



Reserve Bank of India
Human Resource Management Department
Itanagar

Annual Maintenance Contract for Housekeeping/ Cleaning & Catering at Office Building, Common & Peripheral Areas of RBI Itanagar

Reserve Bank of India, Itanagar (hereinafter referred to as the 'Bank') invites tender in two parts (Part I – Techno-Commercial Bid & Part II – Price Bid) from eligible firms/Tenderers fulfilling the pre-qualification criteria for Annual Maintenance Contract for Housekeeping/ Cleaning & Catering at Office Building, Common & Peripheral Areas of RBI Itanagar. The contract will be initially valid up to March 31, 2025, and will be extendable for a maximum of two more years, one year at a time, subject to satisfactory performance, or other periods/ parameters as the Bank may decide. The last date for submission of e-tender is **January 20, 2025 up to 14:00 hrs**. For uploading the tender, please visit and register on MSTC website at <https://www.mstcecommerce.com>. The brief information and schedule of e-tender is as follows:

1	Mode of Tender	e-Procurement System (Online Part I – Technical Bid and Part II - Commercial Bid) through https://www.mstcecommerce.com
2	E-Tender No.	RBI/Itanagar/HRMD/3/24-25/ET/646
3	Estimated Cost	₹13,50,000/-
4	Earnest Money Deposit	₹27,000/- (2% of Estimated Cost) to be deposited through NEFT in favor of Reserve Bank of India, in the A/c No.- 8692299 (Earnest Money Deposit), IFSC-RBIS0GWPA01 [mentioning name/ company name of the vendor in NEFT transaction remarks]. EMD will not carry any interest. It would be refunded to the unsuccessful tenderers within 10 working days of the award of the contract. In the case of successful tenderers, the EMD will be returned after submission of Security Deposit in the form of a Bank Guarantee.
5	Bank Guarantee	₹67,500/- (5% of Estimated Cost) to be submitted by the successful bidder
6	Transaction Fees	0.05% of total estimate cost of estimated cost plus applicable taxes to be paid through MSTC Payment gateway/NEFT/RTGS in favor of MSTC Limited or as advised by M/s MSTC Ltd
7	Date of starting of e-Tender for submission of online Techno-Commercial Bid	January 01, 2025 at 1100 Hrs.
8	Pre-bid meeting	January 08, 2025 at 1130 Hrs.
9	Date of Closing of Online e-tender for submission of Technical & Commercial Bid	January 20, 2025 at 1400 Hrs.

10	Date & time of opening of (i) Part-I (Technical Bid) (ii) Part-II (Commercial Bid)	(i) January 20, 2025 at 1600 Hrs. (ii) Part-II (Financial Bid) will be opened electronically of only those tenderer(s) whose Part-I (Technical Bid) is found acceptable by RBI, Itanagar. Such tenderer(s) will be intimated regarding date of opening of Part- II (Financial Bid) through valid email given by them.
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Note: Please also note that further Addendum/ Corrigendum will only be published on RBI website.

Date: December 11, 2024

General Manager (O-i-C)
RBI, Itanagar



भारतीय रिज़र्व बैंक
Reserve Bank of India
मानव संसाधन प्रबंधन विभाग
ईटानगर
Human Resource Management Department
Itanagar

निविदा आमंत्रण सूचना (एनआईटी)
(केवल ई-खरीद के माध्यम से)
NOTICE INVITING TENDER (NIT)
(Only through e-procurement)

भारतीय रिज़र्व बैंक, ईटानगर, पूर्व- योग्यता मानदंडों को पूरा करने वाली पात्र फर्मों/ठेकेदारों से आरबीआई ईटानगर के कार्यालय भवन , सामान्य और परिधीय क्षेत्रों में हाउसकीपिंग/सफाई और खानपान के लिए वार्षिक रखरखाव अनुबंध के लिए दो भागों (भाग I – तकनीकी-वाणिज्यिक बोली और भाग II – मूल्य बोली) में ई-निविदा आमंत्रित करता है। अनुबंध शुरू में 31 मार्च, 2025 तक वैध रहेगा तथा इसे अधिकतम दो वर्षों के लिए बढ़ाया जा सकेगा, एक बार में एक वर्ष, जो संतोषजनक कार्य निष्पादन, या अन्य अवधियों/मापदंडों के अधीन होगा, जैसा कि बैंक तय करेगा।

Reserve Bank of India, Itanagar invites e-tender in two parts (Part I – Technical-commercial Bid & Part II – Price Bid) for Annual Maintenance Contract for Housekeeping/ Cleaning & Catering at Office Building, Common & Peripheral Areas of RBI Itanagar from eligible firms/Tenderers fulfilling the pre-qualification criteria. The contract will be initially valid up to March 31, 2025 and will be extendable for a maximum of two more years, one year at a time, subject to satisfactory performance, or other periods/ parameters as the Bank may decide.

ई-टेंडर जमा करने की अंतिम तिथि 20 जनवरी 2025 को 1400 बजे तक है। अधिक जानकारी के लिए, कृपया वेबसाइट <https://www.rbi.org.in> पर "टेंडर" अनुभाग देखें और टेंडर अपलोड करने के लिए कृपया एमएसटीसी वेबसाइट <https://www.mstcecommerce.com> पर जाएँ और रजिस्टर करें। कृपया यह भी ध्यान दें कि आगे का परिशिष्ट/शुद्धिपत्र केवल, भारतीय रिज़र्व बैंक वेबसाइट पर प्रकाशित किया जाएगा।

The last date for submission of e-tender is **January 20, 2025 up to 1400 hrs.** For further details, please visit "Tender" section at website <https://www.rbi.org.in> and for uploading the tender please visit and register on MSTC website at <https://www.mstcecommerce.com>. Please also note that further Addendum/ Corrigendum will only be published on RBI website.

स्थान/ Place: ईटानगर/ Itanagar
तारीख/ Date: December 11, 2024

महाप्रबंधक (प्रभारी अधिकारी)/ General Manager (O-i-C)
आरबीआई, ईटानगर/ RBI, Itanagar

अस्वीकरण
DISCLAIMER

भारतीय रिज़र्व बैंक, ईटानगर ने इच्छुक पक्षों को परियोजना पर पृष्ठभूमि जानकारी देने के लिए यह दस्तावेज़ तैयार किया है। यद्यपि भारतीय रिज़र्व बैंक ने इसमें निहित जानकारी को तैयार करने में समुचित सावधानी बरती है तथा मानता है कि यह उचित है, फिर भी न तो भारतीय रिज़र्व बैंक, न ही इसके किसी प्राधिकारी या एजेंसी, न ही इनके संबंधित अधिकारी, कर्मचारी, एजेंट या सलाहकार इस दस्तावेज में निहित जानकारी या इसके साथ प्रदान की गई किसी जानकारी की पूर्णता या सटीकता के बारे में कोई वारंटी देते हैं या कोई अभिव्यक्त या निहित का प्रतिनिधित्व करते हैं।

Reserve Bank of India, Itanagar, has prepared this document to give background information on the Project 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 agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

यह जानकारी संपूर्ण नहीं है। इच्छुक पक्षों को अपनी जांच स्वयं करनी होगी और उत्तरदाताओं को लिखित रूप में पुष्टि करनी होगी कि उन्होंने ऐसा किया है, और वे निविदा प्रस्तुत करने में केवल भारतीय रिज़र्व बैंक द्वारा प्रदान की गई जानकारी पर निर्भर नहीं हैं। यह जानकारी इस आधार पर प्रदान की जाती है कि यह भारतीय रिज़र्व बैंक या उसके किसी भी प्राधिकरण या एजेंसी या उनके किसी भी संबंधित अधिकारी, कर्मचारी, एजेंट या सलाहकार के लिए बाध्यकारी नहीं है।

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.

भारतीय रिज़र्व बैंक परियोजना को आगे न बढ़ाने या परियोजना के विन्यास को बदलने, इस दस्तावेज़ में दर्शाई गई समय सारणी को बदलने या लागू की जाने वाली प्रक्रिया या प्रक्रिया को बदलने का अधिकार सुरक्षित रखता है। यह किसी भी पक्ष के साथ मामले पर आगे चर्चा करने से इनकार करने का अधिकार भी सुरक्षित रखता है जो रुचि व्यक्त करता है। किसी भी प्रकार की लागत की प्रतिपूर्ति नहीं की जाएगी। रुचि व्यक्त करने वाले व्यक्तियों या संस्थाओं को भुगतान किया जाएगा

Reserve Bank of India reserves the right not to proceed with the Project or to change the configuration of the Project, to alter the time table 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.

निविदा की अनुसूची (एसओटी)
SCHEDULE OF TENDER (SOT)

क्रम सं/ S. N.	मद/ Item	विवरण/ Details
1	ई-निविदा सं./ E-Tender no.	RBI/Itanagar/HRMD/3/24-25/ET/646
2	निविदा का तरीका/ Mode of Tender	केवल ई-प्रोक्योरमेंट सिस्टम (ऑनलाइन भाग I - तकनीकी-वाणिज्यिक बोली और भाग II - मूल्य बोली) के माध्यम से एमएसटीसी वेबसाइट पर लिंक - www.mstcecommerce.com/eprochome/rbi At MSTC website through e-Procurement System (Online Part I - Technical-Commercial Bid and Part II - Price Bid) only Link- www.mstcecommerce.com/eprochome/rbi
3	कार्य का नाम/ Name of Work:	कार्यालय भवन , सामान्य और परिधीय क्षेत्रों में हाउसकीपिंग / सफाई और खानपान के लिए वार्षिक रखरखाव अनुबंध । Annual Maintenance Contract for Housekeeping/ Cleaning & Catering at Office Building, Common & Peripheral Areas of RBI Itanagar.
4	अनुमानित लागत/ Estimated Cost	सभी लागू करें सहित लगभग ₹13,50,000/- (केवल तेरह लाख पचास हजार रुपये) प्रति वर्ष Approximately ₹13,50,000/- (Rupees Thirteen Lakh Fifty Thousand Only) per annum inclusive of all applicable taxes
5	बयाना राशि जमा (ईएमडी)/ Earnest Money Deposit (EMD)	₹27,000/- (अनुमानित लागत का 2%) भारतीय रिजर्व बैंक के पक्ष में एनईएफटी के माध्यम से खाता संख्या- 8692299, आईएफएससी- RBIS0GWPA01 [एनईएफटी लेनदेन टिप्पणी में विक्रेता का नाम/कंपनी का नाम उल्लेखित करें] में जमा किया जाना है। ईएमडी पर कोई ब्याज नहीं लगेगा। अनुबंध मिलने के 10 कार्य दिवसों के भीतर असफल निविदाकर्ताओं को यह राशि वापस कर दी जाएगी। सफल निविदाकर्ताओं के मामले में, बैंक गारंटी के रूप में सुरक्षा जमा करने के बाद ईएमडी वापस कर दी जाएगी। ₹27,000/- (2% of Estimated Cost) to be deposited through NEFT in favour of Reserve Bank of India, in the A/c No.- 8692299, IFSC- RBIS0GWPA01 [mentioning name/ company name of the vendor in NEFT transaction remarks]. EMD will not carry any interest. It would be refunded to the unsuccessful tenderers within 10 working days of the award of the contract. In the case of successful tenderers, the EMD will be returned after

