are in order in all aspects.
7 Disputes arising out of the contract:

The decision of Bank will be final for any dispute arising of this contract. However, the contractor can appeal to the Principal if not satisfied with the decision of the department and his/her decision will be binding on the contractor.

8 Employer entitled to recover compensation paid to workmen

If, for any reason, the Employer is obliged, by virtue of the provision of the Workmen's Compensation Act 1923, or any statutory modifications or re-enactment thereof to pay compensation to a workman employed by the Contractor in execution of the works, the Employer shall be entitled to recover from the Contractor the amount of compensation so paid, and without prejudice to rights of the Employer under the said Act. The Employer shall be at liberty to recover such amount or any part thereof by deducting it from the security deposit or from any sum due by the Employer to the Contractor under this Contract or otherwise. The Employer shall not be bound to contest any claim made against it under the said Act, except on the written request of the Contractor and upon his giving to the Employer full security to the satisfaction of the Employer for all costs for which the Employer might become liable in consequence of contesting such claim.

9 Right of Employer to terminate Contract in the event of death of Contractor

Without prejudice to any of the rights or remedies under this Contract, if the Contractor, being an individual, dies, the Employer shall have the option of terminating the Contract without incurring any liability for such termination.

10 Marginal Notes

The headings catch lines hereto and, in the annexures, hereto are meant only for convenience of reference and shall not in any way be considered in the interpretation of these presents and the annexures hereto.

I/We hereby declare that I/we have read and understood the above instructions for guidance of tenderers and will abide by the same.

Date: 
Signature of Tenderer

Place: 
Address
Section H- Scope of Work

1. The aim and objective are to provide a high level of a clean, hygienic and presentable look to the entire Office area. The contractor and his management team will supervise the awarded work. The Contractor has to ensure that the staff deployed is dressed in neat and clean uniform approved by the Bank. The Housekeeping staff will be responsible for cleaning of entire Office Premises including corridors, lift lobbies, Lift car, staircases, entire compound area, vehicle parking area, internal roads and internal area along the perimeter wall, ISS (Reception), CRDS, Annex Building, adjoining areas, all security guard posts located along the perimeter wall and cleaning/maintenance of washrooms/toilets located in the entire premises of the Bank.

2. Detailed Scope of works:

| 1. Area to be covered | Main Office building  
| | Annex Building.  
| | Class I flats in MOB 3rd floor  
| | Class IV flats in Annex Building  
| | RSO Flats  
| | OLDR in MOB  
| | Canteen and Dispensary in Annex Building  
| | Cash Department  
| | Cash Department including Basement  
| 2. Working Hours | Normal Working hours: (8 hours) 7:30 AM to 3:30 PM with half an hour lunch break.  
| 3. Minimum manpower | The manpower of 45 cleaning staff including one Supervisor. (At least 50% of the workers shall be women. The ratio of men and women can be altered as per requirement.) Out of which 4 nos. personnel shall be deputed to Cash Department at Ground Floor and 6 nos. personnel shall be deputed to Cash Department Basement.  

I. Scope of Work for General Areas/Common Areas of Main Office Premises Including Annex Building:

a) Cleaning by sweeping and mopping of general area in each floor, passages and lobbies at all the floors, cleaning of each cabin located in all the floors at Main Office Building. Cleaning and dusting of tables, chairs, desks, office furniture in each departments/Section.

b) Cleaning, sweeping, mopping, and wiping of floors, staircase/s on daily basis from Monday to Saturday. Cleaning activity shall start in the morning at 7.30 AM so as to complete all the dusting/cleaning/mopping work before 9.00 AM.

c) Cleaning of windows, window panes, grills, doors, ventilators in all four floors of the main office building and annex building.

d) Cleaning of glass panels used in building/infrastructure. Proper arrangements on the cost of agency to be done by contractor to cleaning all glass panels on regular basis.

e) Removal of beehives and cobwebs/honey webs from the office building and its premises etc.

f) Cleaning and sweeping of open area including balconies and roof tops with brooms.
g) Lifting, carrying and disposing of dead bird’s, animals, rats, insects etc. if found in and around office premises.

h) Cleaning of store rooms, book vaults etc. of all the departments of the Bank

i) Cleaning of Conference Rooms and Board Room as per the requirement of the Bank.

j) Cleaning of Officers Lounge and Dining room located at the second floor. Cleaning the floor/table tops/countertops/kitchen/washbasins in Officers’ Lounge and carry out miscellaneous tasks in the lounge as per instructions of the Bank.

k) Cleaning the Canteen Area located in the Annex Building. Cleaning the floor/table tops/countertops/kitchen/washbasins and to carry out miscellaneous tasks in the Canteen as per the instructions of the Bank.

l) Sweeping of frontal drive way, front parking area, rear parking area and complete peripheral area of the Bank.

m) Cleaning of areas around water dispensers/water purifiers installed at various locations in the Bank’s premises.

n) Special cleaning of specific areas in the Security Area as per the instructions of the Bank.

o) Any special cleaning on Republic Day, Independence Day and Festivals to be carried out as per the instruction of the Bank.

p) Continuous cleaning, maintaining 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.

