



SCHEDULE OF TENDER (SOT)

Annual Maintenance Contract for providing facility management services for Housekeeping at Bank's Central Office Building at Fort, Mumbai

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| 1. | E-Tender No. | RBI/Central Office/Premises Department/6/22-23/ET/198 |
| 2. | Mode of Tender | e-Procurement System (Online Part I – Techno-Commercial Bid and Part II – Price Bid through www.mstcecommerce.com/eprochome/rbi) |
| 3. | Bank's estimated cost | ₹2,10,00,000/- |
| 4. | View Tender Date & Time on MSTC Web Portal and available to parties to download | 15:00 hrs. on July 14, 2022 |
| 5. | Pre-bid meeting | 15:00 hrs. on July 27, 2022 |
| 6. | Date of Starting of e-Tender for submission of on line Techno-Commercial Bid and price Bid at www.mstcecommerce.com/eprochome/rbi | 10:00 hrs on July 31, 2022 |
| 7. | Earnest Money Deposit – EMD amount should be submitted before close date & time of tender and if it is in the form of Bank Guarantee, original copy should submit at RBI Central Office, Premises Dept. COBM Cell Fort Mumbai before due date of tender. | ₹4,20,000/- EMD amount either can pay through NEFT or Bank Guarantee (BG) payable at Reserve Bank of India Mumbai. The NEFT details are as follows: A/c. No – 41869163273 IFSC Code – RBIS0COD001 A/c. Name – Reserve Bank of India |
| 8. | Last date of submission of documentary evidence of having submitted the EMD at Reserve Bank of India, Central Office, Premises Dept. COBM Cell Fort Mumbai. | 14.00 hrs. on August 10, 2022 |
| 9. | Date of closing of online e-tender for submission of Techno-Commercial Bid & Price Bid | 14.00 hrs. on August 10, 2022 |
| 10. | Date & time of opening of Part-I | 16:00 hrs. on August 10, 2022 |
| 11. | Date of opening of Part-II Price bid | shall be informed separately |



**RESERVE BANK OF INDIA
Premises Department
Central Office Building**

**Tender - Part I
For**

**Annual Maintenance Contract for providing facility management services for
Housekeeping at Central Office Building, Reserve Bank of India, Mumbai.**

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1 Notice Inviting Tenders.

1. E-tenders are invited for '**Annual Maintenance Contract for providing facility management services for Housekeeping at Central Office Building, Reserve Bank of India, Mumbai.** The estimated cost of the work is ₹2.10 crores.
2. Tender (Part I and II) will be available from July 14, 2022 to August 10, 2022 at MTSC website. The duly filled in tender documents should be uploaded on MSTC website before 14.00 hrs on August 10, 2022.
3. Intending bidders shall submit their full bio-data giving their details about their organisation, experience, technical personnel in their organisation, competence and adequate evidence of their financial standing etc, as per the proforma given which will be kept confidential.
4. Decision of the Bank regarding the eligibility of bidders for participation in the tender will be final and binding. The Bank is not bound to assign any reason therefor.
5. Bids containing false and / or inadequate information are liable for rejection.
6. Only those bidders, who satisfy the following eligibility criteria shall be eligible to participate in the e-tender:
 - **Duration of past experience:** The bidder should have minimum 05 years of experience of executing similar works (during last 5 years ending June 30, 2022). Applicant should furnish their Client list showing the details of work carried out by them during the last 5 years. The applicant shall submit copies of the detailed work orders for similar qualifying works, indicating date of award, value of awarded work, stipulated time for completion of the work, corresponding completion certificates / reports, client certificates / reports etc, indicating actual date of completion and actual value of executed works, reasons for delay, if any, etc. as proof for the work experience. Vendor should at least have prior exposure of working with a 5-Star Hotel/ 'A' Class Airport/ Well-known Hospitals/ Malls/PSUs. All these documentary proofs in support of the bidder's claim for the experience, shall be uploaded, while submitting Part I of the tender.
 - Experience of having successfully completed similar works during last 5 years ending June 30, 2022 should be either of the following:
 - a. Three similar completed works each costing not less than the amount equal to 40% of the estimated cost (₹2.10 crores).
 - b. Two similar completed works each costing not less than the amount equal to 50% of the estimated cost (₹2.10 crores).

- c. One similar work costing not less than the amount equal to 80% of the estimated cost (₹2.10 crores).

Copies of detailed work order indicating scope and value of works executed and completion certificate for the qualifying works, shall be uploaded in support of details of work done, while submitting Part I of the tender.

- They should have a minimum annual turnover of 100% of the estimated cost during the last 03 consecutive financial years (2019-20, 2020-21 and 2021-22) ending 31st March. Copies of audited financial statements shall be uploaded, in support of the annual turnover, while submitting Part I (Techno-commercial Bid) of the tender.
- They should furnish solvency certificate issued by their Banker, specifically for the purpose of the work for an amount not less than the estimated cost of work as per the proforma given.
- They should have a full-fledged service setup at Mumbai for the specified work.
- Clarifications, if any, required may be obtained from P & S Cell / Premises Department, Central Office Building, Reserve Bank of India, Mumbai during working hours of the Bank.

Basic information required from intending bidders.

| | | |
|------|---|--|
| (a). | Composition of the firm. | Name of the intending bidder and address of the registered office. Full particulars (whether contractor is an individual, or a partnership firm, or a company etc) of the composition of the bidders in details should be submitted along with name and address, of the partners, copy of the Articles of Association, copy of registration certificate, PAN Number, TIN Number, proof of GST Registration / Power of Attorney and other relevant documents. |
| (b) | Work experience & completion of similar works of specified value, during the last 05 years period ending June 30, 2022. | Copies of the detailed work orders for similar qualifying works, indicating date of award, value of awarded work, stipulated time for completion of the work, corresponding completion certificates / reports, client certificates / reports etc, indicating actual date of completion and actual value of executed works as proof for the work experience. Details |

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| | | along with documentary evidence of previous experience, works executed in Government / Public sector organisations, work completion certificates along with tax deduction certificates for works executed, for private sector, if any in carrying out works for the Reserve Bank of India at any centre should also be furnished. |
| (c) | Solvency | The bidder shall submit the solvency certificate issued by their Banker for a minimum amount equal to the estimated amount as per the proforma given. |
| (d) | Name(s) and address(es) of the Bankers and their present contact executives. | Written information about the names and addresses of the bankers along with full details such as names, postal addresses, e-mail IDs, telephone (landline and mobile) numbers, fax numbers etc of the contact executive(s) (i.e. the officials who can be contacted at the office of their bankers by the Bank). |
| (e) | Details of bank accounts. | Full particulars of their bank accounts, like account number, type of account, date of opening of the account etc. |
| (f) | Service Setup | The bidder should have a full-fledged service setup at Mumbai for the specified work. |

- The above information / documents are required to be furnished by uploading copies of the relevant documents, in the attached proforma, mandatorily by all the bidders to enable the Bank to verify their eligibility for participating in the tendering process.
- The documents, which the bidders upload, while submitting Part I of the e-tender would be scrutinised by the Bank in due course after opening of Part I of the e-tender on the scheduled date. During scrutiny of these documents, the Bank may advise the bidders to submit originals of the uploaded documents or any other additional documents, if so required by the Bank.
- After scrutiny of the documents submitted along with Part I of the tender, Part II (Price Bid) submitted by those bidders who satisfy the eligibility criteria only will be considered by the Bank for opening on a subsequent day which will be communicated to the qualified bidders.
- Part II (Price Bid) submitted by those bidders who do not qualify would be rejected and the EMD remitted by them would be refunded in due course without any interest.

2 Important information

| | |
|---|---|
| a. E-tender No. | RBI / Central Office / Premises Department/6/22-23/ET/198 |
| b. Name of work | Annual Maintenance Contract for providing facility management services for Housekeeping at Central Office Building, Reserve Bank of India, Mumbai. |
| c. Mode of Tender | e-Procurement System (Online Part I and Part II - Price Bid through www.mstcecommerce.com/eprochome/rbi). Guidelines for e-tender has been provided. |
| d. Date of NIT available to parties to download | 15:00 hrs. on July 14, 2022 |
| e. Earnest Money Deposit | ₹.4,20,000/- from each bidder |
| f. Last date of submission of EMD. | 14.00 hrs. on August 10, 2022 |
| g. Pre-Bid Meeting | 15:00 hrs. on July 27, 2022 at Central Office Building, Reserve Bank of India, Fort, Mumbai - 400001 |
| h. Date of starting of e-Tender for submission of on line Techno-Commercial Bid and price Bid at www.mstcecommerce.com/eprochome/rbi | 10:00 hrs on July 31, 2022 |
| i. Date of closing of online e-tender for submission of Techno-Commercial Bid & Price Bid. | 14.00 hrs. on August 10, 2022 |
| j. Date & time of opening of Tender | Part I of the tender shall be opened at 16:00 hrs. on August 10, 2022 Part II (Price Bid) of the tender of the qualified bidders shall be opened on a subsequent date which shall be communicated to the qualified bidders. |
| k. Transaction Fee | Payment of Transaction Fee as mentioned in the MSTC portal through MSTC payment gateway / NEFT / RTGS in favour of MSTC Limited. |

2.1 Guidelines for e-Procurement

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

Process of e-tender:

A) Registration: The process involves vendor's registration with MSTC e-procurement portal which is free of cost. Only after registration, the vendor(s) can submit his / their bids electronically. Electronic Bidding for submission of Techno-Commercial Bid as well as Price Bid will be done over the internet. The vendor should possess Class III signing type Digital Certificate. Vendors must make their own arrangement for bidding from a PC connected with internet. MSTC is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).

Special Note: The Techno-Commercial Bid and Price Bid must be submitted on-line through www.mstcecommerce.com/eprochome/rbi

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

Contact Persons (RBI - During Office Hours only):

1. Shri Vijay Y Kadalge (022-22602638 / (vykadalge@rbi.org.in))

Contact Persons (MSTC Ltd – During Office Hours only):

1. Mr. Sushil Nale, Asst. Manager – sushil@mstcindia.co.in Mobile-09987758430
2. Ms Archana, Asst. Manager- archana@mstcindia.co.in Mobile- 09990673698
3. Ms. Rupali Pandey, Executive- rpandey@mstcindia.co.in Ph- 022 22886268
4. Mr. Tejas V, Executive tejasv@mstcindia.co.in Ph-022 22822789 Google hangout ID- (for text chat) - mstceproc@gmail.com
5. Technical support staff – 022-22870471

B) System Requirements:

- i) Windows 7 or above Operating System.
- ii) IE-7 and above Internet browser.
- iii) Signing type Digital Signature
- iv) Latest updated JRE 8 (x86 offline) software to be downloaded and installed in the system.

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

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

Other Settings:

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

To enable ALL active X controls and disable ‘use pop up blocker’ under Tools => Internet Options => custom level (Please run IE settings from the page www.mstcecommerce.com once)

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

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

Special Note towards Transaction fee:

The vendors shall pay the transaction fee using “**Transaction Fee Payment**” link under “My Menu” in the vendor login. The vendors have to select the particular tender from the event dropdown box. The vendor shall have the facility of making the payment either through NEFT or online payment. On selecting NEFT, the vendor shall generate a challan by filling up a form. The vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting online payment, the vendor shall have the provision of making payment using its Credit / Debit Card / Net Banking. Once the payment gets credited to MSTC’s designated bank account, the transaction fee shall be auto authorized, and the vendor shall be receiving a system generated mail. **Transaction fee is non-refundable.** A vendor will not have the access to online e-tender without making the payment towards transaction fee.

Note

Bidders are advised to remit the transaction fee well in advance before the closing time of the event so as to give themselves sufficient time to submit the bid.

Information about tenders / corrigendum uploaded shall be sent by email only during the process till finalization of tender. Hence the vendors are required to ensure that their e-mail ID provided is valid and updated at the time of registration of vendor with MSTC. Vendors are also requested to ensure validity of their DSC (Digital Signature Certificate).

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

Bidding in e-tender:

- a) Earnest Money Deposit for a sum of ₹.4,20,000/- (Rupees Four lakh and twenty thousand only) shall be remitted to Bank Account of Reserve Bank of India on or before 14:00 hrs. on August 10, 2022. The account details for NEFT / RTGS transactions are as follows.

Beneficiary Name: Reserve Bank of India
IFSC: RBIS0COD001
Account No: 41869163273

Proof of remittance with transaction number (scanned copy) shall be attached / uploaded.

EMD may also be submitted on or before 14:00 Hrs on August 10, 2022 in the form of Bank Guarantee in the format approved by the Bank at the Premises Department, Central Office Building, Reserve Bank of India, Mumbai.

No interest will be paid on EMD. EMD of the unsuccessful vendor(s) will be refunded / returned by the tender inviting authority in due course.

- b) The process involves Electronic Bidding for submission of 'Techno-Commercial Bid' and 'Price Bid'.
- c) The vendor(s) who have submitted transaction fee can only submit their Bids through internet in MSTC website www.mstcecommerce.com => e-procurement => PSU / Govt. depts => Login under RBI => My menu => Auction Floor Manager => live event => Selection of the live event.
- d) The vendor should have running JAVA application. This exercise has to be done immediately after opening of Bid floor. Then they have to fill up Common terms / Commercial specifications and save the same. After that, they should click on the 'Techno-Commercial Bid'. If this JAVA application does not run, then the vendor will not be able to save / submit his 'Techno-Commercial Bid'.
- e) After filling the 'Techno Commercial Bid', vendors must click 'save' for recording the same. Once the 'Price Bid' link becomes active and the details are filled up, vendors have to click on "save" to record the 'Price Bid'. After both the 'Techno-Commercial Bid' & 'Price Bid' have been saved, vendor must click on the "Final submission" button to register the bids.
- f) Pages of Part I (Techno-Commercial Bids) of the tender where details shall be filled in and signed, shall be downloaded from the uploaded tender documents, details filled in, signed and uploaded. Vendors are instructed to use '*Attach Doc*' button to upload documents. Multiple documents can be uploaded.
- g) In all cases, vendors are advised to use their own ID and Password along with Digital Signature at the time of submission of their bids.

