



Reserve Bank of India
Estate Department
Chandigarh

Tender Notice

Reserve Bank of India, Chandigarh invites **E- tender for Annual Maintenance Contract for Garbage lifting and its disposal from MOB, RBI Chandigarh and providing Housekeeping Services at RBI Colonies Sector 16-A, 30-A and 44-B including supply of Bio-degradable garbage bags at all the colonies.**

2. The work is **estimated to cost ₹. 24,10,000/-**. This is an Open Tender. Only those firms, who are registered on MSTC portal will be able to take part in the Tender process. The tender document is available on website www.rbi.org.in and on www.mstcecommerce.com for download from **March 02, 2021**

3. Tender shall be submitted online in two parts. Part-I of the tender will contain the Bank's standard technical and commercial conditions for the proposed work, which must be agreed to by the tenderers. Part-II of the tender will contain Bank's schedule of quantities and tenderer's price bid to be submitted online.

4. The firms fulfilling the eligibility criteria and desirous of being considered for award of the work should upload all the required documents at www.mstcecommerce.com/eprochome/rbi on or before **March 17, 2021 (12.00 Noon)**

5. Part-I of the tender will be opened at **12.30 PM on March 17, 2021** on MSTC website.

The timeline of the tender is as follow:

a. e-Tender Name	Annual Maintenance Contract for Garbage lifting and its disposal from MOB, RBI Chandigarh and providing Housekeeping Services at RBI Colonies Sector 16-A, 30-A and 44-B including supply of Bio-degradable garbage bags at all the colonies.
b. e-Tender no	RBI/Chandigarh/Estate/392/20-21/ET/598
c. Mode Of Tender	e-Procurement System (Online Part I - Techno-Commercial Bid and Part II - Price Bid through www.mstcecommerce.com/eprochome/rbi)
d. Date of NIT available to parties to download from RBI website www.rbi.org.in and on www.mstcecommerce.com	March 02, 2021 (Tuesday)
e. Pre-Bid meeting (Off-line)	March 09, 2021 (Tuesday) 10.30 am to 11.30 am at Estate Department, 3 rd floor, MOB, RBI Chandigarh

f. Last date for submission of e-Tender	March 17, 2021 (Wednesday) up to 12.00 Noon
g. Earnest Money Deposit	₹. 48,200/- in the form of NEFT in favour of Reserve Bank of India, Chandigarh Address: Reserve Bank of India, Sector 17, Chandigarh - 160017 Details for NEFT Beneficiary Name: Estate <space> Your Firm's Name Beneficiary Ac No: 186003001 IFSC: RBIS0CGPA01 (5th and 10th being zero)
h. Last date of submission of EMD	March 17, 2021 (Wednesday) up to 12.00 Noon
h. Date of Starting of e-Tender for submission of on line Techno-Commercial Bid and price Bid at www.mstcecommerce.com/eprochome/rbi	March 02, 2021 (Tuesday) from 12.00 Noon
i. Date of closing of online e-tender for submission of Techno-Commercial Bid & Price Bid	March 17, 2021 (Wednesday) at 12.00 Noon
j. Date & time of opening of Part-I (i.e. Techno-Commercial Bid) Date & Time of opening of Part- II (Price Bid)	Part- I will be opened on March 17, 2021 (Wednesday) at 12.30 PM Part-II May be opened online on the same or a later date.
k. Transaction Fee	As applicable (inclusive of GST @18%) To be paid through MSTC Payment Gateway/NEFT/RTGS in favour of MSTC Limited or as advised by M/s MSTC Ltd. Please do not transfer the transaction fee to Reserve Bank of India, Chandigarh
L. Estimated cost of work	₹. 24,10,000/- (Rupees twenty-four lakh ten thousand only)

The Bank is not bound to accept the lowest tender and reserves the right to accept either in full or in part any tender. The Bank also reserves the right to reject all the tenders without assigning any reason thereof.

-SD-
Regional Director
Reserve Bank of India
Chandigarh Regional Office



**RESERVE BANK OF INDIA
MAIN OFFICE BUILDING
CHANDIGARH**

PART-I Tender

For

E-Tendering for Annual Maintenance Contract for Garbage lifting and its disposal from MOB, RBI Chandigarh and providing Housekeeping Services at RBI Colonies Sector 16-A, 30-A and 44-B including supply of Bio-degradable garbage bags at all the colonies.

Name of Contractor:

M/s _____

Address _____

Mobile & E-mail _____

Date of Pre Bid Meeting: - March 09, 2021

Last date of submission of Tender: March 17, 2021 up to 12.00 Noon

Date of Opening of Part-I of tender- March 17, 2021 at 12.30 PM

Venue:- Estate Department, 3rd Floor, RBI Chandigarh

Reserve Bank of India, Chandigarh

NOTICE INVITING TENDER

This is an open tender enquiry. However, only those bidders/vendors who are qualified for the work as per qualifications criteria stipulated in the tender are eligible to participate in this tender. Bidders are advised to upload the documents in support of their eligibility for the tender during the submission.

a. e-Tender Name	Annual Maintenance Contract for Garbage lifting and its disposal from MOB, RBI Chandigarh and providing Housekeeping Services at RBI Colonies Sector 16-A, 30-A and 44-B including supply of Bio-degradable garbage bags at all the colonies.
b. e-Tender no	RBI/Chandigarh /Estate/392/ET/598
c. Mode Of Tender	e-Procurement System (Online Part I - Techno-Commercial Bid and Part II - Price Bid through www.mstcecommerce.com/eprochome/rbi)
d. Date of NIT available to parties to download	March 02, 2021
e. Pre-Bid meeting (Off-line)	March 09, 2021 from 10.30 AM to 11.30 AM
f. Last date of submission of e-Tender	March 17, 2021 up to 12.00 Noon
g. Earnest Money Deposit	<p>₹48,200/- in the form of NEFT in favour of Reserve Bank of India, Chandigarh on or before Address: Reserve Bank of India, Chandigarh - 160017</p> <p>Details for NEFT Beneficiary Name: Estate <space> Your Firm's Name Beneficiary Ac No: 186003001 IFSC: RBIS0CGPA01</p>
h. Last date of submission of EMD	March 17, 2021 up to 12.00 Noon
i. Date of Starting of e-Tender for submission of on line Techno-Commercial Bid and price Bid at www.mstcecommerce.com/eprochome/rbi	March 02, 2021 from 12.00 Noon

j. Date of closing of online e-tender for submission of Techno-Commercial Bid & Price Bid	March 17, 2021 at 12.00 Noon
k. Date & time of opening of Part-I (i.e. Techno-Commercial Bid) Date & Time of opening of Part- II (Price Bid)	Part- I will be opened on March 17, 2021 (Wednesday) at 12.30 PM Part-II May be opened online on the same or a later date.
L. Transaction Fee	₹. As applicable on MSTC - (inclusive of GST @18%) To be paid through MSTC Payment Gateway/NEFT/RTGS in favor of MSTC Limited or as advised by M/s MSTC Ltd. Please do not transfer the transaction fee to Reserve Bank of India, Chandigarh
M. Estimated cost of work	₹. 24,10,000/- (Rs. Twenty-Four Lakh Ten Thousand Only)

Reserve Bank of India, Estate Department, Chandigarh - 160017

Tender Notice- Part I

1. Tenders for estimated cost of ₹. 24,10,000/- (Rs. Twenty-Four Lakh Ten Thousand Only) in two parts are invited for **Annual Maintenance Contract for Garbage lifting and its disposal from MOB, RBI Chandigarh and providing Housekeeping Services at RBI Colonies Sector 16A, 30A and 44B including supply of Bio-degradable garbage bags at all the colonies** during the period from April 01, 2021 to March 31, 2022.

