



Tender for awarding Contract for House Keeping & Maintenance of Bank Properties at Bank's Main Office Building at Rambagh Circle, Jaipur from May 1, 2021 to March 31, 2022.

Reserve Bank of India, Jaipur invites e-Tender for **House Keeping & Maintenance of Bank Properties** at Bank's main Office Building, 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 through the above-mentioned website to participate in the tendering process. The Schedule of e-Tender is as follows:

a. e-Tender Name	House Keeping & Maintenance of Bank Properties at Bank's Main Office Building at Rambagh Circle, Jaipur
b. e-Tender no	RBI/Jaipur/Estate/403/20-21/ET/617
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 03, 2021 after 09.00 AM
e. Earnest Money Deposit	Rs 1,34,000 (Rs. One lakh thirty four thousand only) through NEFT - details as below along with the Part I / Technical – Commercial Bid. IFSC Code – RBIS0JPPA01 A/c number – 8692299
f. Clarification, if any, may be sent to	March 14, 2021 up to 14.00 Hrs. estatedeptjaipur@rbi.org.in
g. Pre-bid Meeting (Offline)	March 15, 2021 at 11:00AM
h. Last date of submission of EMD	March 24, 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	March 03, 2021 after 09.00 AM www.mstcecommerce.com/eprochome/rbi
j. Date of closing of online e-tender for submission of Techno-Commercial Bid & Price Bid	March 24, 2021 up to 14.00 Hrs
k. Date & time of opening of Part-I (i.e. Techno-Commercial Bid)	March 24, 2021 at 15.00 Hrs.
Date & Time of opening of Part- II (i.e. Price Bid)	Date and time of opening of price bid will be informed separately to all the eligible bidders later.

1. Transaction Fee	To be paid through MSTC Payment Gateway/NEFT/RTGS in favour of MSTC Limited or as advised by M/s MSTC Ltd.
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Please note that there is no tender fees to download the tender document from Portal.

Applicants intending to apply will have to satisfy the Bank by furnishing documentary evidence in support of their possessing required eligibility and in the event of their failure to do so, the Bank reserves the right to reject their candidature.

Any amendments / corrigendum to the tender, if any, issued in future will only be notified on the RBI Website and MSTC Website as given above and will not be published in the newspaper.



Reserve Bank of India
Tonk Road, Jaipur

Notice inviting e-Tender

Tender for awarding Contract for House Keeping & Maintenance of Bank Properties at Bank's Main Office Building at Rambagh Circle, Jaipur from May 1, 2021 to March 31, 2022.

Online Tenders in two parts by **E-Tendering** process are invited for awarding House Keeping & Maintenance of Bank Properties **Bank's Main Office Building at Rambagh Circle, Jaipur from May 1, 2021 to March 31, 2022**. The work is estimated to cost Rs. **67,00,000/-** for 12 months including applicable taxes.

2. Online tenders will be available for view /download to all bidders from 09:00 AM of March 03, 2021. The Bidders who do not submit Earnest Money Deposit (EMD) along with technical bid will not be considered for opening of Part-I of tender. The Bidders who do not comply with the eligibility criteria and fails to secure minimum prescribed score i.e. 50 marks, in technical evaluation will not be considered for opening of their Part-II i.e. Financial bid of tender.

3. The EMD paid by NEFT (proof) shall be submitted in sealed cover (or through email – estatedeptjaipur@rbi.org.in) addressed to The Regional Director, Reserve Bank of India, Rambagh Circle, Tonk Road Jaipur so as to reach us by 12:00 AM on **March 24, 2021** superscripted as "EMD for House Keeping & Maintenance of Bank Properties at **Bank's Main Office Building at Rambagh Circle, Jaipur**."

4. All the documents relating to eligibility criteria should be uploaded on MSTC site. Same will be downloaded after bid opening date for examination by the Bank.

5. After examination, if any of the Bidders is not found to possess the required eligibility, his tender will not be accepted by the Bank for further processing.

6. Part I of the tender will be opened on-line at **03:00PM on March 24, 2021** in the presence of the authorized representative of the Bidders who choose to be present. Part-II (Price bid) of the eligible Bidder shall be opened on a subsequent date which will be intimated to the Bidders in advance.

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

Jaipur
Date : 03.03.2021

Regional Director, RBI, Jaipur

SCHEDULE OF TENDER (SOT)

a. E-Tender no	RBI/Jaipur/Estate/403/20-21/ET/617
b. Mode Of Tender	e-Procurement System (Online Part I - Techno-Commercial Bid and Part II - Price Bid through www.mstcecommerce.com/eprochome/rbi)
c. Date of NIT available to parties to download(Notice for Inviting Tender)	March 03, 2021 after 09.00 AM
d. Clarification, if any, may be sent to estatedeptjaipur@rbi.org.in	Last date of receipt – March 14,2021 up to 14.00 Hrs.
e. Earnest Money deposit	Rs. 1,34,000/-to be remitted through NEFT (Details in Annex V) The details of transaction have to be provided to estatedeptjaipur@rbi.org.in .. EMD A/c No.8692299, Account name RBI Jaipur, IFSC Code:RBIS0JPPA01 (0=Zero)
f. Pre-bid Meeting (Offline)	March 15, 2021 at 11:00AM
f. Last date of submission of EMD	March 24, 2021 up to 12.00 Noon
g. Date of Starting of e-Tender for submission of on line Techno-Commercial Bid and price Bid at www.mstcecommerce.com/eprochome/rbi	March 03, 2021 after 09.00 AM
h. Date of closing of online e-tender for submission of Techno-Commercial Bid & Price Bid	March 24, 2021 at 14.00 Hrs
i. Date & time of opening of Part-I (i.e. Technical Bid) Part-II Price Bid: Date of opening of Part II i.e. price bid shall be informed separately	March 24, 2021 at 15.00 Hrs.
Transaction Fee	Payment of transaction fees will be paid online through MSTC payment gateway.

Important instructions for E-procurement

Bidders are requested to read the terms & conditions of this tender before submitting online tender.

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 Technical Bid as well as Financial Bid will be done electronically over MSTC website. The Vendor should possess Class III signing type digital certificate. Vendors are to make their own arrangement for bidding from a Personal Computer/Laptop connected with Internet. MSTC is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).</p> <p>SPECIAL NOTE: The Technical and Price bid has to be submitted on-line at www.mstcecommerce.com/eprochome/rbi</p> <p>1). Vendors are required to register themselves online with www.mstcecommerce.com → e-Procurement → PSU/Govtdepts → Select RBI Logo- >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 during filling the registration form. In case of any clarification, please contact RBI/MSTC, (before the scheduled time of the e- tender).</p> <p>Contact person (RBI): Shri Dharmendra Azad, AGM – dazad@rbi.org.in (Mobile – 9982902156) Shri Amit Khandelwal, AGM – amitkhandelwal@rbi.org.in (Mobile – 8800770119)</p> <p><i>Contact person (MSTC Ltd)</i> Shri Vikas Agrawal, Asst. Manager – vagrawal@mstcindia.co.in Mobile-9004311440 Shri Pankaj Chhipa, Asst. Manager- pkchhipa@mstcindia.co.in Mobile- 8802813737</p> <p>B) System Requirement:</p> <p>i) Windows 7 or above Operating System ii) IE-7 and above Internet browser.</p> <p>To disable "Protected Mode" for DSC to appear in The signer box following settings may be applied.</p> <p><input type="checkbox"/> Tools => Internet Options =>Security => Disable protected Mode If enabled- i.e, Remove the tick from the tick box mentioning "Enable Protected Mode". <input type="checkbox"/> Other Settings:</p> <p>Tools => Internet Options => General => Click On Settings under "browsing history/Delete Browsing History" => Temporary Internet Files => Activate "Every time I Visit the Webpage".</p> <p>To enable ALL active X controls and disable 'use pop up blocker' under Tools → Internet Options → custom level (Please run IE settings from the page www.mstcecommerce.com once)</p>
2	The Technical Bid and the Price Bid shall have to be submitted online at http://www.mstcecommerce.com/eprochome/mstc . Tenders will be opened electronically on specified date and time as given in the Tender.
3	All entries in the tender should be entered in online Technical & Financial Formats without any ambiguity.
4	<p>Special Note towards Transaction fee:</p> <p>The vendors shall pay the transaction fee using "Transaction Fee Payment" Link under "My Menu" in the vendor login. The vendors have to select the particular tender from the event</p>

	<p>dropdown box. The vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, the vendor shall generate a challan by filling up a form. The vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, the vendor shall have the provision of making payment using its Credit/ Debit Card/ Net Banking. Once the payment gets credited to MSTC's designated bank account, the transaction fee shall be auto authorized and the vendor shall be receiving a system generated mail.</p> <p><u>Transaction fee is non-refundable.</u></p> <p>A vendor will not have the access to online e-tender without making the payment towards transaction fee. The transaction fees paid are not refundable.</p> <p><u>NOTE</u></p> <p>Bidders are advised to remit the transaction fee well in advance before the closing time of the event so as to give themselves sufficient time to submit the bid.</p>
5	<p>Information about tenders /corrigendum uploaded shall be sent by email only during the process till finalization of tender. Hence the vendors are required to ensure that their corporate email I.D. provided is valid and updated at the time of registration of vendor with MSTC. Vendors are also requested to ensure validity of their DSC (Digital Signature Certificate).</p>
6	<p>E-tender cannot be accessed after the due date and time mentioned in NIT.</p>
7	<p>Bidding in e-tender :</p> <p>a) Vendor(s) need to submit necessary Transaction fees to be eligible to bid online in the e-tender. Transaction fees are non-refundable.</p> <p>b) The process involves Electronic Bidding for submission of Technical and Financial Bid.</p> <p>c) The vendor(s) who have submitted transaction fee can only submit their Technical Bid and Commercial Bid through internet in MSTC website www.mstcecommerce.com → e-procurement →PSU/Government Depts→ Login under RBI→My menu→ Auction Floor Manager→ live event →Selection of the live event</p> <p>d) The vendor should allow running JAVA application. This exercise has to be done immediately after opening of Bid floor. Then they have to fill up Common Terms/Commercial specification and save the same. After that click on the Technical bid. If this application is not run then the vendor will not be able to Save/submit his Technical bid.</p> <p>e) After filling the Technical Bid, vendor should click 'save' for recording their Technical bid. Once the same is done, the Commercial Bid link becomes active and the same has to be filled up and then vendor should click on "save" to record their Commercial bid. Then once both the Technical bid & Commercial bid has been saved, the vendor can click on the "Final submission" button to register their bid.</p> <p>f) Vendors are instructed to use Attach Doc button to upload documents. Multiple documents can be uploaded.</p> <p>g) In all cases, vendor should use their own ID and Password along with Digital Signature at the time of submission of their bid.</p> <p>h) During the entire e-tender process, the vendors will remain completely anonymous to one another and also to everybody else.</p> <p>i) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.</p> <p>j) All electronic bids submitted during the e-tender process shall be legally binding on the vendor. Any bid will be considered as the valid bid offered by that vendor and acceptance of the same by the Buyer will form a binding contract between Buyer and the Vendor for execution of supply.</p> <p>k) It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.</p>