		submission of Security Deposit in the form of a Bank Guarantee.
	i) निविदा शुल्क/ Tender Fees	शून्य/ Nil
6	लेनदेन शुल्क/ Transaction Fee	कुल अनुमानित लागत का 0.05% + 18% जीएसटी का भुगतान एमएसटीसी पेमेंट गेटवे/एनईएफटी/आरटीजीएस के माध्यम से एमएसटीसी लिमिटेड के पक्ष में या मेसर्स एमएसटीसी लिमिटेड द्वारा सलाह के अनुसार किया जाना है। 0.05% of total estimate cost of estimated cost plus GST @18% to be paid through MSTC Payment gateway/NEFT/RTGS in favour of MSTC Limited or as advised by M/s MSTC Ltd
7	प्रदर्शन की गारंटी/ Performance Guarantee	सफल बोलीदाता द्वारा ₹67,500/- (अनुमानित लागत का 5%) जमा किया जाना है ₹67,500/- (5% of Estimated Cost) to be submitted by the successful bidder
8	निविदा आमंत्रण सूचना (एनआईटी) की तिथि पार्टियों के लिए डाउनलोड हेतु उपलब्ध है/ Date of Notice Inviting Tender (NIT) available to parties to download	11 दिसम्बर, 2024 को 1300 बजे से December 11, 2024 at 1300 Hrs. onwards
9	बोली-पूर्व बैठक का कार्यक्रम (ऑफ़लाइन)/ Schedule of Pre-bid meeting (offline)	08 जनवरी, 2025 को 1130 बजे भारतीय रिज़र्व बैंक, January 08, 2025 at 1130 Hrs. at Reserve Bank of India,
10	ऑनलाइन तकनीकी-वाणिज्यिक बोली प्रस्तुत करने के लिए ई-निविदा शुरू होने की तिथि/ Date of starting of e-Tender for submission of online Technical-Commercial Bid	01 जनवरी, 2025 को 1100 बजे। January 01, 2025 at 1100 Hrs.
11	आरबीआई, ईटानगर को ईएमडी जमा करने की अंतिम तिथि/ Last Date of	20 जनवरी, 2025 को 1400 बजे। January 20, 2025 at 1400 Hrs.

	Submission of EMD to RBI, Itanagar	
12	तकनीकी-वाणिज्यिक बोली प्रस्तुत करने के लिए ऑनलाइन ई-निविदा बंद होने की तिथि/ Date of closing of online e-tender for submission of Technical-Commercial Bid	20 जनवरी, 2025 को 1400 बजे। January 20, 2025 at 1400 Hrs.
13	भाग-I: खुलने की तिथि एवं समय भाग-I: तकनीकी-वाणिज्यिक बोली/ Date & time of opening of Part-I: Technical-Commercial Bid	20 जनवरी, 2025 को 1600 बजे। January 20, 2025 at 1600 Hrs.
	भाग-II: मूल्य बोली खोलने की तिथि एवं समय / Date & time of opening of Part-II: Price Bid	भाग-II खोलने की तिथि अर्थात बोली मूल्य की सूचना भाग-I के सभी पात्र बोलीदाताओं को ई-मेल द्वारा अलग से दी जाएगी। Date of opening of Part - II i.e., price bid shall be informed separately to all the eligible bidders in Part-I by e-Mail

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Section-A

Important Instructions Regarding E-tender

Bidders are requested to read the important instruction on e-tendering process as given below and the Terms & Conditions of this tender given in subsequent pages before submitting your online tender.

1 Process of E-tender:

A) Registration:

The process involves vendor's registration with MSTC e-procurement portal which is free of cost. Only after registration, the vendor(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 Vendor should possess Class III signing type digital certificate. Vendors are to make their own arrangement for bidding from a personal computer/laptop connected with Internet. MSTC is not responsible for making such arrangement. *(Bids will not be recorded without Digital Signature).*

Special Note: The Technical Bid and The Commercial Bid Has to Be Submitted On-Line At www.mstcecommerce.com/eprochome/rbi

- 1) Vendors are required to register themselves online with www.mstcecommerce.com → e-Procurement → PSU/Govt. Depts. → Select RBI Logo → Register as Vendor → Filling up details and creating own user id and password → Submit.
- 2) Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form. In case of any clarification, please contact RBI or MSTC, (before the scheduled time of the e- tender).

Contact person (RBI):

1.	Shri. Alok Ekka, Assistant General Manager	alokekka@rbi.org.in	9909922310
2.	Smt. Dimyana Lyngdoh, Manager	dlyngdoh@rbi.org.in	9101578729

Contact person (MSTC Ltd):

i)	Prashant Chitranjan pchitranjan@mstcindia.co.in	8592888286
ii)	Raj Rohit Khalkho rrkhalkho@mstcindia.co.in	9127754867



iii)	Ms. Divyendu Paul, Dy. Manager	dpaul@mstcindia.co.in Ph- 022-22823767 09831992269
iv)	Ms. Rupali Pandey, Dy. Manager	rpandey@mstcindia.co.in Ph- 022 22886268 Extn: 13, 9458704037
v)	Mr. Tanmay Sarkar, Dy. Manager	tsarkar@mstcindia.co.in Ph-022 22886268, 08349894664
MSTC Help Desk	Registration	Ms Pranali 022-35134240
	e- procurement	022-22886268/ 22822789
	Head Office	07969066600
	email	helpdeskwro@mstcindia.in , helpdeskho@mstcindia.in Kindly mention "Helpdesk" in email Subject)
Note- For all technical issues, you may contact the above from 10 am to 5 pm on all working days.		

B) System Requirement:

- I. Windows 7 or above Operating System
- II. IE-7 and above Internet Explorer
- 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 Digital Signature Certificate (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".



	<p>To enable ALL active X controls and disable 'use pop up blocker' under Tools→ Internet Options → custom level (Please run IE settings from the page https://www.mstcecommerce.com once).</p>
2	<p>The Technical-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.</p>
3	<p>All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity.</p>
4	<p>Special Note towards Transaction fee:</p> <p>Transaction fees is the portal usage charges levied by the MSTC for using their portal for participating in the e- tendering process.</p> <p>The vendors shall pay the transaction fee using "Transaction Fee Payment" Link under "My Menu" in the vendor login. The vendors have to select the particular tender from the event dropdown box. The vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, the vendor shall generate a challan by filling up a form. The vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, the vendor 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 vendor shall be receiving a system generated mail.</p> <p><i><u>Transaction fee is non-refundable. A vendor will not have the access to online e-tender without making the payment towards transaction fee.</u></i></p> <p><i><u>NOTE: Bidders are advised to remit the transaction fee well in advance before the closing time of the event so as to give themselves sufficient time to submit the bid.</u></i></p>
5	<p>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).</p>
7	<p>E-tender cannot be accessed after the due date and time mentioned in NIT</p>

**8 Bidding in e-tender :**

- a) Tender fees and Transaction fees (If ANY) to be eligible to bid online in the e-tender. Tender fees and Transaction fees are non-refundable.
- b) The process involves Electronic Bidding for submission of Technical and Commercial Bid.
- c) The vendor(s) who have submitted transaction fee can only submit their Technical Bid and Commercial Bid through internet in MSTC website www.mstcecommerce.com → e-procurement → PSU/Govtdepts → Login under RBI → My menu → Auction Floor Manager → live event → Selection of the live event
- d) 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 does not run, the vendor will not be able to save/submit his Technical bid.
- e) After filling the Technical Bid, vendor should click 'save' for recording their Technical bid. Once the same is done, the Commercial Bid link becomes active. The same has to be filled and vendor should click on "save" to record their Commercial bid. Once both Technical bid & Commercial bid have been saved, the vendor can click on the "Final submission" button to register their bid
- f) Vendors are instructed to use Attach Doc button to upload documents. Multiple documents can be uploaded.
- g) In all cases, vendor should use their own ID and Password along with Digital Signature at the time of submission of their bid.
- h) During the entire e-tender process, the vendors will remain completely anonymous to one another and also to everybody else.
- i) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.
- j) All electronic bids submitted during the e-tender process shall be legally binding on the vendor. A 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 the Buyer and the Vendor for execution of supply.



	<p>k) It is mandatory that all the bids are submitted with Digital Signature Certificate otherwise the same will not be accepted by the system.</p> <p>l) Buyer reserves the right to cancel / reject / accept / withdraw / extend the tender in full or part as the case may be without assigning any reason thereof.</p> <p>m) No deviation in the terms and conditions of the tender document is acceptable. Submission of bid in the e-tender floor by any vendor confirms his acceptance of terms & conditions for the tender.</p>
9	Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.
10	No deviation in the technical and commercial terms & conditions are allowed.
11	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 reason thereof.
12	Vendors are requested to read the VENDOR GUIDE and see the video in the page www.mstcecommerce.com/eprochome to familiarize themselves with the system before bidding.

**Section-B****Eligibility Criteria for participating in the e-Tender**

1. Reserve Bank of India, Itanagar invites e-Tender in two parts for Annual Maintenance Contract for Housekeeping/ Cleaning & Catering at Office Building, Common & Peripheral Areas of RBI Itanagar at an estimated cost of approximately Rs. 12.80 Lakhs inclusive of all taxes.
2. **Eligibility Criteria for the tenderers:**
Only Company/Firm/Agency who fulfill the following per-qualification criteria are eligible to apply:
3. **The Bank may increase/ decrease the number of staffs as per its requirement. The contract so awarded will be initially valid from _____ which may be further extended up to two years, one year at a time subject to annual review by the Bank based on the satisfactory performance of the service provider/s and at the sole discretion of the Bank**
4. **Eligibility Criteria for participating in the tender:** Company/Firm/Agency who fulfill the following per-qualification criteria are eligible to apply:

Sl. No.	Criteria	Requirement
1	Experience Required.	Should have minimum 03 years of experience of executing similar works. Applicant should furnish their Client list (as per Annexure IV) showing the details of work carried out by them during the last 3 years. The list shall include details such as Name of the Client, Value of work executed, Date of Start and Finish of the work, etc. The Applicant should also submit documentary evidence in support of minimum experience of 3 years.
2	Yearly Turnover	Should have an average annual turnover of 100% of the Estimated Cost or more during the last three financial years. A Certificate from Chartered Accountant (CA), along with the Balance Sheet, duly certified must be mandatorily submitted along with the tender. Any tender document without the Balance sheet and a CA certificate regarding the turnover will be rejected.
3	Solvency	Should furnish solvency certificate issued by the Applicants banker, specifically for the purpose of the work, for a minimum amount equal to the estimated cost
4	Service setup	Full-fledged service setup should be available for the specified job at Itanagar wherefrom required quality after sales services can be regularly provided



5. Details of the Company/Firm/Agency

(a) The Full particulars of the Company/Firm/Agency, in detail, are required to be submitted (**as per Annexure II**). 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) Details of work experience as per the requirements in the pre-qualification criteria supported by work orders, documents, and client certificates (strictly in format as prescribed under **Annexure I**).

(c) 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 Tenderer for a period of last three financial years duly certified by a Chartered Accountants should be enclosed in proof of credit worthiness and turnover for the last three years.

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

6. Documents to be submitted:

- a) Audited or CA certified statement of accounts for the last 3 accounting years.
- b) Copies of Income Tax Return filed with the Income Tax Department for the last three years.
- c) Copies of applicable tax registrations, viz., PAN, TIN, GST, etc.
- d) Copy of Registration Certificate of the Company/firm/agency issued by the relevant authority.
- e) Copies of E.P.F. Registration Certificate and E.S.I Registration Certificate.
- f) Solvency Certificate issued by the tenderer's bankers specifically for this work for an amount equivalent to the estimated cost of the present work, for indicating financial soundness of the tenderer (preferably in the format prescribed **as per Annexure VI**). Solvency certificate issued by any Scheduled Bank is acceptable.
- g) Full particulars of the bank accounts of the tenderers like the bank branch address, IFS Code, account no and type, when opened, etc., should be submitted.