II. Scope of Work for Washrooms/Toilets in Main Office Premises Including Annex Building:

There are approximately 43 washrooms (ladies and Gent) combined in Main Office Premises and Annex Building. The housekeeping staff shall be responsible for cleaning of the washrooms/toilets to include 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.

a. Cleaning all washrooms (gents and ladies) in all floors of MOB and Annex Building including the washrooms in dispensary and Wash basins in the Canteen daily.

b. Cleaning of washrooms nearby security guard office at the gate entrance as specified above daily.

c. Cleaning the washroom attached to the Regional Director’s Cabin/Banking Ombudsman’s Office daily once in the morning.

d. Cleaning the washroom attached to the Executive Area once in a week normally and as and when meetings are scheduled.

e. Cleaning of fans, lighting fixtures, exhaust fans, geysers, windows, window panes, grills, doors, ventilators, etc.

f. Carefully removing nylon mesh (wherever provided) from the windows/ventilators, washing the same with detergents and fixing at the same place.

g. Removing of cobwebs from wall, ceiling, pelmet and inaccessible spots by broom, etc.
h. Thorough sweeping, washing, mopping and scrubbing the floors and wall dado plumbing and sanitary fittings & fixtures (without damaging their shine), glazed ventilators, including flush tank, common wash basin area, toilet mirror, etc. by using the nylon brush and with approved cleaning materials, inside the toilets and outside wash basin and wall dado area.

i. Cleaning of accessories provided in the washrooms like buckets, mugs, soap cases, etc.

j. Cleaning of all washrooms with bleaching powder/bleaching water once in a fortnight.

k. Any new/addition of toilet in MOB will be included in the scope of work without any additional costs.

l. Re-stock toiletries including liquid hand wash soap, toilet rolls, air fresheners, Odonil, sanitary/urinal cubes, naphthalene balls in toilets, etc. after daily check-ups in the morning, afternoon, evening and on call basis during day time.

m. The required frequency of cleaning the washrooms/toilets would be once per hour in a day (every hour during office hours). 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.

n. All the cleaning materials, tools, equipment, safety equipment, machines etc., required for cleaning shall be brought by the contractor.

o. The cleaning material used shall be of standard quality (of eco-friendly and non-toxic variety) to avoid damage to CP fixture/tiles/flooring, etc. Acid shall not be used. The contractor should use the approved materials as specified in the annexure.

p. To ensure on a daily basis all the equipment in the toilets like taps/sinks/geysers/flush/showers/soap containers etc. are in working condition and report to Caretaker. Complaints regarding civil, electric, plumbing etc. observed in the toilets/rooms must be resolved by reporting to Caretaker/Estate Department.

q. Bank shall not engage any manpower/machine for any cleaning activity under the contract.

r. The Contractor should procure/keep/provide stock of sufficient/adequate quantity of cleaning materials/tools/equipment for use to ensure state of the art cleaning.

s. The Contractor shall provide the workers with hand gloves where necessary.

t. Payments will be released only after satisfactory service on monthly basis on submission of bills along with monthly service reports duly authenticated by CT/ACT of the department.

u. Cleaning of all water dispensers (presently 27nos) placed in Main Office Building, Annex Building. Any additional water dispensers purchased and placed in Main Office Building and Annex Building during the contract period should also be cleaned.

v. Any additional work as and when required has to be attended to.
The contractor shall arrange to issue suitable **identity cards and uniform** to his workmen in consultation with the Bank.

The firm/agency should visit the site for assessment of the work and quote per month rate for the captioned work.

A worksheet chart has to be displayed at each toilet clearly indicating the number of times the toilet/washroom was cleaned daily and it has to be authenticated by your supervisor. The same will be randomly checked by CT/ACT.

**3. The following jobs are to be carried out weekly (on Saturdays):** All Saturdays will be used for special cleaning exercise of the toilets/ washrooms and other areas in the Bank premises.

i) Thorough cleaning/sweeping/washing/mopping with disinfectant cleaners of all floors, staircases and toilets. Scrubbing of all floors and ceramic tiles base.

ii) Thorough cleaning of pantries, sinks, exposed areas as well as behind/corner/niches under the furniture and fixtures.

iii) Cleaning of sanitary fittings, toilet drainpipes, wash basin drainpipes, etc. with standard cleaning material.

iv) Cleaning of all window glasses with glass cleaners

v) All floors in common area, including staircases shall be cleaned thoroughly with floor scrubbing machine with soap and water to remove all stains etc.

vi) Total office area floors to be cleaned with floor scrubbing machine, wherever required as per directions of P&SE/ Caretaker/Asst.Caretaker.

**NOTE:** The Contractor shall ensure that the first cleaning of the washrooms is completed before the start of the working hours of the office. The manpower deployed shall report to the Caretaker/ Asst.Caretaker of the Bank and shall be available at a specified place in the premises to take instructions.

**4. Flat Cleaning at bank’s Essential Staff Quarters:**

- Cleaning of toilet has to be carried out on weekly basis and deep cleaning of flat has be to carry out on quarterly basis for Officers Flats-2 Flats.
- Deep cleaning of flat has to be carried out on Half yearly basis for Class III/IV-7Flats.

**a. Weekly Cleaning of Toilets / bath area for Officers’ flat**

Periodical cleaning and maintenance of toilet / bath area for Officers must be carried out once in a week.