2. Eligibility Criteria:

a.	Composition of the firm	Full particulars (whether contractor is an individual, or a partnership firm, or a Company etc.) of the composition of the firm of contractors in detail should be submitted along with name(s) and address(es) of the partners, copy of the Articles of Association/ power of Attorney/any other relevant document (Enclose copy of Registration)
b.	Work experience & Completion of similar works of specified value during the specified period	Copies of the detailed work orders indicating date of award, value of awarded work, time given for completing the work, etc. and the corresponding completion certificates indicating actual date of completion and actual value of executed similar works should be enclosed in proof of the work experience. The details along with documentary evidence of previous experience, if any, of carrying out works for the Reserve Bank of India at any centre should also be given.
c.	Turn over during the specified period	Copies of the Income Tax Clearance Certificates / Income Tax Assessment Orders along with the latest final accounts of the business of the contractor duly certified by a Chartered Accountant should be enclosed in proof of their turnover for last three financial years
d.	Service Set-up	Certificate from the manufacturers/any other valid document in support of having a full-fledged service setup at the desired place should be enclosed. (if required)
e.	Name(s) and address(es) of the Bankers and their present contact executives	Written information about the names and addresses of their bankers along with full details, like names, postal addresses, e-mail IDs, telephone (landline 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.
f.	Details of bank accounts	Full particulars of their bank accounts, like account no., type of account, IFSC etc. should be given

g	Name(s) and address(es) of the Clients and their present contact executives/Client certificate	Written information about the names and addresses of their clients along with full details, like names, postal addresses, e-mail IDs, telephone (landline and mobile) nos., fax nos., etc., of the contact executives (i.e. the persons who can be contacted at the office of their clients by the Bank in case it is so needed) should be furnished.
h	Details of completed works	The client-wise names of work(s), year(s) of execution of work(s), awarded and actual cost(s) of executed work(s), completion time stipulated in the contract(s) and actual time taken to complete the work(s), name(s) and full contact-details of the officers authorities / departments under whom the work(s) was/were executed should be furnished.

2. Only those contractors who have minimum 5 years of experience of executing similar works ending **March 31, 2021** are eligible for this tender. Applicant should furnish Client list showing the details of work carried out by them during last 5 years. The list shall include details such as Name of the Client, Value of work executed, Date of Start and Finish of the work, Reasons of delay, if any etc. The Applicant should submit documentary evidence in support of minimum experience of 5 years

3. Experience of having successfully completed similar works during last 5 years ending **March 31, 2021** should be either of the following:

i) Three similar completed works each costing not less than the amount equal to 40% of the estimated cost i.e. cost of each work executed shall be minimum ₹9,64,000/-

Or

ii) Two similar completed works each costing not less than the amount equal to 50% of the estimated cost i.e. cost of each work executed shall be minimum ₹12,05,000/-

Or

iii) One similar work costing not less than the amount equal to 80% of the estimated cost i.e. cost of each work executed shall be minimum ₹19,28,000/-

4. **Yearly Turnover:** - Should have an Annual Turnover of amount equal to 100% of estimated cost or more i.e. ₹24,10,000/- during the last three financial years ending 31st March 2020.

The following information in writing/ documents to satisfy the Bank about their eligibility for participating in the tendering process:

1. In the event of intending tenderers' failure to satisfy the Bank; the Bank reserves the right to refuse downloaded tender forms/document to them.
2. Tender forms can be downloaded from **March 02, 2021** from the website www.rbi.org.in. All the information/documents, mentioned in under eligibility criteria, will have to be submitted through e-tendering for Bank's examination. After scrutiny, if any of the contractors. are not found to possess the required eligibility, their tenders (Price Bid) will not be opened by the Bank for further processing.
3. Tender in prescribed form shall be submitted in two parts. Part-I tender will contain the Bank's standard technical and commercial conditions for the proposed work, tenderers' covering letter, tenderers' additional conditions, if any, and the EMD of

₹48,200/- in the form of NEFT favouring Reserve Bank of India payable at Chandigarh till **March 17, 2021 up to 12.00 Noon.**

4. Part I of the tenders will be opened **at 12.30 PM on March 17, 2021** in the presence of the authorized representative of the tenders who choose to be present. Part II of the tender will be opened on a subsequent date which will be intimated to the tenders in advance.
5. The Bank shall obtain reports on past performance of the tenderer from his clients and bankers. The Bank shall evaluate the said reports 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 are found unsatisfactory, the Bank reserves the right to reject his offer even after opening of Part - I of the tender and his online price bid of the tender along with EMD shall be returned back to him as it is. The Bank is not bound to assign any reason for doing so.
6. The Bank is not bound to accept the lowest tender and reserves the right to accept either in full or in part any tender. The Bank also reserves the right to reject all the tenders without assigning any reason therefore.

Regional Director
RBI Chandigarh

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FORM OF TENDER

Shri Jyoti Kumar Pandey
Regional Director,
Reserve Bank of India
Central vista, sector 17C
Chandigarh - 160017

Dear Sir,

Annual Maintenance Contract for Garbage lifting and its disposal from MOB, RBI Chandigarh and providing Housekeeping Services at RBI Colonies Sector 16A, 30A and 44B including supply of Bio-degradable garbage bags at all the colonies from April 01, 2021 to March 31, 2022.

1. Having examined the requirements, conditions and schedule of quantities relating to the captioned work and having visited and examined the site of the works and also having acquired the requisite information relating thereto as affecting the tender, I/We hereby offer to take up the service contract for Garbage lifting and its disposal from MOB, RBI Chandigarh and providing Housekeeping Services at RBI Colonies Sector 16A, 30A and 44B including supply of Bio-degradable garbage bags at all the colonies, at the rates mentioned in the attached schedule of quantities and in accordance with the conditions of the tender and conditions of contract attached hereto.

MEMORANDUM

a	Description of works	Annual Maintenance Contract for Garbage lifting and its disposal from MOB, RBI Chandigarh and providing Housekeeping Services at RBI Colonies Sector 16A, 30A and 44B including supply of Bio-degradable garbage bags at all the colonies.
b	Estimated cost	₹24,10,000/-
c	Earnest Money	₹48,200/-
d	Performance Bank Guarantee	5% of the value of contract shall be submitted by successful bidder

2. I/we hereby agree to fulfill the terms and provisions of the said conditions of the contract and work as per the rate accepted by the Bank.

3. We shall deposit a sum of **₹48,200/-** as an Earnest Money (in the form of NEFT in favour of Reserve Bank of India (A/c No. 186003001) & payable at Chandigarh till **12.00 noon on March17, 2021** with the Reserve Bank of India, which amount will not bear any interest. Should I/We fail to execute the contract, when called upon to do so.

I/We do hereby agree that this sum shall be forfeited by me/us to the Reserve Bank of India.

Date: _____

Place: _____

Landline/Mobile No. _____

Corporate mail ID. _____

Signature and seal of the contractor/s

Annual Maintenance Contract for Garbage lifting and its disposal from MOB, RBI Chandigarh and providing Housekeeping Services at RBI Colonies Sector 16A, 30A and 44B including supply of Bio-degradable garbage bags at all the colonies

GENERAL INSTRUCTIONS

Reserve Bank of India, Chandigarh invites tenders from the firms/companies for Housekeeping Services at its residential colonies for maintenance of cleanliness/hygiene for an initial period of 1-year w.e.f. April 01, 2021 to March 31, 2022 as per laid down contractual obligations. ***However, the contract can be extended for further period of two years, one year at a time, subject to satisfactory services of the house keeping /cleaning services, satisfactory performance of the staff deployed and adherence to contractual obligations by the concerned firm/company/contractor.***

2. The aim and objective is to provide a high level of clean and hygienic look to the Wall Closets (WC) , Bathroom and Washbasin area with timely supply of approved garbage bags in colonies and timely removal and disposal of garbage from Main Office Building . Pre- designated supervisors of the contractor will supervise the awarded work. **Mechanized / manual cleaning** may be done as far as possible with proper equipment using prescribed **Bio-degradable/Eco friendly approved cleaning material**. It may be noted that cleaning, mopping etc. must be of a very high standard brands as mentioned in tender document, failing which it would be deemed that the Agency has failed to perform as per the agreement and penalty including cancellation of contract and forfeiture of security amount may be resorted to in that case.

3. Resources Requirement

The contractor has to provide high standard housekeeping services with latest cleaning equipment/ machines such as Nylon Brush, Scrubber, Well Known Quality Toilet Cleaner, bathroom cleaner, wash basin glass cleaner, floor cleaner etc as applicable. The tenderer has to employ/place sufficient number of manpower & machines / equipment so as to ensure high quality services. Record of number of cleaning done, equipment & materials used should be maintained and submitted to Bank's caretaker on weekly basis or as and when requested by the Bank's Officials. Same should be endorsed with the bills.

4. Waste Disposal Management

The contractor will also arrange for supply of eco-friendly compostable garbage bags (30 pieces per occupied flat (size 19"X21", Minimum thickness 30 micron) within on monthly basis during the period of contract, within first week of each month.