- h) In the exceptional cases such as merger, acquisition, takeover etc., the intending tenderer may submit all the relevant documents for seeking any exemption/ deviation that it requests the Bank to consider. The Bank is not bound to accept such requests and reserves its right to allow or reject such exemptions/ deviations. The Bank's decision in this regard shall be final.
7. In the event of intending tenderers failure to satisfy the Bank with regard to the above requirements, 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.
8. Details of skilled Technical staff /workmen staff/Supervisor etc.
9. **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.
10. After scrutiny if any of the Tenderers is found not to be in possessing the required eligibility, their tenders will not be considered by the Bank for further processing.
11. Tender shall be submitted through tendering in two parts. Part-I tender will contain the Bank's standard Technical-Commercial conditions for the proposed work.
12. Part-I of the tenders will be opened at ____Hrs. on _____, 2024, 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, well in advance.
13. The Bank shall obtain reports on the past performance of the tenderer from his clients and bankers. The Bank shall evaluate the said reports as per the evaluation criteria mentioned in Part I before opening of the Part-II of the tenders. If any tenderer is not found to possess the required eligibility for participating in the tendering process at any point of time and/or his performance reports received from his clients and/or his bankers' report are found unsatisfactory, the Bank reserves the right to reject his offer even after opening of Part-I of the tender and Part-II of the tender will not be opened. The Bank is not bound to assign any reason for doing so.
14. The Bank is not bound to accept the lowest tender and reserves the right to accept either in full or in part any tender.
15. Provide details if any civil suit is pending in any of the works executed.

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

Signature of tenderer with seal



Address:

Date:



Section-C

Bid Evaluation Criteria

1. Technical- Commercial Bid (Part- I) Evaluation

- a. The technical bids shall be evaluated based on the available documents submitted by the bidder on MSTC.
- b. Bank may seek such clarification/information/document as may be required for it to satisfy the eligibility of the bidders.
- c. Failure on the part of the bidder to provide such clarification/information/document within the stipulated time, may entail cancellation of the bid of such bidder.
- d. Any clarification submitted by a bidder that is not in response to a request by the Bank shall not be considered.
- e. The Client's request for clarification and the response shall be in writing through post or email.

2. Price Bid (Part- II) Evaluation

- a. The evaluation of the price bid will be considered of only those bidders who meet the eligibility criteria as mentioned in "Eligibility Criteria for participating in the tender" of tender document and provide documentary proof on MSTC in respect of the same.
- b. To assist in the examination, evaluation, and comparison of the bids, and qualification of the bidders, the Bank may, at its discretion, ask any bidder for a clarification of its bid.
- c. The clarification so called, should be given with detailed price analysis containing the cost of all the tools, equipment, machines, liveries, compliance of statutory requirements (Tenderer All Risk Insurance, workmen compensation Act, Bonus Act (if applicable) etc.) and other administrative charges etc. required to complete the work) and should be supported with quotations received from the suppliers/ providers of the above-mentioned goods and services.
- d. On scrutiny of the clarification so submitted, if the rates quoted by the tenderer are found not workable/ feasible, the Bank reserves its right to summarily reject such tender.
- e. Failure on the part of the bidder to provide such clarification within the stipulated time, may entail cancellation of the bid of such bidder.
- f. Any clarification submitted by a bidder that is not in response to a request by the Client shall not be considered.



- g. The Client's request for clarification and the response shall be in writing through post or email.
- h. Price Bids shall be evaluated based on the rates quoted as percentage of the Fixed Rates mentioned in Part- II of the tender document.
- i. No deviation will be allowed on the fixed rates already mentioned by the Bank in the tender. Tenders having quoted rates below the prescribed minimum wages rates shall be summarily rejected and will not be evaluated for the purpose of ascertaining L1 tenderer.
- j. No request for any change in rate or conditions after the opening of the part II tender will be entertained.
- k. In case two or more tenderers become the lowest, for the purpose of selection of successful bidder, the tenderers becoming lowest bidders will be evaluated on the basis of following criteria:

Criteria 1- Past Experience (in field of providing services of housekeeping staff)	
Evaluation will be done based on certificate of Registration and the oldest work order / agreement pertaining to providing services of housekeeping submitted by the bidder along with Part-I of the tender)	
5-10 years	10 Marks
10-15 years	15 Marks
15-20 years	20 Marks
> 20 years	25 Marks
Criteria 2- Average Turnover of Previous Three Financial Years	
Evaluation will be done based on Turnover certificates, ITRs, Profit & Loss and Balance statement for the last 3 financial year duly certified by a Chartered Accountant submitted by the bidder along with Part- I of the tender)	
11 - 15 lakhs	10 Marks
15 - 20 lakhs	15 Marks
20 - 25 lakhs	20 Marks
> 25 lakhs	25 Marks



Criteria 3- Amount of Manpower on Rolls	
Bidders will be required to provide this information along with latest EPF/ ESIC statement in support of their claim whenever asked for)	
30- 50	10 Marks
50- 75	15 Marks
75- 100	20 Marks
> 100	25 Marks
Criteria 4- Number of Similar works in hand	
Bidders will be required to provide this information along with work order/ agreement, TDS certificates and Bank statement showing receipt of payment against the claimed work, whenever asked for)	
1-3	10 Marks
3-5	15 Marks
5-10	20 Marks
> 10	25 Marks

Upon evaluation of the lowest bidders based on the above criteria, the bidder with the highest marks will be declared successful in the tender process. However, Bank's decision in this regard will be final and it shall not be open to arbitration.

I. The Tender along with the prices shall remain valid initially for a period of 3 months from the date of opening of Part – I (Technical Bid), which period may be further extended by mutual agreement in writing by the Tenderer and the Tenderer shall not cancel or withdraw the tender during this period or change the quoted rates.

I/We hereby declare that I/we have read and understood the Bid Evaluation Criteria and also have read and understood all the above conditions and the same shall remain binding upon me/us.



Signature of tenderer with seal

Address:

Date:

**Section-D****करार की शर्तें / Articles of Agreement****(Bank reserves the right to further modify/revise/change the content of the agreement)**

This AGREEMENT is made at Itanagar on this ___ day of _____, Two Thousand Twenty Three between Reserve Bank of India, a statutory body established under the RBI Act, 1934, having its Central Office at Fort, Mumbai, and one of its Offices at Itanagar, represented by its authorized officer Shri Abhijit Majumdar, General Manager, Officer in charge, Itanagar-791111.;'. (hereinafter called "the Bank") on the one part and _____ (proprietorship/partnership firm/ Company), incorporated under the provisions of the Companies Act (in case of a Company) and having its registered office at _____ (hereinafter called "the Tenderer") represented by Shri who is authorized to enter this agreement by its Board of Directors on the other part.

AND WHEREAS the Bank has intention of engaging a Tenderer for Annual Maintenance Contract for Housekeeping/ Cleaning & Catering at Office Building, Common & Peripheral Areas of RBI Itanagar has caused requirements and specifications describing the works to be done to be prepared by or under the direction of Bank's Manager.

AND WHEREAS the Bank had called for tenders from eligible Tenderers "Annual Maintenance Contract for Housekeeping/ Cleaning & Catering at Office Building, Common & Peripheral Areas of RBI Itanagar has been indicated in the scope of work and other documents attached to the tender".

AND WHEREAS the said conditions have been signed by or on behalf of the parties hereto.

AND WHEREAS the Tenderer has agreed to execute upon and subject to the Conditions set forth herein, and to the General Instructions to Tenderers' and Special Conditions of the Contract, Terms and Conditions of Contract, Scope of Work and Schedule of Quantities set forth in the tender document, (all of which are collectively hereinafter referred to as "the said Conditions") the works shown upon in the said Schedule of Quantities at the respective rate therein set forth amounting to the sum as therein arrived at or such other sum as shall become payable there under (hereinafter referred to as "the said Contract Amount").

A. NOW IT IS HEREBY AGREED AS FOLLOWS:-

1. This agreement will come into effect from _____ and will remain in force up to March 31, 2025 and annually extendable up to two more years, subject to mutual consent of both parties, satisfactory services rendered by the Tenderer, unless it is terminated as per the terms hereinafter contained. The renewal of the contract can be done after the expiry of the contract period, on an annual basis, on the same terms and conditions. The terms and conditions contained in the tender document and any clarifications (corrigenda) issued shall be treated as part and parcel of this agreement and shall be binding on the parties. Also, during



annual renewal escalation/increase should be given for Deployment of employees for Watch and Wards (without arms) whenever the notification issued by Chief Commissioner (Central Government) under the provision of Minimum Wages Act 1948.

2. The charges of Rs. _____ (Rupees _____ only) will be inclusive of manpower, training needs and uniform articles (including winter clothing) to the staff employed and shall be payable on monthly basis subject to submission of bill/invoice. The payment thereon will be made after the same is duly certified by the Bank's officials to the effect that the services have been provided satisfactorily, subject to statutory deductions.
3. The Bank shall pay the Tenderer the said Contract Amount or such other sum as shall become payable, at the times and in the manner specified in the said Conditions.
4. The charges are firm and not subject to labour conditions, exchange variations or any other condition whatsoever.
5. The above charges also include GST, Insurance Charges and any other tax and duty or other levy, whether existing or levied in future by the Central Government or the State Government or any local authority.
6. The Tenderer shall be responsible for providing services on regular basis as per the scope of work and terms and conditions of the contract.
7. The term "Bank's Manager/Manager/Manager-in-Charge" in the said Conditions shall mean the officer entrusted or any other successor of the Bank nominated by the Bank for that purpose will function as "Bank's Manager/Manager/Manager-in-Charge".
8. The Reserve Bank of India will administer and arrange for supervision of works through the Bank's staff including certification of bills, making payments and implementation of various terms, conditions and stipulations of the contract, execution of the work, quality of work.
9. The said conditions shall be read and construed as forming part of this agreement, and the parties hereto shall respectively abide by, submit themselves to the said Conditions and perform the agreements on their part respectively in the said Conditions contained.
10. The plans, agreement and documents mentioned herein shall form the basis of this Contract.
11. All payments by the Bank under this Contract will be made only at Itanagar.
12. All disputes arising out of or in any way connected with this agreement shall be deemed to have arisen at Itanagar and only Courts in Itanagar shall have jurisdiction to determine the same.



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

14. **Non-Disclosure Clause:** The Tenderer shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure/systems/equipment's etc., which may come to the possession or knowledge of the Tenderer 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 Tenderer 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 Tenderer 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 Bank. The Tenderer shall indemnify the Bank for any loss suffered by the Bank 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 Tenderer and the Bank shall be entitled to claim damages and pursue legal remedies. The Tenderer 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 Tenderer's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason."

15. I ----- that the ----- awarded to me. I undertake to actually pay wages to all Housekeeping Staff of all description to be engaged by me for completion of ----- work awarded to me at the rate which is not less than the one prescribed under the Minimum Wages ACT 1948 and to ensure compliance of essential amenities as provided under the CLRA Act 1970 and also keep the Principle Employer indemnified against all the actions that may be initiated against the Principle Employer by the Statutory Authorities for his failure to pay such wages and provide the essential amenities.

16. Compliance with the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.

a. The Tenderer / Tenderer shall be solely responsible for full compliance 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 employees within the premises of the bank, the complaint will be filed before the Internal Complaints Committee constituted by the Tenderer / Tenderer and the Tenderer / Tenderer shall ensure appropriate action under the said Act in respect of the complaints.

b. Any complaint of sexual harassment from any aggrieved employee of the Tenderer against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.



- c. The Tenderer shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the Tenderer, for instance any monetary relief to Bank's employee, if sexual violence by the employee of the Tenderer is proved.
- d. The Tenderer shall be responsible for sensitizing its employees about prevention of sexual harassment at workplace and related issues.
- e. The Tenderer shall provide a complete and updated list of its employees who are deployed within the Bank's premises.