The above said cleaning work consists of washing, scrubbing, cleaning the floor and wall dado of Toilet, bathroom, water closet, sanitary wares, fittings / fixtures (without damaging their shine) including flush tank, common wash basin area, toilet mirror, medicine chest, etc. by using the nylon brush with approved cleaning materials like detergent, toilet cleaner, oxalic acid etc. and outside wash basin and wall dado area)
b. Quarterly - Deep Cleaning of Flats
Cleaning and maintenance of flats of Officers has to be carried out once in a quarter.

The work consists of Cleaning of all rooms by mopping the floor and wall dado etc. inside the flat, including carefully moving the furniture, complete dusting of the flat including balcony, cleaning of fans/exhaust fan, light fixtures, cleaning of electric switch boards, cleaning of netlon (by washing), removing cobwebs and cleaning in accessible spots in entire flat i.e. wall, loft/top & outside of cupboards etc. ceiling pelmet, window/ventilator grills and shutter with glass panes etc. with broom/vacuum cleaner/moping etc. inside the flat. Toilet / bathroom cleaning also has to be carried out on that day.

c. Half yearly – Deep Cleaning of Flats
Cleaning and maintenance of Class III flats & Class IV must be carried out once in a half year

The work consists of complete dusting of the flat including balcony, cleaning of fans/exhaust fan, light fixtures, cleaning of electric switch boards, cleaning of netlon (by washing), removing cobwebs and cleaning in accessible spots in entire flat i.e., wall, loft/top & outside of cupboards etc. ceiling pelmet, window/ventilator grills and shutter with glass panes etc. with broom/vacuum cleaner/moping etc. inside the flat. Toilet / bathroom cleaning also has to be carried out on that day.

5. Penalty:
The details of cleaning of all washrooms should be enclosed along with the bill and if any washrooms is found to be not cleaned as mentioned in Annex- V, ₹500/- per washroom per day will be levied for not carrying out cleaning of wash rooms in the Bank’s Main Office Building, Annex Building and Officers flat at Essential Quarters and Rs.1000/- per flat for not doing complete cleaning of flat in Bank’s Essential Quarters.

6. In case the services are not found satisfactory, the Bank shall be at liberty to withhold any payment/s that may be due to the successful bidder, till such time such services are rendered to the satisfaction of the Bank.

7. The bidder should possess or procure needful infrastructure, gadgets and other material required for smooth housekeeping services. No additional cost towards this will be borne by organization.

8. Guidelines for cleaning works:
   a. High standard of cleanliness should be maintained by using modern equipment and materials
   b. Cleaning works are to be undertaken at the time specified by the Bank, taking into consideration the volume and nature of work, without compromising on the quality of the work.
   c. Cleaning of fans, lighting fixtures exhaust fans, etc.
   d. Cleaning of platform and toilet pots, seats/urinal pots, sink, wash basins, tiles, racks, glass mirrors.
   e. Thorough sweeping, washing, mopping and scrubbing the floors and wall dado inside the toilets.
f. Cleaning of floor, walls and ceiling and removing dirt, dust and stains from them. It should also be made free of cobwebs including removing them from inaccessible places by using appropriate tools.

g. Cleaning includes plumbing and sanitary fittings & fixtures, etc., without causing damage to sensors.

h. Cleaning of windows, window panes, grills, doors, ventilators, etc., without causing any damage to the installed blinds.

i. Cleaning of accessories provided in the wash rooms like buckets/mugs/soap cases etc.

j. All the cleaning material and equipment will be provided by the service provider / contractor firm.

k. The cleaning material used shall be of standard quality (of eco-friendly and non-toxic variety) to avoid damage to CP fixture/tiles/flooring, etc.

l. The Contractor should procure/keep/provide stock of sufficient/adequate quantity cleaning materials/tools/equipment for use to ensure state of the art cleaning.

m. The contractor should use appropriate non-toxic and eco-friendly cleaning materials available in the market and as approved by the Bank. The Contractor shall use only standard quality cleaning materials for cleaning of window panes/fans/mirror etc., use of floor cleaning materials for respective floor finish. The materials used shall not damage the sheen of the flooring / dado finishes. Brass/stainless steel fitting and fixtures shall be polished using appropriate good quality approved materials.

n. The Contractor shall provide the workers with hand gloves wherever necessary.

o. Any additional work as and when required has to be attended to.

9. Timings for Housekeeping work and No of Labourers Required:

The Contractor has to provide labour force in to maintain the buildings as required and quality to ensure workmanship of the degree specified in the job order and to the satisfaction of the Bank. However, the requirement of workforce to be deployed is given herein under:

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<tr>
<th>Sl. No</th>
<th>Nature of Work</th>
<th>Location</th>
<th>Category</th>
<th>Manpower Required</th>
<th>Work men required on all 6 days of each week</th>
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<td>1</td>
<td>Housekeeping</td>
<td>MOB</td>
<td>Housekeepers</td>
<td>44 Nos</td>
<td>Normal Working hours: (8 hours) 7:30 AM to 3:30 PM with half an hour lunchbreak. Bank may stagger the working hour of some workers on requirement basis between the time interval of 07:30 AM and 6 PM.</td>
</tr>
<tr>
<td>2</td>
<td>Supervising</td>
<td></td>
<td>Supervisor</td>
<td>01</td>
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</tbody>
</table>
Note: Deployment/re-appropriation of the number of site supervisor and housekeeping staff may change as per requirement of the RBI.