- h) During the entire e-tender process, the vendors will remain completely anonymous to one another and also to everybody else.
- i) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.
- j) All electronic bids submitted during the e-tender process shall be legally binding on the vendor. 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 the work.
- k) It is mandatory that all the bids are submitted with Digital Signature Certificate otherwise the same will not be accepted by the system.
- l) 'Buyer' reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part, without assigning any reason thereof.

No deviation of the terms and conditions of the tender document is acceptable after opening of Part I of the tender. Submission of bid in the e-tender floor by any vendor confirms his acceptance of terms & conditions for the tender. Any order resulting from this tender shall be governed by the terms and conditions mentioned therein. The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reasons thereof.

Vendors are requested to read the vendor guide and see the video in the page www.mstcecommerce.com/eprchome to familiarize them with the system before bidding.

3 Form of Tender

To
Chief General Manager
Premises Department
Central Office Department
Reserve Bank of India
Mumbai.

Madam,

Having examined the Specifications, scope of work and Schedule of Quantities relating to the works specified in the Memorandum hereinafter set out and having visited and examined the site of the works specified in the said Memorandum and having acquired the requisite information relating thereto as affecting the tender, I/we hereby offer to execute the works specified in the said Memorandum within the time specified in the said Memorandum at the rates mentioned in the Schedule of Quantities and in accordance in all respects with the Specifications, The instruction in writing referred to in Conditions of Tender, The Articles of Agreement, Special Conditions, Schedule of Quantities and Conditions of Contract and with such materials as are provided for, by and in all other respects in accordance with such conditions so far as they may be applicable.

MEMORANDUM

| | | |
|-----|---------------------------------------|---|
| (a) | Name of the work: | Annual Maintenance Contract for Annual Maintenance Contract for providing facility management services for Housekeeping at Central Office Building, Reserve Bank of India, Mumbai. |
| (b) | Period of Annual Maintenance Contract | Period Starts from September 01, 2022 to March 31, 2023. The contract may be extended beyond this period on the basis of satisfactory performance of the agency. |
| (c) | Estimated Cost of the work | ₹2.10 crores |
| (d) | Earnest Money | ₹4,20,000/- |
| (e) | Performance Guarantee | Successful contractor needs to submit, performance Bank Guarantee @ 5% of contract amount from any scheduled bank in the prescribed format, for ensuring satisfactory work. The BG shall be valid during the contract period and shall be |

| | | |
|-----|------------------|--|
| | | extendable for further period of contract on renewal of Annual Maintenance Contract. |
| (f) | Terms of Payment | Every month on satisfactory completion of the service and certification from the officials of Protocol and Security cell. The work will be carried out under the guidance and supervision of Protocol and Security Cell. |

I / We agree to:

- Should this tender be accepted, I / we hereby agree to abide by and fulfil the terms and provisions of the said conditions of the contract annexed here so far as they may be applicable or in default thereof to forfeit and pay to the Reserve Bank of India, the amount mentioned in the said conditions.
- I / we have deposited a sum of **₹4,20,000/-** as Earnest Money Deposit with the Reserve Bank of India, which amount is not to bear any interest. Should I / We fail to execute the contract when called upon to do so, I / We do hereby agree that this sum shall be forfeited by me / us to the Reserve Bank of India.
- Our Bankers are: (Full Address)

| | |
|------|--|
| (i) | |
| (ii) | |

- Names of Partners of our firm are:

| | |
|------|--|
| (i) | |
| (ii) | |

| | |
|--|--|
| Name of the Partner of the firm Authorized to sign | |
| Or | |
| Name of person having Power of Attorney to sign the Contract (Certified copy of the Power of Attorney should be attached). | |

Yours faithfully,

Signature of Contractor:

Signature, Name and Addresses of Witnesses:

- 01.-----

- 02.-----

4 Articles of Agreement (Proforma).

ARTICLES OF AGREEMENT made the _____ day of _____, between the Reserve Bank of India (hereinafter called: the "Employer") of the one part and (Hereinafter called "the Contractor ") of the other part.

WHEREAS the Employer is desirous of..... and Bills of Quantities showing and describing the work to be done to be prepared by or under the direction of Reserve Bank of India.

AND WHEREAS the said specifications and the schedule of Quantities have been signed by or on behalf of the parties hereto.

AND WHEREAS the Contractor has agreed to execute upon and subject to the conditions set forth in the conditions and in the Schedule of Quantities and Conditions of Contract (all of which are collectively herein after referred to as "the said Conditions") the work shown upon / described in the said Specification and include in the Schedule of Quantities at the respective rates therein set forth amounting the **sum ₹** _____ as therein arrived or such other sum as shall become payable there under (hereinafter referred to as " the said contract amount").

NOW IT IS HEREBY AGREED AS FOLLOWS:

- 1) In consideration of the said Contract Amount to be paid at the times and in the manner set forth in the said Conditions, the Contractor will upon and subject to the conditions annexed carry out and complete the Work shown upon the Contract and described by or referred to in the schedule of Quantities and in the said conditions.
- 2) The Employer will pay the Contractor the said contract Amount, or such sum as shall become payable, at the times and in the manner specified in the said conditions.
- 3) The said Conditions and Appendix thereto and the correspondence attached hereto shall be read and construed as forming part of this Agreement and the parties hereto shall respectively abide by, submit themselves to the said conditions and the correspondence and perform the agreement on their part respectively in the said Conditions and the correspondence contained.
- 4) The original tender documents mentioned herein shall form the basis of this contract.
- 5) This contract is neither a fixed Lumpsum Contract nor a Piece Work Contract, but it is an item rate Contract for the complete work to be paid for according to actual as provided in the said Conditions.
- 6) The Employer reserve to itself the right of altering the items to be executed by adding to or omitting any items without prejudice to this contract. However, the Contractor shall not be entitled to any payment for the works done exceeding the Tender quantities unless specifically approved in writing by the Bank's Authorities. The contract may be

extended beyond the specified period or terminated before the specified period subject to COVID situation.

7) All payment by the Employer under this contract will be made only at Mumbai.

8) All disputes arising out of or in any way connected with this Agreement shall be deemed to have arisen at Mumbai and only Courts in Mumbai shall have the jurisdiction to determine the same.

9) That the several parts of this Contract have been read by the Contractor and fully understood by the Contractor.

IN WITNESS WHEREOF the Employer and the Contractor have set their respective hands to these present and two duplicates hereof the day and year first hereinabove written. (If the Contractor is a partnership or an individual).

IN WITNESS WHEREOF the Employer has set its hands to these present through its duly authorised officials and the Contractor has caused its common seal to be affixed hereunto and the said two duplicates/has caused these present and the said two duplicates hereof to be executed on its behalf. The day and year first hereinabove written. (If the Contractor is a Company).

Signature Clause:

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

Shri

(Name & Designation)

In the presence of:

1. _____

—

Address:

—

2)

—

Address: _____

Witness
SIGNED AND DELIVERED by

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

The presence of:

1) _____

Address: _____

2) _____

Address: _____

Witnesses

The COMMON SEAL OF _____

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

1) _____

2) _____

Director, who have signed these

Presents in token thereof in the
presence of:

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

1) _____

2) _____

SIGNED AND DELIVERED by the

If the Contractor is signing by the hand of Power of Attorney, whether a company or an individual.

Contractor by the hand of

Shri _____

and duly constituted attorney.

5 Instructions to Bidders.

E-tenders comprising duly filled in Part I (Techno-Commercial Bid) and Part II (Price Bid) of the tender should be uploaded in MSTC website under RBI Portal for the work of “**Annual Maintenance Contract for providing facility management services for Housekeeping at Central Office Building, Reserve Bank of India, Mumbai.**” not later than 14:00 hrs. on August 10, 2022.

1. The Bank discourages stipulation of any additional conditions by the tenderers. However, in case the tenderers wish to include any condition, it shall be addressed as a special remark. The condition(s), if any, will be examined and after discussions with all the tenderers, the conditions that are acceptable to the Bank will be intimated to the tenderers.
2. Part I (Techno-Commercial Bid) of the tender shall be opened at 16:00 hrs. on August 10, 2022. Part II (Price Bid) of the tender shall be opened on a subsequent date, after scrutiny of the documents, submitted in support of the eligibility criteria for participating in the tender, which shall be communicated to the qualified bidders.
3. Tenders shall remain valid for acceptance by the Bank for a period of three months from the date of opening of Part I of the tender which period may be extended by mutual agreement and the bidder shall not cancel or withdraw the tender during this period.
4. The bidder must have valid Class III Digital Signature to submit the bid.
5. If any of the document is missing, the tender may be considered invalid by the Bank at its discretion. No advice of any change in rate or conditions after opening of the tender will be entertained.
6. The vendors shall pay the transaction fee vide the procedures listed in ‘**Guidelines for e-procurement**’.
7. Transaction fee is non-refundable. A vendor will not have the access to online e-tender without making the payment towards transaction fee.
8. **Earnest Money Deposit** for a sum of **₹4,20,000/-** shall be remitted to the Bank Account of Reserve Bank of India on or before 14:00 hrs. on August 10, 2022. The account details for NEFT / RTGS transactions are as follows.

Beneficiary name: - Reserve Bank of India

IFSC : RBIS0COD001

Account No.: 41869163273

Proof of remittance with transaction number (Scanned copy) shall be attached/ uploaded.

EMD may also be submitted **on or before** 14:00 hrs. on August 10, 2022 in the form of Bank Guarantee in the format approved by the Bank at the **Premises Department, Central Office Building, Reserve Bank of India, Mumbai**. A tender which is not accompanied by such EMD will not be considered. EMD of the unsuccessful bidders shall be refunded / returned without any interest.

9. The EMD shall not be accepted in any form other than the one mentioned in the tender notice. The EMD submitted by the successful bidder shall be forfeited / invoked, in case he / they fail(s) to commence the work awarded to him / them within the prescribed time limit.
10. Within 10 days from the date of issue of Letter of Intent, by the Bank for having accepted the tender, the successful bidder shall also submit a **Performance Security Bank Guarantee for 5% of the accepted Contract Value**, valid for a period of the stipulated 'Contract Period', for due fulfilment of the contractual obligations by the contractor. The EMD paid by the successful bidder shall be released without any interest after successful execution of the contract agreement and submission of Performance Security Bank Guarantee for 5% of the accepted Contract Value as provided above, by the successful bidder. The Performance Security Bank Guarantee shall be released by the Bank after the end of contract period.
11. **Provision of Rule 144 (xi) of the GFR 2017:** Compliance with the Rule 144 (xi) of GFR 2017 inserted vide Office Memorandum (OM) F.No.6/18/2019-PPD dated July 23, 2020 issued by Public Procurement Division, Department of Expenditure, Ministry of Finance, Government of India, the Public Procurement Orders issued in furtherance thereto, and their subsequent revisions shall be mandatory.

In this regard, Bidder shall submit a copy of Undertaking / Declaration / Certificate on their letter head duly sealed and signed by the authorized signatory in the format given at [Annexure – 'IV'](#).

If the Undertaking / Declaration / Certificate submitted by the bidder is found to be false, his/her/its tender / work order will be immediately terminated, and legal action in accordance with law including forfeiting of Earnest Money Deposit / Performance Bank Guarantee / Security Deposit may be initiated and the Bank may also debar the bidder from participating in the tenders invited by the Bank in future.
12. **The firm shall comply with all the requirements related to labour laws, minimum wage prescribed by the Government etc. from time to time and all rules and regulations etc. of the Government.**
13. All tenderers must submit an undertaking along with part – I of the tender as per format given in [Annexure-V](#) regarding payment of minimum wages to the manpower which may be deployed by them for the captioned work.

14. Quoted rates for item no. 1 by the contractor shall consider for cost towards cleaning materials, equipment, machinery, etc used for the housekeeping services. No extra cost shall be paid to the contractor towards the same. However, the contractor shall supply cleaning materials, equipment, etc for the use of Bank staff which shall be paid on a monthly basis as per the quantity supplied per month and quoted rates.
15. The quoted rates shall be inclusive of all liabilities of the company/agency/firm viz., Statutory Liabilities such as Minimum Wages, ESI and EPF contributions, etc. A reference may be made to all Central Government laws/guidelines in this regard. The rates shall also include cost of all labour, uniforms and tools, machinery, equipment etc. required at the sites. The rates quoted for item no. 1 in the price bid shall be inclusive of Minimum Wages, ESIC, PF, Leave wages and any other statutory payment.
16. The rates/quotes in the Financial Bid shall be firm and final and will not be enhanced under any pretext during the period of the contract and as such the bidders may quote their rates taking into account the probable future revisions in wages. The Bank will not entertain the contractor's claim for revision of rates during the period of the contract under any circumstances.
17. The Reserve Bank of India does not bind itself to accept, the lowest or any tender and reserve to itself the right to accept or reject any or all the tenders, either in whole or in part, without assigning any reasons for doing so. The Earnest Money Deposit will be refunded to the bidder, if he / they are found not fulfilling the 'eligibility criteria' or if his / their tender is not accepted by the Bank, but without any interest. Under no circumstance Earnest Money Deposit will be accepted in the form of fixed deposit receipt of Bank or Insurance Guarantee or cheque.
18. The successful tenderer shall indemnify the Employer against workmen compensation risk by obtaining and keeping in force / currency throughout the Contract Period, necessary Insurance Policies of appropriate value of Workmen Compensation Policy from an Insurance Company approved by the Bank.
19. On receipt of intimation from the Bank of acceptance of his / their tender, the successful bidder shall be bound to implement the contract and within fourteen days thereof the successful bidder shall sign an agreement in accordance with the draft agreement and the Schedule of Conditions but the written acceptance by the Reserve Bank of India of a tender will constitute a binding contract between the Reserve Bank of India and the person so tendering, whether such formal agreement is or is not subsequently executed.
20. The Contractor shall carry out all the works strictly in accordance with specifications in the tender and instructions of the competent authority of the Bank.