IN WITNESS WHEREOF the Bank and the Tenderer have set their respective hands to these presents and two duplicates hereof the day and year first hereinabove written.

If the Tenderer is a partnership or an individual.

IN WITNESS WHEREOF the Bank has set its hands to these presents through its duly authorized official and the Tenderer has caused its common seal to be affixed hereunto and the said duplicate/ has caused these presents and the said two duplicate here of to be executed on its behalf, the day and year first hereinabove written.

If the Tenderer is a company.

Signature Clause

SIGNED AND DELIVERED by the Reserve Bank of India by the hand of
Shri

(Name and designation)

In the presence of

(1)

Address

(2)

Address



Witness

SIGNED AND DELIVERED by

In the presence of

(1)

Address

(2)

Address

Witness

If the party is partnership firm or an individual should be signed by all or on behalf of all the partners.

THE COMMON SEAL OF

Was hereunto affixed pursuant to the resolutions passed by its Board of Directors at the meeting held on _____ in the presence of

(1)

(2)

Directors who have signed these presents in token thereof in the presence of

(1)

(2)

If the Tenderer signs under its common seal, the signature clause should tally with the sealing clause in the Articles of Association.

SIGNED AND DELIVERED BY the Tenderer by the hand of Shri _____ and duly constituted attorney.

If the Tenderer is signing by hand of power of Attorney, whether a company or individual.



Section-E

General Instructions to Tenderers and Special Conditions of the Contract

Tender in prescribed form shall be submitted through e-Tendering at MSTC portal in two parts i.e., Part-I and Part-II.

1. **Part - I** of the tender, titled “**Annual Maintenance Contract for Housekeeping/ Cleaning & Catering at Office Building, Common & Peripheral Areas of RBI Itanagar**” shall be submitted containing the following:

- (i) Power of Attorney/ authorization with the seal of the company/ firm in the name of the person signing the tender documents.
 - (ii) The Bank discourages the stipulation of any additional conditions by the tenderer. However, in case the tenderer wishes to include any condition/ clarification/ covering letter, while tendering for the work, he will have to submit the same in along with the following and submitted under Part - I:
 - (a) List of deviations, if any, in commercial terms and conditions.
 - (b) List of deviation, if any, in technical specification.
 - (c) Any other technical information the tenderer wishes to furnish.
 - (iii) The Tender Document issued by the Bank – duly stamped and signed.
2. Only those proprietorship firms/partnership firms/companies with requisite years of experience in providing Housekeeping staff services are eligible to participate in e-Tendering.
3. If there are any conditions commercial or technical, the same shall be examined by the Bank and discussed with the tenderers. It is not incumbent on the Bank to accept any additional condition given by the tenderer. The tenderers shall withdraw all the conditions which are not acceptable to the Bank by submitting a Written confirmation to the effect that all the conditions (not acceptable to the Bank) have been withdrawn by them.
4. Reserve Bank of India does not bind itself to accept the lowest or any tender and reserves to itself the right to accept or reject any or all the tenders either in whole or in part, without assigning any reasons for doing so.
5. 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 tendering 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 and scope of work and the matters pertaining thereto.
6. 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 quoted price. Tender containing deviations from the terms and conditions is liable to be rejected. The Bank's decision in such cases shall be final and shall not be open to arbitration.

7. The rates quoted in the tender shall be for the complete item including Manpower, materials, for all the properties. The rate shall also include Insurance Charges, GST + any other taxes, duties, levies on work's contract by Central Govt. or State Govt. or any other authorities. The rates shall be firm and shall not be subject to exchange variations, labour conditions, fluctuations in railway freights or any conditions whatsoever, except for changes if any in the statutory minimum wages announced by the Government of India under the Minimum Wages Act and for changes in employer contribution rates of EPF/ ESIC as and if applicable for Housekeeping staff employed under this contract.
8. The payment shall be made on monthly basis (by credit to bank account through NEFT) after satisfactory completion of the work duly acknowledged by the concerned official and certified by the Caretaker/ Bank's Officer.
9. **Part - II** of the tender will contain no conditions but only the Price Bid in the Schedule of Quantities titled "Annual Maintenance Contract for Housekeeping/ Cleaning & Catering at Office Building, Common & Peripheral Areas of RBI Itanagar" and shall be opened online after due fulfilment of condition as per Part-I tender. Change of terms and conditions and technical deviations, if any, found in Part II of the tender will not be taken into account and will be treated as null and void.
10. **Information gathering & Site Inspection:** The tenderers may obtain at their own responsibility and expenses all the information which may be necessary and also inspect the site of work for the purpose of making tender and for entering into a contract.
11. **Rates:** The Bank reserves the right to adjust arithmetical or other errors in the tender in accordance with the following general rules. In the event of discrepancy between words and figures quoted, the description in words shall prevail. Similarly, in the event of an error in the amount column arising as a result of wrong product extension, the unit or item rates shall be regarded as firm and extension amended accordingly.
 - a) The prices (minimum wages, EPF/ESIC contribution, fixed amount by the Bank etc.) indicated in Part-II of the tender are in Indian Rupees only. The rates are to be quoted strictly as percentage of the Fixed amount indicated in the Price Bid. Quotations received in any other format will be summarily rejected. No request for any change in rate or conditions after the opening of the part II tender will be entertained.
 - b) The rates shall also be firm and be valid for the entire duration of the contract and / or extension thereof and shall not be subject to exchange variations, labour conditions, fluctuations in freights charges or any conditions whatsoever.



- c) The rates quoted in the tender shall include all charges. Tenderers must include in their rates Goods and Service Tax and any other prevailing taxes, royalties and duty levied by the Central Government or any State Government or local authority, if applicable. No separate claim in respect of Goods and Service Tax and any other tax, duty or levy whether existing or future shall be entertained by the Bank.
- d) The Bank reserves the right to adjust arithmetical or other errors in the tender. In the event of an error in the amount column arising as a result of wrong product extension, the unit or item rates shall be regarded as firm and extension amended accordingly.

12. **Job Work on Lump sum Basis:** The Tenderer shall note that unless otherwise stated, the tender is strictly on Job Work on Lump sum Basis and his attention is drawn to the fact that rates for each and every Job should be correct, workable and self-supporting. The quantities in the Part-II of tender approximately indicates the total extent of work but may vary to any extent and may even be omitted thus altering the aggregate value of the contract. Claim in such case shall be entertained on pro rata basis.

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

14. **Opening of Tender:** Unless otherwise pre-opened or postponed with advance intimation to the tenderers, tender will be opened in two stages on the date and time indicated on e-Tendering portal.

- a) Part-I (Technical-commercial bid) of the tender will be opened online through MSTC portal at the first stage on _____, 2024 at ____ hrs (If this day falls to be a holiday, tenders will be opened on the next working day of the Bank or any other day as notified by the Bank). While the Part-II (Price bid) will be opened at the second stage after completion of the evaluation of Part-I of the tender.
- b) It is not incumbent on the Bank to accept any additional condition given by the tenderers; the tenderers shall withdraw all his conditions which are not acceptable to the Bank.
- c) While all the tenderers who uploaded tenders within the due date and time will be permitted to participate online in the opening of Part-I (Technical-Commercial) of the tender on the due date and time indicated on e-Tendering portal, opening of the Part-II (Price) of the tender can be attended to only by such of those tenderers whose Part-I (Technical-Commercial) of the tenders are found to be technical suitable/ acceptable to the Bank and to whom intimation thereof is given by the Bank by Email or through e-Tendering portal.
- d) Part-II (Price) of the technically disqualified tenderers will not be opened. The technically unqualified tenderers will neither be given any intimation about the due



date and time of opening of Part-II (Price) of the tender nor will they be permitted to participate in the online opening of the same.

e) The Bank reserves the right to reject offer even after opening Part – I and Part – II of the tenders.

15. **Last Date:** No tender shall be accepted after ____ hrs. on _____, 2024 under any circumstances whatsoever.

16. **Disqualification - Missing & Unsigned documents:** The tender form and all its annexures must be duly filled. If any of the documents is missing or unsigned, the Bank at its discretion shall consider the tender invalid.

17. **Right to Accept or Reject:** The Reserve Bank of India does not bind itself to accept the lowest or any tender and reserves to itself the right to accept or reject any or all the tenders either in whole or in part without assigning any reasons for doing so. The tenderer whose tender is not accepted shall not be entitled to claim any costs, charges, damages and the expenses incurred thereof and the amount incidental thereto by it through or in connection with its submission of tenders, even though the Bank has a right to modify/ withdraw the tender.

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

19. **Broad Scope of Work:** The scope of work shall be as detailed in “Scope of Work and Schedule of Quantities” of the tender document.

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

21. **Earnest Money and Performance Guarantee during contract period (Only for successful bidder)**

a) Only successful tenderers shall pay **2% of total contract amount** as Earnest Money **and** will not be accepted in the form of fixed deposits of the bank or cheque. On award of contract, the successful tenderer shall furnish an amount equal to 5% (five percent) of the contract value in the form of a Performance 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 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 Guarantee towards security deposit shall be valid for the entire contract period.

- b) All compensation or other sums of money payable by the Tenderer to the Bank under the terms of this Contract may be deducted from the security deposit, if the amount so permits unless the Tenderer deposits such amounts in cash within ten days of issue of demand notice by the Bank.

22. Terms of Payment:

- a) Payment for the works to be executed under this contract shall be made on a **monthly basis** on receipt of bill from the Tenderer. The amount payable will be net of any recoveries for deficiency in services, imposed as per the provisions of this contract. The bill should be submitted as per GST format. Copy of following documents for a particular month duly certified by the firm to be submitted along with bill for payment:

- i. Certified copy of attendance register.
- ii. Report of work done signed by the assistant caretaker / caretaker / assistant manager / security officer
- iii. Bank statement showing payment of minimum wages **(payment to labour / workmen shall be paid directly to their bank account)**.
- iv. Declaration for compliance of Contract labour Act & Minimum wages Act.
- v. Documentary evidence indicating the payment made towards PF/ESI, if applicable.
- vi. Any other logbooks/ document as directed by the Bank.

- b) It may be noted that the Tenderer will first make the payment of wages to the labourers/ workers and then submit the Bill for reimbursement of the same along with the proof of remittance of wages to the workers. No advance payment will be made to the Tenderer under any circumstances.

- c) No variation in the above terms of payment will be acceptable to the Reserve Bank of India.

23. Taxes: The prices quoted shall be deemed to have included all taxes (except GST), custom duty, excise duty, local levies, works contract tax, Value Added Tax (VAT), service tax etc. imposed by Central/State Government/ Local Bodies. If the Tenderer fails to include such taxes and duties in the tender, no claim thereof will be entertained by the Bank afterwards. As per Section 194C of Income Tax Act, income tax will be deducted at source and a certificate for the same will be issued to the Tenderer. Further, in terms of section 51 of the CGST and MGST Act, 2017, two percent GST will be deducted at source.