*The bidders shall, however, survey the area & assess the manpower requirement at their own. The bidder must employ adult & experience labour only. However, the above number can be increased or decreased at the discretion of the Bank, based on the requirement.

10. The contractor shall depute sufficient number of labourers for the work and also a supervisor shall be posted throughout the day to supervise all the operations who will be responsible for ensuring that work is carried out satisfactorily. No minor shall be appointed. Any additional work shall be carried out on holidays if required by the Bank.

11. All labourers and supervisor should report to the P&SE/Caretaker/ Asst.Caretaker of the Main Office Premises. The working hours shall be 8 working hours (including 30 minutes lunch break), 6 working days in a week at the Main Office Building and Annex Building. However, in the case of emergency, the workers will have to continue to work till the emergency is over as per the directions issued by authorized person of the Bank. Weekly holiday should be given to the workers with an alternative arrangement as per Statutory Requirement without affecting services. No extra payment will be considered other than rates quoted by the firm. Contractor shall maintain a record of payment to the workers, which shall be submitted along with the bill. Electricity and water shall be given to the agency at nearest available point, free of cost by the Bank, but all the other arrangements have to be made by the contractor on their own.

12. The above-described job descriptions are only indicative. In case of any exigencies, the persons should be prepared to perform any other jobs assigned to them.

13. The dust bins shall be washed, and garbage bags need to be placed in all garbage bins to avoid stains and clear them when it is full.

14. Contractor will arrange manpower for special VIP visits at no extra cost and provide full support and cooperation when Bank’s conducts any special meeting and also rearranging/shifting of furniture viz. conference chairs, tables, office furniture, chairs, sofas, computer etc. from one place to another place in the office premises.

15. **Housekeeping Monitoring and Control**
For better management and smooth services, the following monitoring mechanism will be adopted by the Contractor: -

**Toilets Checklist:**

a.) This is to be attached on the back of the toilet door. It is to be filled up by the supervisor Housekeeping staff on hourly daily as mentioned in Annex-V.

b.) **Management / Housekeeping Service Requirements/ Complaints Report:** This is to be filled up by the management and administrative staff of the Contractor who receive/observe the complaints/requirements for any of the services. All suggestions, complaints related to services or staff deployed by the Contractor will be registered at site on a computer and should be reported to Caretaker/Asst.Caretaker or P&SE department officials. The Contractor will take immediate action to resolve the same failing which the Penalty Clause will be invoked.

**TERRACE CLEANING:** The Contractor shall clean the terrace periodically as per instruction of the Bank. The Contractor’s quoted rates should be inclusive of this item. No extra payment what so ever will be made on this account.
16. 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 Washbasin, 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) Over all cleanliness in general area and washrooms of the office premises.

**IMPORTANT:** Every care has been taken to cover all important scopes, aspects, areas requiring Housekeeping services, these are, however, not exhaustive and if deemed fit, the Bank may add additional scope of work, for which no additional payment whatsoever on any account will be made.

I/We hereby declare that I/We have read and understood the above instructions/scope of work for the guidance of the quotation/tender. I/we hereby agree to abide and fulfill the above terms & conditions/instructions.

Date: 

Seal & signature of the contractor:

Place:
Section: I- INDICATIVE LIST OF INDICATIVE CLEANING MATERIAL (MINIMUM MONTHLY CONSUMPTION)

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. The Contractor should use following approved / any other equivalent cleaning materials approved by Bank.

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Item description</th>
<th>Brand name</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Floor cleaning</td>
<td>Lizol / Domex or approved equivalent to be approved by the Bank</td>
<td>15 litres</td>
</tr>
<tr>
<td>2</td>
<td>Hard broom</td>
<td>No specific brand</td>
<td>20</td>
</tr>
<tr>
<td>3</td>
<td>Soft broom</td>
<td>No specific brand</td>
<td>20</td>
</tr>
<tr>
<td>4</td>
<td>Dusting cloth</td>
<td>No specific brand</td>
<td>25</td>
</tr>
<tr>
<td>5</td>
<td>Room freshener</td>
<td>Odonil / Godrej Aer or approved equivalent to be approved by the Bank</td>
<td>1 for each toilet for every 15 days</td>
</tr>
<tr>
<td>6</td>
<td>Toilet cleaner</td>
<td>Harpic / Saini Fresh or approved equivalent to be approved by the Bank</td>
<td>10 litres</td>
</tr>
<tr>
<td>7</td>
<td>Windows / Panes/fans/mirror cleaning</td>
<td>Colin / Mr. Muscle or approved equivalent to be approved by the Bank</td>
<td>20 bottles</td>
</tr>
<tr>
<td>8</td>
<td>Stain Remover</td>
<td>Easy-off-Bang or approved equivalent to be approved by the Bank</td>
<td>5 litres</td>
</tr>
<tr>
<td>9</td>
<td>Scrubbers machines dusters/</td>
<td>No specific brand</td>
<td>20 packets</td>
</tr>
<tr>
<td>10</td>
<td>Naphthalene balls</td>
<td>No specific brand</td>
<td>25 pkts (50 balls per pkt)</td>
</tr>
<tr>
<td>11</td>
<td>Room freshener sprays</td>
<td>Godrej / Odonil or approved equivalent to be approved by the Bank</td>
<td>10 bottles</td>
</tr>
<tr>
<td>12</td>
<td>Floor mops</td>
<td>No specific brand</td>
<td>25</td>
</tr>
<tr>
<td>13</td>
<td>Bleaching powder</td>
<td>No specific brand</td>
<td>15 kgs</td>
</tr>
<tr>
<td>14</td>
<td>Table duster</td>
<td>No specific brand</td>
<td>25</td>
</tr>
</tbody>
</table>