	<p>l) RBI reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.</p> <p>m) No deviation of the terms and conditions of the tender document is acceptable. Submission of bid in the e-tender floor by any vendor can be considered Successful on acceptance of terms & conditions of the tender.</p>
8	Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.
9	No deviation in terms and conditions of Technical and Commercial are allowed.
10	The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof.
11	Vendors are requested to read the vendor guide and see the video in the page www.mstcecommerce.com/eprochome to familiarize them with the system before bidding.



E-Tender for awarding Contract for House Keeping & Maintenance of Bank Properties at Bank's Main Office Building at Rambagh Circle, Jaipur from May 1, 2021 to March 31, 2022.

Part -I

Name of Bidder: _____

Address: _____

This document is the property of Reserve Bank of India (RBI). It may not be copied, distributed or recorded on any medium, electronic or otherwise, without the RBI's written permission thereof, except for the purpose of responding to RBI for the said purpose. The use of the contents of this documents, even by the authorized personnel / agencies for any purpose other than the purpose specified herein, is strictly prohibited and shall amount to copyright violation and thus, shall be punishable under the Indian Law.

Disclaimer

Reserve Bank of India, Rambagh Circle, Tonk Road, Jaipur (the Bank) has prepared this tender document. The information is provided to prospective Bidders to enable them to bid for **Tender for awarding Contract for House Keeping & Maintenance of Bank Properties at Bank's Main Office Building at Rambagh Circle, Jaipur from May 1, 2021 to March 31, 2022.**

This tender is neither an agreement with any party, nor invitation to any party to perform work of any kind. The purpose of this tender is to share requirements of the Bank with all interested parties in order to enable them to submit their Bid. **While the Bank has taken due care in the preparation of the information contained herein, the Bank does not claim that the information is exhaustive. Respondents to this tender are required to make their own inquiries and they should not rely solely on the information in tender. The Bank is not responsible if no due diligence is performed by the Respondents.** The Bank reserves the right not to proceed with this tender, to alter the time-table reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the tender further with any respondent. No reimbursement of cost of any type or on any account will be paid to persons or entities submitting their Bid.

Section – I

Eligibility Criteria & Important Information

1.1	Name of the work: Tender for awarding Contract for House Keeping & Maintenance of Bank Properties at Bank's Main Office Building at Rambagh Circle, Jaipur from May 1, 2021 to March 31, 2022.
1.1.1	Eligibility criteria:
(a)	Bidder should be a company registered under Companies Act or Partnership firm. Copy of the Memorandum and Articles of Association/Certificate of Incorporation/ Partnership Deed/ similar other relevant documents should be submitted as part of Technical Bid
(b)	Registrations: Bidder must have registration under GST, Employee State Insurance Act, Provident Fund, Labour laws (if applicable). Bidder must submit Copy of PAN, GST Registration certificate, certificate for registration under Employee State Insurance Act, certificate for EPF registration, registration under labour laws (if applicable) as part of Technical Bid.
(c)	<p>Bidder must have at least 5 years of experience as on 31-12-2020 in providing Housekeeping work or similar nature of services** within the criteria given below:</p> <ul style="list-style-type: none">a) Three completed works each costing not less than 40% of the estimated cost of the contract i.e. 40 % of Rs. 67,00,000/-ORb) Two completed works each costing not less than 50% of the estimated cost of the contract i.e. 50 % of Rs. 67,00,000/-ORc) One completed work costing not less 80% of the estimated cost of contract i.e. 80% of Rs. 67,00,000/-. <p>Details of work experience shall be supported by work orders duly signed by the competent authority.</p> <p>A client-wise list of work(s), year(s) of execution of work (s) awarded, and actual value of executed work(s), reasons for delay (if any), names and full contact details of the officers/ authorities/ departments under whom the work(s) was/were executed should be furnished as per Annex – II</p> <p>Client Reports (as per the format given in Annex III) duly signed by appropriate authority showing the details of work carried out must be enclosed along with technical Bid.</p> <p>Note: In respect of Departments other than Government Departments/Public sector Undertakings apart from the certificates mentioned above the TDS certificates (Form 26 AS) issued by Income Tax department matching with the payments related to the work executed shall also be enclosed.</p>
(d)	The details along with documentary evidence of previous experience of similar nature of work, if any, of carrying out works for the Reserve Bank of India/Central Government Establishment/State Government/Public Sector undertaking at any center should also be given.
(e)	Should have average turnover of Rs. 67 lakh or more during the last three financial years ending December 31, 2020 . Copies of the Income Tax Clearance Certificates/ Income Tax Assessment orders/ IT Returns along with latest audited final accounts of the business of the Bidder duly certified by a Chartered Accountant or certificate of turnover issued by a Chartered Accountant should be enclosed as proof of their credit worthiness and turnover for the last three years.
(f)	Bankers' solvency certificate of value not less than Rs. 67 lakh as per the proforma given in Annex IV along with the technical Bid.

(g)	The Bidder should have minimum work force of 25 labours (unskilled/skilled labours). The Bidder should furnish documentary evidence in support of their claim of having the required workforce on their payroll (PF Statement), Payroll/ESIC Statement.
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1.2 Important Information:

Estimated cost of the work (inclusive of cost of labour, material and other services)	Rs. 67,00,000/- for 12 months (Calculation as per Annexure – VI)
Earnest Money Deposit (EMD)	As per Schedule of Tender
Performance Bank Guarantee	Performance Bank Guarantee (Clause 4.11 in Section IV)
Power of Attorney	Shall be submitted in favour of the person signing the tender documents in case of accompany.
Payment condition	Refer Clause 4.6 in Section IV
Penalty	As specified in Clause 4.5 in Section IV
Validity of the tender	90 days from the date of opening of technical Bid
All disputes arising shall be subject to the jurisdiction of courts in	Jaipur
Address for dispatching the Bank Guarantee	Regional Director, Reserve Bank of India, Estate Department, Rambagh Circle, Tonk Road, Jaipur

- 1.3 The Bank reserves the right to accept or reject any or all Bids without assigning any reasons and also reserves the right to relax any of the terms and conditions. No Bidder shall have any cause of action or claim against the Bank for rejection of his Bid.
- 1.4 All information submitted in response to this tender shall be the property of Reserve Bank of India and it shall be free

Regional Director, RBI Jaipur

Section II

Detailed Scope of Works

[A] Area of work: Main Office Building (MOB), Annex Building and Common/ Peripheral Area in RBI, Tonk Road, Jaipur. This work also includes cleaning and housekeeping activity in the area of work. Cleaning and Housing keeping includes: Mopping and Brooming of floor with R-1/ Green products.

Dusting : Dusting includes dusting with wet and dry cloth of all fixtures like doors of wood/glass/glass window panes, ply woods, stair case, hand rest, stairs on wall, dustbins, water dispensers, nets on walls, ventilation blades etc. all type of fixtures of woods, glass, stones.

(i) Main Office Building (Basement and Ground plus four Storied Structure) constructed on plot area of 13,728 sq. mtr. Cleaning and mopping of entire bank building, common lobby, Banking Hall, turnstile, locker room, guard room, terrace, staircase, lifts, toilet bathrooms, railing, glasses, windows (from Inside) , doors, glasses, doors, other fixture & furniture except some part of ground floor and basement area. However, the bank reserves the right to advise cleaning and mopping of the some part of ground floor and basement area as and when required without making additional payment for the same. Cleaning and mopping also includes VIP/Main Gate Staircase and Main Gate/Public entrance area. Cleaning and mopping includes dusting and cleaning of fixtures, glasses, curtains, disposal of garbage/wastage etc. sensitive and other specified area as decided by the Bank will be extensively cleaned on weekly basis i.e. every Saturday.

(ii) Annex Building (three storied Structure)

Cleaning area comprises entire building including terrace, all the toilets located in the building. Dusting of all the fixtures in Annex Building, disposal of garbage wastage.

(iii) Common & Peripheral Area- Common Area includes bank outer peripheral, staircases, car park, substation, Guard Room, security booth, toilets, lift, machine rooms, pump house, AC Plants drainage, sewerage, manhole chambers, guard room, generator area and all other areas (open/covered) which are inside the bank premises except some areas as decided by the Bank.

[C] Details of Manpower: Contractor shall deploy one experienced (min. 5 years) Supervisor/complaint receiver with active mobile phone available at site for taking instruction from Bank's officials/caretaker and supervise the work at site and also deploy minimum 23 employees (unskilled labours) which include 19 male, 4 female.