Composability certificate of the garbage bags also to be submitted along with all necessary eligibility documents.

5. Bank will provide space to store their, materials, equipment in the store room and a computerized record of the store items shall be maintained by the contractor which shall be opened to inspection by authorized official of Bank during working hour. The keys of the store room will be made available at the caretaker office. The contractor shall insure that No inconvenience should be caused to the residents during carrying out of the work.

6. The contractor shall provide identity cards and uniform to his/her employees and ensure that all employees shall bear their identity cards for all the times they are working within the premises. The personnel deployed should be well experienced and trained adequately and of sound health. They should be well behaved and well mannered.

7. Contractor shall obtain the police verification report on character and antecedents of its employees. Details relating to them viz. name, age, educational qualification, Aadhar and permanent address shall also be provided to the Bank along with their passport size photograph before engaging them for the work

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

9. The Contractor shall provide necessary service personnel at his own expenses to ensure proper maintenance of housekeeping, garbage lifting and its disposal from Main Office Building & other allied services and to ensure that the work carried out properly as specified in schedule of quantity. The personnel so engaged by him would always be deemed to be his personnel and would not have any claim on the Bank whatsoever.

I/We hereby declare that I/we have read and understood the above instructions, terms and conditions for the guidance of tenderers.

Place:

Name of Tenderer:

Date:

Address with seal:

SCOPE OF WORK

A- For Residential Colonies at Sector 16A, 30A, 44B, Chandigarh

Note :-1) Service charges shall be inclusive of Tools & Plant, contractor's profit & overhead, insurance, and other applicable taxes, if any including GST as may be levied by statutory authorities from time to time.

S.No.	Description of work	Periodicity
1	Periodical Washing, cleaning and maintenance of wall closet/ bathroom/ washbasin/washbasin Mirror of Dispensary with attached toilet, caretaker office and gymnasium and regular cleaning and dusting	Daily
2	Periodical Washing, cleaning and maintenance of wall closet/ bathroom/ washbasin/washbasin Mirror of flats once in a week. Washing the floor, tiles, cleaning of toilet fixtures, wash basin, toilet seat, door, ventilator etc. by using nylon brush, mop cloth using approved cleaning materials detergents, toilet cleaner, required acid etc complete as directed.	Weekly
3	Charges for cleaning of all fans including exhaust fans at Kitchen, Windows/Ventilators frame and glasses, shutters, panels including nylon mosquito mesh, cleaning with certified cleaning agent, drying and fixing back to the window/ventilators and shutters, cleaning of all switch boards and switches. Removing cobwebs, inaccessible spots including pelmets/curtain rods etc of the flats once in quarter in officers flats.	Quarterly
4	Charges for cleaning of all fans including exhaust fans at Kitchen, Windows/Ventilators frame and glasses, shutters, panels including nylon mosquito mesh, cleaning with certified and approved cleaning agent, drying and fixing back to the window/ventilators and shutters, cleaning of all switch boards and switches. Removing cobwebs, inaccessible spots including pelmets/curtain rods etc of the flats half yearly in class-III & IV flats.	Half-yearly
5	Charges for general cleaning of all the rooms, Kitchen, bathroom, toilet & balcony of entire flat including cleaning of plumbing and carpentry fittings of vacant flats using approved cleaning materials, toilet cleaner, removal of cob webs, dusting and etc.	Yearly

6	Supply of eco-friendly compostable Garbage Bag of size 19”X21” and minimum thickness 30 micron, to all occupied flats (including sharing flats) in all residential colonies.	One piece per day per occupied flat
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B- For Main Office Building, RBI Chandigarh

S.No.	Description of Work	Frequency
1	Collection and Segregation of Garbage from Main Office Building	Daily
2	Arrange to transfer the garbage to predefined locations of municipality for processing.	Weekly or less as required

I/We hereby declare that I/we have read and understood the works describe above and agree to perform the work, if awarded, on the terms & conditions mentioned in tender.

Date: _____ Signature and seal of the contractor/s

Place: _____

Landline/Mobile No. _____

Corporate mail ID. _____

SPECIAL CONDITIONS OF THE CONTRACT

1. Eligibility Criteria

The tenders should satisfy the following conditions and are requested to upload the following documents in Part I to examine their qualification/suitability. Opening of Part II will be subjected to satisfying the prescribed eligibility criteria:

- a. Self Attested one recent passport size photograph(s) of the authorized person(s) of the firm/agency with name , designation, Office/Residential address and office telephone numbers, whether the bidder is a sole proprietor /partnership firm/company etc and if partnership firm , names addresses and telephone numbers of Directors/Partners also;
- b. Should have minimum 5 years of experience of executing similar works during last 5 years ending **March 31, 2021 or have a reputed name in the field of Housekeeping.** Contractor should furnish their client list showing the details of work carried out during the last 5 years the list shall include details such as name of the Client, name of the work, year of execution of work, value of work awarded, Date of Start and Finish of the work and corresponding completion certificate indicating actual date of completion and actual value of executed similar works should be enclosed in proof of the work experience. The contractor should submit documentary evidence in support of minimum experience of 5 years
- c. The Bank's estimated cost of the work/contract is around **₹ 24,10,000/-** for 1 year and therefore, the contractor/ tenderer must have experience of successfully completed similar works (housekeeping) during last **5 years ending March 31, 2021** within the criteria given below:
 - i. Three similar completed works each costing not less than ₹. 9,64,000/-
Or
 - ii. Two similar completed works each costing not less than ₹.12,05,000/-
Or
 - iii. One similar work costing not less than the amount equal to ₹19,28,000/-
- iv. Should have annual turnover of **minimum ₹24,10,000/-** or more during the last three financial years ending **March 31, 2020.**
- v. Income Tax Clearance certificates with the latest final accounts of the business of the contractor of last three consecutive years duly certified by a practicing Chartered Accountant should be enclosed in proof of their creditworthiness and turnover for last 3 years.
- vi. Tenders should consist of the following documents supported by documentary evidence.
 - a. Self-attested copy of PAN no. card under Income Tax Act;
 - b. Self-attested copy of GST/ Service Tax Registration Number;
 - c. Self-attested copy of Valid Registration No. of the Agency/ Firm/ Company.
 - d. Self-attested copy of Provident Fund Registration Number;

- e. Self-attested copy of valid ESIC Registration Number
- f. Self-attested copy of valid License and Number under Contract Labour Act and under any other Acts/Rules;
- g. Any other document/Brochure /write up etc that the bidder wishes to be considered in terms of the selection criteria mentioned in this document.

*Only firm/company having valid registration under Contract Labour Act, ESI, EPF& other Statutory law required for providing Housekeeping Services shall apply.

vii. Tendering firms/companies should have current account in scheduled banks and should give an undertaking that they are ready to receive the payments through Electronic Clearing Service (ECS/NEFT).

viii. Should have a National/Local presence and market reputation.

ix. Rates quoted for **Lifting and disposal of Garbage from Main Office building** as defined under section B of the “Scope of work” by the agency should be in accordance with the **Contract Labour Act 1970** & latest **Central Government Minimum Wages**. Tender having quoted rates below the prescribed rates will be rejected. The rates should be all inclusive of Carriage charges, contractor’s profit and applicable taxes.

2. Interested Firms/ Agencies shall submit the tenders in prescribed form in two parts.

3. Part-I of the tender will contain the tenders covering letter, tenders’ additional conditions, if any and Part II of the tender will contain no conditions but tenderers’ price bid only and submitted online on MSTC portal or in the manner enumerated in the tender form.

4. No tender will be entertained after March 17, 2021 12.00 Noon, under any circumstances whatsoever.

5. The tenderer shall deposit an earnest money (EMD) along with Part-I of the tender amounting to **₹48,200/-** by way of a NEFT in favour of "RESERVE BANK OF INDIA" Chandigarh. The earnest money will be returned to the unsuccessful tenderer, without any interest thereon.

6. The Earnest Money Deposit of **₹48,200/-** paid by the successful tenderer along with their tender, shall be held by the Reserve Bank of India as a security deposit for the execution and due fulfilment of the Contract. No interest shall be paid on the said deposit. EMD of successful tenderer will be returned after submission of 5% of the contract amount by the successful tenderer in form of Security Deposit or Bank Guarantee will validity Up to March 31, 2022.