Note: The quantity may differ depending on the need. The contractor shall provide adequate quantities of cleaning materials, as desired by the Bank to ensure appropriate cleanliness at no extra cost.
Contractor should keep/provide stock of cleaning materials for use to ensure state of the art. Any deviation in the house keeping tools quality & quantity and other resources as mentioned above will invoke penalty as decided by the Bank. In case the contractor has not provided the sufficient amount of requisite materials even after levy of penalty, the Bank may procure it and deduct the cost from the bills of the contractor.

I/We hereby declare that I/we have read and understood the above instructions for guidance of tenderers’ and will abide by the same.

Date
Place: Signature & Seal of the Contractor
Section J: Safety Code

1. First-aid appliances, including adequate supply of sterilized dressings, cotton wool shall be maintained in a readily accessible place for the use of staff deployed by the Tenderer.

2. In case of any mishap, the injured person shall be taken to a public hospital without loss of time, where the injury necessitates hospitalization.

3. Workers employed shall be provided with protective footwear and rubber hand gloves as per requirement.

4. Suitable and strong scaffolds should be provided for workmen for all works that cannot be safely done from the ground.

5. No floor, roof or other part of the structure shall be overloaded with debris or materials as to render it unsafe.

6. Hoisting machines and tackle used in the works, including their attachments, anchorage and supports shall be in perfect condition.

7. Fire safety measures shall be adhered to as per local bye laws.

8. Whenever electric power is used for attending works, prior permission has to be taken from Bank's Electrical Engineer.

Date: Signature of Tenderer
Section: K- Schedule of Quantities

Annual Maintenance Contract (AMC) for providing Housekeeping services and Washroom Cleaning at Bank’s Main Office Premises and Annex Building

Table :1-This is for illustrative purpose only and the Price Bid should not be submitted with Part I –Technical Bid. It should be submitted online in MSTC Portal and No Enclosure should be enclosed with Part- II

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Description of Work- Housekeeping services and Washroom Cleaning at Bank’s Main Office Premises and Annex Building</th>
</tr>
</thead>
<tbody>
<tr>
<td>NOTE:</td>
<td>Wage component - The bidder may quote equal to or higher the below mentioned amount, but not lower, in MSTC website.</td>
</tr>
<tr>
<td></td>
<td>Service Charges Component - The bidder may quote his desired and reasonable amount in MSTC website.</td>
</tr>
</tbody>
</table>

A. WAGE COMPONENT: – The bidder should not quote rates for this component. Gross Wages of total employees for 12 months: The amount is inclusive of Basic Wages (Minimum) (plus Variable Dearness Allowance) House Keeping Staff(Unskilled) and Supervisor (Semi-Skilled) according to Minimum Wages Act of Government of India, applicable Employees State Insurance (ESI), Employees Provident Fund (EPF), and Bonus.

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Category of Staff</th>
<th>No. of labourers</th>
<th>No. of days (365-52 Sundays)</th>
<th>Base Rate per person per day (refer to Table above)</th>
<th>Total wages per annum</th>
<th>Total amount for 12 months (excl of GST)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>House Keeping Staff (Unskilled)</td>
<td>44</td>
<td>313</td>
<td>815</td>
<td>1,12,24,180</td>
<td>₹1,15,06,506/- excluding GST in MSTC website.</td>
</tr>
<tr>
<td>2</td>
<td>Supervisor (Semi-Skilled)</td>
<td>1</td>
<td>313</td>
<td>902</td>
<td>2,82,326</td>
<td>Quoted rate should be minimum</td>
</tr>
</tbody>
</table>

B. SERVICE CHARGES COMPONENT – Contractor’s Profit, Cost of Cleaning Materials, Insurance charges (Workmen Compensation Policy, Contractors All Risk policy and Third-Party Liability Policy), Uniform charges, Cost of tools or any other expenses as applicable for 12 months

Quoted rate should be excluding GST in MSTC website.

C. GST at 18% on (A+B)

Grand total (A+B+C)
Bidders must keep in mind the following:
- The price should be quoted for one year even if the work is awarded for nine months.
- While quoting wage component that if they quote lower than the minimum amount, they shall be liable for disqualification.
- While quoting Service Charges, they should include all expenditure on providing managerial supervisory/administrative services to get the work done through their deployed Housekeeping Staff.
- Offering “zero”/ irrational/ unreasonable/ unworkable quotes shall be liable for disqualification.
- They shall satisfy themselves about the quantity of cleaning materials required for execution of the work. Agency may visit the site to assess the quantum of work before submitting the tender. If they desire so.

Table 2: calculation sheet for arriving rate per person per day inclusive of Basic Wages (Minimum) (plus Variable Dearness Allowance) according to Minimum Wages Act of Government of India, applicable statutory payments Employees State Insurance (ESI), Employees Provident Fund (EPF), and Bonus.