All labourers and supervisor should report to the Bank Office caretaker. The working hours shall be 7:00 am to 3:00 pm i.e. 8 working hours (including 30 minutes lunch break), 6 working days in a week, 26 days in a month. In/out attendance will be marked by the contract workers in the attendance register at the time of entry/exit and ensured by the vendor. The register will be put up to Bank's caretakers on a daily basis. However, Bank reserves the right to bring some variation in working hours for some workers if required. Also, in case of an emergency the workers will have to continue to work till such time the emergency is over as per the directions issued by authorized person of the Bank. In emergency cases Bank may on its own discretion deploy the workers to any other Bank's property located in Jaipur. Proper signage/caution board (wet floor/ cleaning in progress etc) will be used while men on work. Weekly holiday must be given to the workers (which should be strictly adhered to) with an alternative arrangement as per Statutory Requirement without affecting services. No extra payment will be considered other than rates quoted by the firm. Similarly leave must be given to the workers as per labour laws. Contractor shall maintain a record of payment to the workers, which shall be submitted along with the bill. Bank reserves the right to depute officer/ staff to verify minimum wages. Electricity and water shall be given to agency at nearest available point free of cost by the Bank but all the other arrangements have to be made by the contractor on their own.

Any indecent behaviour or suspicious activities of the Staff employed shall be viewed seriously and a suitable penalty shall be levied on the contractor. The contractor will be required to submit daily Labour report duly signed by supervisor to the Banks Caretaker. The contractor must employ adult and skilled labour only. Employment of child labour is strictly prohibited and will lead to immediate termination of the contract. Substitute shall be provided against the absent employee for ensuring availability of the required strength of the labours as indicated above failing which penalty at double the rate of daily wages of total absentees will be charged.

In case any deficiency in services such as non-cleaning of specified area, non-wearing of prescribed uniform, less number of cleaning rounds, less manpower, non-using of machines or approved cleaning material etc., is observed or brought to notice of the office, a proportionate amount from the monthly bill will be deducted as penalty for deficiency in services and in any case, it will not be refunded to the contractor, in future.

In case any person is found giving poor workmanship, misbehavior, disobeying instruction of the Bank etc., the agency will replace such person(s) from the work as directed by the Bank.

The interested bidders are advised to inspect the site, with the prior permission from the Bank, for ascertaining the exactness of the area to be maintained and the volume of the work to be executed before quoting their rates.

Scope of services to be rendered under the contract shall broadly include the following

I. Main Office Building (MOB)

1	Cleaning Thrice a Day	<p>Cleaning of Wash rooms</p> <ul style="list-style-type: none"> • The washrooms/lobbies may be cleaned minimum of 3 times or more a day based on its usage level/location, Platform and toilet pots, seats/urinal pots, sink, wash basins, tiles, racks, glass mirrors etc. shall be cleaned as frequently as required. Thorough sweeping, washing, mopping and scrubbing the floors and wall dado, plumbing and sanitary fittings & fixtures, glazed ventilators, etc. inside the toilets shall be done as frequently as required and / or directed by the Caretaker and / or the supervising Officer/s. Cleaning of accessories provided in the wash rooms like buckets/mugs/soap cases etc. shall also be done as frequently as required and / or directed by the Caretaker and / or the supervising Officer/s • Care shall be taken not to throw / splash water on sensor based plumbing fixtures, like auto-flush for urinals and pillar taps to Wash Hand Basins. In case of damage due to negligence of the housekeeper, the cost of replacement will be borne by the contractor at Bank's sole discretion. • Moping and cleaning of lift passage area on ground floor. All areas inside and outside the lift. • Wash Basin area and drinking water area in main office building
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2	Cleaning on a daily basis	<ul style="list-style-type: none"> • Cleaning outside the bank premises, outer and inner peripheral including 4 watch towers. • Mopping of entire Flooring from ground floor to fourth floor outside the department along with walls wooden grills. • Cleaning and mopping of entire parking area and AC plant. • Cleaning of entire flooring (except the area as decided by Bank) from Basement to fourth floor including all terraces. Cleaning of staircase and railings. • Cleaning of all cabins of security guards, police towers, all wooden/glass doors, furniture, security check area, X-Ray baggage scanning unit, , wooden/ glass doors, glass windows, water drinking area, cubicles, wooden panels/work stations along with electrical fittings, Computer, printer/scanner, fax, telephone, server room under Bank's supervision, etc. wherever installed in all departments of MOB and reception counter, RBI sports club, , Association/Union's room, credit society, common areas etc.
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		<ul style="list-style-type: none"> • Cleaning & mopping of reception ISS and dusting of all fixtures therein.
3	Weekly Cleaning	<ul style="list-style-type: none"> • All grill gates including grills on walls surroundings the Main Office Building. • Extensive cleaning of entire reception areas. • Extensive cleaning of lobbies' area from ground to fourth floor, outside area of bank premises. • Extensive cleaning of back side area of Annex Building. • Extensive cleaning of staff gate and heritage gate. • Extensive cleaning of all fixtures. • Extensive cleaning of all building terraces. •
4	Monthly cleaning	<ul style="list-style-type: none"> • Cleaning of Computer (Monitor, CPU, Key Board & Mouse), Printers/Scanner, telephones, Fax Machines, Photocopier using vacuum cleaner (suction cum- blower) for cleaning of dust and high standard / branded quality of cleaning material for detailed cleaning of above articles on a monthly basis. • Cleaning of entire AC plant machinery including ceiling, walls, electrical fittings and fixtures,. • Through dusting/cleaning of all furniture, walls, ceiling, electrical fittings and fixtures, glass windows with balcony, work station, wood panelling, ventilation windows, both lift areas of all floors of MOB outside the department and annex building including toilet walls, ceiling, security check cabins, etc. • External roofs of police towers, toilets. • Deep cleaning of all chimneys of lounge and canteen. • Cleaning of entire area of all roof tops. • Cleaning of ceilings, Fans, exhaust fans.
5	Quarterly cleaning	<ul style="list-style-type: none"> • MOB water tank room with pump, record vaults including PDO (old) vault • Dusting of venetian blinds/ vertical blends/ bamboo chick blinds/ curtains.
6	Providing and refilling of Hand wash Liquid soap, spraying air fresheners, etc.	As frequently as required and instructed by the Caretaker and / or the supervising Officer/s, but at-least once every day.

7	Checking the things for working order	Daily checking shall be done in order to ensure that all the equipment in the toilets like Taps /Sinks /Geyser/Flush /Shower/Soap container etc. are in working condition. If not then, the position shall be reported to the Caretaker/Estate Department. Complaints regarding civil, electrical, plumbing etc. observed in the toilets, wash rooms etc. must be resolved on the same day. Record of all the works carried out during the day and having got the same checked by the Caretaker and / or the supervising Officer/s on day to day basis, shall be maintained by the contractor's supervisor. Such record shall have to be submitted with the monthly bills by the contractor.
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2. Cleaning of Annex Building including Dispensary area

1	Cleaning on a daily basis	<ul style="list-style-type: none"> ➤ The washrooms/lobbies may be cleaned minimum of 3 times or more a day based on its usage level/location, Platform and toilet pots, seats/urinal pots, sink, wash basins, tiles, racks, glass mirrors etc. shall be cleaned as frequently as required. Thorough sweeping, washing, mopping and scrubbing the floors and wall dado, plumbing and sanitary fittings & fixtures, glazed ventilators, etc. inside the toilets shall be done as frequently as required and / or directed by the Caretaker and / or the supervising Officer/s. Cleaning of accessories provided in the wash rooms like buckets/mugs/soap cases etc. shall also be done as frequently as required and / or directed by the Caretaker ➤ Wash basin areas and drinking water area ➤ Dusting of Wooden furniture, cupboards, tables, curtains, chairs, walls in cooperative society, union rooms, canteen, sports club, federation rooms. ➤ Brooming from ground floor to 2nd floor. ➤ Mopping from ground floor to 2rd floor ➤ Brooming and Mopping of RSO flats, lobby, stairs, dusting of walls in RSO stairs ➤ Cleaning of Substation.
2	Cleaning on weekly basis	Extensive Booming and Mopping of Annex Building, dispensary and substation with a vacuum cleaner machines and all fixtures.
3	Cleaning on fortnightly basis	Cleaning of ceilings, Fans, windows, window panes(inside), exhaust fans.

4	Cleaning RSO Flat	<ul style="list-style-type: none"> ➤ Stair case from terrace landings to the end last steps of all blocks including hand railings on Daily basis ➤ Collecting of indoor garbage from individual occupied flats of all blocks on Daily basis
		<ul style="list-style-type: none"> ➤ Cleaning of Toilet/ Bath – floor and skirting on weekly basis ➤ WC and wash hand basin – floor and skirting on weekly basis. ➤ Kitchen Mori and sink on Weekly basis. ➤ Cleaning of doors, windows, fans, , on monthly basis.

Cleaning of Common/ Peripheral Area

1	Cleaning on a daily basis	<ul style="list-style-type: none"> • Cleaning outside the bank premises, outer and inner peripheral including 4 towers, portable toilets and other toilets/ bathroom, dog kennel, • Cleaning and mopping of entire parking area and AC plant, Back side of Annex Building, Substation, all sentry posts, generator area etc. • Cleaning & mopping of reception ISS and dusting of all fixtures therein. • Garden Area • disposal of garbage/wastage
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Any other cleaning as advised by Designated Bank Officer/ACT relating to sweeping/ cleaning / disposing of debris, etc. at the work site.

The contractor is also required to clean any bank premises area as informed by the care taker/Assistant Manager, Maintenance/Security officer.

Contractor may be required to deploy housekeeping staff in case if there is work required to be performed on holidays.

Please note that the quoted rates are inclusive of all taxes.

Employ only reliable workers and furnish their complete details with their two photographs including police verification. In case of any dispute, default like theft or burglary on the part of worker, the contractor will be totally responsible and initiate to set it right.

The minimum wages for labour should be paid as per Government rules.

The contractor should supply / use separate nylon brush and required machinery for cleaning the toilets/floors as mentioned in schedule and office buildings to the satisfaction of the Bank's engineer.

g) The contractor should submit the necessary acknowledgement only in the printed format.

h) The rates shall include all type of materials such as broom, duster, approved quality cleaning liquid etc. or any other materials which is necessary for satisfactory completion of work.

Note: Contractors are advised to visit the various sites for understanding the detailed scope of work before submitting their tenders and confirming to the terms and conditions.

Number of Employees to be deployed

The tenderer should provide the following manpower which will be required for the day to day activities/maintenance in connection with providing house-keeping services. However, the Bank reserve the right to increase/decrease the requirement of manpower

SI No.	Category of employees	Required Numbers
1	House Keeping Supervisor	1
2	House Keeping Staff (Male)	19
3	House Keeping Staff (Female)	4
Total		24

General Conditions of the contract

The following Registers shall be maintained by the Successful bidder.

- i. Attendance Register
 - ii. Routine/preventive/periodic maintenance work register (Soft and hard form)
 - iii. Any other log books as directed by the officials of the Bank.
1. Above registers shall be inspected by the Bank's officials for their verification.
 2. Providing of all essential tools, machines including cleaning material to his staff for day to day maintenance & emergency.
 3. Providing **raincoats, caps, umbrellas, torch and Mobile phone etc.** to his staff as per requirement.
 4. Provide necessary training to his staff on quality, safety & technology.
 5. If any staff is on leave/absent, the Successful bidder should provide replacement immediately with equally experienced person.
 6. The Bank reserves the right to ask Successful bidder to supply additional manpower or reduce the manpower as required by the Bank depending upon site requirement for execution of the work mentioned in the scope of work.
 7. Manpower deployed should not be in Low Medical Category i.e. should be physically fit in all respects. Medical fitness will be considered as per fresh medical fitness certificate from Registered Medical practitioner with qualification not less than MBBS as produced for verification by the Contractor.
 8. The manpower deployed by the Bidder during the currency of the Contract shall not work in any other organisation or shall not be deployed by the Bidder at any other organisation. If any such instance comes to the notice of the Bank during the agreement period, the Bank shall have the right to impose suitable penalty on the Bidder, which will be recovered from its monthly bills or security deposit or any other dues of the Bidder. Bank shall have the right to ask for a suitable replacement in such a case.
 9. Persons deployed under the contract should be between 18 and 50 years of age. If the person is above the age of 50 years the same be approved by the bank.
 10. The manpower deployed should be able bodied and trained persons with good health and clean record.
 11. It shall be the responsibility of the successful Bidder to provide full uniform (summer and winter both) along with the name plate/identity card to the manpower deployed to perform their duties. The identity cards shall be produced on demand by any authority of the Bank or of the Government.
 12. The Successful Bidder will introduce to the person authorized by the bank for the operation of the agreement by the Bank, for verification and satisfaction before their deployment and the Successful Bidder shall furnish the complete particulars / bio-data of personnel with passport size color photo, duly attested by a Gazetted Officer, before deployment.
 13. The Bank reserves the right to advise the Successful Bidder to remove any personnel found not discharging his duties satisfactorily or of doubtful character and it will immediately remove such person / persons and provide replacement.
 14. The duty points for the personnel deployed by the Successful Bidder will be decided by the Bank through its Officer-In-Charge or any person so authorized in this regard and the Bidder will have to abide by such direction.
 15. It may be distinctly understood that there shall not be any absenteeism by the personnel. In case of absenteeism, if any, replacement personnel will have to be provided by the Successful Bidder. The replacement personnel should be able to join his duty within two hours, failure to do so would render the Successful Bidder liable to pay the damages at double the rate of the wages and suitable deductions will be made from monthly bills of the Bidder. Such replacement personnel shall also be subject to meeting the required standards.

16. The Successful Bidder shall ensure that the manpower deployed, while on the premises of Bank or while carrying out their obligations, observe the standards of cleanliness, decorum, safety, good behavior and general discipline laid down by the Bank or its authorized agents and the Bank shall be the sole judge as to whether or not the Bidder and /or the manpower deployed have observed the same.
17. The Successful Bidder shall provide a day of rest to the manpower deployed as per applicable statutes.
18. The Bidder shall obtain a license under Contract Labour (Regulation and Abolition) Act, 1970 or any other law, as applicable from time to time, failing which the Successful Bidder alone would be responsible for actions/ proceedings ensuing thereto. The Bank shall not be held responsible for acts, commissions or omissions of the Successful Bidder and shall in no way be made liable to the persons deployed by the Successful Bidder.
19. All liabilities arising out of any legal dispute, accident etc. shall be borne/ paid by the Successful Bidder and the Bank shall not be liable in any manner whatsoever.
20. The Bank shall not be responsible for payment of any compensation for death of or injury or accident to any of the manpower deployed which may arise out of and in the course of their duties and employment. It is agreed and understood that the Successful Bidder shall alone be liable to pay such damages or compensation to the persons deployed. The contractor will be responsible for taking all safety standards for its personnel deployed at the banks premises/colonies.
21. **Contractors are advised to quote their rates after visiting the Main office and understanding the volume and complexity of work as given in scope of work stated in Part-I.**
22. The payment of bills will be made on monthly basis after certification by the Caretaker /Junior Engineer /Assistant Manager or any other person authorized by the Bank for this purpose.
23. An amount of ₹800/- per day will be deducted for absence of labours from monthly bill of the contractor and ₹ 1,000/- per day for the supervisor if the successful bidders fails to provide suitable substitute.

Section III

General instructions to Bidders

3.1	Tender Document:
3.1.1	Bidders are advised to study all sections of tender documents thoroughly. Submission of Bid shall be deemed to have been done after careful study and examination of the tender documents with full understanding of its implications.
3.1.2	Bidders are advised to use only the forms (tender books) uploaded on MSTC portal. In case the tenders are submitted from downloaded tender forms from the website, if any change/modification thereto is found subsequently, such tenders are liable for disqualification. However, if they desire to submit additional information, they may do so on their own letter head/paper. Each page of the tender forms shall be signed and returned.
3.1.3	Eligibility criteria shall be as per clause 1.1.1 in Section I of the tender document
3.2	Amendment to tender document
3.2.1	At any time prior to the deadline for the submission of Bids, the Bank may, for any reason, whether at its own initiative or in response to a clarification or query raised by a prospective Bidder, modify the tender by an amendment.
3.2.2	Any such amendment will be hosted on the Bank's website https://www.rbi.org.in only. The addendum (s) issued will form part of the tender documents.
3.2.3	In order to afford prospective Bidders reasonable time for preparing their Bids after taking into account such amendments, the Bank may, at its discretion, extend the deadline for the submission of Bids.
3.3	Preparation of Bid : Tender in prescribed form shall be submitted in two parts – Part I Technical Bid and Part II Financial Bid.
3.3.1	Technical Bid
	Part-I of the tender will contain Bank's standard conditions (not Price Bid) for the proposed work, tender's covering letter and the EMD (Rs 1,34,000/-) 2% of the estimated amount.
(i)	Sections I to X are part of technical Bid.
(ii)	Bidder must fill all the details specified in various sections.
(iii)	EMD shall be part of Technical Bid.
(iv)	The tender documents must be filled in English If any of the documents is missing or unsigned, the tender may be considered invalid by the Bank at its discretion.
3.3.2	Financial Bid: Part-II of the tender will contain Bidder's price Bid only

(i)	Currency of Bid: Bid prices shall be quoted in Indian Rupees only. Rates quoted should include all costs associated with the work including tools, machinery, cleaning material and any out of pocket / mobilization expenses, all taxes (except GST), charges, levies, cess, insurance, transportation, other Govt. Taxes, uniform for the employees, mobile handset to the supervisor. As indicated above, the rates quoted must be excluding GST, which will be paid separately as per the government directives.
(ii)	The rate should be quoted strictly in line with the price schedule leaving no column blank whatsoever to avoid any ambiguity.
(iii)	If any columns of the price schedule are found blank then the tender of the respective Bidders shall be treated as non-responsive, and will be summarily rejected by the Bank
3.3.3	It will be imperative on the part of each Bidder to fully acquaint himself with all the local conditions and factors, which would have any effect on the performance of the contract and cost of the items. No request for the change of price shall be entertained, on account of any local condition or factor once the offer of the Bank is accepted by the Bidder. This, however, excludes any changes in minimum wages/government levies which are payable statutorily and may be allowed subject to satisfaction of the Bank.
3.4	Bids shall remain valid for acceptance by the Bank for the period indicated in clause 1.2 of Section I . This period may be further extended, if required, by mutual consent.
3.5	Earnest Money Deposit (EMD) / Bid security :
3.5.1	The Bidders shall deposit EMD of Rs. 1,34,000/- by NEFT with their Bid.EMD A/c No.8692299, Account name RBI Jaipur, IFSC Code:RBIS0JPPA01 (0=Zero)
3.5.2	EMD shall be in form of a NEFT . No interest on EMD shall be paid.
3.5.3	Bids not accompanied by EMD, shall be treated as non-responsive, and will be rejected by the Bank at its discretion.
3.5.4	The EMD of unsuccessful Bidders shall be returned by the Bank after award of work to Successful Bidder.
3.5.5	The EMD of the Successful Bidder shall be returned after submission of a fresh Performance Bank Guarantee as per clause 4.11.
3.6	EMD shall be forfeited if the Bidder:
(i)	makes misleading or false representations in the forms, statements and attachments submitted, suppressed any material information, details of any legal proceedings pending in the court which might otherwise would have created any impact on the eligibility criteria;
(ii)	withdraws his Bid during the period of Bid validity, or
(iii)	has been blacklisted by any government agency and the blacklist is still in force.
3.7	Procedure for Submission of Bids
	Interested Bidders / Agencies shall upload the tenders in prescribed form in two parts. Part-I tender will contain the Bidders' covering letter, Bidders' additional conditions, if any, and documents as indicated in Annex.
3.7.1	Technical Bid
(a)	Prices should not be indicated/included in the Technical Bid.
(b)	EMD shall be part of Technical Bid
3.7.2	Financial Bid
	No conditions should be indicated in the Financial Bid.
3.8	No conditional/optional quote shall be accepted.
3.9	Bidders shall not be permitted to alter or modify their Bids after receipt of Bids.

3.10	Receipt of Bids -The Bids will be accepted till the schedule time and date as given in “schedule of tender”.
3.11	Opening of Technical Bid
	The Technical Bids will be opened on the scheduled time and date as referred to Schedule of Tender (SoT) at Reserve Bank of India, Tonk Road, and Jaipur. The Bidders or their authorized representatives may be present, if they so desire.
3.12	Scrutiny of Technical Bid
3.12.1	The Technical Bid shall be evaluated as per the procedure indicated in special condition of contract (Section IV).
3.12.2	After evaluation of the Technical Bids, the Financial Bid of only short-listed Bidders will be opened. The decision of the Bank on technical suitability of the offer shall be final and shall not be called into question.
3.12.3	The Bank shall obtain reports on the past performance of the Bidder from his clients and Bankers. The Bank shall evaluate the said reports before opening of the Part-II of the tenders. If any Bidder is not found to possess the required eligibility for participating in the tendering process at any point of time and/or his performance reports received from his clients and/or his Bankers report are found unsatisfactory, the Bank reserves the right to reject his offer even after opening of Part-I of the tender. The Bank is not bound to assign any reason for doing so.
3.13	Opening of Financial Bid
	The financial Bids of the short-listed Bidders will be opened later and such short-listed Bidders will be intimated about the date and time accordingly. The short-listed Bidders or their authorized representatives may remain present for opening of financial bids, if they so desire.
3.14	Scrutiny of Financial Bid
	The Financial Bid shall be evaluated as per the procedure indicated in Section IX.
3.15	The Bank reserves the right to accept any Bid and to reject any or all Bids
	Notwithstanding anything mentioned above, the Bank reserves the right to accept or reject any Bid at any time prior to award of Contract without thereby incurring any liability to the affected Bidder or Bidders. The Bank may not assign any reason for rejection of any or all Bids. The Bank reserves the right to cancel/annul the selection process, at any stage prior to the award of the contract on account of the following:
(a)	in case no Bid is received
(b)	occurrence of any event due to which it is not possible to proceed with the selection process
(c)	an evidence of a possible collaboration/collusion/mischief on part of Bidders, impacting the competition and transparency of the selection process,
(d)	any other reason, which in the opinion of the Bank necessitates the cancellation of the selection process
(i)	On occurrence of any such event, the Bank shall notify all the Bidders within 7 days or any reasonable time of such decision. The Bank shall also promptly return the EMD submitted by the Bidders within reasonable time of issue of such notice. The Bank is not obligated to provide any reason or clarification to any Bidder on this account. Liability of the Bank under this clause is restricted to returning the EMD and no other reimbursements of costs/ expenses of any type shall be made by the Bank on this account.

(ii)	The Bank further reserves the right to re-tender the process or get the work done by a Government agency or Quasi Government agency if the Bank is of the opinion that the Bids received are not economically or otherwise feasible or not acceptable due to reasons in sub clauses (a) to (d) above.
3.16	Disputes
	All disputes arising shall be subject to the jurisdiction of the appropriate court as indicated in Clause 1.2 and will be governed by the relevant statutory provisions in force in India
3.17 (a)	<p><u>Minimum wages</u></p> <p>Rates quoted by the Bidders should be in accordance with the provisions of Contract Labour (Regulation and Abolition) Act, 1970 / Minimum Wages Act. The Successful Bidder shall ensure payment of minimum wages to the workmen employed by them. Payment should be made through NEFT to their Bank account/s and Successful bidder shall maintain a register of wages and shall issue a wage slip to every workman employed by them and obtain their signature or thumb impression on the wage slips. In addition, they have to provide essential amenities like drinking water, first aid facility etc. to their employees as per Contract Labour (Regulation and Abolition) Act, 1970.</p> <p>Salary of the employees shall be disbursed through NEFT only to their bank account and a copy of the NEFT payment and bank details shall be produced with the bill to be submitted to the Bank for payment to the Vendor. No cash payment by the company/Successful Bidder shall be made to their employees.</p> <p>The total wages payable to the skilled/unskilled labour shall include Minimum Wages and Statutory dues (Basic + Variable dearness Allowance), <u>Employees Provident Fund, Employees state insurance corporation (ESIC) and any other statutory payment.</u></p>
(b)	The Successful Bidder has to give undertaking on Non Judicial Stamp Paper of applicable value before the award of the work that it undertakes to actually pay wages to all the labourers of all descriptions to be engaged by it for completion of that particular job/work at the rate which is not less than 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 the Successful Bidder's failure to pay such wages and provide the essential amenities.
(c)	The Successful Bidder 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 Successful Bidder only shall be responsible for liabilities, if any, in this regard.
(d)	The Bank will also insist, to the Successful Bidder for Bank account payment details of labourers and it will furnish the Bank account details of engaged labourers as proof of payment on enquiry.
3.18	<p>Insurance: The Successful Bidder shall take an "all risk policy" for the contract value and workmen compensation policy for the workers engaged in the work. The Successful Bidder shall indemnify the Bank for any loss or damage that occurs to persons or building or third party while executing the work. <u>Third party liability in the Successful Bidder's "all risk policy" shall be minimum Rs. 2 lakh per person for any one accident or occurrence and 5.00 lakh in respect of damage to property for any one accident or occurrence.</u></p> <p><u>Note: These policies shall be valid till the currency of the work. If the Successful Bidder does not provide these policies, the Bank reserves the right to take the above insurance policies themselves and recover the cost thereof from the bill of the Successful Bidder.</u></p>

3.19	Signing of Contract Agreement The General instructions to the Bidders and special conditions, conditions herein before referred to, Conditions of Contract and Technical Specifications enclosed with the tender documents, the subsequent correspondence exchanged between the Bank and the Bidder and the work order placed shall be the basis of the final contract to be entered into with the Successful Bidder. On receipt of intimation from the Bank of the acceptance of his/their tender, the Successful Bidder shall be bound to implement the Contract and within 14 days thereof, the Successful Bidder shall sign an agreement in accordance with the draft agreement. Notwithstanding the signing of the agreement, the written acceptance by the Bank, of a tender in itself will constitute a binding agreement between the Bank and the person so tendering, whether such contract is or is not subsequently executed. The cost of necessary stamp paper as per Stamp Act for execution of the agreement shall be borne by the Successful Bidder. The format of Articles of Agreement is provided at Section X. The Successful Bidder shall not sublet any portion of the contract without the permission of the bank. In case of breach of these conditions, the Bank may serve a notice in writing on the successful Bidder rescinding the contract where upon the security deposit shall stand forfeited to the Bank, without prejudice to its other remedies against the successful Bidder.
3.20	Right to Accept Part Tender: The Bank reserves the right to accept the tender either in whole or in part.

Place:

(Signature of the Bidder with stamp)

Section IV:

Special Conditions of the contract

4.1.	Technical and Financial bids will be evaluated as per the details provided in Section IX
4.1.1	Technical Bid :
	The Bank would examine and evaluate received Technical Bids, as per the proposal submitted by the Bidders in line with the Bank's requirement mentioned in Scope of Work at Section II. Technical Bids will be evaluated on the basis evaluation matrix given in section IX. Bidders who secure 50% and above marks in Technical Evaluation will be eligible for opening of their Financial Bid.
4.1.2	Financial Bid :
(a)	Financial Bid will also be evaluated on the basis of quoted cost of works as per the Scope of Work for providing the required complement of skilled/unskilled and supervisory personnel set out in this tender and carrying out the work as specified in Section II and Section IX of Scrutiny of Offers. The Quoted price in financial bid shall also include overheads, cost of uniform to personnel engaged, mobile charges to supervisor, profit etc.
(b)	If there is a discrepancy between the amount expressed in words and figures, the amount in words shall prevail, subject to sub clauses 'b' and 'c' above.
4.2	Renewal of contract
	The service contract shall be valid from May 01, 2021 to March 31, 2022 for 11 months and it may be further renewed for Two years (One year at a time) subject to satisfactory performance.
4.3.1	Non-disclosure
	The Successful 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 Successful Bidder during the course of discharging contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. The Successful Bidder shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under the contract or to comply with applicable laws. The Successful 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 Bank. The Successful Bidder shall indemnify the Bank for any loss suffered by it 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 Successful Bidder and the Bank shall be entitled to claim damages and pursue legal remedies. The Successful 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 Successful Bidder's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.
4.3.2	Successful Bidder shall provide identity cards to its employees or agents who shall be doing the subject job at the Bank's premises. All the employees and agents should bear the identity card at all the times they are working in Bank's premises.
4.4	The Successful Bidder shall obtain Police Verification Report on character and antecedents of its personnel and other details relating to age, educational qualification, name and permanent address to be provided under this contract along with their passport size photographs before engaging them for duty in Bank's Premises. A copy of the Aadhaar card of such persons along with police verification report will be furnished to the Bank before their deployment in the Bank's premises.

4.5	<p>Payment Conditions: The charges quoted administrative expenses, uniform of the employees and machinery/equipment, cleaning material deployed for efficient rendering of services and shall be payable on monthly basis subject to submission of invoice and subject to satisfactory performance. The payment thereon will be made after the same is duly certified by the Bank's Officers that the services have been provided satisfactorily and after deducting all statutory dues/taxes, etc.</p> <p>Salary of the employees shall be disbursed through NEFT only to their Bank account and a copy of the NEFT payment shall be produced to the Bank with the submission of the bill for payment to the vendor.</p>
4.6	<p>Force Majeure: The Bidder/Successful Bidder shall not be liable for forfeiture of its EMD/ Security Deposit (Performance Bank Guarantee - PBG) or for payment of liquidated damages or termination for default, if the delay in performance or other failure to perform its obligations under the contract is a result of an event of Force Majeure. For purposes of the clause, "Force Majeure" means an event beyond the control of the Bidder/Successful Bidder and not involving the Bidder's/Successful Bidder's fault or negligence and not foreseeable. Such events may include wars or revolutions, fires, floods, epidemics, quarantine restrictions, freight embargoes etc. The Bank will decide whether delay or failure on the part of the Bidder/Successful Bidder was the result of an event beyond his control or not. The decision of the Bank in this regard should be final and binding on the Bidder/Successful Bidder and will not be open to question before any court / forum in any proceedings.</p>
4.7	<p>Termination for Default</p>
4.7.1	<p>The Bank may, without prejudice to any other remedy for breach of contract, by a one month written notice of default sent to the Successful Bidder and upon the Successful Bidder's failure and/or neglect to propose and/or execute any corrective action to set right the default, terminate this AMC Contract in whole or in part, in case of the following:</p>
(i)	<p>If the Successful Bidder fails to deliver any or all of the items of work as specified in the Tender document within the time period(s) specified in the Contract; Or</p>
(ii)	<p>If the Successful Bidder fails to perform any other obligation(s) under the Contract.</p>
4.7.2	<p>On termination of the Contract for default, the Security Deposit (PBG-Performance Bank guarantee) of the Successful Bidder will be forfeited.</p>
4.7.3	<p>On termination of the Contract for default, action will be taken to blacklist the Successful Bidder.</p>
4.7.4	<p>The Bank has right to go to court of law in case of breach of the terms and conditions as specified in the tender document.</p>
4.7.5	<p>Termination for Insolvency: The Bank may at any time terminate the Contract by giving written notice to the Successful Bidder, without compensation to the Successful Bidder, if the Successful Bidder becomes Bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which the Bank is or will be entitled to take or seek.</p>
4.8	<p>Patents: The Successful Bidder shall indemnify the Bank against all claims in respect of patent rights and shall defend all actions arising from such claims and shall itself pay all royalties, license fees, damages cost and charges of all and every sort that may be legally incurred in respect thereof.</p>

4.9	<p>Performance Bank Guarantee (PBG):</p> <p>On award of contract, the Successful Bidder shall furnish an amount equal to 5% (Five percent) of the yearly contract value in the form of a Performance Bank Guarantee as per Annexure I from any Scheduled Bank in the form prescribed by the Bank (which will be submitted along with letter of acceptance) towards security deposit for the due fulfillment of the contract. The Earnest Money Deposit furnished at the time of submission of tender will be returned thereafter. This Bank Guarantee towards security deposit shall be valid up to March 31, 2022.</p> <p>All compensation or other sums of money payable by the Successful Bidder to the Bank under the terms of this Contract may be deducted from the security deposit, if the amount so permits unless the Successful Bidder deposits such amounts in cash within ten days of issue of demand notice by the Bank.</p>
4.10	<p>Adherence to Safety Code:</p>
	<p>The Successful Bidder will have to adhere to the safety code as detailed below:</p> <p>a) The Successful Bidder shall follow the safety regulations as prescribed in the tender and Indian Standards. It shall provide necessary safety appliances to its employees as instructed by the Bank depending upon the nature of work. All model safety rules, issued by safety section, from time to time shall be strictly followed.</p> <p>b) First-aid appliances/kits, adequate supply of sterilized dressings and cotton wool, shall be maintained in a readily accessible place.</p> <p>c) The injured person shall be taken to a public hospital without loss of time, in cases where the injury necessitates hospitalization.</p> <p>d) Any person found under the influence of alcohol or any intoxicating drugs on duty is unfit for duty and should not be allowed to work.</p> <p>e) There may be venomous reptiles and insects in the green areas where AMC work is to be carried out. Utmost care shall be taken by the Successful Bidder throughout the contract period to prevent accidents.</p>
4.11	<p>Abiding by the provisions of Sexual Harassment of Women (Prevention, Prohibition and Redressal) Act, 2013 at work place:</p> <p>The Successful Bidder shall be solely responsible for full compliance with the provision of 'Sexual Harassment for women at work place (Prevention, Prohibition & 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 Successful Bidder. The Successful Bidder shall ensure appropriate action under the said Act in respect of the complaint.</p> <p>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.</p> <p>The Successful Bidder shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employee of the Successful Bidder, for instance any monetary relief to Bank's employee, if sexual violence by the employee of the Successful Bidder is proved.</p> <p>The Successful Bidder shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.</p> <p>The Successful Bidder shall provide a complete and updated list of its employees who are deployed within the Bank's premises</p>

I/We hereby declare that I/We have read and understood all the above instructions/conditions and the same will remain binding upon me/us in case the above mentioned Contract is entrusted to me/us. I/we also note that this letter will form part of the contract document and that the contents of this letter shall be supplemental to the conditions in the tender and not in derogation thereof except to the extent specifically provided herein.

Place:

(Signature of the Bidder with stamp)

Date :

Name

Section V

Form of Tender

Place:
Date:

**The Regional Director
Reserve Bank of India
Tonk Road
Jaipue**

Tender for awarding Contract for House Keeping & Maintenance of Bank Properties at Bank's Main Office Building, Rambagh Circle, Jaipur from May 01, 2021 to March 31, 2022.

Sir,

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 involving the tender, I/We hereby offer to take up the **Annual Maintenance Contract for providing House Keeping & Maintenance of Bank Properties at Bank's Main Office Building, Rambagh Circle, Jaipur from May 01, 2021 to March 31, 2022.**

2. We also agree that our tender will remain valid for acceptance by the Bank for 90 days from the date of opening of the tender and this period of validity can be extended for such period as may be mutually agreed between the Bank and us in writing. We also agree to deposit the EMD amount of Rs-----/-through NEFT.

3. Should this Tender be accepted, I/we hereby agree to abide by and fulfill all the terms and conditions of the Tender and in the event of any default thereof, to forfeit and pay to you or your successors, or assignees or nominees such sums of money as are stipulated in the conditions contained in the tender document and the Articles of Agreement together with the written acceptance of the Contract.

4. I/We understand that you reserve the right to accept or reject any or all the tender either in full or in part without assigning any reason therefor.

Dated this ____ day of ____ 2021.

For and on behalf of M/s _____

(Signature with seal)

Name _____
Designation _____
Place _____
Date _____

(Certified true copy of the Power of Attorney of the above signatory should be enclosed).

Witnesses

(1) Signature with _____
name, address and date _____

(2) Signature with _____
name, address and date _____

Section – VI:

Documents to be uploaded by the bidder with Technical bid on MSTC website

Sr. No	Documents to be furnished
1	Copy of MOU (in case of company)
2	Copy of Article of Association (in case of company)
3	Partnership deed (in case of partnership firm)
4	Firm or proprietorship registration certificate
4	MSME registration certificate (in case of MSME)
5	GSTN registration Certificate
6	ESIC registration Certificate
7	EPFO registration Certificate
8	PAN Card copy
9	Registration of Labour law certificate
10	Details of turnover for the last three year as per the format given in Annexure II A duly signed by the Chartered Account
11	Bank solvency certificate
12	IT returns certificate for the last 3 years (2017-18, 2018-19 and 2019-20)
13	Proof of total existing work force – PF statement
14	Copy of first work order received by the company/firm after the date of incorporation/execution of partnership deed
15	List of contracts awarded in the past to bidder company/firm containing following details <ul style="list-style-type: none">➤ Name of the company➤ Total annual value of contract➤ Details of documentary evidence furnish upon
16	Copy of any certification i.e. ISO etc. obtained by the bidder.
17	A certificate from Chartered Account certifying the profit earned by (Profit After Tax) during the last three financial year as per the format given in Annexure II A.

Section VII

Details of Bidder

Sr. No.	Particulars	To be filled by Bidder
1.	Whether sole proprietorship or partnership Bidder or company	
2.	Names of the proprietor/ partners / Directors of the Bidder along with photograph	Please affix your photograph here.
3.	Address of the Bidder	
	Telephone /Mobile	
	Email	
	Fax	

The details of Bidder's Banker:

Sr. No.	Particulars	To be filled by Bidder
1	Name of the Bank	
2	Branch Address	
3	IFSC Code (cancelled cheque may be enclosed)	
4	Telephone and fax number	
5	Name of the contact person	
6	Amount of credit facility / overdraft facility enjoyed by Bidder from the Bank	
7	The period from which the Bidder has been Banking with Bank	
8	Bank Account Number (must be a current account)	
9.	Type of A/c	
10	Account Holder Full Name	
11	Permanent Account Number (PAN).	

I/we hereby agree and confirm to disburse the salary of the employees through NEFT directly into their Bank account and also accept the payment in respect of the above works, if awarded to our firm /company, through NEFT.

Signature of Bidder with stamp/date

Section VIII

Commercial Conditions

Estimated cost of Work is Rs. 67,00,000/-

Sr. No.	Description	Bank's	Acceptance of Bank's terms (YES/NO)
1	Validity of Tender	90 days	
2	EMD	EMD Rs 1,34,000/- to be remitted using NEFT (UTR number to submitted along with the Technical Bid).	
3	Terms of payment	Payment will be made on Monthly basis subject to submission of invoice. The payment thereon will be made after the same is duly certified by the Bank's Officers that the services have been provided satisfactorily and after deducting all statutory dues/taxes, etc.	
4	Scope of work	As per specifications in Section II of the tender	
5	Penalties	As specified in Section IV of the tender	
6	Performance bank guarantee (to be submitted by the Successful Bidder) at the time of award of the work	As per clause 4.11 of tender	

Place

Signature of Bidder

Date

Name:

Seal of the Bidder

Designation:

Section – IX:

Scrutiny of Offers

Scrutiny of Bids will be in three stages as under:

(a) Eligibility Criteria:

The Bank will first scrutinize the eligibility of the Bidders as per “qualification criteria” (Refer para. 1.1.1) of the Section – I of the Tender Document. The decision of the Bank in this regard shall be final and no further correspondence in this regard will be entertained.

Proposals meeting all the “qualification criteria” will then be assessed and scored against the Technical Evaluation criteria as explained below.