7. a) Part-I of the tenders will be opened on MSTC portal by Tender Opening Committee, in the presence of representative of Regional Director (Chandigarh), Reserve Bank of India, Chandigarh or by any other officer designated for this purpose by RD and in the presence of the tenders or their representative if they choose to be present.

b) Part-II of the tender only for those tenders which meet the requirement (pre-qualification criteria) of the Bank will be opened on the subsequent date which will be intimated to the contractors who have qualified as per Part-I evaluation well in advance.

8. a) The tender form must be filled in English or Hindi and all entries must be handwritten in blue ink.

b) English version of tender shall prevail in matter of interpretation.

c) Each of the Tender Documents should be signed by the person or persons submitting the tender in token of his/their having acquainted himself/ themselves with the Conditions of contract, scope of work, special conditions etc as laid down therein. Any tender with any of the documents not so signed will be rejected.

d) 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. Tender/application submitted by email or post will not be accepted.

e) The tender submitted on behalf of the firm shall be signed by all the partners of the firm or by a partner who has the necessary authority on behalf of the firm to enter into the proposed contract or by a person holding the power of attorney in the case of a company. Otherwise the tender may be rejected by the Bank.

9. 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.

10. If awarded, the Contractor shall not assign/ sublet any or all portion of the contract except with the written consent of the Bank. In case of breach of these conditions, the Bank may serve a notice in writing on the Contractor rescinding the contract whereupon the security deposit shall stand forfeited to the Bank, without prejudice to the other remedies available to the Bank against the contractor.

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

12. The tenderer should submit the reports on past performance of his firm/company from his clients and bankers along with the part I of the tender. 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 are found not satisfactory, the Bank reserves the right to reject his offer even after opening of Part -I of the tender and his sealed cover containing Part-II of the tender will be returned to him. The Bank is not bound to assign any reason for rejecting the tender.

13. After prima facie scrutiny, if any of the contractor is found not satisfying the required eligibility criteria, the tender submitted by him will not be processed further. Before finalization of tender, the committee of member formed for deciding the tender may visit the place of work where tenderer is carrying out the work presently to check their quality of work. This will be one of the criteria for selection.

14. Tender shall remain valid for acceptance by the Bank for a period of three months from the date of opening of the tender (Part I), the period of which may be extended by mutual agreement and the tenderer shall not be cancel or withdraw the tender during this period. Thus, the rate quoted by the tenderer will remain constant for a period of minimum 3 months, even if the rate changes.

15. The service charge quoted will cover the cost of contractor's profit & overhead, insurance, Tools & plant. The payment thereon will be made after the same is duly certified by the Bank's Officer that the services have been provided satisfactorily and after deducting all statutory dues/taxes, etc. However, the work shall be certified by the Bank's caretaker.

16. The quoted service charges will be firm and not subject to labour conditions, exchange variations or any other condition whatsoever in case of housekeeping services at residential colonies. However, the firm/ agency will be bound to pay statutory Central Govt. minimum wages to the workforce employed by him / them for lifting of garbage from Main Office building, therefore rate should be quoted keeping this in mind. Tenderer shall bound to revise the minimum wages to the labour employed for lifting of garbage from Main Office building on every occasion when rates are revised by central government the hike in rate revision during the period of contract shall be solely borne by the successful tenderer.

17. The quoted service charges shall also include Insurance charges (Workmen compensation and Third-Party liability or any other medical insurance), Work Contract tax, Sales tax, Excise duty, Octroi and any other tax and duty or other levy whether existing or future, levied by the Central Government or any State or Local Authority if applicable including Goods & Service Tax.

18. The successful bidder/contractor shall depute required number of supervisor and cleaning staff to render the cleaning services. The successful bidder/contractor shall commence the work only after furnishing to the Bank the following:-

- i. Labour License
- ii. Provident Fund Code Number
- iii. E S I Code Number
- iv. Registration Number
- v. Various Registers as per CLRA Act, 1970

19. In addition successful bidder will have to submit performance Bank guarantee of 5% of the contract amount for successful execution of the contract. After submission of Performance Bank Guarantee (PBG), EMD will be released. Thus the Performance Bank Guarantee of 5% of contract value will be released after completion of contract. This contract amount is renewable on

the basis of variation in WPI and CPI as per the nature of work, in case the Bank extend the contract for the subsequent year to its satisfaction. No interest shall be paid on the said deposit. Contractor shall deposit the PBG 5% of renewed contract amount in case of each renewal of the contract.

20. The successful bidder/contractor shall Ensure that he/she deploys only adult, well trained and competent persons who are physically & medically fit and are not suffering from any chronic or contagious diseases, for carrying out the maintenance works.

21. The successful tenderer shall-

a. Be responsible for and arrange to bear costs of such equipment's, materials and other paraphernalia as Bank considers necessary for effectively rendering the services required by the Bank.

b. Be responsible and liable for the payment of wages and all other dues which they are entitled to receive under the various labour laws and other statutory provisions **for the labour deployed for lifting of garbage from Main Office building.** Payment to the every workman should be done through banking channels (through NEFT/ ECS) only.

c. Insurance Clause-

Take necessary insurance cover at his own expenses against the personal injuries likely to be suffered by the workers while doing the Bank's work. He shall ensure that the insurance cover is kept alive during the tenure of this agreement. Contractor shall provide a copy of insurance cover (valid for entire contract period) to Reserve Bank of India. In case of mandatory insurance required by the Government of India in the event of any pandemic or emergency, contractor shall bear the cost of insurance.

Insurance in respect of damage to person and property:

The Contractor shall be responsible for all injury to persons, animals or things, and for all structural and decorative damage to property which may arise from the operation or neglect of himself or of any nominated sub-contractor or any employee of either, whether such injury or damage arises from carelessness accident or any other clause whatever in any connected with the carrying of this contract. This clause shall be held to include inter alia, any road, streets, foot-paths, bridges or ways as well as damage caused to the buildings and works forming the subject of this contract by frost, rain, wind or other inclemency of weather. The Contractor shall indemnify the Employer and hold it 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 legislature or otherwise and also in respect of any award or compensation or damage consequent upon such claim.

The Contractor shall reinstate all damage of every sort mentioned in this clause, so as to deliver up the whole of the contract works complete to and perfect in every respect and so as to make good or otherwise satisfy all claims for damage to the property of third parties.

An insurance policy covering third party liability shall be taken by the contractor to cover the loss/disablement of human life (persons not belonging to the contractor). This shall also cover the risk of damages to other's materials/equipment/properties including those, if any of the banks during construction/erection/commissioning of the said contract work at site. The value of third party liability for compensation for loss of human life or full /partial disablement shall be of required statutory value for full and partial disablement and shall nevertheless cover such compensation as may be awarded by a court of law. Cover for damage to other's equipment/property shall be as approved by the bank. The sub-contractors of the contractor shall not be holders or beneficiaries in the policy nor shall they be named in the policy. The bank shall be the principal holder of the policy along with the contractor. The bank reserves the exclusive right to assign the policy

The contractor shall indemnify the Employer against all claims which may be made against the Employer by any member of the public or other third party in respect of anything which may arise in respect of the works or in consequences thereof and shall at his own expenses arrange to effect and maintain until the virtual completion of the contract, with an approved office a policy of insurance in the joint names of the Employer and the Contractor against such risks and deposit such policy or policies with the Employer from time to time during the currency of this contract. The Contractor shall also similarly indemnify the Employer, against all claims which may be made upon the Employer whether under the Workmen's Compensation Act or any other status in force during the currency of this contract at common law in respect of any employee of the Contractor or any Sub-Contractor and shall at his own expenses effect and maintain, in the joint names of the Employer and the Contractor against such risks and deposit such policy or policies with the Employer from time to time during currency of the Contract

The Contractor shall be responsible for any liability which may be executed from the Insurance Policies above referred to and also for all other damage to any person, animal or property arising out of the incidental to the negligent or defective carrying out of this Contract transit, storage, erection, testing & commissioning policy. He shall also indemnify the Employer in respect of any costs, charges or expenses arising out of any claim or proceedings and also in respect of any award of compensation or damages arising therefrom

The Employer shall be entitled to deduct the amount of any damage, compensation, costs, charges and expense arising or accruing from or in respect of any such claims or damage from any or all sums due or to become due to the Contractor without prejudice to the Employer's other rights in respect thereof. The contractor shall at his own expense, arrange to effect and maintain (until the virtual completion of the contract) with an approved office the following insurance policies in the joint name of

employer and himself with the employer being first (Principal) and deposit such policy or policies with the employer from time during the currency of this contract.