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Description</th>
<th>Housekeeping Staff (Unskilled)</th>
<th>Supervisor (Semi-Skilled)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>BASIC+VDA per day* (W.E.F October 01, 2021)</td>
<td>654.00</td>
<td>724.00</td>
</tr>
<tr>
<td>2</td>
<td>for 26 days on Sl. No-1</td>
<td>17,004.00</td>
<td>18,824.00</td>
</tr>
<tr>
<td>3</td>
<td>EPF @ 13% including EDLI &amp; admin charges on Sl. No-2 (ceiling Rs.15000/-)</td>
<td>2,211.00</td>
<td>2,447.00</td>
</tr>
<tr>
<td>4</td>
<td>ESI @ 3.25% on Sl. No-2 (NA if it Rs. 21,000/-) rounded off to the next higher rupee</td>
<td>553.00</td>
<td>612.00</td>
</tr>
<tr>
<td>5</td>
<td>Bonus @ 8.33% on Sl. No-2 (NA if it exceeds 21000/-) (rounded off to 2 decimal points)</td>
<td>1,416.00</td>
<td>1,568.00</td>
</tr>
<tr>
<td>6</td>
<td>Total rate per person for 26 days (Sl. No 2 to 5)</td>
<td>21,184.00</td>
<td>23,451.00</td>
</tr>
<tr>
<td>7</td>
<td>Base rate per person per day Sl. No:6/26 (rounded off to 2 decimal points)</td>
<td><strong>815.00</strong></td>
<td><strong>902.00</strong></td>
</tr>
</tbody>
</table>

Minimum rates of wages (plus VDA) calculated as per the Notification issued by the Chief Labour Commissioner (Central); Ministry of Labour & Employment applicable from 1st October 2021.

Statutory payments EPF and ESI are calculated according to latest rules and regulations stipulated by respective authorities Employees' Provident Fund Organization and Employees' State Insurance Corporation.

Bonus is calculated as per the latest amendment [The payment of Bonus(Amendment) Act, 2015 notified on 01.01.2016] made effective from 01.04.2014.
**Tender for Annual Maintenance Contract for Providing Housekeeping Services and Washroom Cleaning at Bank’s Main Office Premises and Annexe Building, RBI Hyderabad.**

**Part II**

*(Financial Bid)*

<table>
<thead>
<tr>
<th>S.No</th>
<th>Description of Item</th>
<th>Rates to be Quoted</th>
</tr>
</thead>
<tbody>
<tr>
<td>A.</td>
<td><strong>Wage Component</strong> - Basic Wages (Minimum) (plus Variable Dearness Allowance) according to Minimum Wages Act of Government of India, applicable statutory payments Employees State Insurance (ESI), Employees Provident Fund (EPF), and Bonus (excluding GST @ 18 %)</td>
<td>Rs…………………</td>
</tr>
<tr>
<td>B.</td>
<td><strong>Service Charges Component</strong> – Contractor’s Profit, Cost of Cleaning Materials, Insurance charges (Workmen Compensation Policy, Contractor’s All Risk Policy and Third-Party Liability Policy), Uniform charges, Cost of tools or any other expenses as applicable(excluding GST @ 18 %)</td>
<td>Rs…………………</td>
</tr>
<tr>
<td>C.</td>
<td><strong>GST @ 18 % on A+B</strong> (GST should be calculated on both wage and service charge components)</td>
<td>Rs…………………</td>
</tr>
<tr>
<td>D.</td>
<td><strong>Total amount (A+B+C)</strong></td>
<td>Rs…………………</td>
</tr>
</tbody>
</table>

**Place:**

**Name & Signature of the Contractor**

**Date:**

**DO NOT UPLOAD THE RATES FOR THE SAID WORK ALONG WITH THE TECHNICAL DOCUMENTS.**
## ANNEXURE-I
### BASIC INFORMATION

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Name of the applicant/organization and address of the registered office along with the Contact details (mobile numbers and email ids).</td>
</tr>
<tr>
<td>2.</td>
<td>Type of Organization- (Whether Sole Proprietorship/Partnership/Private Limited/Limited or Co-operative Body etc.) <strong>Please enclose related documents.</strong></td>
</tr>
<tr>
<td>3.</td>
<td>Name of the Proprietor/Partners/Directors of the organization/Firm (a) (b) (c) (d)</td>
</tr>
<tr>
<td>4.</td>
<td>Details of Registration (whether partnership firm, company etc.)- Registering Authority, Date, Registration Number etc. mentioning the business/activity of the Firm.</td>
</tr>
<tr>
<td>6.</td>
<td>Experience in the respective field of work <strong>Please, enclose documents in support thereof.</strong> ---------------- Years</td>
</tr>
</tbody>
</table>
| 7.    | Whether financially sound to undertake works costing up to ₹112 Lakh (Rupees One Hundred and Twelve Lakh only). If so, enclose Audited Annual Financial Statements for last three years.  
FY 2018-19  
FY 2019-20  
FY 2020-21 |
| 8.    | Yearly turnover of the firm/contractor during the last three years  
FY 2018-19  
FY 2019-20  
FY 2020-21  
(duly certified by a Chartered Accountants) |
9. **Income Tax Returns of for the last three Financial years:**
   FY 2018 – 19
   FY 2019 – 20 and
   FY 2020-21

10. **PAN number (copy should be uploaded)**

11. **GST Registration No (Copy should be uploaded)**

12. **MSME Registration Certificate for MSME firms.**

13. **EPF Registration Number (copy should be uploaded)**

14. **ESI Registration Number (copy should be uploaded)**

15. Whether registered with Labour Department under the Contract Labour (R & A) Act, 1970 and Contract Labour (Regulation and Abolition) Central Rules, 1971 for providing housekeeping services. If yes, indicate the date of registration and number. (A copy of Certificate/ Registration to be submitted).