21. A schedule of probable quantities in respect of each work and specifications accompany these documents. The schedule of probable quantities is liable to alteration by omissions, deductions or additions at the discretion of the Bank.
22. The bidder must obtain for himself / herself on his own responsibility and at his own expenses all the information which may be necessary for the purpose of making a tender and for entering into a contract and must inspect the site of the work and acquaint himself with all local conditions, means of access to the work, nature of the work and all matters appertaining thereto.
23. The Contractor agrees to utilize materials/brands which has been approved by the Bank. The procurement of required Housekeeping material shall be done with the prior approval of the Bank. He is also required to maintain the proper record (challans, receipts and invoices) of the material used with the Caretaker of the Offices and certified copy of the same is attached with monthly bill. The Bank reserves the right to conduct quality audit checks of the materials used by the Contractor on a periodical basis. The Bank may conduct surprise check to verify the quality/standard of material/service provided by the Contractor.
24. All the persons deployed for the purpose of this agreement by the Contractor shall be provided uniform with Label stating 'AMC Housekeeping Services' identity cards. Also identity cards are to be countersigned by the Security Officer/Caretaker for administrative and safety purpose so as to avoid any unauthorized person entering the Bank's premises. The Contractor ensure that all its employees and agents bear the identity card at all times while they are working in the Bank's premises.
25. Workers deputed by the contractor for this work are required to take police verification report for verification of his credentials and working passes with photos from the Bank. Only such authorized persons will be allowed to enter the premises and they should strictly follow the various security requirements of the Bank.
26. **List of Documents to be submitted along with Monthly Bill:** Copy of following documents for a particular month duly certified by the contractor should be submitted along with monthly bill for payment:
- Statement of Complaints received / attended
 - Copy of Attendance Register.
 - Declaration for compliance of Contract Labour Act & Minimum wages Act.
 - A statement showing payment of wages made to the deployed manpower with signature of respective employee.
 - NEFT statement evidencing remittance of wages to the deployed Manpower
 - Documentary evidence indicating the deposit of PF, ESI and other

statutory prerequisite in favour of the employee deployed at Bank's site.

- Purchase invoices of eco-friendly housekeeping chemicals procured during the month and also, submit Materials Safety Data Sheet (MSDS) / Product datasheets for all housekeeping chemicals.
- GST declaration
- Any other document as directed by the Bank.

27. Renewal of contract: At the sole discretion of the Employer, the AMC shall be considered for further renewal for the succeeding year on same terms and conditions with requisite increase / decrease in rates based on formulae given below provided the Employer finds the services of the Contractor satisfactory. The decision of the Employer in this regard shall be final and binding.

$$VN = V + VM + VL$$

where,

$$VM = 0.20 \times 0.88V \times \{(WI - WIo)/WIo\}$$

$$VL = 0.80 \times 0.88V \times \{(CI - Clo)/Clo\}$$

VN = Contract amount for the current year

V = Contract amount for the previous year

VM = Variation in material cost

VL = Variation in labour cost

WI = Average of All India Wholesale Price Index for all commodities for the period under reckoning

WIo = All India Wholesale Price Index for all commodities during the month of due date of receipt of tender

CI = Average of All India Consumer Price Index for industrial workers declared by Labour Bureau, Government of India during the period under reckoning

Clo = All India Consumer Price Index for industrial workers declared by Labour Bureau, Government of India during the month of due date of receipt of tender

28. INSURANCE in respect of damage to person and property: The contractor shall be responsible for all injury to persons, which may arise from any factor omission on the part of the Contractor or any of their employees. The contractor shall indemnify and keep indemnified the Employer and hold him harmless in respect of all and any loss and expenses arising from any such injury or damage to persons as aforesaid and also against any claim made in respect of injury or damage, whether under any statute or otherwise and also in respect of any award or compensation or damage consequent upon such claims. The Contractor shall reinstate all damage of every sort mentioned in this clause so as to do delivery of the whole of the works complete and perfect in every respect and so as to make good or otherwise satisfy all claims. The Contractor shall also indemnify and keep indemnified the Employer against all claims which may be made against the employer by any person in respect of anything which may arise in respect of the works or in consequence thereof and shall at his own expense, effect and maintain

until the completion of the contract, with an Insurance Company approved by the Employer a policy of Insurance in the joint names of the Employer and the Contractor (name of the former being placed first in the policy) against such risks and deposit such policy or policies before commencement of the works. The minimum limit of the coverage under the policy shall be Rs. 2 Lakhs per person for any one accident. The contractor shall also indemnify the employer against all claims which may be made upon the employer under the workmen compensation act, during the currency of this contract or at common law in respect of an employee of the contractor or the subcontractor and shall be at his own expense effect and maintain until the completion of the contract with an insurance company approved by the employer a policy of insurance against such risks and deposit such policy or policies with the employer from time to time during the currency of this contract. In default of the contractor ensuring as provided above, the employer may so ensure and may deduct the premiums paid from any money due or which may become due to the contractor. The contractor shall be responsible for any liability which may not be covered by the insurance policies referred to above and also for all other damages to any person, or defective carrying out of this contract, whatever, may be the reasons due to which the damage shall have been caused.

29. The rates quoted shall be inclusive of all taxes, duties, transport, packing, forwarding, insurance etc. and shall be for the complete work duly installed and commissioned at site. The prices quoted shall remain firm for the entire period of contract and shall not be subjected to any variations in the foreign exchange or variations of any other taxes, levies, duties etc. No import license will be furnished by the Bank. Tenderer should have GST registration number. Tenderers must quote their rates including GST, if applicable, levied by the Central Government and State Government. The Bank is not responsible for payment of GST, if applicable, for the service rendered by the contractor. It is the responsibility of the contractor to pay the GST, if applicable, to the tax authority. The contract value will also be subject to TDS / TCS / TDS under G.S.T / Withholding Tax / any other tax, as per statutes.
30. The Contractor must bear in mind that all the works shall be carried out strictly in accordance with the Specifications in compliance of the requirements of the local Municipal and State / Central Government authorities time to time and to the requirements of the Bank and no deviation on any account will be permitted unless otherwise they are given in writing by the Bank.
31. The successful tenderer should make his own arrangement to obtain tools, equipment, cleaning materials and any other materials, time to time required for the work. Rates quoted in item no. 1 in the price bid shall include for the rate of tools, equipment, cleaning materials and any other materials, used in carrying out the work.
32. The Contractor shall strictly comply with the provisions in the Safety & Fire Safety Codes annexed hereto.

33. The rates quoted shall be firm during the period of the contract and may be extended on the basis of performance of the agency. The work shall be carried out before / after office hours without any extra cost.
34. A) The contractor / agency shall be solely responsible for full compliance with the provisions of “the Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013”. In case of any complaint of sexual harassment against its employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor / Agency and the Contractor / Agency shall ensure appropriate action under the said Act in respect of the complaint.
- B) Any complaint of sexual harassment from any aggrieved employee of the contractor against any employee of the Bank shall be taken cognizance of by the Regional Complaint Committee constituted by the Bank.
- C) The contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the contractor, for instance any monetary relief to the Bank’s employee, if sexual violence by the employee of the contractor is proved.
- D) The contractor shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.
- E) The contractor shall provide a complete and updated list of its employees who are deployed within the Bank’s premises.

35. Termination of Contract by the Employer:

If the contractor being an individual or a firm commits any “act of insolvency”, or shall be adjudged an Insolvent or being an Incorporated Company shall have an order for compulsory winding up made against it or pass an effective resolution for winding up voluntarily or subject to the supervision of the Court and the Official Assignee or the Liquidator in such acts of insolvency or winding up, as the case may be, shall be unable within seven days after notice of him requiring him to do so, to show to the reasonable satisfaction of the Bank’s Engineer that he is able to carry out and fulfil the contract and to give security therefore, if so required by the Bank’s Engineer.

Or

if the contractor (when and individual, firm or Incorporated Company) shall suffer execution or other process of Court attaching property to be issued against the contractor.

Or

Shall suffer any payment under this contract to be attached by or on behalf of any of the creditors of the contractor.

Or

Shall assign or sublet this contract without the consent in writing of the Employer firsthand and obtained.

Or

Shall charge of encumber this contract or any payments due or which may become due to the contractor hereunder.

Or

if the Bank's Engineer shall clarify in writing to the Employer that the contractor.

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

Then and in any of the said case the Employer may, notwithstanding any previous waiver, after giving seven days' notice in writing to the contractor, determine the contract, but without thereby affecting the powers of the Bank's Engineer or the obligations and liabilities of the contractor, the whole of which shall continue in force as fully as if the contract had not been so determined, and as if the works subsequently executed had been executed by or on behalf of the contractor. And further, the Employer by his agents or servants may enter upon and take possession of the works and all plants, tools, scaffoldings, sheds, machinery steam and other power utensils and materials lying upon the premises or the adjoining lands or roads, and use the same as his own property or may employ the same by means of his own servants and workers in carrying on and completing the works or by employing any other contractor or other person or persons to complete the works, and the contractor shall not in any way interrupt or do any act, matter or thing to prevent or hinder such other contractor or other person or persons employed for completing and finishing or using the material and plant for the works. When the works shall be completed or as soon thereafter as convenient the Bank's Engineer shall give a notice in writing to the contractor to remove his surplus materials and plant, and should the contractor fail to do so within a period of fourteen days after receipt thereof by him, the Employer may sell the same by

public auction, and give credit to the contractor for the net amount realized. The Bank's Engineer shall thereafter ascertain and certify in writing under his what (if anything) shall be due or payable to or by the Employer, for the value of the said plant and materials so taken possession of by the Employer and expense or loss which the employer shall have been put to in procuring the works to be completed and the amount, if any, owing to the contractor and the amount which shall be so certified shall thereupon be paid by the Employer to the contractor or by the contractor to the Employer, as the case may be, and the Certificate of the Bank's Engineer shall be final and conclusive between the parties.

(vi) Failure by the Bidder to meet deadlines for performance of services or failing to meet the standards required by the Bank in the performing of services.

(vii) Change of ownership of the business of the Bidder.

36. The Bank may without prejudice to any other remedy for breach of Contract, by one month's written notice of default sent to the contractor and upon their failure and neglect to propose and/or execute any corrective action to set right the default, terminate this Contract in whole or in part.

37. **Termination of contract by contractor** : If this payment of the amount payable by the employer under certificate of the Bank's Engineer shall be in arrears and unpaid for thirty days after notice in writing requiring payment of the amount as aforesaid shall have been given by the contractor to the employer, or if the employer interferes with or obstructs the issue of any such certificate, or if the employer shall repudiate the contract, or if the works be stopped for three months under the order of the employer or by any injunction of other order of any court of Law, then and in any of the said cases the contractor shall be in liberty to determine the contract by notice in writing to the employer, and he shall be entitled to recover from the employer, payment for all works executed and for any loss he may sustain upon any plant or materials supplied or purchased or prepared for the purpose of the contract.

38. **Settlement of Disputes by Arbitration**: All disputes and differences of any kind whatever arising out of or in connection with the contract or the carrying out of the works (whether during the progress of the works or after their completion and whether before or after the determination abandonment or breach of the contract) shall be referred to and settled by the Bank who shall state its decision in writing. Such decision may be in the form of a final certificate or otherwise. The decision of the Bank with respect to any of the excepted matters shall be final and without appeal. But if the Contractor be dissatisfied on any matter the Contractor may within 28 days after receiving notice of such decision give a written notice to the other party requiring that the matters in dispute be arbitrated upon. Such written notice shall specify the matters, which are in dispute or difference of which such written notice has been given. If both the parties agree a single arbitrator would be appointed for the purpose. In case no agreement could be reached on the appointment of single arbitrator, both the parties will nominate one person each

as an arbitrator on their behalf. The two arbitrators nominated by the parties shall nominate one more person to act as third arbitrator or umpire.

The arbitrator or arbitrators, as the case may be, shall have power to open up, review and revise any certificate, opinion, decision, requisition or notice, save in regard to the excepted matters, referred to in the preceding clause, and to determine all matters to dispute which shall be submitted to arbitration and of which notice shall have been given as aforesaid.

The arbitrator or arbitrators, as the case may be, shall make his or their award within one year (or such further extended time as may be decided by him or them as the case may be with the consent of the parties) from the date of entering on the reference. In case during the arbitration proceedings the parties mutually settle or compromise their dispute or difference, on the parties filing their joint memorandum of the settlement or compromise, the arbitrator or the arbitrators as the case may be, shall make an award in terms of such settlement or compromise.

Upon any such reference, the decision on the cost incidental to the reference and award respectively shall be in the discretion of the arbitrator or arbitrators as the case may be., who may determine the amount thereof or direct the same to be taxed as between the party and party and shall direct by whom and to whom and in what manner the same shall be borne and paid.