1. Workmen compensation policy
2. Third party liability policy with the limits as under:
 - a. Rs. 10,00,000/- per annum
 - b. Rs. 2,00,000/- per occurrence

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

23. In addition, he/they have to provide essential amenities like drinking water, first aid facility etc. to its employees as per Contract Labour Act 1970. The agency/ contractor has to give undertaking on Non Judicial Stamp Paper of applicable value before the award of the work that he undertakes to actually pay wages to all the labourer of all descriptions to be engaged by him for completion of that particular job/work at the rate which is not less than the one prescribed under minimum wages under CLRA Act and also keep the Principal Employer indemnified against all the actions that may be initiated against the Principal Employer by the Statutory Authorities for his failure to pay such wages and provide the essential amenities.

24. The contractor shall be required to obtain a license, from the office of the Assistant Labour Commissioner, Government of India, Chandigarh as provided under section 12(1) of the Contract Labour (Regulation & Abolition) Act, 1970 read with section 21 Contract Labour (Regulation & Abolition) Central Rules, 1971 and also comply with the other requirements of the above Act or any other law as applicable, failing which he alone would be responsible for actions/ proceedings ensuring thereto. The Bank shall not be held responsible for acts, commissions or omissions of the contractor and shall in no way be made liable to the labourers engaged by the Contractor.

25. The contractor shall indemnify and keep indemnified the Bank against all losses and claims, damages or compensation for breach of any provisions of the Payment of Wages Act, 1936, Minimum Wages Act, 1948, Contract Labour (Regulation and Abolition) Act, 1970 or any other labour law/statute in force in this regard. The contractor only shall be responsible for liabilities, if any, in this regard.

26. The successful contractor shall have to execute an Agreement with the Bank in this regard in the enclosed format, in duplicate, on receipt of intimation from the Bank of the acceptance of his/their tenders.

27. Contractor has to work with due diligence and ensure that Housekeeping work in proper condition for entire period as per contract. If contractor fails to execute the work as per tender terms and condition and does not carry out work timely, the Bank at its sole discretion will get the work done at contractor's risk and cost. Expenditure incurred so will be recovered from Security Deposit kept with Bank.

Contractor has to arrange the services of the **labour deployed for lifting of garbage from Main Office building** for minimum 26 days in a month for each

property to fulfil his obligation as per AMC including making alternate arrangement of worker. In no case, property remain unattended of garbage lifting services, Whenever it is found that the cleanliness is not up to the mark, it will be brought to the notice of the of the the Bank's officer through caretaker office and if no action is taken within reasonable time, liquidated damages @ ₹2000/- per complaint can be imposed. The decision of the Bank's Officer shall be final, in this regard.

The persons deployed by the contractor for the services mentioned above shall be the employees of the contractor for all intents and purposes and that the persons so deployed shall remain under the control and supervision of the contractor and in no case, shall a relationship of employer and employee between the said persons and the RBI, Chandigarh shall accrue/arise implicitly or explicitly. It will be the responsibility of the contractor to ensure that no liability on this count should come on Reserve Bank of India, Chandigarh in respect of workers deployed by him.

29. That on taking over the responsibility of the work assigned, the Contractor shall formulate the mechanism and duty assignment of work to its personnel in consultation with Authorised Bank's Official/ Caretaker/Asst. caretaker or Bank's nominee. The contractor shall further be bound by and carry out the directions/ instructions given to him by the Authorised Bank's Official / Caretaker/Asst. caretaker from time to time.

30. Authorised Bank's Official /caretaker shall be at liberty to carry out surprise check on the persons as deployed by the contractor in order to ensure that persons deployed by him are doing their duties.

31. That in case any of the persons so deployed by the contractor does not come up to the mark or does not perform his duties properly or commits misconduct or indulges in any unlawful acts or disorderly conduct, the contractor shall immediately withdraw and take suitable action against such persons on the report of the RBI, Chandigarh in this respect. Further, the contractor shall immediately replace the particular person so deployed on the demand of the RBI, Chandigarh in case any of the aforesaid acts on the part of the said person.

32. That contractor shall deploy his persons in such a way that they get weekly rest.

33. That the contractor shall submit the proof of having deposited the amount of ESI and EPF contributions towards the persons deployed at RBI, Chandigarh in their respective names before submitting the bill for the subsequent month. Also the work report of cleaning, duly signed by the residents and certified by the Bank's caretaker shall be submitted with the bills in prescribed format given by the Bank.

34. That all precautions will be taken by the contractor towards the safety of its employees and it will be the sole responsibility of the contractor towards any untoward incident i.e. compensation etc to its employees.

35. The Quantity prescribed in the scope of work is only indicative and shall be subject to change at the Bank's discretion. Payment shall be made based on the actual quantum of work executed and his attention should be drawn to the fact that rates for each and every item should be correct, workable and self-supporting.

36. A pre-tender briefing meeting of the intending applicants will be held at Estate Department to clarify any point/doubt raised by them in respect of the tender form. No separate communication will be sent for this meeting. All the intending applicant are advised to be present and study the tender document properly before participation.

37. The intending tenderers are advised to inspect the site on before submission of Tender documents with the prior permission from the Bank and ascertain the exactness of the area to be maintained and the work to be executed before quoting their rates.

38. The Sexual Harassment of women at work place: The Contractor / Agency shall be Solely responsible for full compliance with the provision of “the Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013.

(a) In case of any complaint of sexual harassment against its employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor / Agency and the Contractor / Agency shall ensure appropriate action under the-said Act in respect to the complaint.

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

(c) The contractor shall be responsible for any monetary Compensation that may need to be paid in case the incident involves the employees of the contractor, for instance any monetary relief to Bank’s employee, if sexual violence by the employee of the contractor is proved.

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

39. Labour License from CLC: -

The contractor shall abide by and fulfil all requirements laid down under the contract labour (Regulation and Abolition) Act and the rules framed in the act.

40. Non-Disclosure:

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

contractor shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The contractor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.

41. Right of employer to terminate contract in the event of death of contractor or individual:

Without prejudice to any of the rights or remedies under this contract, if the contractor, being an individual die, the employer, shall have the option of terminating the contract without incurring any liability for such termination.

42. EPF & ESI : The contractor should ensure that he is registered with EPFO and he should abide with the rules and regulations issued by EPFO & ESI.

I/We hereby declare that I/We have read and understood the above instructions/conditions and the same will remain binding upon me/us in case the above mentioned Annual Service Contract is entrusted to me/us.

Date: _____
contractor/s

Signature, name and seal of the

Place: _____

ARTICLES OF AGREEMENT

ARTICLES OF AGREEMENT made theday of....., 20.... between the

Reserve Bank of India (hereafter called “Bank”) having its office at Chandigarh 160017 on the one part and M/s (Thereinafter called “the Contractor”) on the other part. The terms of this agreement are effective from April 01, 2021 to March 31,2022

WHEREAS the Bank is desirous of entering into **Annual Maintenance Contract for Garbage lifting and its disposal from MOB, RBI Chandigarh and providing Housekeeping Services at RBI Colonies Sector 16A, 30A and 44B including supply of Bio-degradable garbage bags at all the colonies**

AND WHEREAS the Contractor has agreed to execute the work subject to the Conditions set forth herein and to the Conditions of contract (all of which are collectively hereinafter referred to as “the said Conditions”) the works described in the said Schedule of Quantities at the respective rates therein set forth amounting to the sum as therein arrived at or such other sum as shall become payable there under (herein after referred to as ‘the said Contract Amount’)

NOW IT IS AGREED AS FOLLOWS:

1. In consideration of said Contract Amount to be paid at the times and in the manner set forth in the said conditions, the contractor shall upon and subject to the said Conditions execute and complete the work as per Specifications.
2. The Bank shall pay the Contractor, the said Contract Amount, or such other sum as shall become payable, at the times and in the manner specified in the said conditions subject to deduction of taxes as applicable of law.
3. In the said conditions hereinbefore mentioned, the Assistant General Manager in charge of the Estate Department shall act on behalf of the Bank.
4. The said Conditions and Appendix thereto 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.
5. The agreement and documents mentioned herein shall form the basis of this Contract.
6. The contractor shall bear the stamp duty on the original of this agreement, which shall be executed in duplicate, and the Bank shall retain the original and the Contractor shall retain the duplicate.
7. The contractor shall make good any damages done to the Bank’s property after the completion of such work.
8. The Bank reserves to itself the right of altering the nature of the work by adding to or omitting any items of work or having portions of the same carried out without prejudice to this contract.
9. All payments by the Bank under this Contract shall be made only at Reserve Bank of India, Chandigarh. Payment shall be made on Monthly basis on submission of duly certified bills along with ESIC, EPF, and Bank account statement with following set of documents duly signed and verified by stated authorities/persons:-

- a) Attendance sheet of **the labour deployed for lifting of garbage from Main Office building** shall be duly certified by Caretaker/Assistant Caretaker and P& SO.
- b) Statements of Toilet Cleaning/Wash rooms/Wash basins/Mirror at wash basin (as per scope of work) of Officers' and Officers' occupied flat duly certified by resident and Caretaker.
- c) All cleaning statements should be certified by competent persons/authorities.