24. Insurance



- a) The successful tenderer, at his own expense, arrange to obtain and maintain till the end of the contract period an “all risk policy” for the contract value in the joint names of the Bank and the Tenderer (the name of the former being placed first in the policy) against all risks as per the standard all risk policy for Tenderers and workmen compensation policy any physical injury and/or death etc. of the persons engaged by them for this work and deposit such policy or policies with the Bank before commencing the works. The Tenderer shall indemnify the Bank for any loss or damage that occurs to persons or building or third party while executing the work.
- b) The Tenderer shall be responsible for all injury to persons, animals or things and for all structural and decorative damage to property which may arise from the operation or neglect of himself or of any nominated sub-Tenderer’s employees, whether such injury or damage arise from carelessness, accident or any other case whatsoever in any way connected with the carrying out of the contract. This clause shall be held to include, inter-alia, any damage to buildings, whether immediately adjacent or otherwise and any damage to roads, streets, footpaths, bridges or ways as well as all damage caused to the buildings and works forming the subject of this contract, by frost or other inclemency of weather. The Tenderer shall indemnify the Bank and hold him harmless in respect of all and any expenses arising from any such injury or damage to persons or property as aforesaid and also in respect of any claim made in respect of injury or damage under any Acts of Government of India or otherwise and also in respect of any award of compensation or damages consequent upon such claims.

Note: These policies shall be valid till the completion of the work. If the Tenderer 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 Tenderer.

25. Signing of Contract Agreement

The General instructions to the tenderers’ and hereinbefore referred to Conditions of Contract and Technical Specifications enclosed with the tender documents, the subsequent correspondence exchanged between the Bank and the tenderer and the work order placed shall be the basis of the final contract to be entered into with the successful tenderer.

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

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



28. On receipt of intimation from the Bank of the acceptance of his/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. Notwithstanding the signing of the agreement, the written acceptance by the Reserve Bank of India of a tender in itself will constitute a binding agreement between the Reserve Bank of India and the person so tendering, whether such contract is or is not subsequently executed.
29. The Tenderer 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 Tenderer rescinding the contract whereupon the security deposit shall stand forfeited to the Bank, without prejudice to his other remedies against the Tenderer.
30. **Right to Accept Part Tender:** The Bank reserves the right to accept the tender either in whole or in part at the same prices quoted by the Tenderer.
31. **Other Issues:** The Tenderer shall carry out all the work strictly in accordance with the detailed specifications and instructions of the Bank's officials. If in the opinion of the Bank's officials, nominal changes have to be made to suit the site condition and with the prior approval in writing of the Bank, the Tenderer shall carry out the same without any extra charge.
32. **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 disputed matters shall be final and binding upon the parties.–However, if the Tenderer is dissatisfied on any matter, it may within 28 days after receiving the intimation 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.
 - b) The arbitrator or arbitrators, as the case may be, shall have power to open up, review and revise any certificate, opinion, decision, requisition or notice, save in regard to the excepted matters, referred to in the preceding clause, and to determine all matters to dispute which shall be submitted to arbitration and of which notice shall have been given as aforesaid.



- c) The arbitrator or arbitrators, as the case may be, shall make his or their award within one year (or such further extended time as may be decided by him or them as the case may be with the consent of the parties) from the date of entering on the reference. In case during the arbitration proceedings the parties mutually settle or compromise their dispute or difference, on the parties filing their joint memorandum of the settlement or compromise, the arbitrator or the arbitrators as the case may be, shall make an award in terms of such settlement or compromise.
- d) Upon any such reference, the decision on the cost incidental to the reference and award respectively shall be at the discretion of the arbitrator or arbitrators as the case may be, who may determine the amount thereof or direct the same to be taxed as between the party and shall direct by whom and to whom and in what manner the same shall be borne and paid
- e) This submission shall be deemed to be a submission to arbitration within the meaning of the Indian Arbitration and Conciliation Act, 1996 or any statutory modification thereof. The award of the arbitrator or arbitrators, as the case may be, shall be final and binding on the parties. It is agreed that the Tenderer shall not delay the carrying out of the works by reason of any such matter, question or dispute being referred to arbitration, but shall proceed with the works with all due diligence and shall until the decision of the arbitrator or arbitrators is given, abide by the decision of the Bank. No award of the arbitrator or arbitrators, as the case may be, shall relieve the Tenderer of his obligations to adhere strictly to the Bank's instructions with regard to the actual carrying out of the works. The Bank and the Tenderer hereby also agree that arbitration under this clause shall be a condition precedent to any right of action under the contract.

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

- a) The Tenderer shall be responsible to get himself registered under the Contract Labour (Regulation and Abolition) Act, 1970 / the Contract Labour (Regulation and Abolition) Central Rules, 1971 and other relevant laws, whenever it is required. The Tenderer shall follow all the relevant provisions of the Contract Labour (R & A) Act, 1970 and Contract Labour (R & A) Central Rules, 1971 and ensure to maintain all the records as prescribed there under and by the Office of the Labour Commissioner (Central).
- b) The Tenderer shall be responsible to make payment to their workmen strictly in accordance with the provisions of the Minimum Wages Act, 1948 and Minimum Wages (Central) Rules 1950 and the Notifications issued there under by the Government of India from time to time. The Tenderer shall maintain the relevant records with regard to minimum wages as required under the Minimum Wages Act / Rules / Notifications issued by the Government of India from time to time.



- c) The Tenderer shall maintain all the documents, Registers and records as required under the Contract Labour (R & A) Act, 1970 / the Contract Labour (R & A) Central Rules, 1971, Minimum Wages Act, 1948 and Minimum Wages (Central) Rules 1950 and the relevant labour and general laws/Rules and Notifications and make the same available for inspection by the Bank or its officials and the Official of Labour Commissioner (Central) or any other statutory authority conferred with such powers under the respective Laws/Rules.
- d) The Tenderer shall be responsible to ascertain any changes made applicable in the rates of minimum wages by the Government of India vide their Notification issued from time to time and shall implement the said changes and make payment of wages to their workmen accordingly with immediate effect and maintain all the records updated in this regard and keep the Bank posted with the said development producing the necessary documentary proof without delay.
- e) The Tenderer shall be responsible for due observation and implementation of the entire statutory conditions and requirements of labour laws as applicable to his workmen such as Industrial Disputes Act, Payment of P.F., ESI Act, Workmen's compensations Act, etc. and all Government Liabilities.
- f) The Tenderer shall be responsible for compliance of all the legal requirements as per the prevailing labour laws and other Laws / Rules / Regulations as the case may be and the Bank shall not, in any manner be responsible for any act, omission or commission on part of the Tenderer and no claim in this respect will lie against the Bank or its representatives.
- g) The proof of remittance of statutory contribution of PF (Bank and Employee) and ESI to the appropriate agency, for those workers deployed by the Tenderer to execute the contract work in the Bank, must be provided by the selected Tenderer/Agency to the Bank every month along with the claim bill, failing which the claim bill shall not be settled.

34. Police Verification of all Workmen / Supervisors / Officials for entering in to 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. Any change of deployment also needs to be submitted for the above provision without any lapses.

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

Signature of tenderer with seal



Address:

Date:



Section-F

काम का दायरा और मात्राओं की अनुसूची / Scope of Work and Schedule of Quantities

1. DEPLOYMENT OF STAFF

The deployment of the staff in the RBI Itanagar Premises should be as below:

SN	Category	No.	Details of work
1	Cleaner-cum-Attendant-cum-Catering (unskilled)	4	Cleaning/Maintenance of office premises (internal and external); Removal of garbage; running errands inside the office premises as well as outside; catering and serving refreshments; and other miscellaneous jobs from time to time
2	Supervisor (semi-skilled)	1	Supervise the work being done by the agency staff; maintaining of log book/ registers/ records for the jobs carried out on daily, weekly and monthly basis.

2. WORKING HOURS

- The vendor is required to deploy their staff on all six working days of the week except Sunday and Holiday at the Bank's MOP. Bank reserves the right to seek deployment of vendor's staff on select holidays also, in case the need arises, with prior intimation.
- The working Hours of the Staff deployed are required to be staggered in shifts between 09:00 am and 04:45 pm in consultation with Banks' Authorised Officials and the vendor has to ensure that sufficient number of staff are present at all times. Further, the vendor shall deploy its persons in such a way that they get weekly rest.
- The supervisor will also do a continuous hourly check of the work being done by the vendor's staff. **He / She should check the washrooms at regular hourly intervals and maintain a log book of the same.** The Log book will be put up daily to the Banks' Authorised Officials the next day and will be scrutinised and verified by them.

2. GENERAL ADMINISTRATION

- To manage the entire operations of the premises of Reserve Bank of India, Itanagar and coordinate with respective departments of the Bank for smooth running of the same.
- To maintain records of RBI Itanagar as required by the Bank.
- To ensure the safety of RBI Itanagar, properties belonging to the Bank and maintain total vigil on the movement of people in the Premises.
- In case of any change in constitution of the agency managing the Agency, the rights of the Bank should not suffer.
- To ensure timely action in emergencies including operation of firefighting systems, administering first aid etc.
- A local representative of the agency shall be in charge of the RBI Premises and shall be responsible for the efficient rendering of services under the contract. They shall work under the directives and guidance of the Bank and will be answerable to the Bank.
- A senior level representative of the agency shall visit HRMD/Estate Section of the Bank at least once in a month in order to review the service performance of its personnel. During the monthly visit, the representative will also meet the officer concerned dealing with services



under the contract for mutual feedback regarding the work performed by its personnel and removal of deficiencies, if any, observed in their working.

- h) The authorized officer of the Bank shall be the sole authority to decide and judge the quality of the service rendered by the agency and the decision of the Bank shall be final and binding.
- i) Registers provided by the Bank shall be updated on regular basis and necessary entries will be made, wherever required.
- j) All rooms, passages, common area, washrooms etc. of the Bank should be properly cleaned at all times and maintained by the agency.
- k) The agency shall perform all maintenance and housekeeping work in a thorough, efficient and professional manner with due diligence and care according to industry norms and standards, in conformity with applicable local laws and regulations and the Bank's own procedures and instructions. The agency shall perform the service to the satisfaction of the Bank and if any shortcoming is found, the agency shall rectify the shortcoming immediately.
- l) The agency will also supply all the materials related to catering, cleaning and maintenance including but not limited to milk, sugar, tea bags, green tea bags, biscuits, bin bags, phenyl, water bottles etc. The bill will be settled on monthly basis subject to production of actual bill/ receipt.

3. HOUSEKEEPING

- a) All the rooms of the office shall always be kept disinfected, neat and tidy to enable the Bank to function at any time.
- b) The agency shall ensure proper functioning of all equipment's such as electrical, sanitary and water supply. In case of any complaints regarding plumbing/ electrical/ carpentry, etc., and/ or need for replacement of any equipment, the Bank may be informed immediately.
- c) The agency has to ensure, apart from others, the following weekly services:
 - i. Mechanical washing and scrubbing of floor area with detergents, dust removing chemicals and polishing of the floor areas.
 - ii. Removal of cobwebs, dusts, termites, insects, pests etc.
 - iii. Windows sponging and cleaning.
 - iv. Keeping ceiling and table/ pedestal fans, air-conditioning grills dust free.
 - v. Cleaning of dustbins and buckets with detergents.
 - vi. Cleaning of sanitary wares by using reputed branded products.
- d) The agency shall ensure that the cleaning/ housekeeping materials being used by them are ISI approved products of reputed brands. These should be environment friendly and no toxic chemical should be used for the purpose. It shall also provide to the worker's proper equipment for sanitary and general cleaning.
- e) The Supervisor should be available during the working hours. The Supervisor will also continuously supervise the work being done by the agency staff. He / She should check the washrooms every hour during office hours and maintain a log book of the same. A daily job card is to be displayed in the washroom for the Banks' caretakers to monitor the cleanliness on his visit to the washroom to sign in the job card. The Log book will be periodically scrutinised and verified by the Bank's authorised officials.
- f) Log book/ registers/ records for the jobs carried out on daily, weekly and monthly basis will be maintained by the supervisor and will be countersigned by the Banks' authorised officials at regular intervals and finally at the end of each month.