This submission shall be deemed to be a submission to arbitration within the meaning of the Indian Arbitration and Conciliation Act, 1996 or any statutory modification thereof. The award of the arbitrator or arbitrators, as the case may be, shall be final and binding on the parties. It is agreed that the Contractor shall not delay the carrying out of the works by reason of any such matter, question or dispute being referred to arbitration, but shall proceed with the works with all due diligence and shall until the decision of the arbitrator or arbitrators is given, abide by the decision of the Bank. No award of the arbitrator or arbitrators, as the case may be, shall relieve the Contractor of his obligations to adhere strictly to the Bank's instructions with regard to the actual carrying out of the works. The Employer and the Contractor hereby also agree that arbitration under this clause shall be a condition precedent to any right of action under the contract.

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

Signature of tenderer with seal.

Name and Address:

5.1 SAFETY CODE

1. There shall be maintained in a readily available place, First Aid appliance including adequate supply of sterilized dressings and cotton wool.
2. An injured person shall be taken to a public hospital without loss of time, in cases where the injury necessitates hospitalization.
3. Suitable and strong scaffolds should be provided for workmen for all works that cannot safely be done from ground / floor.
4. No portable single ladder shall be over 8 meters in length. The width between the side rails shall not be less than 30 cm. (clear) and the distance between two adjacent rungs shall not be more than 30 cm. When a ladder is used an extra mazdoor shall be engaged for holding the ladder.
5. The excavated material shall not be placed within 1.5 meters of the edge of the trench or half of the depth of trench whichever is more. All trenches and excavations shall be provided with necessary fencing and lighting.
6. Every opening in the floor of a building or in a working platform shall be provided with suitable means to prevent the fall of persons or materials by providing suitable fencing or railing whose minimum height shall be one metre.
7. No floor, roof or other part of the structure shall be so overloaded with debris or materials as to render it unsafe.
8. Workers employed on mixing and handling material / chemicals etc shall be provided with protective footwear and rubber hand gloves.
9. Safety belts shall be provided by the contractor and used by the workmen while working from height of more than 3 metres from ground level.
10. (i) No paint / chemicals containing lead products shall be used except in the form of paste or readymade paint.
(ii) Necessary PPE kits, facemasks, hand gloves, boots, etc should be supplied for use by the workers.
11. Overalls shall be supplied by the Contractor to the painters and adequate facilities shall be provided to enable the working painters to wash during the periods of cessation of work.
12. Hoisting machines and tackles used in the works, including their attachments, anchorage and supports shall be in perfect condition.
13. The ropes used in hosting or lowering material or as means of supervision shall be of durable quality and adequate strength and free from defects.

5.2 FIRE SAFETY CODE

- i. Cutting / drilling machine and other electrically operated equipment used at site shall be plugged into correctly rated electrical outlets.
- ii. Only ISI marked 3 pin plug and other appliances and equipment shall be used.
- iii. Electrical power cables / wires used shall not have any joints and shall be properly rated.
- iv. All electrical appliances i.e. welding, drilling, cutting machine, air compressors etc. shall be safely and securely earthed to prevent leakage current while in operation.
- v. Two buckets of water and sand shall be kept in an easily accessible area on the site.
- vi. Fire extinguishers recommended and issued by fire officers shall be kept on the site.
- vii. Used chemical / paint drums shall be stored in specified store only after closing them properly.
- viii. None of the passages near lift lobby and staircases shall be used for stacking / dumping any kind of materials / waste / debris.
- ix. None of the fire extinguishers shall be removed / shifted from its designated location.
- x. Power supply shall be switched off from the mains when equipment is not in use.
- xi. Any dust / debris generated from the work shall be collected on daily basis, removed from site and stored at the designated place in proper manner.
- xii. Battery operated emergency light / torches shall be provided by the contractor to the workmen while working beyond office hours.
- xiii. All the electrical / mechanical / electromechanical appliance shall be connected to sufficiently rated circuit breakers before tapping to a power source.

Date:

Signature of Contractor with seal

Place:

Name and Address:

6 Scope of work

This work is the housekeeping for the Banks Central Office Building. Central Office building has a total built up area of 3.80 lakhs square feet and a total carpet area of 2.70 lakhs square feet with 25 floors, 2 mezzanine floors, 2 service floors, terrace and 2 basement floors. The work includes daily hourly cleaning of washrooms, housekeeping services for gymnasium at 4th floor, cleaning of surrounding tiled area and road between Central Office premises and INS Angre, cleaning of washroom in Resident Security Officers flat and its quarterly deep cleaning, cleaning of sump tanks (2 Nos.) in organic waste converter area and parking area and cleaning of drain channel (once in a week), upper and lower basements, staircase, deep cleaning of executive floors (16th, 17th, 18th & 19th floors once in a fortnight) and cleaning of service shafts once in a month in the above mentioned floors and removal of debris, unused materials and dumping in the yard outside the building.

1. Description of Work:

A) Cleaning of washrooms and water stations:

Daily cleaning of washrooms and water stations including water dispensers, sink and surrounding area, on an hourly basis which includes dusting, sweeping, mopping of flooring, dado, all fittings and fixtures, W.C. pans, flush tanks, wash basins, all vitreous fixtures, glass & mirrors, soap dispensers, walls, doors & partitions, all counter tops, windows and ventilators with glass panes/louvers from inside the washroom, removing cobwebs, strains, fungus, etc., collecting and disposing off wet and dry waste from the garbage bins and cleaning of garbage bins. **Air fresheners** shall be provided in all the washrooms and replaced timely as and when required as per the instructions of P and S officials. The tools to be used maybe dusters, brooms, mop, etc. Cleaning shall be done using standard quality, organic and eco-friendly cleaning materials. The work includes for providing display / warning boards like wet floor, cleaning in progress, etc. in the cleaning area while the work is in progress. Cleaning shall be done using standard quality, organic and eco-friendly cleaning materials. Washroom Checklist shall be provided and attached on the back of each washroom door. It shall be filled by the supervisor on duty on a daily-basis.

B) Deep cleaning of Executive floors (16th, 17th, 18th & 19th floors) (Once in every fortnight):

Cleaning of entire floors which includes dusting and mopping of floor, partitions, glasses in partitions, glass doors, workstations, windows, ventilators, glass panes, storage units, in-built cupboards and storage space, etc including removing cobwebs, stains, fungus etc. without damaging the existing finish from

entire area. Dusting includes dusting with wet and dry cloth of all fixtures like doors of wood/glass/glass window panes, fans, other fittings and fixtures, etc. as directed by Protocol and Security cell. The work includes vacuum cleaning of sofas, carpets, chairs and other furniture, cleaning of wall clocks, inside of almirah and drawers whenever required, wall-mount fans, signboards, name plates etc. Each floor has an area of approximately 7200 Sqft approximately. Cleaning shall be done using standard quality, organic and eco-friendly cleaning materials.

C) Cleaning and mopping of all floors including Lift Lobbies at Lower and Upper Basement, two mezzanine floors, Ground Floor, Floors 3rd to 15th and 20th to 25th floors:

Daily cleaning of all floors which includes dusting and mopping of floor, partitions, glasses in partitions, glass doors, workstations, windows (internal side), ventilators, glass panes, storage units, in-built cupboards and storage space, etc including removing garbage from all dustbins, cobwebs, stains, fungus etc. without damaging the existing finish from entire area. Dusting includes dusting with wet and dry cloth of all fixtures like doors of wood/glass/glass window panes, fans, other fittings and fixtures, etc. as directed by Protocol and Security cell. **Air fresheners** shall be provided in all the Senior Officers cabins and replaced timely as and when required as per the instructions of P and S officials. **Aroma diffusers** shall also be provided at common area floors like Ground floor lobby and 15th floor and Executive floors from 16th to 19th floors and replaced from time to time as per the instructions of P and S officials. The work includes vacuum cleaning of sofas, carpets, chairs and other furniture, removal of cobweb from ceiling, cleaning of wall clocks, inside of almirah and drawers whenever required, wall-mount fans, signboards, name plates etc. Each floor has an area of approximately 7200 Sqft approximately. Cleaning shall be done using standard quality, organic and eco-friendly cleaning materials.

D) Cleaning of basement garage area and cleaning of sump tanks (2 Nos.) at OWC area and parking area and cleaning of drain channel (once in a week):

Cleaning and sweeping of entire basement garage area in the Central Office Building using broom, etc. and collection of garbage, daily once in the morning before office hours and then, as and when required during the office hours and as directed by Protocol and Security Cell. The work includes cleaning and collection of garbage and removal of the same, as and when required, of sump tanks (02 Nos.) in the OWC area and parking area and cleaning of drain channel, once in a week. Cleaning shall be done using standard quality, organic and eco-friendly cleaning materials.

E) Cleaning of Gymnasium:

Sweeping, dusting, mopping and cleaning of the entire gymnasium including change room and attached washroom. The work includes sweeping, dusting and cleaning of flooring, walls, mirrors, doors, gym equipment and upholstery, lockers (internally and externally), windows and grill, louvers, ventilators, etc. Cleaning of washroom inside gym shall be carried out as stated in section A above. Cleaning shall be done using standard quality, organic and eco-friendly cleaning materials.

F) Cleaning of road, surrounding pavement, fire lane, foyer area and marble cladding at frontage (Daily and as and when required):

Cleaning and sweeping of road, foyer area, fire lane and pavement in the Central Office Building premises using broom, rotary floor cleaning machine, etc., vacuum cleaning of red carpet / mat at entrance lobby and collection of garbage, daily once in the morning before office hours and then, as and when required during the office hours and as directed by Protocol and Security Cell. The work includes dusting and cleaning of marble cladding and RBI logos in the entrance area (external side of compound wall). The work includes mopping of tiles area surrounding the building using rotary machine, once a week and as and when required. Cleaning shall be done using standard quality, organic and eco-friendly cleaning materials.

G) Cleaning of washroom in Resident Security Officer flat at 3rd floor (Weekly once):

Cleaning of washroom shall be carried out as stated in section A above. Cleaning shall be done using standard quality, organic and eco-friendly cleaning materials.

H) Deep cleaning of Resident Security Officer flat at 3rd floor (Quarterly once):

Cleaning and dusting of floors, doors, windows, ventilators, glass panes/mosquito shutters (from both sides of flat), cooking platform, including modular kitchen shelves and carcass and overhead storage units, in-built cupboards and storage space, kitchen moori, etc. including removing cobwebs, stains, fungus, etc from the entire flat without damaging the existing finish. Dusting includes dusting with wet and dry cloth of all fixtures like doors of wood/glass/glass window panes, fans, other fittings and fixtures, etc. as directed by Protocol and Security cell. Cleaning shall be done using standard quality, organic and eco-friendly cleaning materials.

I) Cleaning of Staff Entrance Porta cabin and visitor's entry porta cabin and their rooftops:

Cleaning, dusting and mopping of floor, partitions, glasses in partitions, glass doors, workstations, windows, ventilators, glass panes, storage units, in-built cupboards and storage space, etc including removing cobwebs, stains, fungus etc. without damaging the existing finish from entire area, everyday before start of office. Dusting includes dusting with wet and dry cloth of all fixtures like doors of wood/glass/glass window panes, fans, other fittings and fixtures, etc. as directed by Protocol and Security cell. The work includes vacuum cleaning of sofas, chairs and other furniture, cleaning of wall clocks, inside of almirah and drawers whenever required, wall-mount fans, signboards, name plates etc. Cleaning shall be done using standard quality, organic and eco-friendly cleaning materials. Cleaning, sweeping and collection of garbage from roof top of both porta cabins, once a week, as directed by Protocol and Security Cell. The work shall be carried out taking adequate safety measures by use if necessary scaffolding and ladder, safety belts, etc.

J) Cleaning of staircases (2 sides) and terrace (Daily):

Cleaning, sweeping and mopping of entire staircase area (two sides) on both sides from lower basement to terrace and cleaning and sweeping of entire terrace area of the Central Office Building and collection of garbage, daily once in the morning before office hours and then, as and when required during the office hours and as directed by Protocol and Security Cell. The work includes cleaning

and collection of garbage and removal of the same, as and when required. Cleaning shall be done using standard quality, organic and eco-friendly cleaning materials.

K) Shampoo wash of carpet flooring and loose carpets (Once in a quarter)

Shampoo wash of carpet flooring at Conference rooms -1, 2, 3 at 15th floor, Conference room and secretariat area at 19th floor, Board room and conference rooms at 18th floor and dining hall and executive dining hall at 25th floor, on a quarterly basis up to the satisfaction of the Bank.

Shampoo wash of loose carpets of various sizes in the cabins (2 or less carpets in each of 21 nos. cabin) of Executives at 8th, 9th, 16th, 17th floor, 18th floor and 19th floor, CGMs at various floors of Central Office Building, once in a quarter as directed by Protocol and Security Cell. Cleaning shall be done using standard cleaning equipment and standard quality, organic and eco-friendly cleaning materials.

L) Brass polishing and metal polishing of planters, sign boards, handrails, name plates, queue manager, etc. (once in half year)

Brass polishing of planters (small and big - approximately 100 nos.) at various floors, sign boards at all floors, handrail with metal flooring (2 nos.) at Ground floor, handrails at various floors, name plates at all floors, queue managers with pillars and chain-link with appropriate method of polishing to remove dirt and give shine as per the instructions of the P & S officials.

M) Cleaning of glass façade and mural (once in a fortnight):

External and internal cleaning of frameless glass façade at the entrance of Central Office Building and cleaning of mural at Ground floor, once in a fortnight by using appropriate standard quality, organic and eco-friendly cleaning materials and glass wipers, glass cloth, etc including ladder / scaffolding, safety equipment like safety belts, helmets, etc.

The work shall be carried out using all types of safety measures, equipment / apparatus & all types of anchoring, hanging, scaffolding, ladder or any other similar types of equipment to execute the job.

N) Cleaning of Library, Record rooms (once in a quarter):

Cleaning of library and record rooms which includes mopping of floor, dusting of shelves (inside and outside), books, records, files, etc, all fittings and fixtures, removing cobwebs, fungus, etc. The tools to be used maybe dusters, brooms, mop, etc. Cleaning shall be done using standard quality, organic and eco-friendly cleaning materials. The work includes for providing display / warning boards like

wet floor, cleaning in progress, etc. in the cleaning area while the work is in progress. Cleaning shall be done using standard quality, organic and eco-friendly cleaning materials.

O) Cleaning of plumbing shaft area (once in a month):

Cleaning of plumbing shaft area once in a month in all floors (washrooms) including removal of debris, unused materials and dumping in the yard outside the building.

2. Details of washrooms (including attached shaft area):

Floors: Ground, Mezzanine floor, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 20, 21, 22, 23, 24 & 25.

Total washrooms – 60 Nos.

Water stations: 20 Nos. (all floors and upper basement)

3. Cleaning Material:

i. The Contractor shall use standard quality, organic, eco-friendly and green certified cleaning materials of approved make and brand in appropriate proportion as per manufacturers specifications as per the list given below.

ii. The rate for item no. 1 shall include for all types of brooms, scrubs, brush, equipment, tools, machinery, required organic cleaning materials and certified green products, etc. that will be used in the housekeeping work.

iii. Housekeeping chemicals shall be eco-friendly, having low VOC and meet green seal standard (GS-37) or other Indian equivalent standards, for all building applications.

iv. Contractor shall submit invoice on a monthly basis along with purchase invoices of eco-friendly housekeeping chemicals procured during the month and submit Materials Safety Data Sheet (MSDS) / Product datasheets for all housekeeping chemicals.

| Sl. No. | Item / Material | Name of manufacturer / Make |
|----------------|--|---|
| 1. | Cleaning chemicals like Floor Cleaner, Hard surface Cleaner, Glass cleaner, etc. | John Diversey Ltd., Unichem India Ltd., Taski Ltd. or any approved equivalent |
| 2. | Cleaning tools like mops, Squeezing bucket, floor wipers, cleaning scrubbers, glass wipers, Glass cloth, Table duster, Dry Mops etc. | Kleenol India Ltd., Cleanfix – Schevaran, John Diversey Ltd., Gala or any approved equivalent |
| 3. | Cleaning machines like rotary floor cleaning machine, etc. | John Diversey Ltd, Eureka Forbes, Taski Ltd, Roots Multiclean Ltd., Unger cleaning or any approved equivalent |

4. Manpower Requirement:

A) Site Supervisor: The contractor shall deploy 4 nos. experienced Site Supervisor **from Monday to Saturday, every week** who will be in charge of the work at Central Office Building premises. He / She shall report to the officials of Protocol and Security Cell for resolving any complaints from caretakers. He / She shall be responsible for timely completion of all activities for the maintenance work and quality of the work.

B) Cleaning workers: The contractor shall deploy at least 76 nos. experienced cleaning / housekeeping workers for cleaning and other works as specified in the scope of work and tender in **two shifts from 07:00 AM to 03:00PM and 12 PM to 08:00PM from Monday to Saturday, every week.**

C) Other requirements:

1. Housekeeping items and toiletries for all the floors should be arranged by the vendor.
2. Bin liners used shall be Bio-Compostable as per IS 17088:2021, as amended from time to time.
3. Vendor should at least have prior exposure of working with a 5-Star Hotel/ 'A' Class Airport/ Well-known Hospitals/ Malls/PSUs
4. Vendor should always have reserve pool of Housekeeper and Janitors for emergent situations/as relievers.
5. Vendor should use state of the art Employee attendance system, Tracking and work management, Supervision tools.
6. Placement of dedicated Housekeeping helpline number.
7. Vendor should place informative stickers in corridor and washrooms containing message for: save water, maintain hygiene, keep the area clean and information of important contact numbers.
8. Advance police verification and Entry pass should be prepared for all the working and reserve pool of staff by the vendor in consultation with P & S cell.
9. Installation of **Bio-metric attendance system** should be done by vendor for better time management and Employee attendance of Housekeeping staff.
10. Vendor should have reserve pool of HK Staff and supervisor for unforeseen absence of their staff.
11. The contractor shall also ensure that staff deployed in services is free from any contagious or communicable diseases and arrange their regular Health check-ups (Once a year). The cost of the regular health check-up is to be borne by the contractor and not by RBI. The documentary evidence in this regard shall be furnished to the Bank within a fortnight of employee commencing work.

**Requirement of outsourced Housekeeping staff for all COB floors except floors
16th – 19th**

| Floor | Task | Requirement of Housekeeping staff | | Total |
|--|--|---|--------------------------------------|-------|
| | | (7 AM to 3 PM) | (12 Noon to 8 Pm) | |
| Upper & Lower Basement including Vault area | General & Deep Cleaning of the area, garbage collection from all the floors, its waste segregation and disposal Cleaning of Vault area Executive car wash | 5 HK Staff | 1 | 6 |
| Ground floor External & Internal Periphery | General & Deep cleaning, cleaning of outside footpath, road, surrounding area, walls, gates, grills Entire Staff & Visitor Porta Cabin including ceiling and terrace cleaning, Turnstile cleaning, surrounding area cleaning, dusting, mopping Fire-lane, Portico, service lift, VIP reception and lift area Dedicated staff for Ground Floor Washroom cleaning | 6 | 1 | 7 |
| 3-15 th & 21-25 th and 26 th , 2 Mezzanine floors | Cleaning, dusting, mopping of general area, Hourly cleaning of washroom and pantry on the floor Cleaning of Lift cabins and lobbies Adequate Cleaning of 26 th floor and terrace Deep cleaning of floors on monthly basis | 40 HK staff (2 HK on each floor) 10 Janitor (1 Janitor for 2 floors) 3 (1 dedicated HK & 2 Janitor for their deployment at 15 th & 25 th floor) | 10 | 63 |
| | Supervisors | 3 | 1 | 4 |
| Grand Total | | 64 HK & 3 Supervisor in first shift | 12 HK & 1 Supervisor in Second shift | 80 |

Housekeeping services should be provided on Monday to Saturday excluding Sundays and National holidays with two Shifts. First Shift shall be from **7:00 AM to 3:00 PM** and second shift from **12:00 PM to 8:00 PM** from Monday to Saturday. Working hours should be adjusted in such a manner that cleaning work in the morning should be completed well before 9:30 am.

5. Supply of washroom amenities on Free to use (FTU) basis and its maintenance:

A) Three- fold paper (Golden white – 42 GST and size 21 cm x 23 cm) and Multi – fold dispenser:

Supply and installation of **80 Nos. multi fold tissue dispenser on FTU basis** and its maintenance during the entire contract period at various locations in Central Office Building as per the instructions of P & S cell. Supply of **70 boxes of 3-fold tissue papers** of approved make shall be provided wherein one box of tissue papers contain 20 packets each with 200 tissue paper (minimum).

If any defect is found in any of the dispenses or tissue paper boxes during the contract period, new ones shall have to be provided at no extra cost to the Bank.

B) Sanitary Napkin Hygiene Panel 4 in 1 with timely refill including monthly service:

Supply and installation of **48 Nos. Sanitary napkin hygiene panel 4 in 1 on FTU basis** and its maintenance during the entire contract period at various locations in Central Office Building as per the instructions of P & S cell. All the panels shall be maintained in serviceable condition through regular maintenance by employing a service person during the AMC period. Any damages / defects shall be made good at no extra cost to the Bank. Rate shall include for supply, maintenance and refill during the entire maintenance period.

If any defect is found in any of the dispenses or tissue paper boxes during the contract period, new ones shall have to be provided at no extra cost to the Bank.

C) Automatic soap dispenser with timely refill of soap and battery replacement as and when required, including monthly service:

Supply and installation of **120 Nos. battery operated Automatic soap dispenser (2 nos. per washroom) on FTU basis** and its maintenance during the entire contract period including timely refill of soap and replacement of

batteries at various locations in Central Office Building as per the instructions of P & S cell. All the dispensers shall be maintained in serviceable condition through regular maintenance during the AMC period. Any damages / defects shall be made good at no extra cost to the Bank. Rate shall include for supply, maintenance and refill during the entire maintenance period.

If any defect is found in any of the dispensers during the contract period, new ones shall have to be provided at no extra cost to the Bank.

D) Providing Shoe Shining Machine:

Providing Shoe Shining Machine with Sole cleaner (M/s Euronics or M/s Novatech) and total quantity of **10 Nos** in Central Office Building (may be altered as per requirement) should be installed in consultation with P & S Cell.

The contractor shall supply, install, maintain and periodically refill with shoe polish cream, Shoe Shining Machines on **FTU Basis (Free To Use)**. It shall be maintained on daily basis by Housekeeping staff and the contractor will be liable to replace the damaged/faulty items during the contract period, failing which punitive action will be taken as deemed fit by the Bank.

| Machines | Make / Name of the Manufacturer |
|--|---|
| Automatic Soap Dispenser | Euronics / John Diversey Ltd / Taski or approved equivalent |
| Automatic Hand Dryers | |
| Digital Fragrance Air Dispenser | |
| Shoe Shining Machine with Sole cleaner | |
| M Fold White 42(Gsm) Paper Dispenser | |
| Urinal Fragrance Mat/Screen | |
| Toilet Paper holder with paper roll in Toilets | |
| Sanitary Napkin Hygiene Panel 4in1 – 1 No | |

6. Supply of cleaning materials and equipment for the use of Bank's staff:

The contractor shall supply the following cleaning materials and equipment for the use of Bank's staff in addition to the cleaning materials, equipment and machinery used by the contractor in cleaning of the entire Central Office Building and premises.

| S No. | Description of item | Quantity to be supplied for 7 months | |
|----------|---|---|------|
| | | | |
| 1. | Soft broom (फुल झाड़ू) | 245 | Nos. |
| 2. | Goa broom | 84 | Nos. |
| 3. | Bamboo stick broom | 16 | Nos. |
| 4. | Special Dry mop | 50 | Nos. |
| 5. | Dust pan | 80 | Nos. |
| 6. | Rectangle Dustbin Plastic (20 L) for washroom | 65 | Nos. |
| 7. | 80 L Pedal Bin with lid (Green & Blue) | 40 | Nos. |
| 8. | 240 L Plastic Wheel Dustbin for garbage collection | 10 | Nos. |
| 9. | TASKI R1 Cleaner (Bathroom Fittings, Floor & Walls Etc. (5 L Can) | 42 | Nos. |
| 10. | TASKI R2 General /deep cleaner-all hard surfaces (5 L Can) | 42 | Nos. |
| 11. | TASKI R3 Glass Cleaner Concentrate -5LTR CAN | 25 | Nos. |
| 12. | Taski R4 for maintenance of wooden items- (5 L Can) | 20 | Nos. |
| 13. | TASKI R5 is a water-based air freshener for washroom (5 L Can) | 35 | Nos. |
| 14. | Taski R6 toilet cleaner specially for lime-scale deposits and stubborn stains (5 L Can) | 42 | Nos. |
| 15. | TASKI R7 floor cleaner for floor scrubbing (5 L Can) | 15 | Nos. |
| 16. | D-7 Stainless Steel polish – (5 L Can) | 15 | Nos. |
| 17. | TR-101 for Carpet Shampoo (5 L Can) | 10 | Nos. |
| 18. | TR-103 for Carpet Stain removal (5 L Can) | 10 | Nos. |
| 19. | Glass cleaning liquid spray – 500 ml | 8 | Nos. |
| 20. | Nylon feather brush | 560 | Nos. |
| 21. | Glass Duster | 560 | Nos. |
| 22. | Red check duster for toilet cleaning | 470 | Nos. |
| 23. | Floor Duster | 560 | Nos. |
| 24. | Yellow small duster cloth | 120 | Nos. |

| | | | |
|-----|--|-----|---------|
| 25. | Blue check duster for dusting | 470 | Nos. |
| 26. | Mop sticks | 45 | Nos. |
| 27. | Mop refill (2 pieces per packet) | 190 | Packets |
| 28. | Nylon scrubber | 500 | Nos. |
| 29. | Floor duster (Mop) Swab | 75 | Nos. |
| 30. | Plastic Mug (2 Ltr) for washroom | 40 | Nos. |
| 31. | Plastic bucket with handle (20 litre) | 75 | Nos. |
| 32. | Rubber wiper with stick (18 inch) | 75 | Nos. |
| 33. | Bucket for toilets (5 Litre) | 12 | Nos. |
| 34. | Glass wiper/ Squeegee | 25 | Nos. |
| 35. | Liquid Phenyl Toilet Cleaner (1 L. BTL) | 15 | Nos. |
| 36. | Bleaching powder (1 kg packet) | 55 | Kgs |
| 37. | Urinal Screen with enzyme block | 115 | Nos. |
| 38. | Toilet cleaning nylon brush | 120 | Nos. |
| 39. | Toilet roll | 310 | rolls |
| 40. | Rubber Suction cup (Choke remover) | 40 | Nos. |
| 41. | 3-Fold 42 GSM Tissue Paper (1 box=20 Pkt having 200 tissues) | 40 | boxes |
| 42. | Rubber suction cup small | 25 | Nos. |
| 43. | Scotch Brite (Medium Size) | 500 | Nos. |
| 44. | Dishwashing powder | 25 | Kgs |
| 45. | Kitchen / washbasin wiper | 75 | Nos. |
| 46. | Cotton waste packet for AC plant | 75 | packets |
| 47. | Napthalene balls for Ac plant | 40 | packets |
| 48. | Napthalene cakes / Moth Repellent for library | 160 | pieces |
| 49. | Caustic soda (1kg packet) for AC plant | 40 | kgs |
| 50. | Yellow duster big size | 75 | Nos. |
| 51. | Car shampoo (5L can) | 4 | Cans |
| 52. | Himalaya Neem Face wash | 6 | Nos. |
| 53. | Listerine Mouthwash (100 ML) | 6 | Nos. |

| | | | |
|-----|--|-----|---------|
| 54. | Ponds Talc Powder (for ladies) | 6 | Nos. |
| 55. | Cinthol Talc Power (for Gents) | 6 | Nos. |
| 56. | Nivea Body Spray (Ladies) | 5 | Nos. |
| 57. | Nivea Body Spray (Gents) | 5 | Nos. |
| 58. | Head & Shoulders Shampoo | 5 | Nos. |
| 59. | Dove Hair Shampoo | 5 | Nos. |
| 60. | Nivea Body wash | 5 | Nos. |
| 61. | Dettol Hand wash | 5 | Nos. |
| 62. | Cherry Black Shoe Polish | 3 | Nos. |
| 63. | Cherry Brown Shoe Polish | 3 | Nos. |
| 64. | Shoe Polish Brush | 6 | Nos. |
| 65. | Dettol Hand Wash/refill (125 Gm) | 25 | Nos. |
| 66. | Pears Soap | 6 | Nos. |
| 67. | Godrej Aer Packet | 75 | Nos. |
| 68. | Lifebouy Lemon Soap (125 Gm) | 30 | Nos. |
| 69. | Room Fresheners/ Ambi-pure 100 ML | 20 | Nos. |
| 70. | Cell-Big (W/man, Keyman) | 200 | Nos. |
| 71. | Cell AA Size | 24 | Nos. |
| 72. | Cell AAA Size | 24 | Nos. |
| 73. | Good Knight/All Out Refill | 75 | Nos. |
| 74. | Odomas Mosquito Repellent Gel | 30 | Nos. |
| 75. | Hit Red Spray for Cockroaches | 36 | Nos. |
| 76. | Hit Black Spray for Mosquitos | 36 | Nos. |
| 77. | Maruti Tissue Paper Pkt (1x200sheet) | 280 | Packets |
| 78. | Aroma Diffuser Oil for Exe. Floors & Conf Rooms (1 Ltr Bottle) | 25 | Litres |
| 79. | Good Knight Mosquito Coil Packet | 40 | Packets |
| 80. | Mosquito Repellent bat | 20 | Nos. |
| 81. | Urinal auto janitor refill | 65 | Nos. |
| 82. | Aroma fragrance for AHU | 3 | Litres |

The above quantities are tentative, and materials / equipment may be supplied as per the instructions of P & S Cell. The materials, equipment etc shall be of approved make as stated below.

| SR No | Item / Material | Make / Name of the Manufacturer |
|-------|---|---------------------------------|
| A | Cleaning Chemicals: | |
| | All chemicals like Floor Cleaner, Hard surface Cleaner, Glass cleaner, Bowl Cleaner, Hand Wash | M/s John Diversey Ltd |
| | | M/s Taski Ltd |
| B | Cleaning Soft tools: | |
| | All cleaning soft tools like Dolly mops, Squeezing bucket, floor wipers, Cleaning scrubbers, glass wipers, Glass cloth, Table duster, Dry Mops etc. | M/s Kleenol India Limited |
| | | M/s Cleanfix - Schevaran |
| | | M/s John Diversery Ltd |
| C | Disinfection Materials: | |
| | All disinfections materials like Sanitizers, Odonil cubes, Naphthalene balls, Air Fresheners, Aer pockets, etc. | M/s Godrej Ltd |
| | | M/s Minichem India Ltd. |

7. General guidelines:

- (1) Deputing trained and experienced workers mentioned above, for Central Office Building from Monday to Saturday. (Excluding Sundays and national holidays).
- (2) The rate shall include for cost of labour, transportation, cleaning materials, cleaning tools and equipment, etc.
- (3) All the materials used in the work shall be of approved make organic cleaning materials and certified green building products, materials and equipment. The samples of the same shall be got approved from the Bank's officials.
- (4) The contractor should note that the work is to be carried out with least disturbance to the staff and work shall be carried out during, before or after office hours in consultation with Protocol and Security Cell. If required, the work can also be executed during weekend as directed by Protocol and Security Cell.
- (5) Toilet paper, hand wash liquid / foam will be supplied by the Bank for refilling in the existing units.
- (6) The firm shall provide proper uniform with company's name to all their workers engaged for this work.

(7) If successful contractor fails to depute worker / workers or any one of them on any working day than an amount equal to the daily wages will be recovered / deducted from their bills.

(8) The successful contractor shall make necessary arrangement for cleaning material, tool / equipment like brooms, dusters, eco-friendly cleaning materials (liquid) etc., ladder / scaffolding, display / warning boards required for the work.

(9) All workmen should have photo identity cards with address, duly signed by the contractor.

(10) The Reserve Bank of India does not bind itself to accept the lowest or any tender and reserve the right to itself to accept or reject any or all the tenders, either in whole or in part without assigning any reason for doing so, If the firm fails in providing the service satisfactorily or if the complaints are kept unattended deliberately for longer period, Bank will constrain to take appropriate action and even termination of the contract by serving one month notice. Any major complaints, if any, are received from staff then same shall be carried out as directed by P & SE.

(11) The contractor shall make alternative arrangement in the absence/ weekly off/ leave of their regular workers deployed at site.

(12) Any damage caused to any of Bank's properties shall be made good by the contractor at their own cost.

(13) The quoted rate shall also include for :

- i. Signages such as "wet floor", "cleaning in progress", etc.
- ii. Emptying the trash, clean and replace the dust bin liner.
- iii. Maintaining a 'job done card' (format duly approved by Bank) for each toilet and updating the same after every cleaning.

(15) The contractor shall take all actions required to comply with the Contract Labour (Regulation and Abolition) Act 1970 including the latest amendment to the Act. The contractor shall be liable for any penalty by the appropriate authority if there is any contravention to the act.

(16) The payment shall be made on **monthly basis** on submission of bills after satisfactory completion of the work and certification by P & SE.

(17) The Contractor shall execute an agreement on a Stamp Paper or franking of required value within 14 days of receipt of the Work Order.

Non-disclosure: The Contractor shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure / systems/ equipment etc., which may come to the possession or knowledge of the Contractor or its employees 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 Contractor

shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Contractor shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Bank. The Contractor shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The Contractor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.

STATUTORY OBLIGATION:

1. The vendor should obtain necessary contract licence for deploying contract labour, if applicable (as per prevailing contract labour Act 1970) from the central labour commissioner before commencement of the contract.
2. Vendor should have registered under VAT, Service Tax, GST and shall have PAN CARD Number.

PAYMENT TERMS:

1. In case of any unsatisfactory services/delay in attending work, the contractor is liable to be penalised in bill amount raised by them.
2. Payment shall be made once a month at the rates quoted in the Bill of Quantity which shall be on successful completion of work.
3. All payments shall be made after effecting the statutory recoveries as applicable.

4. **List of Documents to be submitted along with Monthly Bill:** Copy of following documents for a particular month duly certified by the contractor should be submitted along with monthly bill for payment:

- Statement of Complaints received / attended
- Copy of Attendance Register.
- Declaration for compliance of Contract Labour Act & Minimum wages Act.
- A statement showing payment of wages made to the deployed manpower with signature of respective employee.
- NEFT statement evidencing remittance of wages to the deployed Manpower
- Documentary evidence indicating the deposit of PF, ESI and other statutory perquisite in favour of the employee deployed at Bank's site.
- Purchase invoices of eco-friendly housekeeping chemicals procured

during the month and also, submit Materials Safety Data Sheet (MSDS) / Product datasheets for all housekeeping chemicals.

- GST declaration
- Any other document as directed by the Bank.

4. Penalty terms are as follows:

| SR No. | Description | Penalty amount in ₹ |
|--------|--|---|
| a. | In case cleaning of washrooms not done (-) | <u>300.00</u> per instance per washroom |
| b. | In case quarterly deep cleaning of Executive floors not done (-) | <u>2000.00</u> per instance per floor |
| c. | In case cleaning of floors not done properly per floor (-) | <u>1000.00</u> per instance per floor |
| d. | In case cleaning of terrace not done properly (-) | <u>500.00</u> per instance |
| e. | In case cleaning of Common Area not done per instance (-) | <u>500.00</u> per instance |
| f. | In case disposal of dry and wet waste not done per instance (-) | <u>500.00</u> per instance |
| g. | Absence of worker | <u>663.00</u> per worker per day |
| h. | Absence of supervisor | <u>734.00</u> per supervisor per day |

Place:

Signature of the contractor with seal

Date:

Annexure - I.

Part-I. Basic Information (to be furnished by uploading in the proforma given below along with copies of relevant documents while uploading Part I of the tender).

| Sl. No | Description | |
|---------------|---|--|
| 1. | Name of the organization / bidder and address of the registered office with telephone / Mobile phone number and E-mail ID. | |
| 2. | Experience in similar works. (Please upload relevant documents in support thereof). | Months / years. |
| 3. | Address of the office through which the proposed work of the Bank will be handled and the name and designation of the Officer-in-charge. | |
| 4. | Adequate and satisfactory evidence to indicate financial capacity of the organization to undertake works costing up to ₹2.10 crores, with names of Bankers and their full addresses. (Upload audited Annual Financial Statements & Solvency Certificate issued by a scheduled bank in support thereof). | |
| 5. | Yearly turnover of the firm / contractor for the last three financial years ending March 31. Year: 2019-20 2020-21. 2021-22. (Please upload copies of audited final accounts in support thereof). | Rs. Rs. Rs. |
| 6. | PAN number. (Please upload copy of PAN Card). | |
| 7. | GST Registration No. (Please upload copy of GST Registration Certificate). | |

Date:

Place:

Signature of the bidder with seal & address:

Annexure - II

FORMAT OF BANKER'S CERTIFICATE

1. Composition of the firm (whether Partnership/private limited/Proprietorship/Public limited)

2. Name of the Proprietor / Partners / Directors of the firm.

3. Turnover of the firm for the last 3 financial year (Year Wise).

2021-22

2020-21

2019-20

Credit facility / Overdraft Facility enjoyed by the firm

4. Dealings

5. The period from which the firm has been banking with your bank.

6. Any other Remarks.

You may also kindly forward your opinion whether the above firm is considered financially sound to be entrusted with the contract for work estimated to cost Rs. 2.10crores.

Seal & Signature

For the Bank

Note:

1. Banker's Certificates should be on letter head of the Bank, sealed in cover addressed to Chief General Manager, Premises Department, Central Office Building, Reserve Bank of India, Fort, Mumbai - 400001

2. In case of Partnership firm, certificate should include name of all partners as recorded with the Bank

Annexure - III

FORMAT FOR CLIENT'S CERTIFICATE REGARDING PERFORMANCE OF THE BIDDER

Name & address of the Client

Details of Works executed by M/s

1. Name of work with brief particulars
2. Agreement No. and Date
3. Agreement Amount
4. Date of commencement of Work
5. Actual date of Completion
6. Whether the contract was renewed
7. Detail of compensation levied for Delay or any other reason
(Indicate amount)
8. Gross amount of the work completed
and paid
9. Name and address of the authority
Under whom work executed
10. Whether the contractor employed
Qualified supervisor during execution of work?
11. i) Quality of work (indicate grading) Outstanding/Very Good/Good/Satisfactory/Poor
ii) Amount of work paid on reduced rate, if any.
12. i) Did the contractor go for arbitration?
ii) If yes, total amount of claim
iii) Total Amount awarded
13. Comments on the capabilities of the Contractor
 - 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:

Reporting officer* with office Seal

*Countersigned

*Officer of the rank of executive engineer or equivalent

PROFORMA OF BANK GUARANTEE FOR EARNEST MONEY DEPOSIT / BID SECURITY

(On Non-Judicial Stamp Paper of appropriate value)

Place: _____

Date: _____

**The Chief General Manager
Premises Department
Central Office Building
Reserve Bank of India
Mumbai**

Dear Sir / Madam,

Name of Work:

Ref: NIT / Advt. No.

Date:.....

WHEREAS

The Reserve Bank of India, having its Central Office at Shahid Bhagat Singh Marg, Mumbai (hereinafter called the 'RBI') has invited tenders for the captioned work (Hereinafter called "the said tender") on the terms and conditions mentioned in the said tender documents.

It is one of the terms of invitation of tenders that the tenderer shall furnish a Bank Guarantee for a sum of Rs. _____ (Rupees _____ only) as Earnest Money Deposit (EMD).

M/s. (Name of the Tenderer / Bidder) _____, (hereinafter called as 'the Tenderer / Bidder'), who are our Clients / Constituents intend to submit their tender / Bid for the said work and have requested us to furnish Bank Guarantee to RBI in respect of the said sum of Rs. _____ (Rupees _____ only) in respect of EMD.

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 Tenderer have not performed their obligations under the said conditions of the tender or have committed a breach thereof, which conclusion shall be binding on us as well as the said Tenderer, we shall on demand by the RBI, pay without demur to the RBI, a sum of Rs. _____ (Rupees _____ only) or any lower amount that may be demanded by the RBI. Our guarantee shall be treated as equivalent to the Earnest Money Deposit for the due performance of the obligations of the Tenderer under the said Conditions, provided, however, that our liability against such sum shall not exceed the sum of Rs. _____ (Rupees _____ 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 on us and shall not be questioned by us in any respect or manner whatsoever. 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 Tenderer. This guarantee shall not be revoked by us without prior consent in writing of the RBI.

We hereby further agree that:

- a) Any forbearance or commission on the part of the RBI in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said tender and/or hereunder or granting of any time or showing of any indulgence by the RBI to the Tenderer 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 Tenderers of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding Rs. _____ (Rupees _____ only).
- 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 in tendering for the said work or their obligations there under or by dissolution or change in the constitution of our said constituents.
- d) This guarantee shall remain in force up to _____ (six months from the date of scheduled completion of the work) provided that if so desired by the RBI, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.
- e) Our liability under these presents will terminate unless these presents are renewed as provided hereinabove on the _____ or on the day when our said constituents comply with their obligations, as to which a certificate in writing by the RBI alone is the conclusive proof whichever date is later. Unless a claim or suit or action is filed against us within _____ or any extended period, all the rights of the RBI against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

Yours faithfully,

For and on behalf of _____
Authorised Official (with seal)

Bank.

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).

PROFORMA OF BANK GUARANTEE FOR PERFORMANCE SECURITY DEPOSIT / RETENTION MONEY

(On Non-Judicial Stamp Paper of appropriate value)

Place: _____

Date: _____

**The Chief General Manager
Premises Department
Central Office Building
Reserve Bank of India
Mumbai**

Dear Sir / Madam,

Name of Work:

WHEREAS

The Reserve Bank of India, having its Central Office at Shahid Bhagat Singh Marg, Mumbai (hereinafter called the "RBI") has awarded the Contract for the captioned project (hereinafter called the "Contract") to M/s _____ (Name of contractor) (hereinafter called "the said Contractor" which expression shall include its successors and assigns).

AND Whereas the Contractor is bound by the said Contract to submit to 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. We, _____ (Name of the Bank), (hereinafter called "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 Tenderer have not performed their obligations under the said conditions of the tender or have committed a breach thereof, which conclusion shall be binding on us as well as the said Tenderer, we shall on demand by the RBI, pay without demur to the RBI, a sum of Rs. _____ (Rupees _____ only) or any lower amount that may be demanded by the RBI. Our guarantee shall be treated as equivalent to the Earnest Money Deposit for the due performance of the obligations of the Tenderer under the said Conditions, provided, however, that our liability against such sum shall not exceed the sum of Rs. _____ (Rupees _____ 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 on us and shall not be questioned by us in any respect or manner whatsoever. 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 Tenderer.
4. This guarantee shall not be revoked by us without prior consent in writing of the RBI.

We hereby further agree that:

- a. Any forbearance or commission on the part of the RBI in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said tender and/or hereunder or granting of any time or showing of any indulgence by the RBI to the Tenderer 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 Tenderers of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding Rs. _____ (Rupees _____ only).
- b. Our liability under these presents shall not exceed the sum of Rs. _____
 - a. (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 in tendering for the said work or their obligations there under or by dissolution or change in the constitution of our said constituents.
- d. This guarantee shall remain in force up to _____ (six months from the date of scheduled completion of the work) provided that if so desired by the RBI, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.
- e. Our liability under these presents will terminate unless these presents are renewed as provided hereinabove on the _____ or on the day when our said constituents comply with their obligations, as to which a certificate in writing by the RBI alone is the conclusive proof whichever date is later. Unless a claim or suit or action is filed against us within _____ or any extended period, all the rights of the RBI against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

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

For and on behalf of _____ (Name of Bank)

Signature of authorised 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).

Annexure – IV

Proforma for Undertaking / Declaration / Certificate by the Bidder regarding country sharing land border with India

(To be submitted by bidders on their letter head duly sealed and signed by the authorized signatory)

To,

Smt. Mala Sinha
Chief General Manager
Reserve Bank of India
Premises Department,
Central Office, Mumbai-400 001

Madam

Name of Work: - Interior Renovation of 25th floor in Central Office Building Including Auditorium (Civil, MEP, HVAC, Electrical & Allied Works) at Reserve Bank of India (RBI), Mumbai

I / We (Name and address, including Country of location of bidder) have read and understood the contents of the Office Memorandum (OM) F.No.6/18/2019-PPD dated July 23, 2020 and its subsequent orders / revision issued by Public Procurement Division, Department of Expenditure, Ministry of Finance, Government of India regarding the restrictions on procurement from a bidder of a country which shares a land border with India.

2. I / We certify that (Name of the bidder)

- i. is not from a country sharing land border with India, or
- ii. is from a country sharing land border with India and has been registered with the Competent Authority, the certificate of which is enclosed, or
- iii. is from a country sharing land border with India where Government of India has extended lines of credit, or
- iv. is from a country sharing land border with India where Government of India is engaged in development projects.

(Strikeout whichever of the above is not applicable).

3. I /We further certify that (Name of bidder) fulfils all requirements in this regard and is eligible to be considered under the provision of the above referred Office Memorandum and its subsequent orders / revision. I/We also undertake that even in case of contracts where we are permitted by the Bank/RBI to sub- contract I/we(Name of bidder) will not sub-contract any work to a Interior Contractor

from country (ies) sharing land border with India, unless such Interior Contractor fulfils all the requirements contained in the above referred office memorandum / order.

4. I/We know and understand that, if this Undertaking / Declaration / Certificate submitted by us is found to be false, the Bank shall be free to reject / terminate our tender / Work Order and that the Bank shall also be free to initiate any legal action in accordance with law including forfeiting of Earnest Money Deposit / Performance Bank Guarantee / Security Deposit and / or debarring us from participating in tenders invited by the Bank in future.

Signature and name of the authorized signatory of the Bidder

with Rubber Stamp

Date:

Place:

Annexure – V

**Proforma for undertaking for Minimum wages and other statutory
perquisites**

(To be submitted along with part-I of tender)

To,

**Chief General Manager
Reserve Bank of India
Premises Department
Central Office Building
Mumbai – 400 001.**

Dear Sir/ Madam,

Name of work: Annual Maintenance Contract for providing facility management services for Housekeeping at Central Office Building, Reserve Bank of India, Mumbai.

We, M/s ----- (name of the firm/establishment), do hereby undertake that we shall adhere to the rules and regulations stipulated in Contract Labour (Regulation and Abolition) Act, 1970, Minimum Wages Act, 1948, code on wages 2019 as amended from time to time and any other applicable statutory provision with respect to wages, perquisites and any other benefits and facilities to the workmen deployed by us under the captioned work.

1. In this context, we (name of the firm/establishment) also undertake/confirm that the higher of the minimum wages, declared by the Central Government and Maharashtra Government from time to time shall be paid alongwith the applicable arrears. We shall also be liable to pay the following statutory perquisites to the AC plant Operator engaged by us in connection with the captioned work.

| S. No. | Description | To be filled by tenderer |
|---------------|---|---------------------------------|
| 1 | Minimum wages (higher between the Minimum wages declared by Central Government or Maharashtra State Government) as published in October 2021 (Basic +VDA) | |
| 2 | No of days per month considered for payment to the manpower deployed | |

| | | |
|----------|--|--|
| 3 | HRA {please indicate % of (Basic +VDA)} | |
| 4 | Bonus {please indicate % of (Basic +VDA)} | |
| 5 | Employer Contributions | |
| | a Employee state insurance (ESI) {please indicate % of (Basic +VDA +HRA)} | |
| | b Employees Provident Fund (EPF) {please indicate % of (Basic +VDA)} | |
| 6 | Others perquisites please indicate % of (Basic +VDA) | |

2. We (Name of the firm/establishment) also undertake that if there is any additional statutory obligation with respect to the captioned work, is applicable on us due to change of the status / standing of our firm / Number of manpower deployed, we shall continue to fulfil the increased obligation within the quoted rates / the rates revised as per the formula indicated in the tender without any additional claim.

Place:

Signature and seal of the Tenderer

Date:

Name:

Address:

Schedule of Quantities. (Unpriced Bid)

| Item No. | Description of item. | Quantity (a) | Unit | Rate per No. (b) | Amount per month (a) x (b) |
|----------|--|-----------------|-----------|------------------|----------------------------|
| 1. | <p>Deploying a minimum of 76 nos. of experienced cleaning workers and 4 nos. of site supervisor for providing housekeeping services and other works as stated below in Central Office Building and detailed in the scope of work in tender document.</p> <ul style="list-style-type: none"> a. Cleaning of washrooms and water stations b. Deep cleaning of Executive floors (16th, 17th, 18th & 19th floors) (Once in every fortnight) c. Cleaning and moping of all floors including Lift Lobbies at Lower and Upper Basement, two mezzanine floors, Ground Floor, Floors 3rd to 15th and 20th to 25th floors d. Cleaning of basement garage area and cleaning of sump tanks (2 Nos.) at OWC area and parking area and cleaning of drain channel (once in a week) e. Cleaning of Gymnasium f. Cleaning of road, surrounding pavement, fire lane, foyer area and marble cladding at frontage (Daily and as and when required) g. Cleaning of washroom in Resident Security Officer flat at 3rd floor (Weekly once) h. Deep cleaning of Resident Security Officer flat at 3rd floor (Quarterly once) i. Cleaning of Staff Entrance Porta cabin and visitor's entry porta cabin and their rooftops. j. Cleaning of staircases (2 sides) and terrace (Daily) k. Shampoo wash of carpet flooring and loose carpets (Once in a quarter) | 7 | Per month | | |

| | | | | | |
|----|--|---|-----------|--|--|
| | <p>l. Brass polishing and metal polishing of planters, sign boards, handrails, name plates, queue manager, etc. (once in half year)</p> <p>m. Cleaning of glass façade and mural (once in a fortnight)</p> <p>n. Cleaning of Library, Record rooms (once in a quarter)</p> <p>o. Cleaning of plumbing shaft area (once in a month)</p> <p>The contractor shall provide all cleaning materials and equipment required for the above works. The rate shall include for all types of brooms, scrubs, brush, equipment, tools, machinery, required organic cleaning materials and certified green products, etc. that will be used in the housekeeping work. The rate shall also include for providing air fresheners in all the washrooms and cabins of Senior officers and aroma diffusers at Ground floor, 15th, 16th, 17th, 18th and 19th floors and refilling / replacement of the same, from time to time as per the instructions of P & S officials so as to maintain high quality hygiene and cleanliness and providing display boards like wet floor, cleaning in progress, etc.</p> <p>Note: The rates quoted shall consider for minimum monthly wages for deployment of workers plus contractor's profit for rendering the services of workers plus the scope of work including preventive maintenance works mentioned in the tender and cleaning materials, tools, equipment used.</p> <p>The minimum monthly wages shall be as per the latest MoL&E order.</p> | | | | |
| 2. | <p>Providing and supplying 3-fold tissue paper (Golden white – 42 GSM & size – 21cm x 23cm) and paper dispenser, supply, installation, maintenance and refill of sanitary napkin hygiene panel 4 in 1, automatic soap dispensers in washrooms and shoe shiner machine at Central Office Building. Refilling in all these machines shall be carried out by authorised technician / service person of contractor at regular interval and as and when required during office hours on any working day / Saturday / Sunday. 80 nos. Multi</p> | 7 | Per Month | | |

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|------------------------|----------|-----------|---------|--------------------|---------|-----------------|---------|----------|---------|---|---------|--|---------|--|---------|---|---------|--|---------|--|---------|---|---------|-------|----|--|
| | <p>fold Dispensers, 48 Nos. hygiene panels, 120 nos. automatic soap dispenser units and 10 nos. shoe shining machines shall be provided and installed in the Bank at free of cost and free to use basis during the AMC period after the end of which the same is returnable to the contractor.</p> <p>Total quantity of Paper dispensers – 80 nos. on FTU basis</p> <p>3-fold tissue papers – 70 boxes per month (each with 400 nos. tissue papers)</p> <p>Total quantity of Sanitary napkin hygiene panel 4 in 1 – 48 Nos. (including refill and maintenance)</p> <p>Total quantity of automatic soap dispenser machines – 120 Nos. (including refill of polish cream and maintenance)</p> <p>Total quantity of Shoe shining machines – 10 Nos. (including refill of polish cream and maintenance)</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3. | <p>Supply of cleaning material, tools, equipment, cleaning disinfectants, other consumables, etc for the use of Bank staff.</p> <p>(Rates should be quoted for 7 Months for the following required quantity on lumpsum basis)</p> <table border="1" data-bbox="212 1144 991 1964"> <tr> <td>Soft broom (फुल झाड़ू)</td> <td>245 Nos.</td> </tr> <tr> <td>Goa broom</td> <td>84 Nos.</td> </tr> <tr> <td>Bamboo stick broom</td> <td>16 Nos.</td> </tr> <tr> <td>Special Dry mop</td> <td>50 Nos.</td> </tr> <tr> <td>Dust pan</td> <td>80 Nos.</td> </tr> <tr> <td>Rectangle Dustbin Plastic (20 L) for washroom</td> <td>65 Nos.</td> </tr> <tr> <td>80 L Pedal Bin with lid (Green & Blue)</td> <td>40 Nos.</td> </tr> <tr> <td>240 L Plastic Wheel Dustbin for garbage collection</td> <td>10 Nos.</td> </tr> <tr> <td>TASKI R1 Cleaner (Bathroom Fittings, Floor & Walls Etc. (5 L Can)</td> <td>42 Nos.</td> </tr> <tr> <td>TASKI R2 General /deep cleaner-all hard surfaces (5 L Can)</td> <td>42 Nos.</td> </tr> <tr> <td>TASKI R3 Glass Cleaner Concentrate -5LTR CAN</td> <td>25 Nos.</td> </tr> <tr> <td>Taski R4 for maintenance of wooden items- (5 L Can)</td> <td>20 Nos.</td> </tr> </table> | Soft broom (फुल झाड़ू) | 245 Nos. | Goa broom | 84 Nos. | Bamboo stick broom | 16 Nos. | Special Dry mop | 50 Nos. | Dust pan | 80 Nos. | Rectangle Dustbin Plastic (20 L) for washroom | 65 Nos. | 80 L Pedal Bin with lid (Green & Blue) | 40 Nos. | 240 L Plastic Wheel Dustbin for garbage collection | 10 Nos. | TASKI R1 Cleaner (Bathroom Fittings, Floor & Walls Etc. (5 L Can) | 42 Nos. | TASKI R2 General /deep cleaner-all hard surfaces (5 L Can) | 42 Nos. | TASKI R3 Glass Cleaner Concentrate -5LTR CAN | 25 Nos. | Taski R4 for maintenance of wooden items- (5 L Can) | 20 Nos. | 1 Job | LS | |
| Soft broom (फुल झाड़ू) | 245 Nos. | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Goa broom | 84 Nos. | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Bamboo stick broom | 16 Nos. | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Special Dry mop | 50 Nos. | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dust pan | 80 Nos. | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Rectangle Dustbin Plastic (20 L) for washroom | 65 Nos. | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 80 L Pedal Bin with lid (Green & Blue) | 40 Nos. | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 240 L Plastic Wheel Dustbin for garbage collection | 10 Nos. | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| TASKI R1 Cleaner (Bathroom Fittings, Floor & Walls Etc. (5 L Can) | 42 Nos. | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| TASKI R2 General /deep cleaner-all hard surfaces (5 L Can) | 42 Nos. | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| TASKI R3 Glass Cleaner Concentrate -5LTR CAN | 25 Nos. | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Taski R4 for maintenance of wooden items- (5 L Can) | 20 Nos. | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| | | | | | |
|---|-------------|--|--|--|--|
| TASKI R5 is a water-based air freshener for washroom (5 L Can) | 35 Nos. | | | | |
| Taski R6 toilet cleaner specially for lime-scale deposits and stubborn stains (5 L Can) | 42 Nos. | | | | |
| TASKI R7 floor cleaner for floor scrubbing (5 L Can) | 15 Nos. | | | | |
| D-7 Stainless Steel polish – (5 L Can) | 15 Nos. | | | | |
| TR-101 for Carpet Shampoo (5 L Can) | 10 Nos. | | | | |
| TR-103 for Carpet Stain removal (5 L Can) | 10 Nos. | | | | |
| Glass cleaning liquid spray – 500 ml | 8 Nos. | | | | |
| Nylon feather brush | 560 Nos. | | | | |
| Glass Duster | 560 Nos. | | | | |
| Red check duster for toilet cleaning | 470 Nos. | | | | |
| Floor Duster | 560 Nos. | | | | |
| Yellow small duster cloth | 120 Nos. | | | | |
| Blue check duster for dusting | 470 Nos. | | | | |
| Mop sticks | 45 Nos. | | | | |
| Mop refill (2 pieces per packet) | 190 packets | | | | |
| Nylon scrubber | 500 Nos. | | | | |
| Floor duster (Mop) Swab | 75 Nos. | | | | |
| Plastic Mug (2 Ltr) for washroom | 40 Nos. | | | | |
| Plastic bucket with handle (20 litre) | 75 Nos. | | | | |
| Rubber wiper with stick (18 inch) | 75 Nos. | | | | |
| Bucket for toilets (5 Litre) | 12 Nos. | | | | |
| Glass wiper/ Squeegee | 25 Nos. | | | | |
| Liquid Phenyl Toilet Cleaner (1 L. BTL) | 15 Nos. | | | | |
| Bleaching powder (1 kg packet) | 55 kgs | | | | |
| Urinal Screen with enzyme block | 115 Nos. | | | | |
| Toilet cleaning nylon brush | 120 Nos. | | | | |
| Toilet roll | 310 rolls | | | | |

| | | | | |
|--|-------------|--|--|--|
| Rubber Suction cup (Choke remover) | 40 Nos. | | | |
| 3-Fold 42 GSM Tissue Paper (1 box=20 Pkt having 200 tissues) | 40 boxes | | | |
| Rubber suction cup small | 25 Nos. | | | |
| Scotch Brite (Medium Size) | 500 Nos. | | | |
| Dishwashing powder | 25 Kgs. | | | |
| Kitchen / washbasin wiper | 75 Nos. | | | |
| Cotton waste packet for AC plant | 75 packets. | | | |
| Napthalene balls for Ac plant | 40 packets. | | | |
| Napthalene cakes / Moth Repellent for library | 160 pieces. | | | |
| Caustic soda (1kg packet) for AC plant | 40 kgs. | | | |
| Yellow duster big size | 75 Nos. | | | |
| Car shampoo (5L can) | 4 cans. | | | |
| Himalaya Neem Face wash | 6 Nos. | | | |
| Listerine Mouthwash (100 ML) | 6 Nos. | | | |
| Ponds Talc Powder (for ladies) | 6 Nos. | | | |
| Cinthol Talc Power (for Gents) | 6 Nos. | | | |
| Nivea Body Spray (Ladies) | 5 Nos. | | | |
| Nivea Body Spray (Gents) | 5 Nos. | | | |
| Head & Shoulders Shampoo | 5 Nos. | | | |
| Dove Hair Shampoo | 5 Nos. | | | |
| Nivea Body wash | 5 Nos. | | | |
| Dettol Hand wash | 5 Nos. | | | |
| Cherry Black Shoe Polish | 3 Nos. | | | |
| Cherry Brown Shoe Polish | 3 Nos. | | | |
| Shoe Polish Brush | 6 Nos. | | | |
| Dettol Hand Wash/refill (125 Gm) | 25 Nos. | | | |
| Pears Soap | 6 Nos. | | | |
| Godrej Aer Packet | 75 Nos. | | | |

| | | | | | |
|--|-------------|--|--|--|--|
| Lifebouy Lemon Soap (125 Gm) | 30 Nos. | | | | |
| Room Fresheners/ Ambi-pure 100 ML | 20 Nos. | | | | |
| Cell-Big (W/man, Keyman) | 200 Nos. | | | | |
| Cell AA Size | 24 Nos. | | | | |
| Cell AAA Size | 24 Nos. | | | | |
| Good Knight/All Out Refill | 75 Nos. | | | | |
| Odomas Mosquito Repellent Gel | 30 Nos. | | | | |
| Hit Red Spray for Cockroaches | 36 Nos. | | | | |
| Hit Black Spray for Mosquitos | 36 Nos. | | | | |
| Maruti Tissue Paper Pkt (1x200sheet) | 280 packet. | | | | |
| Aroma Diffuser Oil for Exe. Floors & Conf Rooms (1 Ltr Bottle) | 25 Litre. | | | | |
| Good Knight Mosquito Coil Packet | 40 packets. | | | | |
| Mosquito Repellent bat | 20 Nos. | | | | |
| Urinal auto janitor refill | 65 Nos. | | | | |
| Aroma fragrance for AHU | 3 Litres. | | | | |
| Total amount for 1 month. | | | | | |
| Total amount for 7 months. | | | | | |
| Total amount per annum. | | | | | |

Date:

Signature of the contractor:

Place:

Name & Address of the firm:

Annexure - VI

Details of rates for items included in Item No. 3 of the Price Bid (on Bidders Letterhead) – to be uploaded with price bid

| S No. | Description of item | Quantity | Rate per unit |
|--------------|---|-----------------|----------------------|
| 1. | Soft broom (फुल झाड़ू) | 1 No. | |
| 2. | Goa broom | 1 No. | |
| 3. | Bamboo stick broom | 1 No. | |
| 4. | Special Dry mop | 1 No. | |
| 5. | Dust pan | 1 No. | |
| 6. | Rectangle Dustbin Plastic (20 L) for washroom | 1 No. | |
| 7. | 80 L Pedal Bin with lid (Green & Blue) | 1 No. | |
| 8. | 240 L Plastic Wheel Dustbin for garbage collection | 1 No. | |
| 9. | TASKI R1 Cleaner (Bathroom Fittings, Floor & Walls Etc. (5 L Can) | 1 No. | |
| 10. | TASKI R2 General /deep cleaner-all hard surfaces (5 L Can) | 1 No. | |
| 11. | TASKI R3 Glass Cleaner Concentrate -5LTR CAN | 1 No. | |
| 12. | Taski R4 for maintenance of wooden items- (5 L Can) | 1 No. | |
| 13. | TASKI R5 is a water-based air freshener for washroom (5 L Can) | 1 No. | |
| 14. | Taski R6 toilet cleaner specially for lime-scale deposits and stubborn stains (5 L Can) | 1 No. | |
| 15. | TASKI R7 floor cleaner for floor scrubbing (5 L Can) | 1 No. | |
| 16. | D-7 Stainless Steel polish – (5 L Can) | 1 No. | |
| 17. | TR-101 for Carpet Shampoo (5 L Can) | 1 No. | |
| 18. | TR-103 for Carpet Stain removal (5 L Can) | 1 No. | |
| 19. | Glass cleaning liquid spray – 500 ml | 1 No. | |
| 20. | Nylon feather brush | 1 No. | |
| 21. | Glass Duster | 1 No. | |
| 22. | Red check duster for toilet cleaning | 1 No. | |
| 23. | Floor Duster | 1 No. | |
| 24. | Yellow small duster cloth | 1 No. | |
| 25. | Blue check duster for dusting | 1 No. | |
| 26. | Mop sticks | 1 No. | |

| | | | |
|-----|--|----------|--|
| 27. | Mop refill (2 pieces per packet) | 1 packet | |
| 28. | Nylon scrubber | 1 No. | |
| 29. | Floor duster (Mop) Swab | 1 No. | |
| 30. | Plastic Mug (2 Ltr) for washroom | 1 No. | |
| 31. | Plastic bucket with handle (20 litre) | 1 No. | |
| 32. | Rubber wiper with stick (18 inch) | 1 No. | |
| 33. | Bucket for toilets (5 Litre) | 1 No. | |
| 34. | Glass wiper/ Squeegee | 1 No. | |
| 35. | Liquid Phenyl Toilet Cleaner (1 L. BTL) | 1 No. | |
| 36. | Bleaching powder (1 kg packet) | 1 kg | |
| 37. | Urinal Screen with enzyme block | 1 No. | |
| 38. | Toilet cleaning nylon brush | 1 No. | |
| 39. | Toilet roll | 1 No. | |
| 40. | Rubber Suction cup (Choke remover) | 1 No. | |
| 41. | 3-Fold 42 GSM Tissue Paper (1 box=20 Pkt having 200 tissues) | 1 box | |
| 42. | Rubber suction cup small | 1 No. | |
| 43. | Scotch Brite (Medium Size) | 1 No. | |
| 44. | Dishwashing powder | 1 No. | |
| 45. | Kitchen / washbasin wiper | 1 No. | |
| 46. | Cotton waste packet for AC plant | 1 packet | |
| 47. | Napthalene balls for Ac plant | 1 No. | |
| 48. | Napthalene cakes / Moth Repellent for library | 1 piece | |
| 49. | Caustic soda (1kg packet) for AC plant | 1 packet | |
| 50. | Yellow duster big size | 1 No. | |
| 51. | Car shampoo (5L can) | 1 can | |
| 52. | Himalaya Neem Face wash | 1 No. | |
| 53. | Listerine Mouthwash (100 ML) | 1 No. | |
| 54. | Ponds Talc Powder (for ladies) | 1 No. | |
| 55. | Cinthol Talc Power (for Gents) | 1 No. | |
| 56. | Nivea Body Spray (Ladies) | 1 No. | |
| 57. | Nivea Body Spray (Gents) | 1 No. | |
| 58. | Head & Shoulders Shampoo | 1 No. | |
| 59. | Dove Hair Shampoo | 1 No. | |

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| 60. | Nivea Body wash | 1 No. | |
| 61. | Dettol Hand wash | 1 No. | |
| 62. | Cherry Black Shoe Polish | 1 No. | |
| 63. | Cherry Brown Shoe Polish | 1 No. | |
| 64. | Shoe Polish Brush | 1 No. | |
| 65. | Dettol Hand Wash/refill (125 Gm) | 1 No. | |
| 66. | Pears Soap | 1 No. | |
| 67. | Godrej Aer Packet | 1 No. | |
| 68. | Lifebouy Lemon Soap (125 Gm) | 1 No. | |
| 69. | Room Fresheners/ Ambi-pure 100 ML | 1 No. | |
| 70. | Cell-Big (W/man, Keyman) | 1 No. | |
| 71. | Cell AA Size | 1 No. | |
| 72. | Cell AAA Size | 1 No. | |
| 73. | Good Knight/All Out Refill | 1 No. | |
| 74. | Odomas Mosquito Repellent Gel | 1 No. | |
| 75. | Hit Red Spray for Cockroaches | 1 No. | |
| 76. | Hit Black Spray for Mosquitos | 1 No. | |
| 77. | Maruti Tissue Paper Pkt (1x200sheet) | 1 packet | |
| 78. | Aroma Diffuser Oil for Exe. Floors & Conf Rooms (1 Ltr Bottle) | 1 No. | |
| 79. | Good Knight Mosquito Coil Packet | 1 No. | |
| 80. | Mosquito Repellent bat | 1 No. | |
| 81. | Urinal auto janitor refill | 1 No. | |
| 82. | Aroma fragrance for AHU | 1 Litre | |

(Note: The above rates are the same as quoted by you in price bid. This is for reference to any additional requirement as per site condition)

Place:

Signature and seal of the contractor

Date:

Name:

Address: