



e-Tender for Comprehensive Annual Maintenance Contract (CAMC) of Air Conditioners installed at RBI Main Office Building and Comprehensive Annual Maintenance Contract (CAMC) of Air-Conditioners and Water Coolers installed at Staff Colony, Gandhi Nagar and Officers' Colony, Gandhi Nagar, Jaipur

Reserve Bank of India, Jaipur invites e-Tender for Comprehensive Annual Maintenance Contract (CAMC) of Air Conditioners installed at RBI Main Office Building and Comprehensive Annual Maintenance Contract (CAMC) of Air-Conditioners and Water Coolers installed at Staff Colony, Gandhi Nagar and Officers' Colony, Gandhi Nagar, Jaipur. The tendering would be done through the e-Tendering portal of MSTC Ltd (<http://mstcecommerce.com/eprochome/rbi>). All the eligible firms/ contractors must register themselves with MSTC Ltd to participate in the tendering process. The Schedule of e-Tender is as follows:

a. e-Tender Name	Comprehensive Annual Maintenance Contract (CAMC) of Air Conditioners installed at RBI Main Office Building and Comprehensive Annual Maintenance Contract (CAMC) of Air-Conditioners and Water Coolers installed at Staff Colony, Gandhi Nagar and Officers' Colony, Gandhi Nagar, Jaipur
b. e-Tender no	RBI/Jaipur/Estate/195/22-23/ET/301
c. Estimated cost of the work	₹8,25,000/-
d. Mode of Tender	e-Procurement System (Online Part I - Techno-Commercial Bid and Part II - Price Bid through www.mstcecommerce.com/eprochome/rbi)
e. Date of NIT available to parties to download	September 08, 2022, 11:00 AM onwards
f. Eligible Vendors	Only empanelled vendors of Reserve Bank of India, Jaipur Office in Electrical trade subcategory 2.3 are eligible to participate in the tender.
g. Earnest Money Deposit	₹16,500/- (Rupees Sixteen Thousand and Five Hundred only) through NEFT, details as below: A/c No.: 8692299 IFSC: RBIS0JPPA01 (Fifth and tenth digit in IFSC is Zero)
h. Last date of submission of EMD	September 28, 2022 till 02:00 PM EMD must be reflected in our account before the last date and time of submission of tender.
i. Date of Starting of e-Tender for submission of on line Techno-Commercial Bid and price Bid at www.mstcecommerce.com/eprochome/rbi	September 08, 2022, 11:00 AM onwards
j. Date of closing of online e-tender for submission of Techno-Commercial Bid & Price Bid	September 28, 2022, till 02:00 PM
k. Date & time of opening of Part-I (i.e. Techno-Commercial Bid) Date & Time of opening of Part-II (i.e. Price Bid)	September 28, 2022, at 03:00 PM Part II will be opened on same day if no deviation is sought by bidder. Otherwise, the Part II will be opened on the other date which will be communicated to bidders through email.
l. Transaction Fee	To be paid through MSTC Payment Gateway/NEFT/RTGS in favour of MSTC Limited or as advised by M/s MSTC Ltd.

Please note that there is no tender fee to download the tender document from Portal of MSTC Ltd.

Any amendments / corrigendum to the tender, if any, issued in future will only be notified on the MSTC Website and RBI website as given above.



**Reserve Bank of India
Estate Department
Jaipur**

(e-Tender No.: RBI/Jaipur/Estate/195/22-23/ET/301)

E-tender

For

Comprehensive Annual Maintenance Contract (CAMC) of Air Conditioners installed at RBI Main Office Building and Comprehensive Annual Maintenance Contract (CAMC) of Air-Conditioners and Water Coolers installed at Staff Colony, Gandhi Nagar and Officers' Colony, Gandhi Nagar, Jaipur

Part I

Techno-Commercial Bid

Name of Bidder:

Address:

Telephone No.:

Email Address:

Note: Scanned and Signed copy of Part I need to be upload on MSTC website at relevant tender. Part II directly to be submitted at MSTC.

Reserve Bank of India (RBI)	
Estate Department	
Jaipur	
E-Tender: Part I / Techno- commercial bid	
Section I : Commercial Conditions	
1.1	Name of work: RBI JAIPUR invites tender of “ Work- Comprehensive Annual Maintenance Contract (CAMC)of Air-Conditioners installed at RBI Main Office Building & Comprehensive Annual Maintenance Contract (CAMC)of Air-Conditioners & Water Coolers installed at Staff Colony, Gandhi Nagar and Officers’ Colony, Gandhi Nagar, Jaipur ” in two Parts from eligible bidders. It is E-tender and service provider is MSTC. Refer Annexure I before proceeding further.
1.1.1	Estimated cost of work: ₹8.25 Lakh
1.1.2	Earnest Money Deposit: Only successful bidder needs to be submitted EMD of ₹16,500/-. However, MSE firms are exempted for submission of EMD). Necessary MSE registration certificate is needed to be uploaded along with tender. EMD amount must be reflected in our account on and before last date and time of submission of tender.
1.1.3	Transaction fee of tender will be directly submitted at MSTC website
1.1.4	Date of start of tender: September 08, 2022, 11:00 AM onwards
1.1.5	Last date and time of submission of tender: September 28, 2022 till 02:00 PM
1.1.6	Date and time of opening of Part I of tender: September 28, 2022 at 03:00 PM
1.1.7	Date and time of opening of Part II of the tender: Part II will be opened on same day if there will be no deviation submitted by the bidder. Otherwise the Part II will be opened on the other date which will be communicated to bidders through email.
1.1.8	Contact person of clarification: Shri Harshad Kelkar, AM(Electrical), M: 8828202902
1.1.9	Eligibility Criteria: (i) Empaneled contractor of RBI (The Bank) JAIPUR office in category 2.3.
1.2	Tendering Process: The tender documents can be downloaded from MSTC website. All corrigendum, addendum and further communication shall be forwarded through email and MSTC website only. The tenders for the above work in two parts i.e. Part I contains technical specifications & terms and conditions. Part II contains only rates of items. Tender shall be submitted on MSTC website (refer Annexure I). Scan and Signed copy of Part I will be uploaded on MSTC website and rates of Part II will be directly submitted at MSTC website.
1.3	Part II (Financial bid): Part I will be opened on the date and time mention above. No deviation will be accepted in Part I of tender. If firm puts deviation in the tender, their tender may be out rightly rejected or The Bank may consider deviation. Part II will be opened for those bidders who qualified in Part I of the tender. Lowest quoted amount in the Part II will be declared L1 bidder/successful bidder and tender will be awarded. The Bank discourages the stipulation of any addition conditions by the tenderer. However, after opening of Part I any clarification/conditions etc. if any, will be examined and after discussions with all the tenderers, the conditions that are accepted to the Bank will be intimated to the tenderers. All the tenderers can quote a percentage above or below their tendered amount already submitted in part II. The quoting of such as a percentage above or below their tendered amount shall have a definite bearing on the condition/s the tenderers have to withdraw or additional benefit liable to be received as per the condition accepted by the Bank. The letter containing the tenderer’s quoting percentage above or below their quoted tendered amount should be submitted in sealed cover on or before date fixed to Estate

	Department, subsequently and advised to the tenderers. This letter together with already submitted tendered rate shall be called Part II, will be opened in presence of the representatives of firms on the due date advised.
1.4	Rates The rates quoted in Part II of tender shall be firm and shall include charges of GST, levies, consumables, labour, transport, insurance, removing of debris from the site etc. Bidders are advised to inspect the site before quoting. This is item rate tender and all items are to be executed as directed by Technical officer deputed in the Bank.
1.5	Transaction fee is required to submit by all the intended bidders to MSTC website. The EMD need to submit as shown above in <i>A/c No.8692299, Account name RBI Jaipur, IFSC Code:RBIS0JPPA01 (0=Zero)</i> through NEFT/ Mobile Banking/ RTGS {Intimate/ forward the transaction details to estatedeptjaipur@rbi.org.in }. If bidder is fails to submit the EMD, tender may cancel, and firm may be blacklisted from empanelment. EMD should be interest free and shall be returned to unsuccessful bidders after awarding the work and EMD of L1 bidder/ successful bidder will be returned after completion of the work in all respect. <u>EMD shall be forfeited if the Bidder:</u> (i) makes misleading or false representations in the forms, statements and attachments submitted, has suppressed any material information, details of any legal proceedings pending in the court which might otherwise have created any impact on the eligibility criteria; or (ii) withdraws his Bid during the period of Bid validity; or does not sign the contract after award of Contract. (iii) has been blacklisted by any Government agency and the blacklisting is still in force. (iv) If bidder fails to complete the work.
1.6	<u>Validity of tender:</u> The tenders shall be valid for acceptance by the Bank for a period of 90 days from the date of opening of Part I of tender.
1.7	<u>Signing of Contract Agreement</u> The successful bidder shall be bound to implement the Contract within 14 days from the date of work order. The cost of necessary stamp paper (Rs 500) for execution of the agreement shall be borne by the Bidder. The format of agreement is attached at annexure-II . Also submit signed copy of the Part I of the tender.
1.8	<u>Time Period:</u> NA
1.9	<u>Extension of time:</u> NA
1.10	<u>Safety and statutory measures:</u> The bidder shall take all safety measure during the execution of the work. The Bank will not accept any liability for any mishap / accident caused while working. The bidder shall indemnify and keep indemnified the Bank against all losses and claims, damages or compensation for breach of any provision of the Payment of Wages Act,1936 Minimum Wages Act 1948, Contract Labour (Regulation and Abolition) Act,1970, Payment of Bonus Act 1965 amended till date or any other labour law/statute in force in this regard.
1.11	<u>Cleanliness:</u> All debris shall be disposed of by the bidder as per the rules and regulation of local authorities concerned beyond the property limits and the site shall be kept free of safety/ fire hazards.
1.12	<u>Performance Bank Guarantee:</u> NA

1.13	<p><u>Non-Disclosure clause:</u> The Bidder 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 Bidder 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 Bidder 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 Bidder shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Employer. The Bidder 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 Bidder and the Employer shall be entitled to claim damages and pursue legal remedies. The Bidder 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 Bidder's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.</p>
1.14	<p><u>Sexual Harassment:</u></p> <p>The Bidder / 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 Bidder / Agency and the Bidder/Agency shall ensure appropriate action under the said Act in respect to the complaint. The bidder shall be responsible for educating its employees about prevention of sexual Harassment at work place and related issues.</p> <p>(i)Any complaint of sexual harassment from any aggrieved employee of the bidder against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.</p>
1.15	<p><u>Termination of Contract by the Employer</u></p> <p>If the Contractor being an individual or a firm commits any “act of insolvency”, or shall be adjudged an insolvent or being an Incorporated Company shall have an order for compulsory winding up made against it or pass an effective resolution for winding up voluntarily or subject to the supervision of the Court and the Official Assignee of the Liquidator, in such acts of insolvency or winding up, as the case may be, shall be unable, within seven days after notice to him requiring him to do so, to show the reasonable satisfaction of the Employer that he is able to carry out and fulfill the Contract and to give security therefor, if so required by the Employer.</p> <p>Or if the Contractor (whether an individual, firm or Incorporated Company) shall suffer execution or other process of Court attaching property to be issued against the Contractor,</p> <p>Or shall suffer any payment under this Contract to be attached by or on behalf of any of the creditors of the Contractor,</p> <p>Or shall assign or sublet this Contract without the consent in writing of the Employer first had obtained,</p>

Or shall charge or encumber this Contract or any payments due or which may become due to the Contractor hereunder,

Or if the Employer determine that the Contractor

- (i) has abandoned the Contract, or
- (ii) has failed to commence the works, or has without any lawful excuse under those Conditions suspended the progress of the works for 14 days after receiving from the Employer notice to proceed, or
- (iii) has failed to proceed with the works with such due diligence and failed to make such due progress as would enable the works to be completed within the time agreed upon, or
- (iv) has failed to remove materials from the site or to pull down, and replace work for seven days after receiving written notice that the said materials or work were condemned and rejected by the Employer under these Conditions or
- (v) has neglected or failed persistently to observe and perform all or any of the acts, matters or things by this Contract to be observed and performed by the Contractor for seven days after written notice shall have been given to the Contractor requiring the Contractor to observe or perform the same.

Then and in any of the said cases, the Employer may notwithstanding any previous waiver, after giving seven day's notice in writing to the Contractor, determine the Contract and liabilities of the Contractor, the whole of which shall continue in force fully as if the Contract had not been so determined, and as if the works subsequently executed had been executed by or on behalf of the Contractor and further, the Employer by his agents or servants may enter upon and take possession of the works and all plant, tools, scaffoldings, machinery and materials lying upon the premises or the adjoining lands or roads, and use the same as his own property or may employ the same by means of his servants and workmen in carrying on and completing the works or by employing any other Contractor or other person or persons to complete the works, and the Contractor or other person or persons employed for completing and finishing or using the materials and plant for the works. when the works shall be completed or as soon thereafter as convenient, the Employer shall give a notice in writing to the Contractor to remove his surplus materials and plant, and should the Contractor fail to do so within a period of twenty days after receipt thereof by him, the Employer may sell the same by public auction, and give credit to the Contractor for the net amount realized. The Employer shall thereafter ascertain in writing under his hand what (if anything) shall be due or payable to, or by the Employer, for the value of the said plant and materials so taken possession of by the Employer and the expense or loss which the Employer shall have been put to in procuring the works to be completed, and the amount, if any, owing to the Contractor and the amount which shall thereupon be paid by the Employer to the Contractor or by the Contractor to the Employer, as the case may be, and the decision of the Employer shall be final and conclusive between the parties.

1.16 Termination of Contract by Contractor

	<p>If payment of the amount payable by the Employer shall be in arrears and unpaid for thirty days after notice in writing requiring payment of the amount as aforesaid shall have been given by the Contractor to the Employer or if the Employer shall repudiate the Contract, or if the works be stopped for three months under the order of the Employer or by any injunction or other order of any Court of Law, then and in any of the said cases, the Contractor shall be at liberty to determine the Contract by notice in writing to the Employer and he shall be entitled to recover from the Employer, payment for all works executed and for any loss he may sustain upon any plant or materials supplied or purchased or prepared for the purpose of the Contract. In arriving at the amount of such payment, the net rates contained in the Contractor's original Tender shall be followed, or where the same may not apply, valuation shall be made in accordance with Clause 1.22 hereof.</p>
1.17	<p>Insurance: The contractor shall take all insurances at his cost to cover all kinds of risks from the time the equipment /materials leave the manufacturer's works till handing over work to the Bank, in the joint names of the Bank and the contractor and it shall cover the following risks.</p> <ul style="list-style-type: none"> a) work man compensation for working men b) Third party liability (@10% of contract cost of work per accident maximum for 3 period) c) Contractor's all risk policies for contract value <p>Note : These policies shall be valid for entire period of contract. If contractor does not provide these policies, the Bank reserves the right to take the above insurance policies themselves and/or recover the cost thereof from the bill of the contractor.</p>
1.18	<p>Payment Condition:</p> <ul style="list-style-type: none"> (a) 25% of the contract amount will be paid at the end of each quarter on certification of the bill from technical officer. However, amount will be paid as per the actual number of ACs for which CAMC was undertaken by tenderer. (b) All bill is liable to deduct TDS@1% or 2% of contract amount (1% in case of individual firm and 2% for company) and 1% of contract value each of TDS on CGST and SGST or 2% of contract value for TDS on IGST. (c) The Employer shall have power to withhold any payment if the works or any parts thereof are not being carried out to his satisfaction.
1.19	<p>At any time after acceptance of the tender, the Employer shall, for any reasons whatsoever, not require the whole or any part of the works to be carried out, the Employer shall give notice in writing to the Contractor who shall have no claim to any payment of compensation or otherwise whatsoever on account of any profit or advantage which he might have derived from the execution of the whole works.</p>
1.20	<p>Prices for extra etc. ascertainment of</p> <p>The Contractor may, when authorised by Employer, add to, omit from, or vary the works shown upon the drawings, or described in the Specification, or included in the Schedule of Quantities, but the Contractor shall make no addition, omission or variation without such authorization or direction. A verbal authority or direction by the Employer shall, if confirmed by him in writing within seven days, be deemed to have been given in writing</p> <p>No claim for any extra shall be allowed unless it shall have been executed with the concurrence of the Employer as herein mentioned. Any such extra is herein referred</p>

	<p>to as authorised extra and shall be made in accordance with the following provisions.</p> <p>(a) 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 Priced Schedule of Quantities.</p> <p>(b) The net prices of the original tender shall determine the value of the items omitted, provided if omissions vary the conditions under which any remaining items of works are carried out, the prices for the same shall be valued under sub-clause (c) hereof.</p> <p>(c) Where the extra works are not of similar character and/or executed under similar conditions as aforesaid or where the omissions vary the conditions under which any remaining items of works are carried out or if the amount of any omission or additions relative to the amount of the whole of the Contract works or to any part thereof shall be such that in the opinion of the Employer the net rate or price contained in the Priced Schedule of Quantities or tender or for any item of the works involves loss or expense beyond that reasonably contemplated by the Contractor or is by reason of such omission or addition rendered unreasonable or inapplicable, the Employer shall fix such other rate or price as in the circumstances he shall think reasonable and proper based on the rate analysis (with supporting documents) submitted by the contractor taking establishment costs, overheads and profit @ 15%.</p> <p>(d) Where extra work can not be properly measured or valued, the Contractor shall be allowed day work that in which the work has been executed. prices at the net rates in accordance with the local day work rates and wages for the district, provided that in either case vouchers specifying the daily time and materials employed, be delivered for verification to the Employer at or before the end of the week following.</p>
1.21	<p>Removal of improper works:</p> <p>The Employer shall, during the progress of the works, have power to order in writing from time to time the removal from the works within such reasonable time or times, as may be specified in the order, of any materials which in the opinion of the Employer are not in accordance with the Specifications or the instructions of the Employer, the substitution of proper materials, and the removal and proper re-execution of any work executed with materials or workmanship not in accordance with the Drawings and Specifications or instruction, and the Contractor shall forthwith carry out such order at his own cost. In case of default on the part of the Contractor to carry out such order, the Employer shall have the power to employ and pay the other persons to carry out the same, and all expenses consequent thereon, or incidental thereto shall be borne by the Contractor, or may be deducted by the Employer from any moneys due, or that may become due, to the Contractor.</p>
1.22	<p>Special Condition:</p> <p>Increase in CMAC amount:</p> <p>Comprehensive Annual Maintenance Contract (CMAC): The tenderers shall quote charges in part II for comprehensive annual maintenance service for one year. The rates for the CMAC will be fixed for one year and amount shall be paid on quarterly basis on rendering satisfactory service. The CMAC may be renewed for a further period of two years, on yearly basis, subject to rendering satisfactory services. The increase in in CAMC amount shall be calculated as per the formula given below:</p> <p>AC = AP + AP [(0.3 X (EPIC - EPIP)/ EPIP + 0.7 x (CPIC - CPIP)/ CPIP]</p>

	<p>AC The contract amount for the current year (excluding taxes)</p> <p>AP The contract amount for the previous year (year of installation).(excluding taxes)</p> <p>EPIC Wholesale Price Index for Air Conditioner Items 6 months prior to the commencement date of contract for the current year.</p> <p>EPIP Wholesale Price Index for Air Conditioner Items 6 months prior to the commencement date of contract for the previous year (year of installation).</p> <p>CPIC Consumer Price Index for Industrial Workers (All India Average) 6 months prior to the commencement date of contract for the current year.</p> <p>CPIP Consumer Price Index for Industrial Workers (All India Average) 6 months prior to the commencement date of contract for the previous year (year of installation).</p> <p>2. No extra Labour charge shall be paid by the Bank during any course of the work, as instructed by the Bank's Engineer. Quoted price shall be inclusive of all statutory components, minimum wages, bonus, ESIC as applicable any other charges etc.</p> <ol style="list-style-type: none"> 1. The CAMC quarterly report shall be submitted to the Bank along with the Bill within the 15 days from the completion of the quarter. 2. Successful bidder shall deploy Skilled Technician at Banks office building round clock during office hours. Also, during extended office hours/weekend/holiday as and when required without any extra cost to the Bank. 3. Intended tenderer is desirous to inspect site and get themselves acquainted with condition.
Date	Signature of the firm
Place	(By a person holding the Authority/Power of Attorney)

Section-II (Scope of the work)

2.1 **Name of work:**
Comprehensive Annual Maintenance Contract (CAMC) of Air-Conditioners installed (Split/Window) at RBI Main Office Building & Comprehensive Annual Maintenance Contract (CAMC) of Air-Conditioners & Water Coolers installed at Staff Colony, Gandhi Nagar and Officers' Colony, Gandhi Nagar, Jaipur

2.2 **Scope of work during CAMC:**
This is labour as well as material contract. The details of Air Conditioners are as below (any addition/deletion in AC unit during AMC period shall be done on pro-rata basis):

Sr.No.	Description	Qty and Location		Total
		MOB	Colony (Staff & Officers')	
1	Split Air Conditioner 1.5 TR	28 Nos.	67 Nos.	95 Nos.
2	Split Air Conditioner 2 TR	38 Nos.	4 Nos.	42 Nos.
3	Window Air Conditioner 1.5 TR	20 Nos.	2 Nos.	22 Nos.
4	Cassette Air Conditioner 2 TR	3 Nos.	0	3 Nos.
5	Cassette Air Conditioner 3 TR	2 Nos.	0	2 Nos.
6	Tower Air Conditioner 2 TR	1 No.	0	1 No.
7	Tower Air Conditioner 3 TR	1 No.	0	1 No.
8	Tower Air Conditioner 4 TR	2 Nos.	0	2 Nos.
9	Water Cooler 40L	Nil	3 Nos.	3 Nos.

1. To carry out the servicing of all the Air-Conditioner Unit and Water Cooler (Including evaporator and condenser unit) with the use of air blower/ if required with water pump once in a quarter.
2. To clean the air filter of the air-conditioner unit once in a quarter. The contract includes 2 Dry service (cleaning of filter) and two wet service of ACs. Also servicing of AC as and when required.
3. To attend the complaint/s within 4 Hrs from the time of registering complaint/s with your official and shall be rectified at the earliest. In case of major complaint, it shall be rectified within 24 Hrs from the time of registering complaint with your official.
4. To check all the safeties provided in the air-conditioner unit and water cooler.
5. To check the electric point for its healthy working of all air-conditioner units once in a quarter.

	<ol style="list-style-type: none"> 6. To replace all the defective parts including compressor in the air-conditioner units and Water Cooler. 7. To keep spares of air-conditioner units and water cooler to avoid downtime. 8. Provision of standby unit in the event of major work. 9. To refill refrigerant gas for respective air-conditioner unit and water cooler to provide required temperature as and when required. 10. To clean the water cooler tank minimum once in a quarter. 11. To replace insulation on refrigerant pipes, if found damaged. 12. To repair both (indoor & outdoor) the Printed Circuit Board (PCB) of AC units, if required as per condition. If the PCB/s is not repairable, contractor shall replace the PCB with the new PCB. Bank will not pay any extra amount for that the PCB replacement as it is CAMC. 13. To check and repair/replace the outdoor unit body grill of all the Air conditioner units. 14. Necessary tools and testing instruments such as tong tester/multi meter, insulation tape, necessary wrench/goti/panna/cutter/drill machine, plier, cutter screw drivers, spanner set blowers, drill machine, megger, earth tester, hand globe pipe wrench shall be provided by the contractor. No extra payment will be made for the same. Contractor should also arrange ladders and other necessary equipment's required to carry out day to day maintenance work. 15. The contractor will arrange for all Transportation & Packaging trolley welding set, charging kit etc. from his own sources and nothing extra will be paid for the same. 16. The Bank may ask shifting of the AC units within the same premises, no extra payment shall be made for Labour. However, cost of material will be paid on actual measurement basis. 17. To repair/ replace the condenser coil, if found faulty, no extra payment shall be made by the Bank. 18. To submit the bills along with the reports to this office with proper stamp & signature of the respective colony Caretaker within the 15 days from the end of quarter. Report without occupant/caretaker signature will not be consider while processing of AMC bill. 19. Servicing will be carried out in co-ordination with Banks caretaker at colony/ guest house supervisor/ Banks engineers as required. 20. Any consumable except AC remote, batteries will not be paid separately. 21. Critical areas like CVPS, servicing of the AC units will be carried out on weekly basis as per the availability.
2.3	<p>Penalty clause</p> <ol style="list-style-type: none"> 1. Complain shall be attained within 4 Hrs from the time of registering complaint/s with your official and shall be rectified at the earliest. In case of major complaint, it shall be rectified within 24 Hrs from the time of registering complaint with your official. No concession/hindrance on account of labour/holiday/rain will be considered for delay in attaining complain. 2. Penalty as below will be recovered from payable on account of delay in attaining complain.

		Duration	Penalty
		Beyond 12 hours for minor breakdown	N x Rs.100/- (N= No of days delayed)
		Beyond 24 hours for major breakdown	N x Rs.200/- (N= No of days delayed)
		<p>3. Major work means replacement of the coil/compressor/heat-pump/Inverter AC PCB, rest work shall be considered as minor complaint.</p> <p>4. Non-deployment of the technician at Banks office building (considering 6 days per week), amount of Rs.500/- will be recovered from the payable.</p>	
Date		Signature of the firm	
Place		(By a person holding the Authority/Power of Attorney)	

Section-III (Un-priced financial- bid/ Part-II)

Comprehensive Annual Maintenance Contract (CAMC) of Air-Conditioners installed at RBI Main Office Building & Comprehensive Annual Maintenance Contract (CAMC) of Air-Conditioners & Water Coolers installed at Staff Colony, Gandhi Nagar and Officers' Colony, Gandhi Nagar, Jaipur

Sr. No.	Description	Qty	Unit	Rate per quarter	Amount
	Charges for all-inclusive comprehensive annual maintenance contract for the following type and capacity air conditioning (AC) units.				
1	Split Air Conditioner 1.5 TR	95	Nos		
2	Split Air Conditioner 2 TR	42	Nos		
3	Window Air Conditioner 1.5 TR	22	Nos		
4	Cassette Air Conditioner 2 TR	3	Nos		
5	Cassette Air Conditioner 3 TR	2	Nos		
6	Tower Air Conditioner 2 TR	1	No.		
7	Tower Air Conditioner 3 TR	1	No		
8	Tower Air Conditioner 4 TR	2	Nos.		
9	Water Cooler 40L	3	Nos		

To be filled in Part-II

All rates shall be quoted in Indian Rupees only.

Rates shall be inclusive of all charges, taxes, GST as applicable.

Annexure I

Important instructions regarding e-tender

This is an e-procurement event of Reserve Bank of India, JAIPUR. The e-procurement service provider is MSTC Limited.

You are requested to read and understand the Notice Inviting E-Tender and subsequent Corrigendum, if any, before submitting your online tender. Tenderers who do not comply with the conditions with documentary proof (wherever required) will not qualify in the Tender for opening of price bid.

1.	<p>Process of E-tender :</p> <p>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 Techno-Commercial Bid as well as Price Bid over the internet will be done. The Vendor should possess Class III signing type digital certificate. Vendors are to make their own arrangement for bidding from a P.C. connected with Internet. MSTC/RBI, JAIPUR is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).</p> <p>SPECIAL NOTE: THE PRICE BID AND THE COMMERCIAL BID HAS TO BE SUBMITTED ON-LINE ONLY AT www.mstcecommerce.com/eprochome/rbind</p> <p>1). Vendors are required to register themselves online with www.mstcecommerce.com → e-Procurement → PSU /govt depts → RBI JAIPUR → Register as Vendor Filling up details and creating own user id and password → Submit.</p> <p>2). Vendors will receive a system generated mail confirming their registration in their email which has been provided while filling the registration form.</p> <p>In case of any clarification, please contact MSTC/RBI, JAIPUR, (before the scheduled time of the e- Tender).</p> <p>Contact person (MSTC):</p> <table><tr><td>1) Mr Sumit Chakraborty Deputy Manager (NRO) Mobile no: 7043414496 Landline-01132068276</td><td>2) Shri Vikas Agrawal Assistant Manager Mobile no- 9004311440 Email- yagrawal@mstcindia.co.in Email- smohanta@mstcindia.co.in</td></tr></table> <p>Contact person (RBI JAIPUR): Shri Harshad Kelkar, Assistant Manager, Estate Department</p>	1) Mr Sumit Chakraborty Deputy Manager (NRO) Mobile no: 7043414496 Landline-01132068276	2) Shri Vikas Agrawal Assistant Manager Mobile no- 9004311440 Email- yagrawal@mstcindia.co.in Email- smohanta@mstcindia.co.in
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	<p>MOB: 8828202902</p> <p>B) System Requirement:</p> <p>i) Windows XP-SP3 & above/Windows 7 Operating System</p> <p>ii) IE-7 and above Internet browser.</p> <p>iii) Signing type digital signature</p> <p>iv) JRE 7 update 9 and above software to be downloaded and installed in the system.</p> <p>To enable ALL active X controls and disable 'use pop up blocker' under Tools→Internet Options→custom level</p> <p>For more details, vendor may refer to the Vendor Guide and FAQ available at www.mstcecommerce.com/eprochome.</p>
2.	<p>(A) Part I Techno-Commercial bid will be opened electronically on specified date and time as given in the NIT.</p> <p>(B) Part II Price bid will be opened electronically of only those bidder(s) whose Part I Techno-Commercial Bid is found to be Techno-Commercially acceptable by RBI, JAIPUR. Such bidder(s) will be intimated date of opening of Part II Price bid, through valid email confirmed by them.</p> <p>Note:</p> <p>The tenderers are advised to offer their best possible rates. There would generally be no negotiations hence please submit your most competitive prices while submitting the price bid. However in case the lowest rate appears to be reasonable taking into account the prevailing market conditions, the order may be awarded to the lowest bidder and if the rate is still considered high, action as per prevailing instruction/guideline shall be taken.</p>
3.	<p>All entries in the e-Tender should be entered in online Technical & Commercial Formats without any ambiguity.</p>
4.	<p>Special Note towards Transaction fee: PAYMENT OF Transaction fee is online on MSTC site</p> <p>After making the payment for transaction fee, the vendor should enter the transaction fee details by using the "Transaction Fee entry" Link under "My Menu" in the vendor login. Here the vendor may select the particular e-Tender in which they want to participate by clicking on the tick box at the right and then Clicking on the "Submit" Button at the bottom Of the page. Then the page appears where the vendors are required to fill up the transaction details, namely the UTR No, Date Of Transaction, And the Remitting Bank in the given fields and then clicking on the "Confirm" Button.</p> <p>NOTE : The bidders should submit the transaction fee well in advance before the last date of submission of e-Tender as they will be activated for bid submission only after receipt of transaction fee by MSTC.</p> <p>Vendors are advised not to deposit cash in bank as it becomes difficult to ascertain the details of the remitter from such cash transactions.</p> <p>Contact Details :</p>

- b) The process involves Electronic Bidding for submission of Techno Commercial Bid as well as Price Bid.
- c) The bidder(s) who have submitted the above fees can only submit their Techno Commercial Bids and Price Bid through internet in MSTC website www.mstcecommerce.com → e-procurement → PSU /Government Departments →RBI JAIPUR Login →My menu→ Auction Floor Manager→ live event →Selection of the live event→ Techno Commercial Bid.
- d) The bidder should allow to run an application namely en Apple by accepting the risk and clicking on run. This exercise has to be done twice immediately after reaching the bid floor. If this application is not run then the bidder will not be able to save/submit his bid. (for details refer vendor guide & FAQ).
- e) First the vendor needs to fill up the Commercial specification if any and save it. Then the vendor should fill up the Techno-commercial bid. After filling the Techno-Commercial Bid, bidder should click 'save' for recording their Techno-Commercial bid. Once the same is done, the Price Bid link becomes active and the same has to filled up and then bidder should click on "save" to record their price bid. Then once both the Techno-Commercial bid & price bid has been saved, the bidder can click on the "Final Submission" button to register their bid

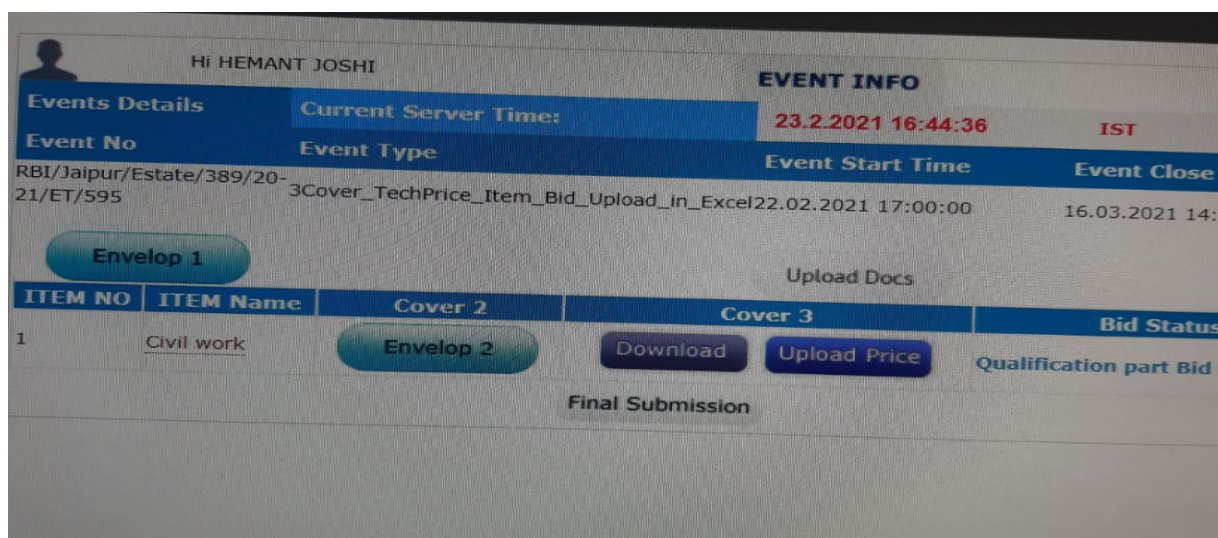
NOTE: - After clicking the final submission two more options will show up, "Withdraw bid" and "Delete bid". If the vendor wants to withdraw its bid permanently then they should click withdraw bid link. He/she will not be able to bid again. If the vendor wants to delete the bid after final submission and re submit the bid then he/she should click delete bid and resubmit the same and again click final submission.

- f) In all cases, bidder should use their own ID and Password along with Digital Signature at the time of submission of their bid.
- g) During the entire e-tender process, the bidders will remain completely anonymous to one another and also to everybody else.
- h) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.
- i) All electronic bids submitted during the e-tender process shall be legally binding on the bidder. Any bid will be considered as the valid bid offered by that bidder and acceptance of the same by the Buyer will form a binding contract between Buyer and the Bidder for execution of supply/work. Such successful tenderer shall be called hereafter **SUPPLIER/CONTRACTOR.**
- j) It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.
- k) Buyer reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.
- l) No deviation of the terms and conditions of the e-Tender document is acceptable.

	<p>Submission of bid in the e-tender floor by any bidder confirms his acceptance of terms & conditions for the e-Tender.</p> <p>m) Unit of Measure (UOM) is indicated in the e-tender Floor. Rate to be quoted should be in Indian Rupee as per UOM indicated in the e-tender floor/tender document.</p>
10.	Any order resulting from this open e-tender shall be governed by the terms and conditions mentioned therein.
11.	No deviation to the technical and commercial terms & conditions are allowed.
12.	RBI, JAIPUR has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof.
13.	The online e-Tender should be submitted strictly as per the terms and conditions and procedures laid down in the website www.mstcecommerce.com/eprochome/rbind of MSTC Ltd.
14.	The bidders must upload all the documents required as per terms of NIT. Any other document uploaded which is not required as per the terms of the NIT shall not be considered.
15.	The bid will be evaluated based on the filled-in technical & commercial formats.
16.	The documents uploaded by bidder(s) will be scrutinized. In case any of the information furnished by the bidder is found to be false during scrutiny, EMD of defaulting bidder(s) will be forfeited. Punitive action including suspension and banning of business can also be taken against defaulting bidders.

Summary for procedure:

Screenshot of the screen:



There are three covers:

Envelop 1: need to be agreed

Envelop 2 (Cover 2): need to be agreed

Cover 3 (price bid): 1. Download the excel sheet. 2. Fill the rate and upload again without changing the name.

There is one link of Upload Docs. Please upload necessary documents Envelop 1. (signed copy of tender is not required to be uploaded) and Envelop 2. Excel Sheet will be uploaded again on Price bid.

Only successful bidder needs to submit the signed copy of the tender after award of work.

Annexure II
वार्षिक रखरखाव अनुबंध के लिए समझौता
(500 रुपये गैर न्यायिक स्टॉप पेपर पर)

Articles Of Agreement for Annual Maintenance Contract
(On Rs 500 non judicial stamp paper)

यह समझौता अनुबंध भारतीय रिजर्व बैंक, जयपुर (जिसका केंद्रीय कार्यालय मुंबई है) और _____ के मध्य दिनांक _____ को (इसके बाद "नियोक्ता" और "ठेकेदार" कहा जाएगा) निष्पादित किया गया।

जबकि नियोक्ता _____ (कार्य का नाम) हेतु 06 माह की अवधि के लिए वार्षिक रखरखाव अनुबंध का इच्छुक है और उसने किए जाने वाले कार्यों की विशिष्टताओं और मात्राओं के अनुरूप अपेक्षित कार्य के लिए हस्ताक्षरित अथवा पार्टियों द्वारा या इसके लिए हस्ताक्षरित किए गए हैं।

और जबकि ठेकेदार इस विषय के काम पर यहां निर्धारित शर्तों और विशेष शर्तों में उल्लिखित और अनुबंध की मात्राओं और शर्तों की अनुसूची में संशोधित करके अंततः दोनों पक्षों द्वारा स्वीकृति के लिए सहमति हुई है

(इन सभी सामूहिक रूप से इसके बाद "उक्त शर्तों" के रूप कहा जाएगा), उक्त मानचित्रों पर दिखाए गए कार्यों और/या उक्त विनिर्देशों में वर्णित और संबंधित दरों में मात्रा की अनुसूची में शामिल है, उसके बाद निकाली गई राशि या अन्य राशि के रूप में इसके तहत देय (इसके बाद "उक्त अनुबंध राशि" के रूप में संदर्भित) होगा।

ARTICLES OF AGREEMENT made the _____ day of _____ between the **Reserve Bank of India, Jaipur** having its Central Office at Mumbai (hereinafter called "the Employer") of the one part and _____ (hereinafter called "the Contractor") on the other part.

WHEREAS the Employer is desirous of Annual Maintenance Contract for the _____ for _____ (*Name of the work*) and has caused specifications and Schedule of Quantities describing the works to be done which have been signed by or on behalf of the parties hereto.

AND WHEREAS the Contractor has agreed to execute upon the subject work to the conditions set forth herein and to the conditions set forth in the special conditions and in the schedule of quantities and conditions of Contract as modified and finally accepted by both the parties (all of which are collectively hereinafter referred to as "the said Conditions") the works shown upon the said drawings and/or described in the said Specifications and included in the 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 (hereinafter referred to as "the said Contract Amount").

यह एतद्वारा अब सहमति के साथ इस प्रकार है :

NOW IT IS HEREBY AGREED AS FOLLOWS :

1	<p>यह वार्षिक रखरखाव अनुबंध (अर्थात प्रणाली के सभी भाग) महीने की अवधि के लिए है। अनुबंध की दर को इस समझौते के उपबंध 7 के अनुसार नवीनीकृत किया जाएगा। This Annual maintenance contract (i.e. all parts of the system) for the period of _____ . Rate of the contract shall be renewed as per the clause 7 of this agreement.</p>
2	<p>बैंक _____ में _____ के रख-रखाव कार्य के निष्पादन हेतु फ़र्म को रु _____ के लिए भुगतान किया जाएगा। The firm will be paid Rs. _____ for _____ by the Bank for _____</p>
3	<p>कार्य का दायरा: निविदा में उल्लेखित मद संख्या से सभी कार्य ठेकेदार द्वारा किए जाएंगे। Scope of Work: Contractor has do all the work as mentioned in clause no.....of tender.</p>
4	<p>भुगतान शर्त: सेवा अनुबंध के लिए यह दर संतोषजनक सेवा प्रदान करने पर अर्धवार्षिक आधार पर 06 माह के भुगतान की अवधि के लिए मान्य है। सेवा अनुबंध दर निकटतम सेवा स्टेशन से यात्रा लागत सहित सभी लागत के साथ होगी। Payment Condition: This rate for the service contract is valid for a period of months and payment shall be made on half yearly basis on rendering satisfactory service. The service contract rate shall also take into account all the cost, including travel cost from the nearest service station.</p>
5	<p>जुर्माना:- प्रणाली में किसी भी त्रुटि में सुधार निविदा में उल्लेखित निर्धारित समय के अनुसार किया जाएगा। इसमें कोई विचलन पाये जाने पर जुर्माना निविदा के अनुसार लागू किया जाएगा । Penalty: Any fault in the system shall be rectified as per the rectification time mentioned in the tender. Any deviation will lead to penalty as per tender.</p>
6	<p>ब्लैकलिस्टिंग: यदि ठेकेदार सिस्टम सौंपने की तारीख से सेवा अनुबंध को निविदा में उल्लेखित वर्षों तक कार्य पूरा करने में विफल रहता है, तो बैंक को आरबीआई</p>

	<p>द्वारा आमंत्रित किसी अन्य निविदा में भाग लेने के लिए फर्म को काली सूची में डालने का अधिकार है और फर्म द्वारा दी गयी सुरक्षा जमा/बैंक गारंटी राशि भी जब्त कर ली जाएगी।</p> <p>Blacklisting: if contractor fails to complete the contract/assigned/tender work during the contract period (from date of handing over to till AMC period), the Bank reserve the right to blacklist the firm for further participating in any other tender invited by the RBI and security deposit amount/Bank Guarantee will also be forfeited.</p>														
7	<p>New Rate of AMC: While renewing the contract amount will be arrived at based on following formula.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="2" style="text-align: center;">$A_C = A_P [\{0.30 \times (EPI_C / EPI_P + 0.70 \times (CPI_C) / CPI_P\}]$</td> </tr> <tr> <td style="width: 15%;">A_C</td> <td>The contract amount for the current year.</td> </tr> <tr> <td>A_P</td> <td>The contract amount for the previous year.</td> </tr> <tr> <td>EPI_C</td> <td>Wholesale Price Index for Electrical Apparatus, appliances & parts 6 months prior to the commencement date of contract for the current year</td> </tr> <tr> <td>EPI_P</td> <td>Wholesale Price Index for Electrical Apparatus, appliances & parts 6 months prior to the commencement date of contract for the previous year</td> </tr> <tr> <td>CPI_C</td> <td>Consumer Price Index for Industrial Workers (All India Average) 6 months prior to the commencement date of contract for the current year.</td> </tr> <tr> <td>CPI_P</td> <td>Consumer Price Index for Industrial Workers (All India Average) 6 months prior to the commencement date of contract for the previous year.</td> </tr> </table> <p>The rate shall be renewed in every Year in March and communicated through letter.</p>	$A_C = A_P [\{0.30 \times (EPI_C / EPI_P + 0.70 \times (CPI_C) / CPI_P\}]$		A _C	The contract amount for the current year.	A _P	The contract amount for the previous year.	EPI _C	Wholesale Price Index for Electrical Apparatus, appliances & parts 6 months prior to the commencement date of contract for the current year	EPI _P	Wholesale Price Index for Electrical Apparatus, appliances & parts 6 months prior to the commencement date of contract for the previous year	CPI _C	Consumer Price Index for Industrial Workers (All India Average) 6 months prior to the commencement date of contract for the current year.	CPI _P	Consumer Price Index for Industrial Workers (All India Average) 6 months prior to the commencement date of contract for the previous year.
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8	<p>यदि ठेकेदार और बैंक पारस्परिक रूप से सहमत हैं तो एएमसी अवधि खंड 7 में उल्लिखित फार्मूले के अनुसार अगले वर्षों के लिए नवीनीकृत की जाएगी।</p> <p>If contractor and The Bank are mutually agreed than AMC period will further renew based on the formula mentioned in clause 7.</p>														
9	<p>इस अनुबंध के तहत नियोक्ता द्वारा सभी भुगतान केवल जयपुर में किए जाएंगे।</p> <p>All payments by the Employer under this Contract will be made only at Jaipur.</p>														
10.	<p>इस समझौते से जुड़े या किसी भी तरह से उत्पन्न होने वाले सभी विवादों को जयपुर में उत्पन्न माना जाएगा और केवल जयपुर की अदालतों को ही यह निर्धारित करने का क्षेत्राधिकार होगा।</p> <p>All disputes arising out of or in any way connected with this agreement shall be deemed to have arisen at Jaipur and only Courts in Jaipur shall have jurisdiction to determine the same.</p>														
11.	<p>गैर-प्रकटीकरण खंड: बोलीकर्ता, बैंक के बुनियादी ढांचे/प्रणालियों/उपकरणों आदि की</p>														

	<p>प्रत्यक्ष या अप्रत्यक्ष रूप से किसी भी जानकारी, सामग्री और विवरण का किसी तीसरे पक्ष को खुलासा नहीं करेगा, जो इस समझौते के संबंध में अपने संविदात्मक दायित्वों के निर्वहन के दौरान बोलीकर्ता के कब्जे या ज्ञान के पास आ सकता है, और हर समय इस पर विश्वास रखेगा। बोलीदाता सिवाय इसके तहत दायित्वों को पूरा करने या लागू कानूनों का पालन करने के लिए आवश्यक सीमा के अलावा अनुबंध के विवरण को वैयक्त और गोपनीय मानेगा। बोलीकर्ता नियोक्ता की पिछली लिखित सहमति के बिना किसी भी व्यापार या तकनीकी पत्र या अन्य जगहों पर कार्यों के किसी भी विवरण का खुलासा, प्रकाशित होने की अनुमति नहीं देगा। बोलीकर्ता, किसी भी गोपनीय जानकारी के प्रकटीकरण के परिणामस्वरूप नियोक्ता को होने वाले किसी भी नुकसान के लिए नियोक्ता को क्षतिपूर्ति करेगा। उपर्युक्त का पालन करने में विफलता को बोलीदाता की ओर से अनुबंध का उल्लंघन माना जाएगा और नियोक्ता नुकसान का दावा करने और कानूनी उपचारों को आगे बढ़ाने का हकदार होगा। बोलीकर्ता अपने कर्मचारियों के मध्य सभी उचित कार्रवाई करेगा ताकि यह सुनिश्चित किया जा सके कि इस समझौते के तहत गोपनीय सूचनाओं का प्रकटीकरण न करने के दायित्व पूरी तरह से संतुष्ट हों। गैर-प्रकटीकरण और गोपनीयता के संबंध में बोलीकर्ता के दायित्व किसी भी कारण से इस समझौते की समाप्ति या समाप्ति से बच जाएंगे।</p> <p><u>Non-Disclosure clause:</u> The Bidder 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 Bidder 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 Bidder 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 Bidder shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Employer. The Bidder 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 Bidder and the Employer shall be entitled to claim damages and pursue legal remedies. The Bidder 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 Bidder's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.</p>
12.	<p>यौन उत्पीड़न की रोकथाम संबंधी उपबंध Prevention of Sexual harassment clause/ ठेकेदार/एजेंसी कार्य स्थल (रोकथाम, निषेध और निवारण) अधिनियम 2013 में महिलाओं के यौन उत्पीड़न के प्रावधान के पूर्ण अनुपालन के लिए पूरी तरह जिम्मेदार होगी। बैंक के परिसर के भीतर अपने कर्मचारी के खिलाफ यौन उत्पीड़न</p>

की किसी भी शिकायत के मामले में ठेकेदार/एजेंसी द्वारा गठित आंतरिक शिकायत समिति के समक्ष शिकायत दर्ज की जाएगी और ठेकेदार/एजेंसी शिकायत के संबंध में उक्त अधिनियम के तहत उचित कार्रवाई सुनिश्चित करेगी।

बैंक के किसी भी कर्मचारी के खिलाफ ठेकेदार के किसी भी गंभीर कर्मचारी से यौन उत्पीड़न की किसी भी शिकायत का बैंक द्वारा गठित क्षेत्रीय शिकायत समिति द्वारा संज्ञान लिया जाएगा यदि ठेकेदार के कर्मचारी द्वारा यौन हिंसा साबित हो जाती है, तो ठेकेदार किसी भी मौद्रिक मुआवजे के लिए जिम्मेदार होगा, जिसे घटना में कर्मचारी शामिल होने की स्थिति में भुगतान करने की आवश्यकता हो सकती है। ठेकेदार अपने कर्मचारी को कार्यस्थल पर यौन उत्पीड़न की रोकथाम और संबंधित मुद्दे के बारे में शिक्षित करने के लिए जिम्मेदार होगा।

ठेकेदार अपने कर्मचारी की एक पूरी और अद्यतन सूची प्रदान करेगा जो बैंक के परिसर के भीतर तैनात हैं।

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”. In case of any complaint of sexual harassment against its employee within the premises of Bank, complaint will be filed before the Internal complaint 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 aggravated 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 employee, if sexual violence by the employee of the contractor is proved.

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

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

सेवा प्रदाता के हस्ताक्षर

सील सहित

Signature of service provider

(With seal)

बैंक प्रतिनिधि के हस्ताक्षर

सील सहित

Signature of Bank Representative

(With seal)