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

11. The contractor shall be solely responsible for full compliance with the provisions of "the Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013". In case of any complaint of sexual harassment against its employee within the premises of the Bank, the complaint will be filed before the internal Complaints Committee constituted by the contractor and contractor shall ensure appropriate action under the said Act in respect to the complaint.

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

13. The contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the contractor, for instance any monetary relief to Bank's employee, if sexual violence by the employee of the contractor is proved.

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

15. The contractor shall provide a complete and updated list of its employees who are deployed within the Bank's premises.

16. The Contractor shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure/systems/equipment etc., which may come to the possession or knowledge of the contractor during the course of discharging its contractual obligations in connection with this agreement, to any third party and shall at the times hold the same in strictest confidence. The contractor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Contractor shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Bank. The Contractor 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 Contractor and the Bank shall be entitled to claim damages and pursue legal remedies.

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

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

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

18. The Sexual Harassment of women at work place:

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

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

The contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the contractor, for instance any monetary relief to Bank’s employee, if sexual violence by the employee of the contractor is proved.

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

19. Termination of Agreement

Without prejudice to what is contained hereinabove, the Bank shall at its sole and absolute discretion, be entitled to terminate this agreement forthwith by written notice without assigning any reason and without payment of any compensation, if

- i. In the opinion of the Bank (which shall not be called in question by the contractor and shall be binding on the contractor) the contractor fails or refuses to implement this agreement to the Bank’s satisfaction and/or
- ii. The contractor commits a breach of any terms and conditions of this agreement and/or
- iii. The contractor is adjudged an insolvent or a compromise is entered by him with his creditors or if distress or execution or other process is levied upon or receiver is appointed for any part of the assets or property of contractor and/or
- iv. For any reason whatsoever, the contractor becomes disentitled in law to perform his obligations under this agreement and/or
- v. There is any variation in the ownership/ partnership or management of the contractor or his business without the prior approval in writing of the Bank to such variation.
- vi. In the event of termination of this agreement for any reason whatsoever, the contractor/or persons employed by him or his agents shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.

20. Special Clause for Exigency: In the event of exigencies arising due to the death, infirmity, insolvency of the contractor or for any other reason or circumstances, liabilities thereof of the contract shall be borne by the following on such terms and conditions, as the Bank may consider proper, namely:

- I. Legal heirs in case of sole proprietor
- II. The next Directors / Partners in the case of company or firm as the case may be. The Bank may revoke the contract and shall reserve the right to settle the matter according to the circumstances of the case as it may consider proper.

21. ARBITRATION

If any dispute, difference or question shall, at any time, arise between the parties as to the construction of this Agreement or concerning anything herein contained or arising out of this Agreement or as to the rights, liabilities and duties of the said parties and binding, the same shall be referred to arbitration under the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification thereof and the decisions of the Arbitrator/Panel of Arbitrators shall be final and binding on both the parties. Further such disputes, difference or questions, if any shall be deemed to have arisen at Chandigarh and only Courts in Chandigarh shall have jurisdiction to determine the same.

IN WITNESS WHERE OF the Bank has set its hands to these presents through its duly authorized official and the contractor has caused its common seal to be affixed hereunto the said two duplicates has caused these presents and the said two duplicates hereof to be executed on its behalf the day and year first herein above written.

Signature Clause:

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

Shri
(Name and designation)

.....
..... in the presence of
(1)

(Name & Designation)
Estate Deptt.
Reserve Bank of India, Chandigarh (witness)

(2)

(Name & Designation)

Estate Deptt.

Reserve Bank of India, Chandigarh (witness)

SIGNED AND DELIVERED BY

or

behalf

In the presence of:

(1)

Address: -----

(Witness)

(2)

Address: -----

(Witness)

If the party is a partnership firm

an individual.

Should be signed by all or on

of all the Partneरू..

Safety Code

1.	First aid appliances including adequate supply of sterilized dressing and cotton wool shall be kept in a readily accessible place.
2.	An injured person shall be taken to a public hospital without loss of time, in cases where the injury necessitates hospitalization.
3.	Workers employed shall be provided with protective footwear and rubber hand gloves.

Note- Cost for compliance of safety codes will be borne by the agency/contractor only

Date:

Place:

Contractor's signature with seal

Appendix

- Periodicity of bill : Monthly or as indicated on date of award
Date of commencement :
Date of completion : Annual Service contract
(Up to 31.03.2022)
Payment : Monthly
- EMD : ₹.. (shall be submitted
at the time of submission of Tender)
- Security Deposit : Performance Bank Guarantee of 5% of contract
value
shall be submitted by Successful Contractor after award of
work
- Total Security Deposit : Performance Bank Guarantee of
5% of contract value
will be released on completion of
successful execution of work on
yearly basis. This BG is
renewable in case the successful
contractor continues the work
in the subsequent year.

Date:

Place:

Contractor's signature with seal

(TO BE TYPED ON A LETTER HEAD OF THE CONTRACTOR)
This format shall be sent with Part –I of the tender

UNDERTAKING

To
The Regional Director,
Reserve Bank of India,
Chandigarh -160017

Subject: - Tender for providing Workers for housekeeping

Sir,

I/We hereby agree to abide by all terms and conditions laid down in tender document.

1. This is to certify that I/We before signing this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake I/We abide by the said terms and conditions.
2. I/We abide by the provisions of Minimum Wages Act, Contract Labour Act and other statutory provisions like Provident Fund Act, ESI Act, Uniform and Allowance thereof and any other charges applicable from time to time. I/We will pay the wages to the personnel deployed as per Minimum Wages Act as amended by the Government from time to time and shall be fully responsible for any violation.
3. I/We shall provide Housekeeping services through workers as and when required.
4. I/We do hereby undertake that complete work of housekeeping shall be ensured by our Firm, as well as any other assignment considered by the Bank.
- 5) The Earnest Money Deposit of ₹. 48,200/- is given vide NEFT _____ drawn in favour of Reserve Bank of India, Chandigarh.
6. On receiving the award of contract, I/We will provide a sum of **5% of contract value** in the form of a Performance Bank Guarantee.
7. I/We also understand that the Regional Director, Reserve Bank of India, Chandigarh has the right to accept or reject my /our tender bid without assigning any reasons whatsoever and his decision will be binding on me/us.
8. I/We have valid registration in respect of Employees Provident Fund/Employees State Insurance /Service Tax etc. Copies of the above are enclosed herewith.

Authorised Signatory with name, seal and signature

Annexure –A
Basic Information

(Please submit along with documentary evidence)

Sr. 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	i) ii) iii)
5	Registration (Firm, company etc.)/Registration Authority, Date, Number etc.	
6	Income Tax Registration number(PAN)	
7	Service Tax Registration Number & GST Registration	
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.	
11	Name and addresses and designation of the person who will represent the agency while dealing with the Bank (attach letter of authority)	
12	Experience in undertaking similar services to other organizations	-----years

13	Total value of the services provided to the other organization for the last 3 years	
14	Whether financially sound to undertake services (furnish audited balance sheet for last 3 years)	
15	Indicate if involved in any litigation	
16	Any civil suits pending in any of the orders executed, give details	

Authorised Signatory with name, seal and signature

Annexure- B
Details of Bankers of Tenderer

	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 contractor.		
The period from which the contractor has been banking With the Banker		
Any other information which the contractor may like to furnish about its Bankers		

Authorized Signatory

(With name)

Annexure- C

Form of Bankers Certificate from a Scheduled Bank (To be submitted by the contractor along with the Tender)

This is to certify that to the best of our knowledge and information M/S/Shri/ Ms_____having marginally noted address, a customer of our bank are/is respectable and can be treated as good for any engagement up to a limit of ₹_____ (Rupees _____). This certificate is issued without any guarantee or responsibility on the Bank or any of the officers

(Signature)

Note:

1. Banker's certificate should be on letter head of the Bank, addressed to enlistment authority.
2. In case of partnership firm, certificate to include names of all partners as recorded with the Bank.

Annexure –D

Client’s Certificate – Performance of Contractor

Details of House Keeping contract as per Clause 1 (d) of eligibility criteria
in following proforma

Name and address of the client

Details of work executed

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 and address of the authority under Whom works executed	
10	Whether the contractor employed qualified manpower for the execution of work	
11	(i) Quality of work (indicating grading)	Outstanding/Very Good/Good/Satisfactory/Poor
	(ii) Amount of work paid on reduced Rates if any.	
12	Did the Contractor go for arbitration?	
	(i) If Yes, total amount of claim	
	(ii) Total amount awarded	

13	Comments on the capabilities of the Contractor	
	(i) Technical Proficiency	Outstanding/Very Good/Good/Satisfactory/Poor
	(ii) Financial soundness	Outstanding/Very Good/Good/Satisfactory/Poor
	(iii) Mobilization of manpower	Outstanding/Very Good/Good/Satisfactory/Poor
	(iv) General behaviour	Outstanding/Very Good/Good/Satisfactory/Poor

Signature of the client with Seal

Note: All columns should be filled in properly. Client certificate should be on letter head of the Client with signature of Authorized person.

Format for Monthly Internal cleaning

RBI Colony -Sector ChandigarhinMonth of .20...

Periodical Washing, cleaning and maintenance of wall closet/ bathroom/ washbasin/washbasin Mirror of flats once in a week. Washing the floor, tiles, cleaning of toilet fixtures, wash basin, toilet seat, door, ventilator etc. by using nylon brush, mop cloth using approved cleaning materials

S.No.	Flat Number	Signature /Certification by Residents or family members for the work done in					Feedback on Quality of services to be given by residents on month end
		1 st week	2 nd week	3 rd week	4 th week	5 th week	

Format for Quarterly Internal cleaning

RBI Colony -Sector Chandigarhfor the Quarter of .20...

Cleaning of all fans including exhaust fans at Kitchen, Windows/Ventilators frame and glasses, shutters, panels including nylon mosquito mesh, cleaning with certified cleaning agent, drying and fixing back to the window/ventilators and shutters. Removing cobwebs, inaccessible spots including pelmets/curtain rods etc of the flats once in quarter in officers flats.

S.No.	Flat Number	Signature /Certification by Residents or family members for the above-mentioned work done in quarter (with Name & date)	Feedback on Quality of services to be given by residents on

Format for Half- yearly Internal cleaning

RBI Colony -Sector Chandigarhfor the..... Half -year of .20...

Cleaning of all fans including exhaust fans at Kitchen, Windows/Ventilators frame and glasses, shutters, panels including nylon mosquito mesh, cleaning with certified cleaning agent, drying and fixing back to the window/ventilators and shutters. Removing cobwebs, inaccessible spots including pelmets/curtain rods etc of the flats half yearly in class-III & IV flats.

S.No.	Flat Number	Signature /Certification by Residents or family members for	Feedback on Quality of services

		the above-mentioned work done (with Name & date)	to be given by residents on

Format for annual cleaning in vacant flats

RBI Colony -SectorChandigarhfor the Year...

General cleaning of all the rooms of entire flat including cleaning of plumbing and carpentry fittings of vacant flats using approved cleaning materials, toilet cleaner, removal of cob webs, dusting and etc.

S.No.	Flat Number	Signature /Certification by Bank's Caretaker for the above-mentioned work done	Feedback on Quality of services

Format for Daily cleaning

RBI Colony -SectorChandigarhfor the month of Year...

Periodical Washing, cleaning and maintenance of wall closet/ bathroom/ washbasin/washbasin Mirror of Dispensary with attached toilet, caretaker office and gymnasium and regular cleaning and dusting

S.No.	Date	Work done in Dispensary	Work done in Care-taker office	Work done in Dispensary Gymnasium	Signature /Certification by Bank's Caretaker for the above-mentioned work done

Format for Supply of Garbage Bags

RBI Colony -Sector ...Chandigarh, supply of garbage bag for the month of Year...

S.No.	Flat Number	Date of supply	Name & Sign of occupant

Details of Materials

Material Required To Be Supplied By The Contractor Once In A Month

Sr. No.	Description	Unit	Quantity per month	Qty to be supplied in a year
1	Mop (Pochhaa) (550mm x 550mm) complete	Nos	10	
2	Liquid Toilet Cleaner (500 ml)	Bottle	20	
3	Liquid Cleaner (500 ml Colin)	Bottle	15	
4	Liquid floor cleaner (500 ml)	Bottle	20	
5	Dusting Cloth (Yellow/White)	Pkts	10	
6	Garbage Polybags (Bio-degradable) (make Green Vision/Green Shield/Green world with thickness at least 30 micron size 19'x21')	Pks (30 pieces in pkt)	400	
7	Acid	litre	03	

SCHEDULE OF MATERIAL TO BE SUPPLIED BY THE CONTRACTOR ONCE IN 6 MONTHS

Sr. No.	Description	Unit	Quantity to be Supplied once in 6 months	Quantity to be Supplied in a year
1	Broom Stick (Phool Jhadu)	Nos	05	
2	Coconut Broom	Nos	03	
3	Floor Wiper	Nos	05	
4	Toilet Cleaning Brush	Nos	05	
5	Nylon brush	Nos	05	
6	Dust pan	Nos	03	

APPROVED MATERIAL BRAND

Sr. No.	Description	Brand
1	Liquid Toilet Cleaner (500 ml)	Harpic, Mr. Muscle, Helix
2	Liquid Cleaner (500 ml Colin)	Collin, Dr. Clean, Wonderfresh
3	Liquid floor cleaner (500 ml)	Harpic, lizol, domex , Mr. Muscle

Part-II (Price Bid) SCHEDULE OF QUANTITY

Annual Maintenance Contract for Garbage lifting, disposal from MOB, RBI Chandigarh and providing Housekeeping Services at RBI Colonies Sector 16A, 30A and 44B including supply of Bio-degradable garbage bags at all the colonies.

Item No. 1 LABOUR PART

A. Description – Periodical Washing, cleaning and maintenance of wall closet/ bathroom/ washbasin/washbasin Mirror of flats once in a week. Washing the floor, tiles, cleaning of toilet fixtures, wash basin, toilet seat, door, ventilator etc. by using nylon brush, mop cloth using approved cleaning materials detergents, toilet cleaner, required acid etc complete as directed.

Rates (in Rs.) shall be inclusive of contractor's profit (CP) and GST over the basic rate & CP

S. No	Flat Type and location	Total Quantity (approx.)	Unit	Rate	Total Amount per annum
1	Officers' Flat (Grade B/C Type and senior officers' flats) WC and bathrooms with Washbasins in each flat Attached toilets in each flat: carpet area=4.43 sqmt each	(Sector 16A- 08 flats Sector 30A- 11 flats Sector 44B- 29 flats)	Weekly	In Figures: Rs. In Words: Rupees	For 52 weeks for total 48 flats approx.
2	Officers' Flat (Grade A Type) Single WC, at Kitchen bathroom and Washbasin in each flat Bathroom=1.94 sqmt and WC=1.13 sqmt each flat	(Sector 30A-11 flats Sector 44B- 43 flats)	Weekly	In Figures: Rs. In Words: Rupees	For 52 weeks for total 54 flats approx.
3	Sharing Flats Single WC , bathroom and Washbasin in each flat Bathroom=1.94 sqmt and WC=1.13 sqmt each flat	(Sector 30A- 12 flats)	Weekly	In Figures: Rs. In Words: Rupees	For 52 weeks for 12 flats approx.
4	Dispensary with attached toilet, caretaker office and gymnasium Bathroom=1.94 sqmt and WC=1.13	(Sector 30A-1 Sector 44B-1)	Daily	In Figures: Rs. In Words: Rupees	For 365 days for 2 units i.e. dispensary, care taker office and

	sqmt each flat				a gym at both the colonies
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****Quantity of flats may vary due to vacation/occupancy, during the period of contract. Monthly payment will be made on actual basis.***

B. Description – Charges for cleaning of all fans including exhaust fans at Kitchen, Windows/Ventilators frame and glasses, shutters, panels including nylon mosquito mesh, cleaning with certified cleaning agent, drying and fixing back to the window/ventilators and shutters. Removing cobwebs, inaccessible spots including pelmets/curtain rods etc of the flats once in quarter in officer's flats and half yearly in class-III & IV flats and daily in Dispensary, caretaker office gymnasium.