Sr. No.	Discretion	Maximum Marks	Documents to be furnished
A	<u>Financial Turnover</u> 1. Average Turnover during the last three financial year (2017-18, 2018-19, 2019-20) 50 lakhs- 5 Mark 2. For every additional average turnover of 50 lakhs above Rs. 50 lakhs– 1 Mark	20	Certificate from Chartered Accountant certifying annual turnover figures of the firm/company.
B	<u>Experience in the field of Housekeeping Services as on 31.12.2020</u> Five years' experience- 5 marks Experience of 5 years and above- 2 Mark for each year above 5 years)	20	Copy of the first work order received after the date of establishment of the company/firm.
C	<u>Existing workforce of Unskilled/Semi Skilled/Skilled work force:</u> 1. Less than 25 : 0 marks 2. 26 to 100 : 5 marks 3. 101 to 200 : 10 marks 4. 201 to 500 : 15 marks 5. 501 and above : 20 marks	20	Copy of latest PF statement.
D	<u>No. of contracts executed, Yearly value of which is above 50 lakhs after establishment of the company/firm:</u> 1 Contract - 3 marks 2 Contracts - 5 marks 3 Contracts- 7 marks 4 and above contracts -10 marks	10	Copy of Form 26 AS issued by the Income Tax department for the relevant years.
E	<u>Experience of executing similar contracts in RBI/ Central Government Establishment/State Government Establishment/ Public Sector Undertaking</u>	10	Submit a copy of work order issued by the respective authority.
F	<u>Whether the company/Firm is having ISO or any other international accreditation Certificate</u> 1. Since last one year i.e. from December 2019- 3 marks 2. Since last three years i.e. from December 2017- 5 marks 3. Since last five-year i.e. from December 2015- 10	10	Submit copy of ISO certification/ International accreditation certificate etc.

	<u>marks</u>		
G	<u>Whether the company/firm have earned profit (Profit after Tax) during any of the previous three financial years i.e., 2017-2018, 2018-19, 2019-20</u>	10	Submit a certificate issued by the Chartered Accountant

(b) Technical Evaluation:

The Bank will scrutinize the offers and evaluate the technical Bids based on the evaluation matrix given above. The Bidders who secure 50 and above marks in Technical evaluation matrix will qualify in Technical Evaluation. Only Bidders who qualify in Technical Evaluation will be shortlisted for Commercial Evaluation i.e., opening of Part II of their Tender. The decision of the Bank in this regard will be final.

(c) Financial Evaluation:

The Bank will open and scrutinize the financial bids of the technically qualified Bidders only. The Financial Bids will have to be submitted in the format as per Part-II. The calculation arrived by the Bank will be final and will be binding on the Bidders.

(d) Final Evaluation:

There would be a weightage of 60% to the Technical Evaluation score and 40% for the Financial Bid. The maximum marks(total score)for Technical Evaluation and Financial Bid each would-be 100.It would be normalized as under for each Bidder:-

$$\text{Total Score} = 0.6 \times T(s) + 0.4 \times F(s)$$

Where;

$$F(s) = (LP/BP) \times 100$$

Where:

- T(s) stands for Technical Evaluation score out of 100 for the Bidder.
- F(s) stands for percentage a Bidder's Commercial price compared to the lowest

Quoted price among the Bidders whose Financial Bids are opened.

- BP stands for Bidder's price.
- LP stands for lowest price among all the Bidders.

The proposals will be ranked in terms of Total Scores arrived at as above by adding the technical and financial scores. The proposal with the highest Total Score will be considered first for award of contract and will be invited for contract finalization. If there is a tie on the total score, the tie shall be broken by considering the higher technical score.

Example: **A** Financial Bids for Rs 175 and scores 70 in the Technical Evaluation

B Bids for Rs 150 and scores 35 in the Technical Evaluation

C Bids for Rs 200 and scores 80 in the Technical Evaluation

Since B has scored below **50** in the technical evaluation, so B will not be considered for financial evaluation.

$$Fs \text{ (A)} = 0.6 * 70 + 0.4(175/175)*100 = 82$$

$$Fs \text{ (C)} = 0.6 * 80 + .04 (175/200)*100 = 83$$

So bidder **C** with highest total score (83) will be selected

Section X

Draft Articles of Agreement

This Agreement made on this _____ day of _____ 2021 between Reserve Bank of India, having its office at Reserve Bank of India, Rambagh Circle, Tonk Road, Jaipur (Hereinafter referred to as the "**Bank**") which expression shall unless it is repugnant to the context or meaning thereof deemed to include its affiliates, successors and assigns of the ONE part

And

M/s _____, having its office at _____ herein after referred to as the "**Successful Bidder**") which expression shall unless it is repugnant to the context or meaning thereof deemed to include his heirs, representatives, administrators and assigns of the OTHER part.

Whereas the Successful Bidder is carrying on the business of providing **House Keeping & Maintenance of Bank Properties at Bank's Main Office Building, Rambagh Circle, Jaipur from May 01, 2021 to March 31, 2022.**

And whereas the Bank is desirous of availing services of the Successful Bidder for the above purposes as indicated in detail in letter no. _____ dated _____

And whereas the Bank and Successful Bidder are desirous of recording the terms and conditions under or upon which the said services are to be rendered by the Successful Bidder.

NOW IT IS HEREBY AGREED BY AND BETWEEN THE BANK AND THE SUCCESSFUL BIDDER HERETO AS FOLLOWS

1. This agreement will come into effect from -----and will remain in force up to -----or until it is terminated as per the terms herein after contained.
2. The quoted charges of Rs. _____ covering the cost of manpower deployed and machinery/equipment used for efficient rendering of services shall be payable on monthly basis subject to submission of invoice.
3. The payment thereon will be made after the same is duly certified by the Bank's officials to the effect that the services have been provided satisfactorily and after deducting all statutory dues/taxes, etc.
4. The above charges are firm and not subject to labour conditions, exchange variations or any other condition, except statutory requirements like minimum wages.
5. The above charges shall include Minimum wages to unskilled labours, VDA, EPF, ESIC, Insurance charges and any other tax (excluding Goods and Services Tax - GST) and duty or other levy, whether existing or levied in future by the Central Government or any State Government or any Local Authority. GST will be paid as per actuals.
6. All quoted maintenance articles/equipment and material will be provided by the Successful Bidder. The cost of the any special work done or material procured shall be paid separately by the Bank.
7. The Successful Bidder shall be responsible for providing services on regular basis as per the terms and conditions of the tender and as per the Scope of Work and services to be rendered as mentioned in detail under Special Conditions of Contract of the tender.
8. The Successful Bidder shall ensure payment of minimum wages to the workmen employed by it and shall maintain a register of wages and shall issue a wage slip to every workman employed by it and obtain their signature or thumb impression on the wage slips. In addition, it has to provide essential amenities like drinking water, first aid facility etc. to its employees as per Contract Labour (Regulation & Abolition) Act, 1970. The Successful Bidder has to give undertaking on Non Judicial Stamp Paper of applicable value before the award of the work that it undertakes to actually pay wages and attendant

benefits to all the labourers of all descriptions to be engaged by it for completion of that particular job/work at the rate which is not less than the 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 the Successful Bidder's failure to pay such wages and provide the essential amenities. The Successful Bidder shall submit along with its monthly bills a copy of the receipts of the wages paid to the workers along with proof of depositing dues like PF, ESI contributions, etc failing which their bill will not be settled. The Successful Bidder will ensure compliance with applicable provisions of Minimum Wages Act (among others provisions relating to weekly-offs and payment of overtime wages), PF Act, ESIC Act, Payment of Bonus Act, 1965; Maternity Benefits Act, 1961, etc

9. The Successful Bidder shall be in possession of all the relevant documents, like license as contemplated under Contract Labour (Regulation & Abolition) Act, 1970 or certificate of registration with PF and Insurance authorities, any other law as applicable which shall be shown to the relevant authorities as and when required, 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 Successful Bidder and shall in no way be made liable to the labourers engaged by the Successful Bidder.
10. **Indemnity Clause:** The bidder agrees to indemnify and to keep RBI and its officers, employees, directors and representatives indemnified against all claims(including third party claims) actions, losses, damages, costs, expenses, charges including legal expenses which the RBI may suffer or incur on account of default on the part of bidder due to:
 - a) Violations of applicable laws, regulations, guidelines issued by the Government or other statutory authorities during the contract period; or
 - b) Breach or non-performance of the terms and conditions of the contract; or
 - c) Breach of the representations and warranties made by the bidder; or
 - d) Negligent or fraudulent act or omission by the bidder; or any third party for reasons attributable to the bidder.

The Bidder shall also keep the Bank indemnified against any claim from the staff of the bidder and it shall be the duty of the bidder to clearly inform his own personnel/staff that they shall have no claim whatsoever against the Bank and they shall not raise any industrial dispute, either directly and/or indirectly, with or against the Bank in respect of any of their service conditions or otherwise.

Further, the bidder shall at all times indemnify the Bank against all claims which may be made under the Workmen's Compensation Act, or rules thereunder or under any law or rules of compensation payable in consequence of any accident or injury sustained by any person in its employment for the purpose of this agreement. The bidder shall be solely responsible for the remuneration and other dues to its employees, as also for omissions/commissions done by them.

11. In case of any deficiency in services or any complaint remaining unattended the Bank may impose on the Successful Bidder penalty as contained in Section IV of the tender document.
12. The Successful 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 Successful 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 Successful 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 Successful 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 Bank. The Successful Bidder 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 Successful Bidder and the Bank shall be entitled to claim damages and pursue legal remedies, apart from termination of contract, at its discretion.
13. The Successful 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 Successful Bidder's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.

TERMINATION OF AGREEMENT

14. 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

- a. in the opinion of the Bank (which shall not be called in question by the Successful Bidder and shall be binding on the Successful Bidder) the Successful Bidder fails or refuses to implement this agreement to the Bank's satisfaction, and/or
- b. the Successful Bidder commits a breach of any terms and conditions of this agreement / tender, and/or
- c. the Successful Bidder is adjudged an insolvent or a compromise is entered by it with its 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 Successful Bidder, and/or
- d. for any reason whatsoever, the Successful Bidder becomes disentitled in law to perform its obligations under this agreement, and/or
- e. There is any variation in the ownership/partnership or management of the Successful Bidder or its business without the prior approval in writing of the Bank to such variation.

15. In the event of termination of this agreement for any reason whatsoever, the Successful Bidder/or persons employed by it or its agents shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.

ARBITRATION

16. 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, 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 Pune and only courts in Jaipur shall have jurisdiction to determine the same. The venue of arbitration shall be Jaipur, Rajasthan, INDIA.

That the several parts of this Contract have been read by the Successful Bidder and fully understood by the Successful Bidder.

If the Successful Bidder is a partnership or a proprietary concern	IN WITNESS WHEREOF the Bank and the Successful Bidder have set their respective hands to these presents and two duplicates hereof the day and year first herein above written.
If the Successful Bidder is a company	IN WITNESS WHEREOF the Employer has set its hands to these presents through its duly authorized official and the Successful Bidder has caused its common seal to be affixed hereunto and the said two duplicates hereof to be executed on its behalf, the day and year first hereinabove written.

I/we hereby agree and confirm to disburse the salary of the employees through NEFT directly into their Bank account and also accept the payment in respect of the above works, if awarded to our firm/company, through NEFT.

Signature Clause:

SIGNED AND DELIVERED by Reserve Bank of India, Rambagh Circle, Tonk Road, Jaipur

(Name and Designation)

In the presence of -

Witnesses –

1. _____

Address _____

2. _____

Address _____

SIGNED AND DELIVERED BY _____

2.

In the presence of -

Address

Witness -

1. _____

Address _____

THE COMMON SEAL OF

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

In the presence of - Witness –

1. _____

2. _____

If the Successful Bidder signs under common seal, the signature clause should tally with the sealing clause in the articles of association.

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

1. _____

2. _____

If the Contract is signed by the hand of power of attorney, whether a company or

SIGNED AND DELIVERED BY -
the Successful Bidder by the hand of
Shri _____

Performance Bank Guarantee

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

Place: _____

Date: _____

The Regional Director

Reserve Bank of India,

Rambagh Circle

Tonk Road

Jaipur

Dear Sir,

Tender for awarding Contract for House Keeping & Maintenance of Bank Properties at the Bank's Main Office Building, Rambagh Circle, Jaipur from May 01, 2021 to March 31, 2022.

Bank Guarantee for PERFORMANCE SECURITY DEPOSIT

WHEREAS Reserve Bank of India, having its Central Office at ShahidBhagat Singh Road, Mumbai, (hereinafter called "the RBI") and its Regional Office at Rambagh Circle, Tonk Road, Jaipur (hereinafter referred to as RO Jaipur) has awarded the Contract for the captioned project (hereinafter called the "Contract") to M/s _____ (Name of the Contractor) (hereinafter called " the said Contractor" which expression shall include its successors and assigns).

AND Whereas we, _____(Name of the Bank), (hereinafter called "the Bank"), are aware that an agreement dated _____ has been executed between the Reserve Bank of India and the contractor and in terms of clause _____ of the said agreement, the contractor is required to submit to RBI a Performance Security for a total amount of ₹. _____ (Rupees _____ only) (Amount in figures and words) for the due fulfilment by the said contractor of the terms and conditions contained in the contract.

AND Whereas, we, (Name of the Bank), at the request of M/s _____, the contractor, do hereby undertake to pay to the RBI an amount not exceeding Rs _____ as Performance Guarantee for due fulfilment of the terms and conditions of the contract.

NOW THIS GUARANTEE WITNESSETH

1. We (Name of the Bank) do hereby agree with and undertake to RBI, their Successors, Assigns that in the event of the RBI coming to the conclusion that the Contractor has not performed the obligations under the said conditions of the contract or have committed a breach thereof, which conclusion shall be binding on us as well as the said contractor; we shall on demand by the RBI, pay without demur to the RBI, an amount that may be demanded by the RBI, subject to a maximum of Rs. _____ only.

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

We undertake to pay the amount claimed by the RBI within a period of one week from the date of receipt of the notice as aforesaid.

3. We confirm that our obligation to the RBI under this guarantee shall be independent of the agreement or agreements or other understandings between the RBI and the Contractor We further agree that the guarantee herein contained shall continue to be enforceable till this sum due to the RBI is fully paid and claims satisfied or till the RBI discharges this Guarantee.

4. We further undertake not to revoke this guarantee during its currency without the previous consent in writing of the RBI.

5. We hereby further agree that –

a) RBI shall have the fullest liberty without affecting in any way the liability of the Bank under this guarantee, from time to time, to extend the time of performance by the Contractor. The Bank shall not be released from its liabilities under these presents by any exercise of RBI of the liberty with reference to the matter aforesaid. Any forbearance or commission on the part of the RBI in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said Contract and/or hereunder or granting of any time or showing of any indulgence by the RBI to the Contractor or any other matters in connection therewith shall not discharge us in any way and our obligation under this guarantee. This guarantee shall be discharged only by the performance by the Contractor of their obligations to the satisfaction of RBI and in the event of their failure to do so, by payment of the sum not exceeding Rs. _____(Rupees _____ only) by us.

b) Our liability under these presents shall not exceed the sum of Rs. _____ (Rupees _____ only).

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

d) **This guarantee shall remain in force up to-----.**

e) The notice demanding payment can be issued by RBI on the following address of the issuing Bank.

i) Postal address

ii) Email address

iii) Facsimile

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

For and on behalf of _____ (Name of the Bank)

Signature of authorized Bank official

Name:

Designation

Stamp/ Seal of the Bank

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

Witness 1

Signature

Name

Address

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

List of work related to House Keeping & Maintenance of Properties done by the Bidder *

Sr. No.	Name of client	year(s) of execution of work (s) awarded	Actual value of executed work(s)	Names including mobile number/email id and full contact details of the officers/ authorities/ departments under whom the work(s) was/were executed

* Supporting document shall be furnished.

Place:

Signature and seal of the Bidder Date:

ANNEX II -A

Certificate by Chartered Accountant for Turn-over

Year	Turnover in Rs.	Profit after tax
2017-18		
2018-19		
2019-20		

Signature of CA with registration No.

CLIENT'S CERTIFICATE REGARDING PERFORMANCE OF SUCCESSFUL BIDDER

Name and address of the Client

Details of Works executed by Shri /M/s

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

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

Note: All columns should be filled in properly

“Countersigned”

Signature of the
Reporting Officer* with Office seal

*Officer of the rank of Superintending Engineer or equivalent

FORM OF BANKERS' SOLVENCY CERTIFICATE FROM A SCHEDULED BANK

(This should be enclosed with tender in an envelope sealed by the Banker)

This is to certify that to the best of our knowledge and information M/s.....
----- having address as reproduced below, a customer of our Bank are/is respectable and
can be treated as good for any engagement up to a limit of Rs..... (Rupees
.....). This certificate is issued without any guarantee or
responsibility on the Bank or any of the officers.

(Signature)
For the Bank

Note:

1. Bankers' certificates should be on letter head of the Bank, sealed in cover addressed to Regional Director, Reserve Bank of India, Rambagh Circle, Tonk Road, Jaipur.
2. In case of partnership Successful Bidder, certificate to include names of all partners as recorded with the Bank.

NEFT Details for effecting e-payments

Name of the Institution: Reserve Bank of India, Rambagh Circle, Tonk Road, Jaipur

1	Name of the Account Holder (as appearing in the Bank Account)	Reserve Bank of India, Rambagh Circle, Tonk Road, Jaipur
2	Account Number	8692299
3	Type of Account (Savings, Current etc.)	Current
4	NEFT/IFS Code	RBIS0JPPA01(0=Zero)
5	Name of the Account	RBI Jaipur

Estimated Cost Calculation based on Minimum Wages

Housekeeping Work at RBI Main Office Buliding, Jaipur						
Sr. No.	Employees	a No of Persons required	Basis	b Minimum Wages Act 1948 as per October 01, 2020	c Days	a*b*c
A	Supervisor	1	Semi-skilled	603	26	15678.00
	Cleaning Staff	23	Unskilled	534	26	319332.00
B	Total Per Month (A+B)					335010.00
C	EPF @13% and ESIC @ 3.25%. Total 16.25%					54328.95
D	Total Amount with EPF and ESIC					389338.95
E	Basic Cost of Contract for 12 months					4672067.40
O	Bonus (8.33% of Basic)*					389183.21
P	Total cost of engaging workforce					5061250.61
Q	Total cost of engaging workforce + 18% GST					5972275.72

Minimum wages are calculated based on the wages prescribed by the Central Government with effect from October 1, 2020.

*The bonus will be paid to the successful bidder on annual basis after submission of all related documents. However, no profit or administrative expenses will be paid separately on yearly amount of bonus paid by Successful bidder to its workforce.

PART- II

Part-II – Financial Bid

House Keeping & Maintenance of Bank Properties at Bank's Main Office Building, Rambagh Circle, Jaipur

Contractors are advised to quote their rates after the sites visit confirming to the conditions and the detailed scope of work stated in Part-I.

S.No.	Description	Rs.
1	Bank will pay a fixed sum of Rs. 3,89,339 (excluding GST) month towards the Minimum Wages and Statutory payment (excluding bonus) for engaging the services of 24 labours as per the calculation given in this Annexure. The minimum wages i.e. fixed sum may change as per minimum wages fixed by Office of the Chief Labour Commissioner.	3,89,339.00
2	Monthly expense as per tender must be quoted in Rupees (excluding GST)* Monthly expense includes expenses towards tools and machinery, administrative services, cleaning material, set of uniform to workforce engaged, profit , mobile charges to the supervisor engaged at Bank's premises etc. The rate shall also include all type of materials such as broom, duster, approved quality cleaning liquid etc. or any other materials which is necessary for satisfactory completion of work including required machinery and instruments but excluding the minimum wages given in para 1 above.	To be quoted by the bidder.
3	Total (1+2)	

GST will be paid as per applicable rates