16. **Registration No. / License No. Under Contract Labour (R & A) Act 1970 of any other employer for whom the agency is currently undertaking the work through contract labour for providing Housekeeping services.**

17. **Name and Address of the existing clients along with full details where tenderer is currently executing a similar work.**

18. **Whether having registered local office within the jurisdiction limits of Telagana? If yes, mention the address of the local office (A copy of trade license for the service set-up in Hyderabad as an address proof for registered local office to be uploaded)**

19. **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 tender Attach a separate sheet.)
shall stipulate in the tender notice, to be given on the website that the tenderers have to invariably furnish details along with documentary evidence of previous experience, if any, of carrying out works for the Reserve Bank of India.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>20.</td>
<td>The Bank Account (IFSC Code and Account Number) where payments would be received by the organization</td>
</tr>
<tr>
<td>21.</td>
<td>Name and Address of the Banker. The Solvency Certificate regarding financial standing of the Tenderer is to be given by the banker on its letter head.</td>
</tr>
<tr>
<td>22.</td>
<td>Whether any Civil Suit/ Litigation/disputes/suspension/ penalty arisen in the contracts executed during the last 5 years ending on <strong>March 31, 2022</strong> / being executed. If yes, please furnish the name of the project, employer, nature of work, contact value, work order and date and brief details of litigation otherwise mention “Nil”</td>
</tr>
<tr>
<td></td>
<td>Attach a separate sheet if required.</td>
</tr>
<tr>
<td>23.</td>
<td>Any other disputes with statutory authorities are pending otherwise mention “Nil”</td>
</tr>
<tr>
<td>24.</td>
<td>Any bank having declared any loan of the tenderer as NPA in the last three years if any otherwise mention “Nil”</td>
</tr>
<tr>
<td>25.</td>
<td><strong>NEFT of ₹3,12,000/-</strong> (Rupees Three Lakh Twelve Thousand only) deposited in favour of RBI, Hyderabad, representing Earnest Money Deposit.</td>
</tr>
<tr>
<td>26.</td>
<td>Any other document/s required to be submitted, as mentioned above or as demanded by the Bank.</td>
</tr>
</tbody>
</table>

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

Date:                                  Signature of the contractor/firm

Place:
ANNEXURE – II
Details of the work executed during the last 5 years ending on March 31, 2022 as per the eligibility criteria

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Name of the work &amp; location</th>
<th>Nature &amp; Description of work</th>
<th>Name &amp; address of the owner for whom work was carried out (Details of contact person with Phone number shall be furnished).</th>
<th>The name and full address of the officer under whom the work was carried out.</th>
<th>Value of the work in ₹</th>
<th>Whether work completed in time. If not reason for the delay</th>
<th>Date of start and completion - Proof for satisfactory completion of the work should be attached (signed by the competent person)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
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<td></td>
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<tr>
<td>4</td>
<td></td>
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<tr>
<td>5</td>
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<td>6</td>
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<td>7</td>
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<tr>
<td>8</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Place and Date: Signature of the contractor/firm with name and address & Seal

[Scanned copy (in pdf format) of this Annexure duly filled, to be uploaded with tender]
Annexure – III: CLIENT’s CERTIFICATE

PERFORMANCE OF CONTRACTOR

To
Regional Director for Andhra Pradesh and Telengana
Estate Department
Reserve Bank of India
Secretariat Road, Saifabad
Hyderabad-500004

Name & address of the Client:

Details of Works executed by Smt. /M/s

<table>
<thead>
<tr>
<th></th>
<th>Name of work with brief particulars</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Agreement No. and date</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Agreement amount</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Date of commencement of work</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Stipulated date of completion</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Actual date of completion</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Details of compensation levied for delay (indicate amount) if any</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Gross amount of the work completed and paid</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Name and address of the authority under whom works executed</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Whether the contractor employed qualified Engineer/Overseer during execution of work?</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>i) Quality of work (indicate grading)</td>
<td>Outstanding/Very Good/Good/Satisfactory/poor</td>
</tr>
<tr>
<td></td>
<td>ii) Amt. of work paid on reduced rates, if any.</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>i) Did the contractor go for arbitration?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>ii) If yes, total amount of claim</td>
<td></td>
</tr>
<tr>
<td></td>
<td>iii) Total amount awarded</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Comments on the capabilities of the contractor.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>a) Technical proficiency</td>
<td>Outstanding/Very Good/Good/Satisfactory/poor</td>
</tr>
<tr>
<td></td>
<td>b) Financial soundness</td>
<td>Outstanding/Very Good/Good/Satisfactory/poor</td>
</tr>
<tr>
<td></td>
<td>c) Mobilization of adequate T&amp;P</td>
<td>Outstanding/Very Good/Good/Satisfactory/poor</td>
</tr>
<tr>
<td></td>
<td>d) Mobilization of manpower</td>
<td>Outstanding/Very Good/Good/Satisfactory/poor</td>
</tr>
<tr>
<td></td>
<td>e) General behavior</td>
<td>Outstanding/Very Good/Good/Satisfactory/poor</td>
</tr>
</tbody>
</table>

Note: All columns should be filled in properly counter signed by Reporting Officer or executive engineer/Superintending Engineer or equivalent.

The performance/completion certificates obtained from clients can be in any format other than the one specified above, but the certificates should mandatorily contain the information sought above. If the certificates uploaded are not able to establish the information sought above, those will not be accepted.
Annexure: IV
Proforma for Performance Bank Guarantee In Lieu Of Security Deposit

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

Place……………………
Date……………………

To
Regional Director for Andhra Pradesh and
Telangana
Estate Department
Reserve Bank of India
Secretariat Road, Saifabad
Hyderabad-500004

Madam,

Annual Maintenance Contract for Providing Housekeeping Services and
Washroom Cleaning at Bank’s Main Office Premises and Annexe Building, RBI
Hyderabad.

WHEREAS Reserve Bank of India, having its Central Office at Shahid Bhagat Singh
Road, Mumbai, through its office at Reserve Bank of India, Secretariat Road,
Saifabad, Hyderabad 500004 (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, Hyderabad a Performance Bank Guarantee for a total amount of ₹____________________ 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 ₹____________________ as Performance Guarantee for due
fulfilment of terms and conditions of the contract.

NOW THIS GUARANTEE WITNESSETH

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 ₹____________________ 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 the Contractor under the said Contract, provided, however, that our
liability against such sum shall not exceed the sum of ₹____________________
1. We also agree to undertake and confirm that the sum not exceeding ₹ ________ 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.

2. 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.

3. 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 ₹ _________________

b) Our liability under these presents shall not exceed the sum of ₹ _________________

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 contract period, i.e., upto September 30, 2023 for this contract 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).
## Annex- V

### Wash room Cleaning-Check List

**Toilet Location:**

**Date of Cleaning:**

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Items</th>
<th>Conditions</th>
<th>8am</th>
<th>9am</th>
<th>10am</th>
<th>11am</th>
<th>12pm</th>
<th>1pm</th>
<th>2pm</th>
<th>3pm</th>
<th>4pm</th>
<th>4.30pm</th>
<th>HK Staff</th>
<th>Supervisor</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Floor</td>
<td>Cleaned/Mopped</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Urinal/Flush out</td>
<td>Cleaned/working</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Wash Basin</td>
<td>Cleaned</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Wash Basin Table</td>
<td>Cleaned</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Mirror</td>
<td>Cleaned</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Exhaust Fan</td>
<td>Cleaned/working</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Door (In &amp; Out)</td>
<td>Cleaned/working</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Dustbins</td>
<td>Cleaned</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Mat</td>
<td>Cleaned</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Naphthalene</td>
<td>Available</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Odonil</td>
<td>Available</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Hand Wash</td>
<td>Available</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Annexure: VI- Checklist for periodicity of works executed

Name of the Location:
Name of the Contractor:
Period of AMC work:

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Description of Work</th>
<th>Yes/No</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Scope of Work for General Areas/Common Areas of Main Office Premises Including Annex Building as mentioned in the part I of the tender.</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Scope of Work for Washrooms/ Toilets in Main Office Premises Including Annex Building as mentioned in the part I of the tender.</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Special cleaning exercise of the toilets/ washrooms and other areas in the Bank premises to be carried out weekly (on Saturdays)</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Flat Cleaning at bank’s Essential Staff Quarters</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Weekly/Quarterly/Half Yearly basis</strong></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Collecting the garbage and segregating based on organic and non-organic waste and arrange for its disposal. The organic waste should be disposed of with Organic Waste Converter (OWC), if available in the bank.</td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Whether the Cleaning Materials used is as mentioned in the tender document at ‘LIST OF APPROVED BRANDS OF CLEANING MATERIALS’</td>
<td></td>
</tr>
</tbody>
</table>

This is to certify the contractor has carried out the captioned work satisfactorily for the above stated period.

Date:

1. Signature with Seal of Caretaker/Asst.Caretaker:

2. Signature with Seal of Security Officer(P&SE):
## Annexure VII
### Details of Bankers
*(To be given on Tenderer’s letter head)*

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Banker</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account No</td>
<td></td>
</tr>
<tr>
<td>Type of Account:</td>
<td></td>
</tr>
<tr>
<td>Name of the Bank and complete postal address:</td>
<td></td>
</tr>
<tr>
<td>IFS Code</td>
<td></td>
</tr>
<tr>
<td>Name and Job-title of the Contact Person</td>
<td></td>
</tr>
<tr>
<td>Telephone No(s) and Email ID etc.</td>
<td></td>
</tr>
<tr>
<td>Whether Credit Facility/Overdraft facility availed by the agency.</td>
<td></td>
</tr>
<tr>
<td>The period from which the agency has been banking with the Banker.</td>
<td></td>
</tr>
<tr>
<td>Any other information which the vendor may like to furnish about its Banker.</td>
<td></td>
</tr>
</tbody>
</table>

Date:

Authorized Signatory:

*(With Name/Designation & Seal)*