Rates (in Rs.) shall be inclusive of contractor's profit (CP) and GST over the basic rate & CP

S.No.	Flat Type and location	Total Quantity	Unit	Rate (Rs. Per flat)	Total Amount per annum
1	Officers' Flat (Grade B/C Type and senior officers' flats)	(Sector 16A- 08 flats Sector 30A- 11 flats Sector 44B- 29 flats)	Quarterly	In Figures: Rs. In Words: Rupees	For 4 quarters for total 48 flats approx.
2	Officers' Flat (Grade A Type)	(Sector 30A-11 flats Sector 44B- 43 flats)	Quarterly	In Figures: Rs. In Words: Rupees	For 4 quarters for total 54 flats approx.
3	Sharing Flats	(Sector 30A-12 flats)	Quarterly	In Figures: Rs. In Words: Rupees	For 4 quarters for 12 flats approx.
4	Class III flats	(Sector 30A-144 flats)	Half-Yearly	In Figures: Rs. In Words: Rupees	For 2 half years for 144 flats approx.
5	Class IV flats	(Sector 30A- 81flats)	Half-Yearly	In Figures: Rs. In	For 2 half years for 81 flats approx.

				Words: Rupees	
6	Dispensary with attached toilet, caretaker office and gymnasium	(Sector 30A-1Flat Sector 44B-1Flat)	Daily	In Figures: Rs. In Words: Rupees	Per day for 365 days for 2 units i.e. dispensary, care taker office and a gym at both the colonies

****Quantity of flats may vary due to vacation/occupancy, during the period of contract. Monthly payment will be made on actual basis.***

C. Description- Charges for general cleaning of all the rooms of entire flat including kitchen, bathroom, toilet, balcony etc and cleaning of plumbing and carpentry fittings of vacant flats using approved cleaning materials, toilet cleaner, removal of cob webs, dusting and etc.

Rates (in Rs.) shall be inclusive of contractor's profit (CP) and GST over the basic rate & CP

S.No.	Flat Type and location	Total Quantity	Unit	Rate (Rs. Per flat)	Total Amount per annum
1	Officers' Flat (Grade B/C Type and senior officers' flats) including kitchen, bathroom, toilet, balcony etc	(Sector 16A- 3 flats Sector 30A-NA Sector 44B-7 flats)	Annual	In Figures: Rs. In Words: Rupees	Per Year for 10 flats approx.
2	Officers' Flat (Grade A Type) including kitchen, bathroom, toilet, balcony etc	(Sector 30A-1 flat Sector 44B-3 flats)	Annual	In Figures: Rs. In Words: Rupees	Per Year for 4 flats approx.
3	Sharing Flats and Class III Flats including kitchen, bathroom,	(Sector 30A- 43 Flats)	Annual	In Figures: Rs. In Words: Rupees	Per Year for 43 flats approx.

	toilet, balcony etc				
4	Class IV Flats including kitchen, bathroom, toilet, balcony etc	(Sector 30A- 21 Flats)	Annual	In Figures: Rs. In Words: Rupees	Per Year for 21 flats approx.

****Quantity of flats may vary due to vacation/occupancy, during the period of contract. Monthly payment will be made on actual basis.***

D- Description of Work- Collection and Segregation of Garbage from Main Office Building on daily basis and arrange to transfer the garbage on weekly or less, as required to predefined locations of municipality for processing and Supply of eco-friendly compostable Garbage Bag size 19”X21” to all occupied flats (including sharing flats) in all residential colonies

Rates (in Rs.) shall be inclusive of contractor’s profit (CP) and GST over the basic rate & CP

S.No.	Required	Frequency of work (26 days in a month)	Total Amount per annum
1	Services of a labour inclusive of Machinery also, Garbage disposal Transportation Tractor only from Main Office Building, Sector 17, Chandigarh and distribution of garbage bags in RBI residential colonies with in the first week of the month.	i. Daily for Collection and Segregation of Garbage from Main Office Building ii. Transfer of garbage to predefined location on weekly basis or less, as required	Rates should be inclusive of minimum wages +VDA decided by central govt with statutory contributions PF, ESI, EDLI etc., carriage charges, contractor’s profit and GST

E- Material Cost – For Materials Mop, Liquid Toilet Cleaner, Liquid Cleaner, Liquid Floor Cleaner, Dusting Cloth, Garbage Polybags(bio-degradable), Acid, Broom Stick, coconut broom, floor wiper, toilet cleaning brush, nylon brush, dust pan.

Rates shall be inclusive of contractor’s profit (CP) and GST.

Material PART 1 – Supply of Biodegradable Garbage Bags

S.No.	Description of Item (Biodegradable Garbage Bag)	Requirement per month for
1	Supply of eco-friendly compostable Garbage Bag of size 19”X21” and minimum thickness 30 micron, to all occupied flats (including sharing flats) in all residential colonies. Composability	Approx. 400 flats (one piece per day per flat) in all colonies sector 16A, 30A and 44B,

certificate of the garbage bags also to be submitted along with all necessary eligibility documents.	Chandigarh.
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***Quantity of flats may vary due to vacation/occupancy, during the period of contract. Monthly payment will be made on actual basis.**

Material- PART 2

CODE	DESCRIPTION	RATE (in Rs. Inclusiv e of GST)	UNIT	QTY.	AMOUNT (in Rs.)
Material (to be used Monthly)					
1	Mop (Pochhaa) (550mm x 550mm) complete		Nos	6	
2	Liquid Toilet Cleaner (500 ml)		Bottle	20	
3	Liquid Cleaner (500 ml Colin)		Bottle	15	
4	Liquid floor cleaner (500 ml)		Bottle	20	
5	Dusting Cloth (Yellow/White)		Packets	10	
6	Acid		litre	03	
7	Total (Item 1 + - - - - - + Item 6)				
8	Cost with GST for 1 Month (Item 7)				
9	Cost with GST for 1 Year (Item 8 x 12 Months)				
10	CP @ x% on sr. no. 9				
11	GST @y% on CP sr.no. 10				
	Total (9+10+11)				

Material - PART 3

CODE	DESCRIPTION	RATE	UNIT	QTY.	AMOUNT (in Rs.)
Material (Half yearly)					
1	Broom Stick (Phool Jhadu)		Nos	05	
2	Coconut Broom		Nos	03	
3	Floor Wiper		Nos	05	
4	Toilet Cleaning Brush		Nos	05	
5	Nylon brush		Nos	05	

6	Dust pan		Nos	03	
7	Total (Item 1 + - - - + Item 6)				
8	Cost for 6 Month (Item 7)				
9	Cost for 1 Year (Item No.8 x 2)				
10	Total per year with GST				
11	Contractors Overhead & Profits @ X%				
12	GST @ y% on Contractors Overhead & Profits				
	Total (10+11+12)				

Final Estimated Cost

Item No.	Description	Amount (In Rs. Inclusive of CP and GST as described in description)
(1)	TOTAL INTERNAL CLEANING PART	
(2)-A	SUPPLY OF BIODEGRADABLE GARBAGE BAGS (Part 1 of Description E)	
(2)-B	TOTAL MATERIAL PART (Supplying materials for above-mentioned tasks part 2 and 3 of Description E)	
(3)	GARBAGE LIFTING CHARGES & GARBAGE BAG DISTRIBUTION (inclusive of all taxes, CP, EPF @12%, ESI @3.25% and EDLI @0.5%, Machinery also, Garbage disposal Transportation Tractor only from Main Office Building, Sector 17, Chandigarh and distribution of Garbage Bags)	
	Grand total in Rs. = (1)+(2)+(3)	

Place:
 seal Date:
 Number & E-mail

Signature of the contractor with
 & Address with Phone

Note- Material Shall be deposited within the Bank & Bank's Caretaker shall issue the material as per the requirement.