4. PERSONNEL



- a) The agency shall make all appropriate arrangements for smooth running of operations immediately upon receipt of offer letter from the Bank. The details of minimum manpower requirement are as per Para 1 of Scope of work of the tender application.
- b) The agency shall maintain Qualified/ trained competent catering personnel on the job to ensure smooth operation of the services as set forth in the Scope of Work and Services.
- c) In the event of any person deployed by the agency being on leave/ absent, the agency shall ensure suitable alternative arrangement. To meet such eventualities, the agency shall make provision for leave reserve.
- d) The personnel being deployed by the agency shall ordinarily be continued and would not be changed without written intimation and in consultation with the Bank.
- e) The agency, as per the Child Labor (Prohibition and Regulation) Act 1986, shall not engage a person below the age of 18 years.
- f) The agency shall be solely responsible for providing all requirements of its employees/ staff, including:
 - i) Payment of minimum wages and all other statutory dues.
 - ii) Prompt replacement of any personnel whose performance is unsatisfactory or whose presence is detrimental to the Bank's interests. The decision of the Bank in this regard shall be final and binding on the agency.
 - iii) All insurance and safety aspects pertaining to agency's employees are the agency's liability.
 - iv) The personnel employed by the agency shall be healthy in all respects and shall produce medical certificates to substantiate the same as required by the Bank's medical officer. Medical check-up of the personnel engaged by the agency shall be done once in six months and submitted to the Bank. The Bank is at liberty to subject any personnel employed by the agency to medical checkup by the Bank's medical officer/ any other authorized doctor at any time.
 - v) The personnel employed by the agency shall be trained to handle fire-fighting systems, administer first aid in emergencies, etc.
- g) The agency shall ensure that all its employees turn out in clean, appropriate uniforms during duty. The agency shall provide the uniforms and identity card for proper identification of its employees. Various details of the personnel engaged by agency viz. name, age, sex, residential address and contact number should be provided to the Bank before engaging any person for the contract. Smoking, eating or chewing of tobacco/ zarda/ gutka, etc., and spitting within the premises is strictly prohibited. The agency shall ensure that its personnel observe cleanliness, maintain hygiene by wearing proper apparels and gear, and are properly dressed in clean uniform with identity cards during their working hours. The personnel engaged by the agency shall at all times while deployed at the Bank's premises, be dressed in neat and clean uniform (including proper name badges).
- h) The personnel deployed by the agency should have pleasing personality, courteous, be good in communication with guests and be experienced to serve guests. Hence, the agency should preferably engage personnel who are well versed in Hindi, English and local languages.
- i) Expenses on account of payment of salary/ wages/ food/ Uniform, and other benefits including statutory payments like EPF, ESI, Holiday wages, Gratuity, Bonus, etc., to the employees shall be met by the agency. The agency shall have full control over its employees including the right to appoint, determine service conditions, discharge, dismiss, or otherwise terminate their services at any time. The agency shall be solely responsible for any claim arising out of employment or termination of its employees and for statutory payments.
- j) The Bank has no responsibility whatsoever of the agency's employees and the agency will be solely responsible for managing its employees. In the event of any dispute between the agency and its employees, the agency alone will be responsible for settlement of any claim and



consequences that may arise out of any such dispute, whether statutory or otherwise. The agency shall ensure that the persons engaged by him for the work should not create ruckus and any sort of nuisance and always behave in a decent and polite manner when they are in the premises of the Bank. If any complaint/ incident comes to the notice of the Bank that the persons engaged by the agency are in an inebriated condition or are under the influence of any intoxicating material, the Bank shall seek immediate withdrawal of such person/s and suitable replacement thereof. The Bank also reserves its right to terminate the agreement in such an event and the agency shall be liable to all risk and cost. Under no circumstances, there shall be employer and employee relationship between the Bank and the agency/ its persons engaged for the purpose of the work specified in this tender document. The agency shall ensure that its persons remove themselves from the premises of the Bank at the end of the period of contract or upon early termination of the contract. The persons deployed by the agency will have no right for employment in the Bank. The agency will be responsible for submitting necessary documents about its employee's identity and antecedents etc. as may be deemed necessary. The employees of the agency would not be eligible for a claim for employment in the Bank under any circumstances.

Declaration:

I/We hereby declare that I/We have read and understood the above scope of works & services and the same shall remain binding upon me/us in case the above-mentioned work is entrusted to me/us.

Signature of the authorized person:

Name of the signatory: (.....)
(in block capital letters):

Status of the signatory i.e. proprietor/ partner:



Section-G

अनुबंध के नियम और शर्तें / Terms & Conditions of Contract

- 1. Agreement:** On receipt of intimation from the Bank the acceptance of his/ their tender, the successful tenderer shall be bound to sign the formal Contract agreement within fourteen days, in accordance with the draft agreement and the Schedule of Conditions, but written acceptance by the Reserve Bank of India of a tender will constitute a binding contract between the Reserve Bank of India and the Person so tendering, whether such formal agreement is or is not subsequently executed within the stipulated period of Fourteen days. Unless the contract agreement is signed, no payment shall be entertained by the Bank. The agreement shall be executed in duplicate. One copy will remain in the custody of Bank and the second set of copy will remain in the custody of Tenderer. The agreement shall be made on necessary stamp paper (having worth equal to applicable stamp duty in the state) and the cost of necessary stamp duty on both the documents shall be borne solely by the Tenderer.
- 2. Duration of Contract & Review:** The contract will initially be valid till March 31, 2025 and can be extended for a maximum of two more years, one year at a time, subject to satisfactory performance, or other periods or parameters as the Bank may decide. Quarterly review will be taken on the performance of the Tenderer. If within the first three months the work is found unsatisfactory, the contract can be terminated by giving 07 days' notice.
- 3. Subletting Contract:** The Tenderer shall make all arrangements for carrying out the work as per the schedule of quantities, the Bank will not provide any kind of assistance in the form of men/ material. The Tenderer shall not assign or sublet any portion of the contract except with the written consent of the Bank and no undertaking shall relieve the Tenderer from the full and entire responsibility of the contract or from activity superintendence of the works during their process. In case of breach of these conditions, the Bank may serve a notice in writing on the Tenderer rescinding the contract whereupon the security deposit shall stand forfeited to the Bank, without prejudice to its other remedies against the Tenderer.
- 4. Nature of Work:** Work/job to be undertaken by the Tenderer through employment of workers/employees is not of permanent nature.
- 5. Maintenance of attendance records:** That the Tenderer shall be required to maintain permanent attendance register/roll which will be open for inspection and checking by the authorized officers of Reserve Bank of India, Itanagar. In case of breach Bank will have the right to deduct payment on pro rata basis and no representation will be entertained in this matter.



6. **Extra Work:** No claim for any extra work shall be allowed unless it has been executed with the concurrence of the Employer. Any such extra work as authorized shall be made in accordance with the following provisions.
- The net rates or prices in the original tender shall determine the valuation of the extra work where such extra work is of similar character and executed under similar conditions as the work priced therein.
 - Rates for all items, wherever possible, should be derived out of the rates given in the Price Bid (Part-II of Tender).
7. In **Bank's Property:** Should any treasure, fossils, minerals or works of art of antediluvian interest be found during or while carrying out the works, the Tenderer shall give immediate notice of any such discovery and shall make over such finds to the Employer. Tenderer shall hand over the same to RBI and that Tenderer shall not claim any right title interest for the same.
8. **Quality of Materials:** Tenderer shall use good quality Bank approved branded ISI mark materials necessarily certified with GreenPro or any other equivalent certification as approved by the bank for cleaning so that the said premises remain in hygienic and healthy condition. In case Bank is not satisfied with the quality of the material used, the same should be changed/ replaced immediately by Tenderer. Tenderer will submit delivery challan for cleaning material delivered to each site on monthly basis to Bank. Quality and quantity of cleaning material used every month by Tenderer will be checked by Bank and in case Bank is not satisfied with the quality or quantity of cleaning material being used, Tenderer will change the same to the satisfaction of the Bank.
9. **Supply of Garbage Bags:** Vendor shall make necessary arrangements for supply of 100% oxo-biodegradable garbage/ dustbin bags of suitable size for all the dustbins wherever provided at the premises. Two Color coded garbage bags are to be provided for wet and dry waste. All the dustbins of the office premises are to be washed and lined with color-coded bags in the morning.
10. **Garbage removal and Disposal:** Garbage shall be collected from dustbin kept at the premises and further shall be disposed-off to the nearest garbage collection point/ garbage dump/ garbage collection vehicle of Municipal Corporation.
11. **Uniform & Identity Cards** - Vendor will have to provide;
- proper uniform with full pants and full/ half shirt with a logo of the firm (Tenderer)
 - The Tenderer shall also issue company identity cards to his employees. In addition to this contract staff will also have to carry the Bank's contract worker visitor pass which shall be countersigned by the Bank's Security Manager/Officer.
 - All uniform articles will be made available at no additional cost and should be included in the administrative expenses of the vendor.
 - The Tenderer must bear the cost of the uniform. The same will not be reimbursed by



the Bank. Also, it should not be charged to the staff employed.

12. **Deductions from EMD/Security Deposit:** All compensation or other sums of money payable by the Tenderer to the Bank under the terms of this Contract may be deducted from his earnest money and the security deposit if the amount so permits, and Tenderer shall, unless such deposit as become otherwise payable, within ten days after such deduction make good the amount so deducted.
13. **Performance (Bank) Guarantee:** In addition to the EMD described above, the successful tenderer, within a period of 14 days from the date of award of work by the Bank, shall submit a Performance (Bank) Guarantee (to be arranged by the Tenderer at his own cost) obtained from any of the nationalized/ scheduled bank, in the in the prescribed proforma as given in [Annexure III](#) of the tender document for an amount equivalent to 5% of the contract value. This is to ensure adherence to complete the work and execution with best quality workmanship. The above-noted Performance Guarantee shall be valid up to the satisfactory completion of the work in all respects and shall have to be renewed by the Tenderer up to extended completion time, if any. In case, the Tenderer fails to comply with any of the above conditions, the Bank will be at liberty to invoke the Guarantee based on the certificate issued by the Bank's Security Manager. The Guarantee shall be released after issue of completion certificate.
14. **Clarification:** In all cases of omissions and/ or doubts or discrepancies in any item or specification a reference shall be made to the Bank whose elucidation, elaboration or decision shall be considered as authentic. The Tenderer shall be held responsible for any errors that may occur in the work through lack of such reference and precaution.
15. **Antecedent and Police Verification of Contract Staff:** The Tenderer shall ensure that the housekeeping staff employed have not been convicted by a court of law/ do not have criminal record or criminal proceeding against them. Police verification of the housekeeping staff will be provided by the Tenderer to the Bank before engaging them to the Bank. Also, in the event of change in any staff, the same has to be intimated to the Bank in advance along with all the antecedents and Police Verification related documents of the new labour to be employed.
16. **Conduct of Contract Workers:** The Tenderer will take responsibility for the conduct and good behavior of his employees and if any complaint is received against any of the employee, the Tenderer shall arrange for his immediate removal and replacement from the Bank's premises. Further, the Tenderer shall ensure adherence to all the government laid guidelines and legal procedures while removing any contract labourer from service.
17. **Sexual Harassment of Women:** The Tenderer /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 employees within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Tenderer / Agency and



the Tenderer / Agency shall ensure appropriate action under the said Act in respect of the complaints. Any complaint of sexual harassment from any aggrieved employee of the Tenderer against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank. The Tenderer shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the Tenderer, for instance any monetary relief to Bank's employee, if sexual violence by the employee of the Tenderer is proved. The Tenderer shall be responsible for educating their employees about prevention of sexual harassment at work place and related issues.

18. **Supervision & Quality of work:** The Tenderer shall ensure that the staff employed by him do their work faithfully. Supervisor appointed by the Tenderer shall conduct surprise visits on a regular basis inside the premises to ensure that the staff are working properly.
19. **Reporting & Coordination:** Tenderer shall, at least once in the month and/ or as and when called, in person visit the respective office for better coordination and / or performance review.
20. **Unsatisfactory Service:** In case services rendered by the Tenderer are found to be unsatisfactory, a written notice shall be issued and the amount, on proportionate basis will be deducted from of bill.
21. **Payment to Tenderer:** Payment of AMC bills shall be made on a **monthly basis** through NEFT on receipt of bill from the firm. The payment shall be made on actuals/ pro-rata basis subject to satisfactory service. The amount payable will be net of any recoveries for deficiency in services, imposed as per the provisions of this contract. The bill should be submitted as per GST format. Copy of following documents for a particular month duly certified by the firm to be submitted along with bill for payment:
- i. Certified copy of attendance register.
 - ii. Report of work done signed by the assistant caretaker / caretaker / assistant manager / security officer
 - iii. Bank statement showing payment of minimum wages **(payment to labour / workmen shall be paid directly to their bank account)**.
 - iv. Declaration for compliance of Contract labour Act & Minimum wages Act.
 - v. Documentary evidence indicating the payment made towards PF/ESI, if applicable.
 - vi. Any other logbooks/ document as directed by the Bank.

It may be noted that the Tenderer will first make the payment of wages to the labourers/ workers and then submit the Bill for reimbursement of the same along with the proof of



remittance of wages to the workers. No advance payment will be made to the Tenderer under any circumstances.

22. **Rates:** The rates shall remain firm during currency of the contract and the Tenderer shall not seek for any kind of increase in the agreed charges during the contract period.

23. **Escalation Clause: The Statutory Charges will be proportionately varied as and when, the Minimum Wages/GST/any other statutory charges, taxes etc. are revised by the Labor Commissioner/Statutory authority, such revised rates will be binding on both the parties.**

24. **Payment by Tenderer to Contract Workers:**

- a. Tenderer is advised to ensure payment of wage to all employee including contract workers only through bank account.
- b. Being a Principle Employer the Bank shall be at liberty to call upon the tenderer to submit the evidence in respect of complying with this condition at Bank's discretion.
- c. Photo copy of Wage slips duly signed by Tenderer and counter signed by each be submitted to Bank.
- d. The Tenderer will have to comply with the provisions of the Minimum Wages Act and other statutory obligations (i.e. the Employees Provident Fund, Employee State Insurance Corporation etc.) and submit proof of payment in respect of the same to the Bank. (This should include bank account details regarding payment of Employees Provident Fund, ESIC premium and wages).
- e. Staff if deployed on National Holidays shall be compensated appropriately by Tenderer and the charges/expenditure for the same are to be borne by the Tenderer. No extra payment in this regard shall be made by the Bank. The charges/expenditure for the same may be accounted for during submission of price bid.

25. **Certificate of Compliance of payment as per Minimum Wages Act & provision of amenities as per CLRA Act:** Before release of its payment a Tenderer has to submit a certificate that he has actually paid all the dues of all the labourers of all descriptions engage by him for completion of the warded job/ work at the rate which is not less than the one prescribe under the Minimum Wages Act 1948 and he has complied with the provisions of CLRA Act with regard to providing the essential amenities to the contract labour. The veracity of such certificate may be verified by the Assistant Manager/ Manager nominated by the Principle Employer as his/ her representative and duly authorised to verify actual disbursement of wages by the Tenderer.

26. **GST Liability:** All the statutory deductions will be deducted at source excluding GST. Tenderer should have GST registration number and must quote their rates including GST levied by the Central Government and State Government at the prevailing rate while quoting their rates for various items and no claim in this regard shall be considered by the Bank at any stage. It is mandatory for Tenderer to disclose the breakup of his portion of tax liability while submitting the claims for payment i.e. taxable value and applicable taxes



in prescribed bill format/schedule issued by GST council for composite or supply of goods and services as applicable in the cases. The Bank is not responsible for payment of GST for the service rendered by the Tenderer. It is the responsibility of the Tenderer to pay GST to the tax authority.

27. **Liability of damages to Bank's property:** Any damage to the Bank's property caused by the Tenderer will have to be made good by the Tenderer at his cost failing which the same will be deducted from the amount payable to the Tenderer.
28. **Liquidated damages** will be levied in following manner: In case of the requisite number of services for the duration of time as mandated on daily basis are not made available, Bank shall recover Damages on Pro-rata basis in respect of deficiency in number of services provided/ work executed and/or deficiency in duration of service (in hours), subject to a maximum of 20% of contract value.
29. **Right to Terminate Contract:** The Bank reserves the right to cancel the contract at any time before the due date if the services rendered are not found to be satisfactory by giving three month's notice. The decision of the Bank in this regard shall be final and binding on the Tenderer and no correspondence /compensation claim shall be entertained by the Bank in this regard.
30. **Indemnity and Liability of damages:** The firm awarded the contract will be fully liable for any damages suffered to the premises or to any person or any occupant or resident directly or indirectly by any services activity provided by the firm.
31. **Indemnity and Liability towards contract staff:** The Tenderer will be solely responsible for the risk involved during discharge of duties by his workers. The Bank accepts no liability towards labour deployed by the Tenderer.
32. **Undertaking for Statutory Compliance & Indemnity against non-compliance by the Tenderer:** An undertaking should be given on a Non Judicial Stamp paper of applicable value before award of work to the effect that if the particular job /work is awarded to him, he under takes to actually pay wages to all the laborers of all descriptions to be engage by him for completion of that particular job/ work, at the rate which is not less than the one prescribed under the **Minimum Wages Act 1948** and to ensure compliance of essential amenities as provided under the **CLRA Act 1970** and also keep the Principle Employer Indemnified against all the action that may be initiated against the Principle Employer by the Statutory Authorities for his failure to pay such wages and provide the essential amenities.
33. **Cooperation with other agencies:** The successful tenderer must co-operate with Tenderer/(s) engaged by the Bank for other work so that the work shall proceed smoothly without any delay and to the satisfaction of the Bank.
34. **Labour License/ Contract Labour License:** Necessary contract license for deploying contract labour (as per prevailing CLRA 1970) shall be obtained from the central labour authorities.
35. **Statutory Compliance of Labour Laws including provisions of Industrial Disputes Act, Provident Fund, ESI Act, Workmen's Compensation Act and other statutory liabilities:** The Tenderer shall be responsible for due observation and implementation of



the entire statutory conditions and requirements of labour laws as applicable to his workmen such as Industrial Disputes Act, Payment of P.F., ESI Act, Workmen's compensations Act, etc. and all Government Liabilities.

36. Safety Measures: All safety measures as per the safety code shall be strictly adhered.

**Check List of Commercial Conditions**

Sr. No.	Description	Bank's terms	Whether acceptable to the tenderer (YES or NO)
1.	Bid Validity	3 months from the date of opening of Part- I of the tender	
2.	Earnest Money Deposit (EMD) (only for the successful bidder)		
3.	Performance Guarantee	5% of the contract cost for entire contract duration, in addition to EMD, in form of Bank Guarantee (only for the successful bidder)	
4.	Prices	The revision of the wages shall be done every six months in accordance with the revision in minimum wage rates if any, by Government of India. No change in quoted profit/ service charge will be allowed during the entire tenure of the contract	
5.	Penalty	In terms of clauses 6 and 9 of Section E- "General Instructions to Tenderers and Special Conditions of the Contract"	
6.	Termination/ Determination of contract	In terms of clauses 2 and 34 of Section E- "General Instructions to Tenderers and Special Conditions of the Contract"	
7.	Terms of payment	Payment shall be made on Monthly basis on submission of prescribed documents.	
8.	Insurance	In terms of clause 24 of Section E- "General Instructions to Tenderers and Special Conditions of the Contract"	

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



Signature of tenderer with seal

Address:

Date:

**Annexure-II****DETAILS OF BIDDER**

(to be submitted along with supporting documents)

S. No.	Particulars of the Company/ Firm	
1	Name and full address of the firm	
2	Registered Office with full address, Telephone No., Fax Nos., E-mail address, website URL	
3	Type of Company whether, Proprietorship, partnership etc.	
4	Name and address of the Proprietor/ Partners/Directors of the company	
5	Registration (Firm, company etc.)/Registration Authority, Date, Number etc.	
6	Income Tax Registration number (PAN)	
7	Goods and Services Tax Identification Number (GSTIN)	
8	Provident Fund Registration Number	
9	ESIC Registration Number	
10	Whether tenderer holding a License under Section 12 (1) of Contract Labour(R&A) Act 1970 read with section 21 of Contract Labour Act 1971. If so, furnish the details of license no. etc. and enclose a copy	
11	Date of ISO -9001 Certificate & Its validity period if applicable.	
12	Name and addresses and designation of the person who will represent the agency while dealing with the Bank (attach letter of authority)	
13	Experience in undertaking similar services to other organizations	_____years
14	Total value of the services provided to the other organization for the last 3 years.	2021-22 ₹
		2022-23 ₹
		2023-24 ₹
15	Whether financially sound to undertake services (Furnish audited balance sheet for last 3 years)	2021-22 ₹
		2022-23 ₹
		2023-24 ₹
16	Indicate if involved in any litigation	
17	Any civil suits pending in any of the orders executed, give details	

Place:

Date:

Signature with seal of the Bidder

**Annexure-III****Proforma for Bank Guarantee for Security Deposit**

(To be submitted on Non- judicial stamp paper of appropriate value purchased in the name of the issuing bank)

No. _____ Date _____

To:
The General Manager Office-In-charge
Reserve Bank of India Itanagar
APFCL Building, Van Vihar
Chimpu
Itanagar- 791111.

Dear Sir

In consideration of your agreeing to accept the security deposit of (Rs _____ only) furnishable to you by M/s _____ (hereinafter referred to as "the Tenderer") in terms of their contract with you for "**Annual Maintenance Contract for Housekeeping/ Cleaning & Catering at Office Building, Common & Peripheral Areas of RBI Itanagar**" as per their Tender dated _____ and your Special Conditions of Contract and other tender documents relating thereto subject to the conditions and alterations mutually agreed upon the set forth or referred to in your Contract dated _____ in the form of guarantee from us in the manner hereinafter contained, we _____ (Name of the Bank) do hereby covenant and agree with you as follows :

1. We undertake to indemnify you and keep you indemnified from time to time to the extent of Rs _____ (Rupees _____ only) against any loss or damage caused to or suffered by or that may be caused to or suffered by you by reason of any breach or breaches on the part of the Tenderer of any of the terms and conditions contained in the said Contract and in the event of the Tenderer making any default or default in carrying out any of the work under the said Contract or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding in total the said sum of Rs _____ (Rupees _____ only) as may be claimed by you as your losses and/or damages, costs, charges or expenses by reason of such default on the part of the Tenderer.

2. Notwithstanding anything to the contrary, your decision as to whether the Tenderer has made any such default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Guarantee but will pay the same forthwith on your demand without any protest or demur.

3. This guarantee shall continue and hold good until it is released by you on the application by the Tenderer after expiry of the relative guarantee period of the said Contract and after the Tenderer had discharged all his obligations under the said Contract and produced a certificate



of due completion of the work under the said contract and submitted a “No Demand Certificate”, provided always that this guarantee shall in no event remain in force after the day of _____ without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before the expiry of six months from the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.

4. Should it be necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this Guarantee on your request till such time as may be required by you. Your decision in this respect shall be final and binding on us.

5. You will have the fullest liberty without effecting this guarantee from time to time to vary any of the terms and conditions of the said contract or extend the time of performance of the Tenderer or to postpone for any time or from time to time any of your rights or powers against the Tenderer and either to enforce or forbear to enforce any of the terms and conditions of the said Contract and we shall not be released from our liability under this guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the Tenderer or any other forbearance, act or omission on your part or any indulgence by you to the Tenderer or by any variation or modification of the said contract or any other act, matter or things whatsoever, which under the law relating to sureties would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of Rs _____ (Rupees _____ only) as aforesaid.

6. This guarantee shall not in any way be affected by your taking or varying or giving up any securities from the Tenderer or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be, of the Tenderer.

7. In order to give full effect to the guarantee herein contained you shall be entitled to act as if we were your principal debtors in respect of all your claims against the Tenderer hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety-ship and other rights, if any, which are in any way inconsistent with any of the provisions of this guarantee.

8. Subject to the maximum limit of our liability as aforesaid, this guarantee will cover all your claim or claims against the Tenderer from time to time arising out of or in relation to the said contract and in respect of which your claim in writing is lodged on us before expiry of six months from the date of expiry of this guarantee.

9. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax or registered post to our local address as aforesaid and if sent by post, it shall be deemed to have been given when the same has been posted.

10. This guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees heretofore given to you by us (whether jointly with others or alone) and now existing uncanceled and that this guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.

11. This guarantee shall not be affected by any change in the constitution of the Tenderer or us nor shall it be affected by any change in your constitution or by any amalgamation or



absorption thereof or therewith but will ensure to the benefit of and be available to and enforceable by the absorbing or amalgamated company or concern.

12. Any forbearance, act or omission on the part of the Bank in enforcing any of the conditions of the said tender or showing of any indulgence by the Bank to the Tenderer shall not discharge the Surety in any way and the obligations of the Surety under this guarantee shall be discharged only on the intimation thereof being given to the Surety by the Bank.

13. This guarantee is irrevocable during the period of its currency and shall not be revoked without your previous consent in writing.

14. We further agree and undertake to pay you without demur the amount demanded by you in writing notwithstanding any difference or dispute or controversy that may exist or arise between you and Tenderer or any other person.

15. Notwithstanding anything contained herein above our liability under this guarantee is restricted to Rs _____ (Rupees _____ only). Unless a written claim is lodged on us for payment under this guarantee within six months from the date of expiry, including extensions if any, of this guarantee all your rights under the guarantee shall be forfeited and we shall be deemed to have been released and discharged from all liabilities thereunder, irrespective of whether or not the original guarantee is returned to us.

16. We have power to issue this guarantee in your favour under the Memorandum and Articles of Association of our Bank and the undersigned has full power to execute this Guarantee under the Power of Attorney granted to him by the Bank.

SIGNED AND DELIVERED

(For & on behalf of the above named Bank)

For & on behalf of

(Banker's Name & Seal)

BRANCH MANAGER

(Banker's Seal)

Address

(NB: This 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. The necessary stamp duty shall be paid by the tenderer).

**Annexure-IV****CLIENT'S CERTIFICATE REGARDING PERFORMANCE OF TENDERER****Name & Address of The Client:****Details of Works Executed by Shri/ M/s -.....**

1	Name of work with brief particulars	
2	Agreement No. and date	
3	Agreement amount	
4	Date of commencement of work	
5	Stipulated date of completion	
6	Actual date of completion	
7	Details of compensation levied for delay (indicate amount) if any	
8	Gross amount of the work completed and paid**	
9	Name & address of the authority under whom works executed	
10	i) Quality of work (indicate grading)	Outstanding / Very Good / Good / Satisfactory / Poor
	ii) Amount of work paid on reduced rates, if any	
11	i) Did the Tenderer go for arbitration?	
	ii) If yes, total amount of claim	
	iii) Total amount awarded	
12	Comments on the capabilities of the Tenderer	
	a) Technical Proficiency	Outstanding / Very Good



		/ Good / Satisfactory / Poor
	b) Financial soundness	Outstanding / Very Good / Good / Satisfactory / Poor
	c) Mobilization of adequate T&P	Outstanding / Very Good / Good / Satisfactory / Poor
	d) Mobilization of manpower	Outstanding / Very Good / Good / Satisfactory / Poor
	e) General behavior	Outstanding / Very Good / Good / Satisfactory / Poor

Signature of the client with Seal

Note:

- i) All columns should be filled in properly countersigned.
- ii) The Client Certificates should be submitted for each of the Prequalification work/s
- iii) Signed by an official of the rank of Officer of the rank of Executive Engineer or equivalent in case of Govt./Semi-Govt., organisations or a PSU.
- iv) Supported by adequate proof of payments received by the Tenderer for the work done by them.
- v) Client's report issued by private organization shall be accompanied by TDS Certificates
- vi) All columns should be filled in properly countersigned. Client certificate should be on letter head of the Client with signature of Authorized person.

**Annexure-V****DETAILS OF BANKERS**

Details of our Banker/s are:

	Banker 1	Banker 2
Name of the Banker		
Name of the Branch and its complete Postal Address		
Name and Job –title of the Contact Person along with his/her Telephone No. (s). and Fax No(s) etc.		
Type of Account and Account No.		
Whether Credit facility/ Overdraft facility enjoyed by the Tenderer.		
The period from which the Tenderer has been banking With the Banker		
Any other information which the Tenderer may like to furnish about its Bankers:		

Authorized Signatory
(With name)



Annexure-VI

FORM OF BANKERS CERTIFICATE FROM A SCHEDULED BANK

1. Composition of the firm (whether Partnership/ Private Limited/Proprietorship/ Public Limited.)
2. Name of the Proprietor/ Partners/ Directors of the firm.
3. Turnover of the firm for the last 3 financial years (year wise).

i) 2023-2024,

ii) 2022-2023,

iii) 2021-2022

4. Credit facility/ Overdraft facility enjoyed by the firm.
5. Dealings
6. The period from which the firm has been banking with your bank.
7. Any other remarks.

You may also kindly forward your opinion whether the above firm is considered financially sound to be entrusted with the contract for works estimated to cost Rs 12.80 Lakhs.

(Signature)

For the Bank

Note:

- Bankers' certificates should be on letter head of the Bank, addressed to General Manager (Officer in Charge), Reserve Bank of India, Itanagar
- In case of partnership firm, certificate should include names of all partners as recorded with the Bank

**Annexure-VII****MSTC पोर्टल पर निविदा के भाग -1 के साथ अपलोड किए जाने वाले दस्तावेजों की चेकलिस्ट****Checklist for documents to be uploaded on MSTC portal along with Part-1 of Tender**

Sr. No.	Particulars of the documents	Submitted (Yes/ No/ Not Applicable*) *Kindly provide valid reason for non-applicability
1.	Tender Document issued by the Bank – duly filled, stamped and signed (including all Annexures, Minutes of pre-bid meeting and corrigendum if any)	
2.	Power of Attorney/ authorization with the seal of the company/ firm in the name of the person signing the tender documents	
3.	Certificate of incorporation and Memorandum and Articles of Association / partnership deed/ other relevant certificate of registration for commencement of business	
4.	Particulars of tenderer (in format prescribed under Annexure-II) along with particulars of all the directors and responsible officials/ partners/ individual/individuals involved	
5.	Copy of PAN Card & other related Income Tax documents	
6.	Copy of GST Registration Certificate	
7.	Copy of MSMED Registration Certificate, if any	
8.	Copy of EPF Registration	
9.	Copy of ESIC Registration	
10.	Copy of License under Section 12 (1) of Contract Labour (R&A) Act 1970 read with section 21 of Contract Labour Act 1971	
11.	Work Orders and completion certificates in support of experience of more than 3 years in carrying out similar works	
12.	Details of similar qualifying works completed in last 3 years along with contact details of clients (in format prescribed under Annexure-I)	
13.	Work Orders for all similar qualifying works completed in last 3 years	
14.	Client's Certificates (in format prescribed under Annexure IV) from different clients in letterhead of the client and signed by authorized signatory for all similar qualifying works completed in last 3 years	
15.	Copy of TDS Certificates as a proof of payment for all client certificates issued by private organizations	



Sr. No.	Particulars of the documents	Submitted (Yes/ No/ Not Applicable*) *Kindly provide valid reason for non-applicability
16.	Completion certificates for all similar qualifying works completed in last 3 years	
17.	Work Orders for previous experience, if any, of carrying out Works for the Reserve Bank of India at any center	
18.	Copies of the Audited Final Accounts for last 3 years and a certificate issued by Chartered Accountant indicating the turnover for the last 3 years	
19.	Copies of the Income Tax Clearance Certificates/ Income Tax Assessment Orders/ Income Tax Returns for last 3 years	
20.	Details of Bank Accounts along with Contact details of Banker(s) (in format prescribed under Annexure V)	
21.	Banker's Certificate in letter head of the Bank and signed by authorized signatory	
22.	Valid document in support of having self-owned Establishment/ Set up/ Mechanism to provide training of staff and full-fledged service setup/ back office/ administrative office in Itanagar	
23.	Undertaking of having all the required legal/ statutory approvals for carrying out this business at Itanagar	
24.	Undertaking of not having convicted in a Court of Law or suspended / blacklisted by any organization on any grounds	
25.	Particulars of all Civil suits pending, if any	
26.	List of deviations, if any, in commercial terms and conditions	
27.	List of deviation, if any, in technical specifications	
28.	Other relevant documents, if any 1. 2. 3. 4. 5.	

Place:

Date:

Signature of the tenderer with seal

**PART- II****Price Bid**

Name of Work: Annual Maintenance Contract for Housekeeping/ Cleaning & Catering at Office Building, Common & Peripheral Areas of RBI Itanagar

Table 1: It is for illustrative purpose only and the same should not be submitted with Technical Bid. It should be submitted at online in MSTC Portal under the Section-Financial Bid.

NOTE: Wage component -The bidder should not quote rates for this component. Gross Wages of total employees for One month have been calculated by including Basic Wages (Minimum) (plus Variable Dearness Allowance) Cleaner-cum-Attendant-cum-Catering 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.

Service Charges Component- The bidder may quote his desired and reasonable amount in MSTC website subject to minimum 7% of the Wage Component.

Sl. No.	Description	Amount (₹)
A	Labour Cost for 04 Cleaner-cum-Attendant-cum-Catering for 1 (One) month. (as per Table 2)	68,150.00
B	Labour Cost for 01 Supervisor for 1 (One) month. (as per Table 2)	19,888.00
C	Service Charge for 1 (One) month (Insurance charges (Workmen Compensation Policy, Tenderers All Risk policy and Third-Party Liability Policy), Uniform charges, Cost of tools or any other expenses as applicable (minimum 7% of minimum wages as indicated in Serial No. 1 of Table 2) – to be quoted as percentage	X% (to be quoted as percentage)
D	Tenderer's Profit for 1 (One) month	Y (to be quoted as amount)
E	Total Cost for 1 (One) month (A+B+C+D)	
F	Total Cost for 1 (One) year (E*12)	

Bidders must keep in mind the following:

- While quoting wage component 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.

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.

SI No.	Component	Category of worker	
		Un-skilled @ 526	Semi-skilled @ 614
1	Basic Wages (Minimum) (plus VDA) for 26 days (w.e.f. October 01, 2024)	13676	15964
2	EPF @ 13% of SI No.1	1778	2075
3	ESI @ 3.25% of SI No.1	444	519
4	Bonus @ 8.33% of SI No.1	1139	1330
5	Total rate per person for 26 days (rounded off)	17038	19888

Signature and Seal of the Tendering Agency

Address:

Date: