



## COLLEGE OF AGRICULTURAL BANKING (CAB), PUNE

### Notice Inviting Tender (NIT)

College of Agricultural Banking (CAB), Reserve Bank of India, Pune-411016, hereinafter referred to as "CAB", "College" or "the Bank", invites E-tenders under Two – Bid system (Technical & Financial Bid) for the work, viz "Providing Integrated Facility Management Service (IFMS) at CAB and its premises (as detailed in Annex XIII)". **IFMS will comprise of Facility Management and Housekeeping, Maintenance of Plumbing and Sanitary, Electrical, Electro-mechanical and Carpentry Installations in the Premises, Horticultural works, Pest Control Treatment, OWC, and Catering services.** The agreement shall be for provision of the said service for a period from August 01, 2021 to March 31, 2022, which shall be extendable up to two more years subject to mutual consent of both the parties and based on the satisfactory performance of the Service Provider/contractor and on the basis of increase in Consumer Prices Index for industrial workers. The price index for renewal will be considered before six-month index of the contract period.

Online tenders will be available for viewing /download from **03.00 PM on 21-06-2021** from the website [www.mstcecommerce.com](http://www.mstcecommerce.com).

The tenderers should electronically submit their proposal, as per the instructions regarding E-Tender, along with all supporting documents complete in all respects **on or before July 22, 2021 up to 02.00 PM**. Tenderers shall submit tender proposal along with refundable EMD of ₹ **6.18 Lakh as prescribed in the tender**. The technical bids (Part I) will be **opened electronically on July 22, 2021 at 03.00 PM**. In the event of any date indicated above being declared a Holiday, the next working day shall become operative for the respective purpose mentioned herein. Financial bid (Part II) of only those bidders who are found to be eligible on evaluation of their Part I documents will be opened on a later date, after intimating them.

Tender document can be downloaded from RBI website- [www.rbi.org.in](http://www.rbi.org.in) - and [www.mstcecommerce.com](http://www.mstcecommerce.com). Any amendment(s) / corrigendum / clarifications with respect to this tender shall be uploaded on the website / e-portal only. The tenderer should check the above website / e-portal for any Amendment / Corrigendum / Clarification before submitting the bid. The Bank reserves the right to reject any or all the tenders without assigning any reason thereof.

**The Chief General Manager & Principal**

**College of Agricultural Banking,**

**Reserve Bank of India,**

**University Road, Pune – 411016**

## SCHEDULE OF TENDER (SOT)

a.	E-Tender no	<b>RBI/CAB Pune/773/20-21/ET/773</b>
b.	Tender name	E- Tender for Providing Integrated Facility Management Services (IFMS) at <b>College of Agricultural Banking (CAB), Reserve Bank of India, Pune-411016 and its premises</b>
c.	Mode of Tender	e-Procurement System (Online Part I – Pre-qualification criteria Techno-Commercial Bid and Part-II-Price Bid through <a href="http://www.mstcecommerce.com/eprochome/rbi">www.mstcecommerce.com/eprochome/rbi</a> )
d.	Date of NIT available to parties to download	3.00 PM of 21/06/2021
e.	Pre-Bid Meeting	11.00 AM of 28/06/2021 off-line at <b>Iravati Conference Room, CAB, Pune or online through WebEx.</b>
f.	Estimated cost of work	₹ 309 Lakh (Rupees Three Hundred and nine lakh) per annum inclusive of GST. However initial duration of tender will be up to 31.03.2022.
g.	Earnest Money Deposit	₹ 6.18 Lakh (Rupees Five lakh and Eighty-four thousand) from each bidder.
h.	Date of Starting of e-Tender for submission of on line Techno-Commercial Bid and price Bid at <a href="http://www.mstcecommerce.com/eprochome/rbi">www.mstcecommerce.com/eprochome/rbi</a>	4.00 PM of 01/07/2021
i.	Due date of submission of EMD	Up to 12.00 noon of 22/07/2021
j.	Date of closing of online e-tender for submission of Techno-Commercial Bid & Price Bid.	02.00 PM of 22/07/2021
k.	Date & time of opening of Tender Part-I Date & time of opening of Part II (Financial Bid)	03.00 PM of 22/07/2021 Opening of Financial Bid will be intimated to all the eligible bidders later
l.	Transaction Fee	Transaction fee is 0.05% of estimated cost subject to a maximum of ₹.15,000/- (Rupees Fifteen thousand only) Payment of Transaction fee is as mentioned in the MSTC portal through MSTC payment gateway through /NEFT/RTGS in favour of MSTC LIMITED.



**COLLEGE OF AGRICULTURAL BANKING (CAB) RESERVE BANK OF INDIA  
UNIVERSITY ROAD  
PUNE – 411 016**

**PART – I (Technical Bid)**

**E- TENDER FOR PROVIDING INTEGRATED FACILITY MANAGEMENT SERVICES AT COLLEGE OF  
AGRICULTURAL BANKING (CAB), PUNE-411016.**

**Name of contractor:\_\_\_\_\_**

\_\_\_\_\_  
\_\_\_\_\_

<b>Date of NIT</b>	<b>: 21/06/2021</b>	<b>Time: 03.00 PM</b>
<b>Last date of submission of tender</b>	<b>: 22/07/2021</b>	<b>Time: Up to 2.00 PM</b>
<b>Date of opening of Technical Bid</b>	<b>: 22/07/2021</b>	<b>Time: 3.00 PM</b>
<b>Pre-bid Meeting</b>	<b>: 28/06/2021</b>	<b>Time: 11.00 AM</b>

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**COLLEGE OF AGRICULTURAL BANKING (CAB)  
RESERVE BANK OF INDIA  
UNIVERSITY ROAD  
PUNE- 411016**

**DISCLAIMER**

**College of Agricultural Banking (CAB), Reserve Bank of India, Pune** has prepared this document to give background information on the work, viz **“Providing Integrated Facility Management Service (IFMS) at College of Agricultural Banking (CAB), Pune and its other premises”**, to the interested parties. While **CAB, Pune** has taken due care in the preparation of the information contained herein and believe it to be in order, neither the CAB, Pune nor any of its authorities or agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

The information is not intended to be exhaustive. Interested parties are required to make their own inquiries and respondents will be required to confirm in writing that they have done so and they do not rely only on the information provided by CAB, Pune in submitting the e-Tender. The information is provided on the basis that it is non-binding on CAB, Pune or any of its authorities or agencies or any of their respective officers, employees, agents or advisors.

**CAB, Pune** reserves the right not to proceed with the Contract or to change the configuration of the work, to alter the period of contract or to alter the time table reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest. No reimbursement of cost of any type will be paid to persons or entities expressing interest.

**SCHEDULE OF TENDER (SOT)**

a. Tender no	<b>RBI/CAB Pune/773/20-21/ET/773</b>
b.-Tender name	<b>E- Tender for Providing Integrated Facility Management Services (IFMS) at College of Agricultural Banking (CAB), Reserve Bank of India, Pune-411016 and its premises</b>
c. Mode of Tender	e-Procurement System (Online Part I – Pre-qualification criteria and Techno-Commercial Bid and Part-II-Price Bid through <a href="http://www.mstcecommerce.com/eprochome/rbi">www.mstcecommerce.com/eprochome/rbi</a> )
d. Date of NIT available to parties to download	3.00 PM of 21/06/2021
e. Pre-Bid Meeting	11.00 AM of 28/06/2021 off-line at <b>Iravati Conference Room, CAB, Pune or online through WebEx.</b>
f. Estimated cost of work	₹ 309 Lakh (Rupees Three Hundred and nine lakh) per annum inclusive of GST. However initial duration of tender will be up to 31.03.2022.
g. Earnest Money Deposit	₹ 6.18 Lakh (Rupees Six lakh and Eighteen thousand) from each bidder.
h. Date of Starting of e-Tender for submission of on line Techno-Commercial Bid and price Bid at <a href="http://www.mstcecommerce.com/eprochome/rbi">www.mstcecommerce.com/eprochome/rbi</a>	04.00 PM of 01/07/2021
i. Due date of submission of EMD	Up to 12.00 noon of 22/07/2021
j. Date of closing of online e-tender for submission of Techno-Commercial Bid & Price Bid.	02.00 PM of 22/07/2021
k. Date & time of opening of Tender Part-I Date & time of opening of Part II (Financial Bid)	03.00 PM of 22/07/2021 Opening of Financial Bid will be intimated to all the eligible bidders later
l. Transaction Fee	Transaction fee is 0.05% of estimated cost subject to a maximum of ₹.15,000/- (Rupees Fifteen thousand only) Payment of Transaction fee is as mentioned in the MSTC portal through MSTC payment gateway through /NEFT/RTGS in favour of MSTC LIMITED.

### **Important instructions for E-procurement**

Bidders are required to register themselves with MSTC E-commerce portal to participate in the bidding process. Bidders are requested to read the terms & conditions of this tender before submitting their online tender.

1	<p>Process of E-Tender:</p> <p>A) Registration: The process involves vendor's registration with MSTC e-procurement portal which is free of cost. Only after registration, the vendor(s) can submit his/their bids electronically. Electronic Bidding for submission of Technical Bid as well as Commercial Bid will be done over the internet. The Vendor should possess Class III signing type digital certificate. Vendors are to make their own arrangement for bidding from a P.C. connected with Internet. MSTC is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).</p> <p>SPECIAL NOTE: THE TECHNICAL BID AND THE COMMERCIAL BID HAS TO BE SUBMITTED ON-LINE AT <a href="http://www.mstcecommerce.com/eprochome/rbi">www.mstcecommerce.com/eprochome/rbi</a></p> <p>1). Vendors are required to register themselves online with <a href="http://www.mstcecommerce.com">www.mstcecommerce.com</a> → e-Procurement → PSU/Govtdepts → Select RBI Logo-</p> <p>&gt; Register as Vendor -- Filling up details and creating own user id and password → Submit.</p> <p>2) Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form. In case of any clarification, please contact RBI/MSTC, (before the scheduled time of the e-tender).</p> <p><b><u>Contact person (RBI):</u></b></p> <p>1. Shri Sandeep Kumar (Asst. General Manager): 9952969721/020-25582378 (<a href="mailto:skumar3@rbi.org.in">skumar3@rbi.org.in</a>)</p> <p>2. Shri Sudhansu Vikram (Asst. Manager-Civil): 9041088108/020-020-25582373 (<a href="mailto:sudhansuv@rbi.org.in">sudhansuv@rbi.org.in</a>)</p> <p>3. Shri Anil Karyekar (Asst. Manager): 9167965766/020-25582378 (<a href="mailto:anilskaryekar@rbi.org.in">anilskaryekar@rbi.org.in</a>)</p> <p><b><u>Contact person (MSTC Ltd):</u></b></p> <p>1. Shri Sushil Nale, Asst. Manager – <a href="mailto:sushil@mstcindia.co.in">sushil@mstcindia.co.in</a> Mobile- 09987758430</p> <p>2. Ms Archana, Asst. Manager- <a href="mailto:archana@mstcindia.co.in">archana@mstcindia.co.in</a> Mobile- 09990673698</p> <p>3. Ms. Rupali Pandey, Executive- <a href="mailto:rpandey@mstcindia.co.in">rpandey@mstcindia.co.in</a> Ph- 022 22886268</p> <p>4. Shri Tejas V, Executive <a href="mailto:tejasv@mstcindia.co.in">tejasv@mstcindia.co.in</a> Ph-022 22822789 Google hangout ID- (for text chat)- <a href="mailto:mstceproc@gmail.com">mstceproc@gmail.com</a></p> <p>5. Technical support staff – 022-22870471</p> <p>B) System Requirement:</p> <p>i) Windows 7 or above Operating System</p>
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	<p>ii) IE-7 and above Internet browser.</p> <p>iii) Signing type digital signature</p> <p>iv) Latest updated JRE 8 (x86 Offline) software to be downloaded and installed in the system.</p>
	<p>To disable “Protected Mode” for DSC to appear in The signer box following settings may be applied.</p> <p><input type="checkbox"/> Tools =&gt; Internet Options =&gt; Security =&gt; Disable protected Mode If enabled- i.e, Remove the tick from the tick box mentioning “Enable Protected Mode”. <input type="checkbox"/> Other Settings:</p> <p>Tools =&gt; Internet Options =&gt; General =&gt; Click On Settings under “browsing history/Delete Browsing History” =&gt; Temporary Internet Files =&gt; Activate “Every time I Visit the Webpage”.</p> <p>To enable ALL active X controls and disable ‘use pop up blocker’ under Tools→ Internet Options→ custom level (Please run IE settings from the page <a href="http://www.mstcecommerce.com">www.mstcecommerce.com</a> once)</p>
2	<p>The Techno-commercial Bid and the Price Bid shall have to be submitted online at <a href="http://www.mstcecommerce.com/eprochome/rbi">www.mstcecommerce.com/eprochome/rbi</a>. Tenders will be opened electronically on specified date and time as given in the Tender.</p>
3	<p>All entries in the tender should be entered in online Technical &amp; Commercial Formats without any ambiguity.</p>
4	<p><b>Special Note towards Transaction fee:</b></p> <p>The vendors shall pay the transaction fee using “Transaction Fee Payment” Link under “My Menu” in the vendor login. The vendors have to select the particular tender from the event dropdown box. The vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, the vendor shall generate a challan by filling up a form. The vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, the vendor shall have the provision of making payment using its Credit/ Debit Card/ Net Banking. Once the payment gets credited to MSTC’s designated bank account, the transaction fee shall be auto authorized and the vendor shall be receiving a system generated mail.</p> <p><b><u>Transaction fee is non-refundable.</u></b></p> <p>A vendor will not have the access to online e-tender without making the payment towards transaction fee.</p> <p><b><u>NOTE</u></b></p> <p>Bidders are advised to remit the transaction fee well in advance before the closing time of the event so as to give themselves sufficient time to submit the bid.</p>
5	<p>Information about tenders /corrigendum uploaded shall be sent by email only during the process till finalization of tender. Hence the vendors are required to ensure that their corporate email address provided is valid and updated at the time of registration of vendor with MSTC. Vendors are also requested to ensure validity of their DSC (Digital Signature Certificate).</p>
6	<p>E-tender cannot be accessed after the due date and time mentioned in NIT.</p>
7	<p><b>Bidding in e-tender:</b></p>



	<p>a) Vendor(s) need to submit necessary EMD and Transaction fees (If ANY) to be eligible to bid online in the e-tender. Transaction fees are non-refundable. No interest will be paid on EMD. EMD of the unsuccessful vendor(s) will be refunded by the tender inviting authority.</p> <p>b) The process involves Electronic Bidding for submission of Technical and Commercial Bid.</p> <p>c) The vendor(s) who have submitted transaction fee can only submit their Technical Bid and Commercial Bid through internet in MSTC website <a href="http://www.mstcecommerce.com">www.mstcecommerce.com</a> → e-procurement → PSU/Govtdepts → Login under RBI → My menu → Auction Floor Manager → live event → Selection of the live event</p> <p>d) The vendor should allow running JAVA application. This exercise has to be done immediately after opening of Bid floor. Then they have to fill up Common Terms/Commercial specification and save the same. After that click on the Technical bid. If this application is not run then the vendor will not be able to Save/submit his Technical bid.</p> <p>e) After filling the Technical Bid, vendor should click 'save' for recording their Technical bid. Once the same is done, the Commercial Bid link becomes active and the same has to be filled up and then vendor should click on "save" to record their Commercial bid. Then once both the Technical bid &amp; Commercial bid has been saved, the vendor can click on the "Final submission" button to register their bid</p> <p>f) Vendors are instructed to use Attach Doc button to upload documents. Multiple documents can be uploaded.</p> <p>g) In all cases, vendor should use their own ID and Password along with Digital Signature at the time of submission of their bid.</p> <p>h) During the entire e-tender process, the vendors will remain completely anonymous to one another and also to everybody else.</p> <p>i) The e-tender floor shall remain open from the pre-announced date &amp; time and for as much duration as mentioned above.</p> <p>j) All electronic bids submitted during the e-tender process shall be legally binding on the vendor. Any bid will be considered as the valid bid offered by that vendor and acceptance of the same by the Buyer will form a binding contract between Buyer and the Vendor for execution of supply.</p> <p>k) It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.</p> <p>l) Tender issuing authority reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.</p> <p>No deviation of the terms and conditions of the tender document is acceptable. Submission of bid in the e-tender floor by any vendor confirms his acceptance of terms &amp; conditions for the tender.</p>
8	Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.
9	No deviation to the technical and commercial terms & conditions are allowed.
10	The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof.

11	Bidders are requested to read the vendor guide and see the video in the page <a href="http://www.mstcecommerce.com/eprochome">www.mstcecommerce.com/eprochome</a> to familiarize them with the system before bidding.
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**Vendors are requested to read the vendor guide and see the video in the page [www.mstcecommerce.com/eprochome](http://www.mstcecommerce.com/eprochome) to familiarize them with the system before bidding.**

**Vendors are requested to quote base rate and GST separately for each item as specified in the portal. No change in quoted rates will be accepted.**

**MSTC portal will be available for uploading documents and rates from 04.00 PM on July 01, 2021 to 02.00 PM on July 22, 2021**

## COLLEGE OF AGRICULTURAL BANKING (CAB), PUNE

### Section I

#### Notice Inviting Tender (NIT)

College of Agricultural Banking (CAB), Reserve Bank of India, Pune-411016, hereinafter referred to as “the CAB”, invites E-tenders under Two – Bid system (Technical & Financial Bid) for the work, viz “Providing Integrated Facility Management Service (IFMS) at CAB and its premises (as detailed in [Annexure XIII](#))”. **IFMS will comprise of Facility Management and Housekeeping, Maintenance of Plumbing and Sanitary, Electrical, Electro-mechanical and Carpentry Installations in the Premises, Horticultural works, Pest Control Treatment, OWC, and Catering services.** The initial agreement shall be for provision of the said service for a period from August 01, 2021 to March 31, 2022, which shall be extendable up to two more years (April-March) subject to mutual consent of both the parties and based on the satisfactory performance of the Service Provider/contractor and on the basis of increase in Consumer Prices Index for industrial workers. The price index for renewal will be considered before six-month index of the contract period.

Online tenders will be available for viewing /download from **03.00 PM on 21-06-2021** from the website [www.mstcecommerce.com](http://www.mstcecommerce.com).

The tenderers should electronically submit their proposal, as per the instructions regarding E-Tender, along with all supporting documents complete in all respects **on or before July 22, 2021 up to 02.00 PM**. Tenderers shall submit tender proposal along with refundable EMD of **₹ 6.18 Lakh as prescribed in the tender**. The technical bids (Part I) will be **opened electronically on July 22, 2021 at 03.00 PM**. In the event of any date indicated above being declared a Holiday, the next working day shall become operative for the respective purpose mentioned herein. Financial bid (Part II) of only those bidders who are found to be eligible on evaluation of their Part I documents will be opened on a later date, after intimating them.

Tender document can be downloaded from RBI website- [www.rbi.org.in](http://www.rbi.org.in) and [www.mstcecommerce.com](http://www.mstcecommerce.com). Any amendment(s) / corrigendum / clarifications with respect to this tender shall be uploaded on the website / e-portal only. The tenderer should check the above website / e-portal for any Amendment / Corrigendum / Clarification before submitting the bid. The Bank reserves the right to reject any or all the tenders without assigning any reason thereof.

**The Chief General Manager & Principal  
College of Agricultural Banking,  
Reserve Bank of India,  
University Road, Pune – 411016**

## Section II

### Form of Tender

Place:-

Date:-

**The Chief General Manager & Principal,  
College of Agricultural Banking,  
Reserve Bank of India,  
University Road, Pune - 411016**

Dear Sir,

We have carefully 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, we hereby offer to execute the works specified in the said Memorandum during the time specified in the said Memorandum at the rates mentioned and in accordance with all respects of specifications, and instructions in writing referred to in articles of agreement, general instructions to the Tenderers and special conditions, conditions hereinbefore referred to, specification and schedule of quantities 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)	Description of works	<b>Providing Integrated Facility Management Service at College of Agricultural Banking (CAB), Reserve Bank of India, University Road, Pune-411016 and its other premises</b>
(b)	Estimated cost	₹ 309 Lakh (Rupees Three Hundred and Nine lakh)) per annum including GST (However duration of tender will be up to 31.03.2022 unless renewed)
(c)	Earnest Money	₹ 6.18 Lakh (₹ Six Lakh and eighteen thousand Only)
(d)	Validity of quoted rates	Period (from 01.08.2021 to 31.03.2022)
(e)	Mode/terms of Payment	As per Clause 13 of Section IV of Tender.

- I/we undertake to offer my/our services in conformity with scope/nature of work and the Terms and Conditions set out in the tender document. I/We confirm that the tender submitted by me/us is confirming to all the terms and conditions mentioned in the tender document.
- Should this tender be accepted, I/we hereby agree to abide by and fulfill all the Terms and Conditions of the Tender and in default thereof, to forfeit and pay to you or your successors or assignees or nominees such sums of money as are stipulated in the conditions contained in the Tender together with the written acceptance of the Contract.
- I/We also agree that our Tender will remain valid for acceptance by the CAB for 90 days from the date of opening of Part I of the Tender and this period of validity can be extended for such period as may be mutually agreed between the CAB and us in writing. We also agree to keep

the Bank Guarantee towards earnest money deposit valid during the entire period of validity of Tender, as per enclosed Proforma ([Annexure III](#)).

5. I/We have deposited a sum of ₹.6.18 lakh as earnest money with the CAB, which amount shall not bear any interest. Should we fail to execute the Contract when called upon to do so, we do hereby agree that this sum shall be forfeited by us to the **CAB**.
6. I/We, do here by declare that there is no case with the Police/Court/Regulatory Authorities against me/us. Also I/We have neither been suspended / delisted /disqualified by any organization including Reserve Bank of India/ **CAB** for any reason nor
7. Any such proceedings are pending or contemplated. I/We also certify that neither our firm nor any of the partners are involved in any scam or disciplinary proceedings settled or pending adjudication.
8. The Tender is submitted in two parts, i.e; Part I and Part II. Part I contains all commercial terms and conditions and technical particulars and Part II contains only the Price in the CAB/Bank's e-Tender proforma.
9. The details of our bankers as per the format ([Annexure VII](#)) are uploaded
10. Client Certificate as per the proforma ([Annexure-II](#)) is uploaded.
11. I/We certify that all the information furnished by me/us is true to the best of my/our knowledge. I have no objection to **CAB** verifying any or all the information furnished in this document with the concerned authorities, if necessary. Further, I/we have no objection to the CAB, in conducting site visits, for inspection of establishments/similar services maintained by us.
12. I/We understand that you reserve the right to accept or reject any or all the Tender either in full or in part without assigning any reason therefore.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2021.

For and on behalf of M/s

\_\_\_\_\_

(Signature with seal)

\_\_\_\_\_

Name

Designation

Place:

Date:

(Certified true copy of the Power of Attorney of the above signatory, as per the proforma ([Annexure VIII](#)) should be enclosed).

Witnesses

(1) Signature with Name,  
address and date

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(2) Signature with Name,  
address and date

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## Section III

### **Part 1- Bidder's Eligibility Criteria**

**A. COLLEGE OF AGRICULTURAL BANKING (CAB), PUNE** invites e-Tenders from eligible firms for **“Providing Integrated Facility Management Services (IFMS) at CAB, PUNE”**. E-Tenders comprising duly filled-in details of both Part-I and Part II specifications of the tender should be uploaded in MSTC website under RBI portal **not later than 02.00 P M on July 22, 2021**.

#### **1. Eligibility Criteria:-**

1.1 The bidder shall provide documentary evidence that it is currently a legal entity.

1.2 The bidder should have minimum 5 years of experience of undertaking similar works viz., **‘Providing Integrated Facility Management Services at reputed institutions such as training establishments, educational institutions, banks, Central Govt. Financial Institutions, Three Star hotels, Corporate houses etc.’ as on April 30, 2021**. For establishing the same the bidder should submit copy/copies of work order/s for similar work, issued to the bidder, on or before April 30, 2016.

1.3 The bidder must have, during the last 5 years (i.e. after April 30, 2016) provided similar works individually costing as under:

(a) Three IFMS works, each costing not less than 40% of estimated cost.

**OR**

(b) Two IFMS works each costing not less than 50% of estimated cost.

**OR**

(c) One IFMS work costing not less than 80% of estimated cost.

(For above client-wise list of work(s), year(s) of execution of work(s) awarded should be furnished)

**AND**

(d) Have a minimum yearly turnover (as on March 31) of 100% of estimated cost during the last 3 financial years (ie; FY2017-18, FY2018-19 and FY2019-20), supported by audited Financial Statements (i.e., Statements of Profit and Loss Account and Balance Sheet for the said years duly certified by Chartered Accountant).

**AND**

e) Have the following QA certification obtained at least 3 years before the date of the tender release. Certification should be valid with undertaking for periodic renewals: ISO 9001: 2008 Certificate in Quality Management System.

**AND**

f) The tenderer should have minimum work force of 500 labours (unskilled/skilled)

**AND**

g) The tenderer should have full-fledged service setup available in Pune wherefrom required quality services can be regularly provided. Tenderer should submit documentary evidence for the same, as per [Annexure XIV-A](#)

**AND**

h) The tenderer should not have been delisted / banned by any Government, Regulatory Authority, including Reserve Bank of India, Financial Institution, etc. in last 03 years. Further, the vendor should not have any insolvency case against it. The tenderer shall submit a declaration to this effect, as per the format given in [Annexure XIV-B](#)

**AND**

i) The tenderer should be able to provide client certificates (minimum 3) of past performance with other clients in the format as per [Annexure II](#). If the performance rating is poor in two or more parameters as per [Annexure II](#) in a given client certificate, the tender will be liable for rejection.

***(Only those tenderers who qualify as above will be eligible to tender for the work. A tender submitted by a firm who is found to be not satisfying the above criteria will be liable for rejection).***

**Note:** - All the submissions/declarations/assertions made by bidder should be on their letterhead only and each and every page of the document should contain name of company and signature of the authorised signatory.

**B. Check list of Documents to be uploaded:**

Bidders should upload the following documents in respect of fulfilling their eligibility with suitable file names as indicated.

- i. Form of Tender (to be signed by the authorised signatory)
- ii. Copies of detailed Work Order/s indicating scope and value of work/s of providing similar works, viz; “providing Integrated Facility Management Service”, issued on or before April 30, 2016 (for establishing five years’ the experience) (File name eg: WO1, WO2, etc.).
- iii. Copies of detailed Work Order/s indicating scope and value of similar work/s carried-out after April 30, 2014(QWO1, QWO2, etc.).
- iv. List of similar works with all the details, in the format of [Annexure I](#) (File name eg: CW1, CW2 etc.).
- v. List of clients, Client certificate regarding performance of the contractor, as per the prescribed format of [Annexure II](#). (File name eg: CC1, CC2 etc.)
- vi. Proof of remittance of EMD
- vii. Proof of remittance of Security Deposit/ Bank Guarantee In Lieu of Security Deposit as per [Annexure IV](#) (applicable only in case of successful bidder after tendering process)
- viii. Article of Agreement- [Annexure V](#)



- ix. Banker's Certificate as per [Annexure VI](#)
- x. Certificate of Incorporation
- xi. Audited financial statements for turnover for last 3 years (File name eg: FS1, FS2 etc.)
- xii. Copies of ISO Certificate ISO 9001: 2008-Certificate in Quality Management System
- xiii. Details of bidder's banker/s (Scheduled Bank) as per [Annexure VII](#)
- xiv. Solvency Certificate Issued by a Scheduled Bank of a date later than date of Notice inviting tender equivalent to tender value of ₹ 309 Lakh as per [Annexure VII](#)
- xv. Copy of Power of Attorney (in the name of the person signing the tender document/s) as per [Annexure VIII](#) (Original to be submitted by the successful bidder to CAB)
- xvi. Copy of Registration Certificate of the company/firm/agency under the relevant act.
- xvii. Copy of EPF Registration Certificate.
- xviii. Copy of ESI Registration Certificate.
- xix. Copy of PAN
- xx. Copy of GST Registration Certificate.
- xxi. Income Tax Returns for last three years (FY2017-18, FY2018-19, FY2019-20).
- xxii. List of deviations if any (in commercial terms and conditions/technical specifications)
- xxiii. Any other information relevant to the proposed work (in Bidder's own letter head).
- xxiv. Any other documents required for technical evaluation as detailed in Para C below.

### **Scrutiny of Offers and Evaluation Criteria**

Scrutiny of Bids will be in three stages as under:

#### **(a) Eligibility Criteria:**

The Bank will first scrutinize the eligibility of the Bidders as per "qualification criteria" (Refer para. A1) of the Section – III of the Tender Document. The decision of the Bank in this regard shall be final and no further correspondence in this regard will be entertained.

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

Sr. No.	Description	Maximum Marks	Documents to be furnished
A	<u>Financial Turnover</u> Average Turnover of IFMS works during the last three financial years (2017-18, 2018-19, 2019-20) 1. ₹ 3.09 crore - ₹ 4.0 crore - 4 marks  2. For every additional ₹ 2 crore above ₹ 4.0 crore – 2 marks	20	Certificate from Chartered Accountant certifying annual turnover figures of the firm/company.
B	<u>Experience in the field of Facility Management Services</u> Minimum Five years' experience - 5 marks Experience of 6 years and above - 2 marks for every two years) Experience counted up to March 31, 2021	20	Copy of the first work order received after the date of establishment of the company/firm.
C	<u>Existing number of work force:</u> 1. 501 to 1000 : 5 marks 2. 1001 to 3000 : 10 marks 3. 3001 to 5000 : 15 marks 4. 5001 and above : 20 marks	20	Copy of latest PF statement.
D	<u>No. of contracts executed, Yearly value of which is above ₹ 1 crore after establishment of the company/firm:</u> 1 Contract - 1 mark 2 Contracts - 2 marks 3 Contracts - 3 marks 5 Contracts - 5 marks 7 Contracts- 7 marks 8 and above contracts -10 marks	10	Work order / Client Certificate (in case of difficulty in submitting work order).
E	<u>Experience of executing similar contracts in RBI/ Central Government Establishment/State Government Establishment/ Public Sector Undertaking</u>	10	Submit a copy of work order issued by the respective authority.

F	<u>Whether the company/Firm is having ISO and other recognised accreditation Certificate for last 3 years:</u> 1. ISO 9001: 2008 Certificate in Quality Management System - 4 marks 2. Apart from ISO 9001:2008, ISO: 14001 Certificate in Environmental Management System – 6 marks 3. Apart from ISO 9001: 2008, OHSAS 18001:2007 Occupational Health and Safety Management – 8 marks 4. All the three certifications: ISO 9001: 2008, OHSAS 18001:2007 & ISO: 14001 – 10 marks	10	Submit copy of ISO certification/ other recognised accreditation certificate etc.
G	<u>Whether the company/firm have earned profit (Profit after Tax) during any of the previous three financial years i.e., 2017-2018, 2018-19, 2019-20</u> One year – 5 marks Two years – 7 marks Three years – 10 marks	10	Submit a certificate issued by the Chartered Accountant

**(b) Technical Evaluation:**

The Bank will scrutinize the offers and evaluate the technical Bids based on the evaluation matrix given above. The Bidders who **secure 70 and above** marks in Technical evaluation matrix will qualify in Technical Evaluation. Only Bidders who qualify in Technical Evaluation will be short listed for Commercial Evaluation i.e., opening of Part II of their Tender. The decision of the Bank in this regard will be final.

**(c) Financial Evaluation:**

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

**The bidder who quotes the least in the Price bid shall be treated as the Lowest (L1) bidder.**

## Section IV

### **Part 1- General and Special Conditions and Instructions to Tenderers**

1. Tenders shall be submitted in two parts viz. Part I containing Eligibility/Pre-qualification criteria and technical and commercial details of the offer and Part II containing prices only (in Indian Rupees) latest by 02.00 PM on July 22, 2021.
2. **Opening of Tender: - Part I of the tender will be opened at 03.00 PM on July 22, 2021. Part II bid of only those bidders, who are found to be qualified on evaluation of the requirements of eligibility criteria and technical and commercial conditions/details, on scrutiny of their Part 1 of the Tender, will be considered for opening at a later date. Opening of Part II will be intimated to the qualified vendors.** The tenders shall be valid for a period of 90 days from the date of opening of Part I of the tender.
3. Tenderers are requested to quote Base Rate and GST Amount separately for each item as specified in the portal. No change in quoted prices will be accepted. The prices quoted shall be inclusive of all taxes, duties, insurance, applicable statutory dues, etc. The prices quoted shall remain firm for the entire period of contract and shall not be subjected to any variations of any taxes, levies, duties, etc.
4. The prices quoted shall be deemed to be for the whole work and shall be firm and binding without any escalation whatsoever for a period of one year. It may be borne in mind that no request for escalation is ordinarily admissible during the course of the period specified, except for any statutory requirements subsequently effected, such as implementation of higher tax rates, enhancement in minimum wages, change in inflation indices etc. However, in case of enhancement of minimum wages by the Government during the course of the contract, such enhancement shall be effected by the Employer, only to the extent of meeting the minimum wage requirement, provided such enhancement should be brought to the notice of the Employer by the contractor and in the absence of the same the liability of meeting the minimum wage requirement will rest with the contractor.
5. Tenderers are advised to submit the Tender, based strictly on the Terms and Conditions of the Contract and Scope of Works as specified in the Tender and not to stipulate any deviations. If acceptance of the terms and conditions given in the Tender documents has any price implications, the same should be considered and included in the Price Bid. Any Tender containing deviation from the laid down terms and conditions is liable to be rejected.
6. **CAB** reserves the right to accept or reject any or all the tenders, in full or in part, without assigning any reason therefore.
7. **Pre-bid meeting:** - A pre-bid meeting will be held on June 28, 2021 at 11.00 AM at either **CAB** or via virtual mode (**WebEx**) to discuss/clarify about the tender. **Interested bidders are advised to contact the CAB personnel ([skumar3@rbi.org.in](mailto:skumar3@rbi.org.in) and [anilskaryekar@rbi.org.in](mailto:anilskaryekar@rbi.org.in)) to seek WebEx details.** No separate communication will be sent for this meeting except for online meeting to interested bidders only. All the intending tenderers are advised to be present. Not more than two authorized representatives of any tenderer can attend the pre-bid meeting with prior intimation to the CAB, Pune. Clarifications will be uploaded as corrigendum to the tender in MSTC portal and also RBI website, before 4.00 PM on July 01, 2021. **Bidders are advised to see corrigendum, if any, before submitting their bids.**

8. **Tenderers are also advised to visit CAB, Pune and its premises after obtaining prior permission and acquaint themselves with the site conditions before submitting the tender.**

9. **Earnest Money:** -Tenderers shall submit Earnest Money Deposit (EMD) of a sum of ₹ 6.18 Lakh (Rupees Six Lakh Eighteen thousand only) either by remitting the amount to the Bank Account of **COLLEGE OF AGRICULTURAL BANKING (CAB), PUNE.**

The account details of the College for NEFT/RTGS transactions are as follows.

**Beneficiary Name:** College of Agricultural Banking, Reserve Bank of India, Pune

**IFSC:** RBIS0PUPA01 (0 in the code represents ZERO)

**Account No.:** 8614038

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

**The bidders are also advised to send by e-mail, the proof of remittance with transaction number (scanned copy) to [principalcab@rbi.org.in](mailto:principalcab@rbi.org.in).**

10. **A tender which is submitted, without payment of EMD will not be considered. No interest will be paid on EMD.** The vendors who do not qualify the requirements of pre-qualification criteria will be refunded/returned the EMD, without interest, on non-acceptance of their bid. The Earnest Money Deposit of unsuccessful tenderers in Part II shall also be released to them, without any interest, after award of work.
11. **Security Deposit: - A Bank Guarantee in the prescribed format ([Annexure IV](#)) for an amount equal to 5 per cent of the Contract Amount, valid for one year upon award of the contract, should be furnished by the successful Tenderer.** The Earnest Money Deposit of the successful tenderer shall be returned, without any interest, on submission of Bank Guarantee by the tenderer, in lieu of Security Deposit. In case of renewal of the contract for this work, the contractor should submit fresh Bank Guarantee for an amount of 5 per cent of the renewed contract amount, valid for the period of renewal.
12. The said Security Deposit shall be liable to be forfeited or appropriated in the event of unsatisfactory performance of the contractor and /or loss/damage, if any, sustained by the **CAB** on account of the failure or negligence of the workers deployed by him or in the event of breach of the agreement by the contractor. The Security Deposit will be refunded to the contractor within Two months of the expiry of the contract subject to the satisfactory performance of the contract.
13. **Terms of Payment: -**  
Payment in respect of manpower deployment will be made on monthly basis **as per actual deployment** (subject to periodic verification by the Officials of the College) and the firms/contractors are advised to submit proof of deployment of staff and proof of payment of at least minimum wages (Central Minimum Wages) along with the bill. The firms/contractor should credit the wages directly to the bank account of their staff deployed and submit monthly bank statement showing payment of wages to the staff deployed. Necessary statutory payments, in this respect, should be ensured by the contractor.  
**Payment for laundry services will be made on actual basis as per quoted rates.**  
**The cleaning materials will be provided by CAB, Pune or will be provided by contractor on reimbursement basis.**  
**Payment for catering services will be made based on actual per meal/item basis.**

**Payment for other services will be made based on submission of invoice based on rates quoted. The payment thereon will be made after the same is duly certified by the concerned officers of the Bank that the services have been provided satisfactorily and after deducting all statutory dues/taxes, etc.**

14. CAB will normally make all eligible payments due to the contractor (the payment in respect of the preceding month) within 10 working days of each month after the bill which is correct in all respects and submitted within the prescribed time frame. The payment will be made against the printed bill which should be properly signed by the authorised signatory with proper stamp as used by the contractor. The bill shall, for this purpose reach this office on or before 3rd of each month. The bill will be settled on actual services provided and not on notional basis.
15. The contractor shall be liable for the payment of wages as per the Central Minimum Wages and all other dues to the staff deployed which they are entitled to receive under the various labour laws and other statutory provisions. The contractor shall maintain proper records of the payment of wages, etc. to the persons so deployed to the College and shall on demand furnish copies of wage register/muster roll, etc. to the College for having paid all the dues to the persons deployed by him for the work under the contract. This obligation is imposed on the contractor to ensure that he is fulfilling his commitments, towards his employees so deployed, under various Labour Laws, having regard to the duties of **COLLEGE OF AGRICULTURAL BANKING (CAB), PUNE** in this respect as per the provisions of Contract Labour (Regulation and Abolition) Act, 1970. The contractor shall comply with or cause to be complied with the Labour regulations from time to time in regard to payment of wages, wage period deductions from wages, maintenance of wages book, wage slip, publications of scale of wages and terms of employment and submission of periodical returns. The contractor shall not charge any amount from the personnel deployed by him towards recruitment fee, etc. Further, there shall not be any hidden charges in the wages, being paid to the staff deployed.
16. **Taxes:-**The prices quoted shall be deemed to include all applicable taxes, local levies, etc., imposed by Central/State Government / Local bodies. If the Tenderer fails to include such taxes and duties in the Tender amount, no claim thereof will be entertained by the Bank afterwards. As per Indian Laws, income tax and other eligible taxes will be deducted at source and a certificate for the same will be issued to the contractor.
18. **Insurance:-**The contractor shall take "Workmen Compensation Policy" for all the workers engaged in the work for one year, renewable thereafter, if the contract is renewed by the College. The contractor shall indemnify the Bank/College against any loss or damage that occurs to persons or building or any third party. Third Party Liability in contractor's all risk policy shall be minimum ₹5.00 Lakh per person for any one accident or occurrence and ₹10.00 Lakh in respect of damage to property for any one accident or occurrence. Copies of the same shall be submitted to the College.  
**Note:-**These policies shall be valid till the completion of the contract. If the contractor does not provide these policies, the College reserves the right to take the above insurance policies themselves and recover the cost thereof from the contractor.
19. The contractor shall at his own cost take necessary insurance cover in respect of the aforesaid services rendered to CAB, Pune and shall comply with the statutory provisions of Contract Labour (Regulation & Abolition) Act, 1970; Employees State Insurance Act; Workman's Compensation Act, 1923; Payment of Wages Act, 1936; The Employees Provident Fund (and Miscellaneous Provisions) Act, 1952; Payment of Bonus Act, 1965; The

Minimum Wages Act, 1948; Employer's Liability Act, 1938; and/or any other rules/regulations and/or statutes that may be applicable to them. The contractor shall indemnify the CAB, Pune against all claims which may be made upon the College whether under the aforesaid statutes or any other statute in force during the currency of this contract. The contractor shall furnish a certificate every quarter regularly to the College that they are complying with the provisions of all statutes and rules applicable to them.

20. **Prevention of Sexual Harassment of women at work place (Prevention, Prohibition And Redressal)**

- a) The contractor shall be solely responsible for full compliance with the provisions of "the Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013". In case of any complaint of sexual harassment against its employee within the premises of the Bank/College, the complaint will be filed before the Internal Complaints Committee constituted by the tenderer and the tenderer shall ensure appropriate action under the said Act in respect to the complaint.
- b) Any complaint of sexual harassment from any aggrieved employee of the tenderer against any employee of the College shall be taken cognizance of by the Regional Complaints Committee constituted by the College.
- c) The tenderer shall be responsible for any monetary Compensation that may need to be paid in case the incident involves the employees of the tenderer, for instance any monetary relief to Bank's employee, if sexual violence by the employee of the tenderer is proved.
- d) The tenderer shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.
- e) The tenderer shall provide a complete and updated list of its employees who are deployed within the Bank's premises.

21. The contractor shall be solely responsible for any violation of provision of the labour laws or any other statutory provisions and shall further keep the CAB indemnified from all acts of omission, fault, breaches and/or any claim, demand, loss, injury and expenses arising out from the non-compliance of the aforesaid statutory provisions. The CAB will not be responsible for any accident, injury caused to any staff of the contractor deployed to the College, during the course of their duty/off duty and thus the staff will not be entitled for any compensation from the CAB. Under the circumstances of the contractor's failure to fulfil any of the obligations hereunder and/or under the said Acts, rules/regulations and/or any bye-laws or rules framed under or any of these, the CAB shall be entitled to recover any of such losses or expenses, which it may have to suffer or incur on account of such claims, demand, loss or injury, from the contractor's monthly payment and Security Deposit.

22. The contractor shall deploy his staff in such a way that they get weekly rest. The working hours/ leave, for which the work is taken from them, do not violate relevant provisions of Shops and Establishment Act. The contractor shall arrange to provide reliever, who is equally qualified, in case of absence/leave/off etc. of staff. The contractor shall in all dealings with the persons in his employment have due regards to all recognized festivals, days of rest and religious or other customs. In the event of the contractor committing a default or breach of any of the provisions of the Labour Laws including the provisions of Contract Labour (Regulation and Abolition) Act, 1970 as amended from time to time or in furnishing any information, or submitting or filling any statement under the provisions of the said regulations and rules which is materially incurred, he shall without prejudice to any other liability pay to

**The Chief General Manager & Principal, COLLEGE OF AGRICULTURAL BANKING (CAB), PUNE, a sum as may be claimed by any person/client.**

23. The contractor shall be required to maintain permanent attendance register/roll within the building premises either manually or through biometric access system, installed at the College which will be open for inspection and checking by the authorized officers of College. The contractor shall ensure that the required number of staff is deployed for duty on every day. In case of absence of any person suitable substitute arrangement, at no extra cost to the College, shall be made by the contractor, failing which appropriate deductions shall be made from the payment due to the contractor. Penalty on pro-rata basis as per the quoted rates will be levied in case of shortfall of persons deployed. If any complaint is received from the Bank's Executives, Participants or guests/visitors, the same will be viewed seriously and the College reserves the right to terminate the contract or recover damages/penalty. **Moreover, failure to adhere to the conditions of the contract may attract a penalty of ₹1000/- (Rupees one thousand) per instance. The decision of CAB, Pune in this regard will be final.**
24. The contractor shall pay the employer's contribution with regard to Provident Fund and Employee State Insurance Fund as per the provisions of the 'Employees Provident Fund and Miscellaneous Provisions ACT, 1952 and Employees State Insurance Act, 1948'. Contractor has to deposit the ESI & EPF contribution locally in **Pune** only and he has to ensure that all his employees are given ESI Card and EPF Card.
25. The contractor shall submit the proof of having deposited the amount of ESI & EPF contributions towards the persons deployed at **CAB** in their respective names before submitting the bill for the subsequent month. In case the contractor fails to do so, the amount towards ESI & EPF contribution will be withheld till submission of required documents.
26. The contractor shall submit details, such as names, parentage, residential address, age etc. along with recent photograph of the persons deployed by him. For the purpose of proper identification of the staff of the contractor deployed for the work, the contractor shall issue identity cards bearing their photographs/identification, etc., and such employees shall display their identity cards at the time of duty.
27. The contractor shall agree and undertake that the staff/ service provided by the staff, deployed by him/her to the College, shall be to the entire satisfaction of the College and the contractor should make it clear to the staff that they are employees of the contractor and they shall have no claims against the College and the College shall not be liable to wages, salary, compensation and any statutory benefits due to the staff under the labour laws and other litigations and the contractor shall be responsible for providing such amenities as admissible under the law/rules/service conditions to the staff deployed by the contractor for providing IFMS service to the College.
28. The contractor shall take all reasonable precautions to prevent any unlawful riot or disorderly conduct or acts of his employees so deployed and ensure preservation of peace and protection of persons and property of the CAB.
29. The persons deployed by the contractor for the services mentioned above shall be employees of the contractor for all intents and purposes and that the persons so deployed shall remain under the control and supervision of the contractor and in no case, shall a relationship of employer and employee between the said persons and the **CAB** shall accrue/arise implicitly or explicitly. It will be the responsibility of the contractor to ensure that no liability on this count should come on **CAB** in respect of staff deployed by him.



30. The contractor shall ensure that none of the persons deployed by him/her will contact the **CAB** or the Bank's Central Office/other Offices of the Bank in the matter relating to payment of their dues, wages, bonus, leave relievers and uniforms, etc. The contractor shall be responsible for the discipline, loyalty and conduct of the staff deployed by him/her.
31. The contractor shall obtain license as contemplated under Contract Labour (Regulation and Abolition) Act 1970, or any other law as applicable, failing which he/she alone will be responsible for actions/proceedings ensuing thereto. The College shall not be held responsible for acts of omissions or commissions of the contractor and shall in no way make liable to the staff engaged by the contractor.
32. On taking over the responsibility of work assigned, the contractor shall formulate the mechanism for due assignment of work to its personnel in consultation with **THE CHIEF GENERAL MANAGER & PRINCIPAL, CAB, PUNE** or his authorized representative. Subsequently, the contractor shall review the work assigned from time to time and advise **THE CHIEF GENERAL MANAGER & PRINCIPAL, CAB, PUNE**, for further streamlining their system. The contractor shall further be bound by and carry out the directions/instructions given to him by **THE CAB, PUNE** or the Officer/s designated in this respect from time to time.
33. In case any of the persons so deployed by the contractor does not come up to the mark or does not perform his/her duties properly or commits misconduct or indulges in any unlawful riots or disorderly conduct, the contractor shall immediately withdraw and take suitable action against such person/s on the report of **CAB** in this respect. Further, the contractor shall immediately replace the particular person so deployed on the demand of **CAB** in case any of the aforesaid acts on the part of the said person/s.
34. The contractor shall ensure that no employee of his/her company/agency/firm will enter or remain in the College's premises beyond the specified time limits unless necessary for fulfilling the company/agency/firm's obligations and with the permission of the College.
35. The contractor shall remove all staff/workers deployed by him on termination of the contract on expiry of the contract from the premises of **CAB** and ensure that no such persons shall create any disruption/hindrance/problem of any nature in **CAB** either explicitly or implicitly.
36. The contractor shall keep **CAB** indemnified against all claims whatsoever in respect of the employees deployed by the contractor. In case any employee of the contractor so deployed enters in dispute of any nature whatsoever, it will be the primary responsibility of the contractor to settle/contest the same. In case **CAB** is made party and is supposed to contest the case, **CAB** will be reimbursed for the actual expenses incurred towards Counsel fee and other expenses, which shall be paid in advance by the contractor to **CAB** on demand. Further, the contractor shall ensure that no financial or any other liability comes on **CAB** in this respect of any nature whatsoever and shall keep **CAB** indemnified in this respect.
37. The contractor shall further keep the **CAB** indemnified against any loss to the **CAB** property and assets. **CAB** shall have further right to adjust and/or deduct any of the amounts as aforesaid from the payments due to the contractor under this contract.
38. **Non-disclosure Clause:** - The contractor shall not disclose directly or indirectly any information, material and details of the Bank/College's infrastructure / systems / equipment etc. which may come to his possession or knowledge during the course of discharging the contractual obligations in connection with this agreement, to any third party and will at all times hold the same in strictest confidence. The contractor will indemnify the College for any loss suffered by the College as a result of disclosure of any confidential information. Failure to observe the

above shall be treated as breach of contract on the part of the contractor and the College will be entitled to claim damages and pursue legal remedies. The company/agency/firm 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 company/agency/firm's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this contract for whatever reason.

39. The College shall deduct income tax at source in accordance with the statutory provisions as applicable as and when the Central Government notifies through Gazette Notification or orders or as per the provisions of Income Tax Act from time to time and such deductions shall be effected from the date of applicability of the provisions.
40. Any claims, dispute and or difference (including a dispute regarding the existence, validity or termination of this Agreement) arising out of or relating to this contract including interpretation of its terms will be resolved through joint discussion of the Authorized Representatives of the concerned parties. However, if the disputes are not resolved by the discussions as aforesaid, then the matter will be referred for adjudication to the arbitration of a sole arbitrator to be appointed by **THE CHIEF GENERAL MANAGER & PRINCIPAL, COLLEGE OF AGRICULTURAL BANKING (CAB), PUNE**. In the event of any question, dispute / difference arising out of this contract or in connection herewith (except as to matters the decision of which is specially provided under the agreement) the same shall be referred to the sole arbitration by **THE CHIEF GENERAL MANAGER & PRINCIPAL, COLLEGE OF AGRICULTURAL BANKING (CAB), PUNE** or his nominee.
41. The award of the arbitrator shall be final and binding on the parties. In the event of such arbitrator to whom the matter is originally referred being transferred or vacating his office or resigning or refusing to work or neglecting his work or being unable to act for any reason whatsoever, **THE CHIEF GENERAL MANAGER & PRINCIPAL, COLLEGE OF AGRICULTURAL BANKING (CAB), PUNE** shall appoint another person to act as arbitrator in place of the out-going arbitrator in accordance with the terms of the agreement and the persons so appointed shall be entitled to proceed with the reference from the stage at which it was left by his predecessor
42. The Arbitrator may give interim awards and/or directions, as may be required. Subject to the provisions of the Arbitrator & Condition Act, 1996 and the rules made hereunder and any modification thereof from time to time being in force shall be deemed to apply to the arbitration proceedings under this clause.
43. During the period of agreement, the contract may be terminated by **THE CHIEF GENERAL MANAGER & PRINCIPAL, COLLEGE OF AGRICULTURAL BANKING (CAB), PUNE**, by giving one month's notice or on payment of one month's charges in lieu thereof. Also, the contract may be renewed with mutual consent of both the parties for a further period of two years or other shorter periods, beyond the initial contract period.
44. Further College will have the option to terminate the contract, after giving notice of one month in writing without assigning any reason there for, if the contractor commits breach of any of the conditions contained in this contract or fails to render the services to the satisfaction of CAB, Pune. However, the contractor shall also be entitled to terminate the Contract before completion of the aforesaid period, and in the event of the contract being extended by the College beyond the said period, **by giving 3 months** prior notice in writing to the College.

45. **Signing of Contract Agreement:** The contractor shall execute an agreement on a non-judicial stamp paper of required value for due performance of the contract and to the effect of the following conditions within a week on award of the work. All conditions, instructions, specifications, scope of work, etc., as specified in the tender will be construed as forming part and parcel of the agreement. The agreement will cover the details of manpower that will be deployed, their working hours and on-call availability. The contract shall begin from the actual date of commencement of work at the site. The stamp duty on this agreement and duplicate thereof shall be borne by the contractor. The original agreement shall be retained by the College and the contractor shall retain the duplicate. If the contractor selected fails to sign the formal agreement within a week or fails to undertake the work on 01.08.2021, the letter of intent shall be treated as cancelled.
- (i) The General and Special conditions and instructions to the Tenderers, the scope of work, the subsequent correspondence exchanged between the College and the Tenderer and the work order placed shall be the basis of the final contract to be entered into with the successful Tenderer.
  - (ii) The Tenderer shall go through the terms and conditions given in the general conditions of contract herewith and his/her offer shall be strictly in line with the terms specified therein. No deviation from the terms and conditions specified shall be acceptable. Each page of the Tender document should be signed for his/her having acquainted himself/themselves in the general conditions of contract, Technical specifications, etc.
  - (iii) The Tender submitted on behalf of a firm shall be signed by all the partners of the firm or a partner who has the necessary authority on behalf of the firm to enter into the proposed contract. Otherwise, the Tender may be rejected.
  - (iv) On receipt of intimation from the College of the acceptance of his/their Tender, the successful Tenderer shall be bound to implement the Contract and within a week thereof, the successful Tenderer shall sign an agreement in accordance with the draft agreement. Notwithstanding the signing of the agreement, the written acceptance by the CAB, Pune of a Tender in itself will constitute a binding agreement between the Reserve Bank of India and the person so tendering, whether such contract is or is not subsequently executed.
46. The contractor shall not assign the contract. He shall not sublet any portion of the contract except with the written consent from the Employer. In case of breach of these conditions, the Employer may serve a notice in writing on the contractor rescinding the contract where upon the security deposit shall stand forfeited to the Employer, without prejudice to his other remedies against the contractor.
47. The Tenderer must obtain for himself on his own responsibility and at his own expense, all the information which may be necessary for the purpose of 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.
48. The contractor shall not be entitled to any compensation for any loss suffered by him on account of delays in commencing or executing the work, whatever the cause of delays may be, including delays arising out of modifications to the work entrusted to him or in any subcontract connected therewith or delays in awarding contracts for other trades of the project

or in commencement or completion of such works. The Employer does not accept liability for any sum besides the tender amount, subject to such variations as are provided for herein.

49. **The successful Bidder is bound to carry out all items of work necessary for performance of the job even though such items are not included in the quantities and rates. Schedule of instruction in respect of such additional items and their quantities will be issued in writing by the College.**
50. **Force Majeure:**
- a) If at any time during the continuance of this agreement, the performance in whole or part, is delayed by reason of any war, hostility, acts of public enemy, civil commotion, terrorist activities, disturbed law and order situation sabotage, fires, floods, explosions, epidemics, quarantine restrictions, natural calamities, strikes, lock-outs or acts of god (hereinafter referred to as Event) provided notice of happening of any such event is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall by reason of such event be entitled to terminate this agreement nor shall either party have any claim for damages against the other in respect of such non-performance or delay in performance and deliveries under the agreement. The agreement shall be resumed as soon as practicable after the event has come to an end or ceased to exist; provided further that if the performance in whole or part of an obligation under this agreement is prevented or delayed by reason of any such event for a period exceeding 180 days, either party may exercise its option to terminate the agreement.
  - b) During the continuance of any such event, each party shall make reasonable efforts to avoid or remove the causes of such non-performance or delayed performance.
51. **Language:** - The Tender including all labels in documents, catalogues etc. shall be in English.
52. **Jurisdiction.** All disputes arising out of or in any way connected with this agreement shall be deemed to have arisen at Pune and only Courts in Pune shall have jurisdiction to determine the same.

## **Section V**

### **Broad Scope of Work**

In general, the successful Tenderer would carry out all technical services including operation & maintenance of all civil, electrical, plumbing, carpentry, Solar panels, Hot water system, internal telephones and catering. In addition, he shall be required to perform custodial services in connection with all housekeeping, gardening apart from taking care of waste management. While utmost effort has been made to outline all the work expected to be carried out, CAB, Pune reserves the right to alter/modify the contract to further modify the scope of work as per its needs.

2. For all purposes in this document unless specifically mentioned, the term '**CAB and Premises**' would include the campus of College of Agricultural Banking, Pune which includes Bank's offices, classrooms, Hostels, Visiting Officers flat / Transit Holiday Home and Archives of Reserve Bank of India, Pune, Financial inclusion center, auditorium, sports room, security cabin, record room and its five residential quarters at Ashiyana Officers' Quarter (Gokhale Nagar, Pune), Parijat Officers' Quarter (University Road, Pune), Gulmohar Officers' Quarter (Dahanukar Colony, Kothrud, Pune), Rajnigandha Staff Quarters and THH (Aundh Pune) and 3 canteens (02 CAB + 01 Aundh) including cafeteria, Toilets and common areas

3. The contractor shall obtain the requisite license under the Contract Labour (Regulation and Abolition) Act, 1970 as amended from time to time issued by the concerned Labour Department of the Government for running the establishment. The CAB shall not be responsible in any way for any breach by the contractor of the rules and regulations governing the running of such establishments by the contractor. It shall be the responsibility of the contractor for furnishing necessary Statutory information / documents in proof of the above whenever called for by the CAB. In case of any labour problems related to the workmen staff of the contractor, the same shall be settled at the contractor's end only.

#### **1. The broad scope of work shall include the following:**

1.1 Reception arrangement including allotment of hostel rooms and operations of front office (help desk), placement of welcome kits and upkeep of the hostel buildings, maintenance, upkeep of administrative building etc., other utility areas, Rajnigandha THH etc.

1.2 Operation, maintenance and supervision of Plumbing, Electrical, Mechanical, Electro Mechanical equipment, Telecommunication (only cabling) Installations in the Premises, maintaining lawn areas and horticultural works, general sweeping of the common areas of the premises, roads, pathways, roof terraces. One thorough and deep cleaning of the entire premises during the week ends is mandatory.

1.3. All Electrical installation shall be monitored and Log book shall be maintained with reading on hourly basis. Generators, etc. shall be operated on daily basis for checking and log shall be maintained.

1.4 Washing/cleaning and changing of linen. Cleaning of PCs & Peripherals, Solar Panels, Telecommunication equipment, Generators rooms, etc. The cleaning materials will be provided by CAB, Pune or will be provided by contractor on reimbursement basis.

1.5 **Supply of Welcome Kits:** - The contractor shall arrange to procure the items of welcome kit and Tea/Coffee sachets from CAB, Pune and distribute the kits and sachets in participants' rooms, VOF and THH as per instructions of CAB, Pune and maintain a proper record of the same.

1.6 **Waste Management/Disposal:** -The contractor should put in place a scientific and proper practice to ensure reduction in generation of waste from the premises, collection and handling of wastes generated. Waste must not be allowed to accumulate in College campus. The scope of IFMS contract includes the day-to-day operation of Organic Waste Converter (OWC) installed in the College and disposal of manure generated from the OWC/AMC Work. **The waste management and disposal of the same is the sole responsibility of the bidder, and the bidder should arrange to dispose all wastes including the waste which cannot be treated in OWC, in coordination/liaisoning with the Local authorities and should thereby ensure overall cleanliness of the College campus, at no extra cost to the College in this respect.**

1.7 **Drainage Cleaning:** - The contractor should ensure that the drainage system in the premises is properly maintained to avoid any blockage in manholes, pipes, etc, Blockage, if any, must be immediately cleared/cleaned and in case of any accumulation of drainage, it should be immediately cleared with proper and effective liaising/coordination with the local authorities, and removal of debris outside the Bank's Premises with no extra cost to the College in this respect. If there is a requirement of engaging an external contractor with equipment, the contractor shall do it to clear the blockage, at no extra cost to the CAB.

1.8 Catering: Providing catering services in the CAB, Pune and its premises as detailed in [Annex E](#) below.

**NOTWITHSTANDING ANYTHING SPECIFIED ABOVE, THE TENDERER SHALL BE RESPONSIBLE TO TAKE ALL MEASURES TO MAINTAIN THE SAFETY, LOOK, BEAUTY, CLEANLINESS, HYGIENE AND SANITATION OF THE BUILDINGS AND PREMISES.**

## **SECTION VI**

### **DETAILED SCOPE OF WORKS**

**RECEPTION ARRANGEMENTS, MAINTENANCE AND UPKEEP OF 65 ROOMS in INDRAYANI HOSTEL, 44 ROOMS IN GODAVARI HOSTEL, RAJNIGANDHA TRANSIT HOLIDAY HOME (THH), 2 EXECUTIVE SUITES, 4 VIP SUITES, OFFICERS RESIDENTIAL ACCOMODATION, OFFICER'S FLATS, ADMINISTRATION BLOCK, ACADEMIC BLOCK, ALL WASH ROOMS, OPERATION AND MAINTENANCE OF PLUMBING, SANITARY, CARPENTRY, ELECTRICAL, AC UNITS/AHU'S/TELEPHONE NETWORKS, ELECTRO-MECHANICAL INSTALLATIONS, GARDENING /LANDSCAPINGS, GENERAL UPKEEP AND MAINTENANCE OF THE ENTIRE CAB AND ITS OTHER PREMISES.**

Reception arrangement including allotment of hostel rooms and operations of front office (help desk) , placement of welcome kits, toiletries and tea pouch in the rooms/Executive suite, upkeep of both the hostel buildings (including common area, wash rooms & sprucing up/deep cleaning, bed-making as well as washing and changing of linens in the rooms/Suite/Executive suite rooms as per the periodicity decided by the College), maintenance, up-keep of administrative building and its corridors including class rooms, computer labs, all the officers cabins, work space cubicles, library, two Executive Suites (1 and 2) other utility areas like gymnasiums, yoga hall, dispensary, auditorium, security guard post, Rajnigandha THH etc., daily upkeep of the common area of on-campus residential flats and other residential colonies including wash rooms and deep cleaning of the residential flats at the specified period, common wash rooms in hostel building & academic block.

The contractor should provide laundry services to the participants at mutually agreed concessional rates.

The scope of works involved is as under:

#### **Working Hours**

The working hours of the College are from 9.30 AM to 6.00 PM with weekly off on Saturdays and Sundays. However, the Office may be opened on Saturdays with a few officials working. Hostel, VOF, THH and residential colonies are, however, functional at all times of the day, throughout the year.

#### **General Conditions**

1. All works should be carried out at timings which will be as per the convenience of the Office/College and without interference or inconvenience to the normal working of the College. contractor's supervisory staff should be available to give instructions to their staff. All personnel should be in uniform (preferably separate uniform for different services eg. Carpenter, plumber, electrician, caterer etc.) which are to be provided by the contractor and should maintain discipline.

The Assistant General Manager (Protocol & Security), the Assistant Manager (Protocol & Security), Manager (Technical) /Assistant Manager (Technical)/Junior Engineer (Tech.) should be informed of immediately whenever there is an emergency situation. Any major work or repairs to be carried out should be brought to the notice of the Assistant General Manager (Protocol & Security), Assistant Manager (Protocol & Security), Manager (Technical) /Assistant Manager (Technical)/Junior Engineer (Tech.), before commencement of the work. Reports/records of all complaints received, and remedial works done should be maintained and should be submitted on weekly basis.

2. There should be a Supervisor, who will be overall in charge of all the facility management works in the CAB called "Facility Manager". The Facility Manager should be able to arrange additional or skilled worker to be engaged on-call basis. Facility Manager shall also be responsible for co-ordinating with external agencies and Original Equipment Manufacturers. The supervisor should monitor the work being done on a continuous basis and will be accountable for deficiencies/lapses, if any.
3. The contractor should have a computer application for monitoring the maintenance work, record expenditure incurred for reimbursable consumable items, etc., allotment/vacation of rooms, etc.
4. Requirement to provide mobile based complaint management system
5. The Facility Manager deployed shall be responsible for preventive maintenance and breakdown. He is to be provided with a mobile phone and a sim card by the contractor, the number of which is to be made available to the College for making contact at all times of the day.
6. The equipment, other tools and aids required for undertaking all the services are to be arranged by the contractor. The contractor should always ensure that all essential tools are readily available (spanners, screw drivers, wrench, clamp meters, drilling machines & necessary tools, etc.). No additional cost shall be borne by the College in this respect.
7. The contractor shall maintain all the records on electrical installations, DG sets, UPS, AC installations etc., in accordance with the statutory rules and regulations of Central and State Authorities.
8. The contractor shall also be responsible for updating and intimating the College regarding any changes in the statutory requirements of Central and State authorities and shall recommend suitable measures to be taken to adhere to such statutory requirements.
9. The contractor is responsible for getting the antecedent verification of all employees done by police authorities. A compliance report along with the details of all his employees needs to be submitted to the College for records. This exercise needs to be done periodically, whenever there is a change in the staff deployed, and as and when required by the College.
10. No minor shall be engaged by the contractor in discharge of his duties under this contract. If any such violation is observed, apart from cancellation of the contract, suitable legal measures may be initiated against the contractor.
11. The contractor should keep at least ₹49000/- as petty cash with facility Manager/Supervisor/ or any other authorized person at any point of time. Failing to attend to complaints for want of petty cash will attract a penalty of ₹1000/- per day for the delay caused.
12. The contractor should immediately [within the reasonable time] attend to the faults in the AC units located at the important locations and rectify them at the earliest.
13. A job card signed by the supervisor needs to be placed in all wash rooms to monitor and ensure regular cleaning.



14. The contractor is expected to use standard and quality disinfectant hand wash liquid, air-purifiers, urinal cubes, urinal pads, naphthalene balls, paper hand towel, tissue rolls and other cleaning agents which are safe for the fixtures and also easy on environment. If any of the above items are found to be sub-standard, the contractor shall replace it with a standard one at no extra cost.
15. The service personnel of the contractor shall not be provided accommodation inside the premises of the College.
16. Manpower deployed should not be in Low Medical Category i.e. should be physically fit in all respects. Medical fitness will be considered as per fresh medical fitness certificate from Registered Medical practitioner with qualification not less than MBBS as produced for verification by the Contractor.
17. The manpower deployed by the Bidder during the currency of the Contract shall not work in any other organisation or shall not be deployed by the Bidder at any other organisation. If any such instance comes to the notice of the Bank during the agreement period, the Bank shall have the right to impose suitable penalty on the Bidder, which will be recovered from its monthly bills or security deposit or any other dues of the Bidder. Bank shall have the right to ask for a suitable replacement in such a case.
18. The Bidder shall ensure that the manpower deployed, while on the premises of Bank or while carrying out their obligations, observe the standards of cleanliness, decorum, safety, good behavior and general discipline laid down by the Bank or its authorized agents and the Bank shall be the sole judge as to whether or not the Bidder and /or the manpower deployed have observed the same
19. **Contractors are advised to quote their rates after visiting the office and staff colony and understanding the volume and complexity of work as given in scope of work**
20. The duty points for the personnel deployed by the Bidder will be decided by the Bank through its Officer-in-Charge or any person so authorized in this regard and the Bidder will have to abide by such direction.
21. The rates shall be applicable for attending complaints at all heights, floors, levels and the contractor has to make his own arrangements of ladder /scaffolding, etc. required to attend day to day complaints with all safety standards and the entire cost will be borne by the successful bidder
22. Persons deployed under the contract should be between 18 and 50 years of age. If the person is above the age of 50 years the same be approved by the bank.

### **General Conditions – Catering**

**In addition to conditions mentioned above, following conditions have to be adhered to in case of catering services provided**

#### **1) Compliance with Law:**

- i. The Contractor shall, without any obligation on the College, comply with Municipal and other regulations, rules and bye-laws relating to preparation and sale of food-items, drinks and refreshments and shall obtain the necessary licenses and permits in the Contractor's own name and at the Contractor's own expenses. Food safety standards which may refer to application of Hazard Analysis Critical Control Points (HACCP) procedures and protocols to the total food handling process with a view to identifying anything that could pose a threat to consumers must be adhered to.

ii. The Contractor shall ensure that the food items supplied are as per the standards prescribed by the Government authorities and if at any time any fine is imposed by the Government authorities, the same shall be borne by the contractor. The College will not pay any fine or penalty that may arise / or that may be imposed on account of the fault of the contractor. The contractor shall be personally and solely responsible for any consequences due to food poisoning, if any. Besides refusal of entire payment for the sessions / period during which such food poisoning has occurred, the College may initiate further stringent action, as deemed fit.

iii. The Contractor shall comply with the Statutory provisions of the Contract Labour (Regulation & Abolition) Act, 1970; Employees State Insurance Act; Workmen Compensation Act, 1923; Payment of Wages Act, 1936; The Employees Provident Fund and Miscellaneous Provisions Act, 1952; Payment of Bonus Act, 1965; The Minimum Wages Act, 1948; Employer's Liability Act, 1938; and / or any other rules / regulations and / or statutes that may be applicable to them. The contractor shall indemnify the College against all claims which may be made upon the College whether under the aforesaid statutes or any other statute in force during the currency of this contract. The contractor shall furnish a certificate every quarter regularly to the College that they are complying with the provisions of all statutes and rules applicable to them. The Contractor shall at all times indemnify the College against all claims which may be made under the Workmen's Compensation Act or rules there under or under any law or rules of compensation payable in consequence of any accident or injury sustained by any person in its employment for the purpose of this agreement.

iv. The Contractor shall be solely responsible for the remuneration and other dues to its employees, as also for omissions / commissions done by them. The Contractor shall be solely responsible for any lapse in complying with the above statutory requirements. The Bank / College shall not be responsible for any lapse by the Contractor in complying with the provisions of any Statute or rules framed by the State / Central Governments. The Contractor shall indemnify the Principal Employer (CAB) against all risks and damages arising out of the default on the part of contractor due to negligence or non-compliance of any of the aforesaid rules, regulations etc., laid down by the Government and other statutory authorities from time to time.

2) The contractor shall maintain and provide all necessary documentation, registers and records and other related documents as proof of compliance with all statutory requirements and provisions of applicable laws.

3) RBI officers /staff may pay using sodexo cards/cash. It is mandatory to provide Sodexo machines.

**The duties and work timings of the various service personnel/areas are broadly as per**

**Annexures:**

## **Annex A**

### **A. Facility Management and Housekeeping:**

The housekeeping functions shall be extended to CAB, Pune and its other premises as detailed in [Annexure XIII](#).

#### **1) Facility Manager (Overall in Charge):**

Duty hours will be decided as per Bank's convenience and as per extant labour rules.

Minimum Graduate with atleast five years' experience in hospitality field and should be fluent in English, Marathi and Hindi.

- Will be responsible for the supervision of the entire IFMS work in CAB and its premises. He will ensure timely attending of complaints lodged through mobile app or in the complaint registers maintained at caretaker's office or colony gate.
- Should be of courteous and polite demeanor. Should be available to receive the top management of the Bank at their arrival to Executive/Suite rooms.
- Should be physically present to oversee the check-in of the trainee participants to the hostel rooms on arrival days.
- Shall report to Assistant Manager (Hostel) for the day to day operations.
- Shall be responsible for cleanliness in rooms & premises, ethical treatment of guests and workers.
- Has to be proactive in solving the infrastructural and human problems.
- He will personally be responsible for handling the house keepers entrusted with the cleaning of rooms.
- Should ensure that all electrical, plumbing furniture, linen, garden etc. are always in proper order through constant checking of the works carried out by the housekeepers/technical staff and gardeners. If any damage is observed, the same shall be brought to the notice of AM (Hostel) and AM (Technical)
- Should interact with the participants/guests in the rooms and enquire personally or through telephone regarding their comfort and assist them.
- Should interact with the officials of the Bank for resolving any complaints from participants.

### **Rajnigandha Transit Holiday Home**

- To attend to Phone calls, receiving messages, interacting with Guests and RBI Officers/staff and coordinating room allocation, bookings, check-in and checkout of guests, Handing over/ Taking over of keys from Guests, collect cash/ obtain signatures of the guests as required , maintain proper accounting of rent received and submit the same periodically to RBI Officials. Should ensure general upkeep of rooms
- When the Guest checks in, shall immediately attend and receive him/her and allot specified room in his/her name. RBI will reserve the rooms and intimate the allotment of Room to the contractor through an e-mail.
- Provide breakfast and meals to the guests as per agreed terms and conditions.

## **2) Front Office Assistants**

Timing- Round the clock service (three shifts per day). Should be provided with a mobile phone and a sim card at contractor's cost.

- Any well qualified person with three years' experience in hospitality field. (Should interact with Bank's allotment desk; maintain list of participants and the rooms allotted to them.
- Should handover/take over the keys of the rooms allotted to them.
- Operate the telephone, scan/fax etc.
- Interact with Participants/Guests and facilitate resolving the complaints pertaining to the rooms.
- Should be able to speak in English, Marathi and Hindi.
- Should be available to the College for assisting in any miscellaneous type of work as and when required.

## **3) Training Resource Facilitator**

Duty hours will be allotted as per Bank's convenience and as per extant labour rules.

- Preferably possess at least five years' experience in training institutions of banks, Central Govt. Financial Institutions & Corporate houses. Should be fluent in English, Hindi and Marathi.
- Should be available to the College on all training days in assisting Programme Directors/Programme Assistants in class room arrangements
- Should come before the commencement of classes on each working day and ensure that all arrangements like audio-visual equipment, light/AC fixtures, projectors are in working condition. Should ensure that necessary stationary, name boards of trainees/speakers and flower arrangement, if any, and any other logistical arrangement as per the training requirements of the College are in place.
- Should be able to escort and facilitate the trainee participants on outbound trips.
- Should be able to escort and facilitate foreign participants/speakers on outbound trips.
- Should be able to associate himself with any other logistics related to training as per the requirements of the College.
- Any other related works as instructed by Bank's officials.

## **4) House Keeping Supervisor**

Duty hours will be allotted as per the Bank's convenience and as per the labour rules.

- Minimum 12<sup>th</sup> standard/graduate with two years' experience in hospitality field.
- Should ensure that the complete premise is clean and well maintained.
- Should ensure that rooms are in ready condition in all aspects before allotment.
- Should ensure that all electrical/plumbing/sanitary fittings/installations in the room are in order.
- Should control all the housekeepers under his charge and allocate duties to them.
- Should respond to all housekeeping calls made by trainees/participants in rooms and assign house keepers.
- Any other related works as instructed by Bank's officials.

## **5) House keepers/Cleaning**

Duty hours will be allotted as per the Bank's convenience and as per the labour rules. One housekeeper shall be deputed during night hours.

### **Cleaning- General**

- Should sweep, swab and dust the rooms/furniture and clean the used water glass / tea cups kept in the rooms.
- Placing of water bottles in VOF and Office wherever required. Daily cleaning of water jugs and filling with fresh water.
- Should thoroughly clean the washrooms Tiles, Seats, Urinal pots, Sink, Wash basin, Platform, Toilet pots using branded Toilet/Bathroom Cleaner
- Should report to the house keeping supervisor regarding any defects in electric/water supply, damage in the rooms, etc., before allotment of rooms.
- Should report to housekeeping supervisor about faulty light/fan fixtures and TV.
- Shall assist the Participants/guests for lifting and placing the luggage in the room allotted on arrival and departure.
- Daily cleaning of open areas & common areas of the building with approved cleaning materials.
- Collection of daily wastage from the flats and disposing in garbage bin. Daily collected garbage shall be disposed off from the premises daily without fail. (Garbage collected from residential block, Academic Block & pruned dry leaves collected from the open areas)
- Deep Cleaning of toilets in all the residential colonies at weekly or shorter intervals as per requirement of the College. **(Details in [Annexure XIII](#))**
- Weekly cleaning of terraces
- Quarterly/Half yearly deep cleaning of each occupied/vacant flats including cleaning of all modular Kitchen trolleys with Chimney provided in the officers' quarters, windows, kitchen, electrical fittings, plumbing fixtures etc. **(Details in [Annexure XIII](#))**
- Should carry out washing/cleaning of linen, bed sheets, pillow covers, hand towels, bath towels after every change of occupancy from the hostel rooms or if demanded by guest. Notwithstanding above, washing should be done at least once a month for blankets and at least twice a week for other linen per room.
- Should clean the hand towels provided in the Academic block washrooms daily and from the cabins twice in a week.
- Cleaning of all the chairs (approximately 500) kept in the CAB premises along with shampoo cleaning once a month.
- Deep cleaning of all cabins in CAB once a month.
- Cleaning of parking shades in office premises and residential colonies.
- Any other related works as instructed by Bank's officials

### **CLEANING OF PCs, ACCESSORIES & TELECOMUNICATION EQUIPMENTS**

- The PC Systems (approx. 300), its accessories and telephone equipment provided in Administration Section, MoF/VP/Principal's cabins including PCs provided in the residence, Library, Hostel Building, Academic Block, Guest faculty rooms, Executive suites, THH/VOF, dispensary, RBI Archives etc., shall be cleaned with proper cleaning agents once a month under the supervision of IT Resident Engineers.

## **CLEANING OF UNDER GROUND SUMPS & OVER HEAD TANKS**

- The cleaning of underground sumps and overhead tanks shall be cleaned (mechanically) once in three months.
- Necessary cleaning materials shall be used with the approval of Bank's Engineer.
- Information in respect of cleaning the tanks shall be conveyed to the inmates well in advance.
- Proper planning shall be done for the cleaning works and the same shall be brought to the notice of Bank's Officer.

**The cleaning materials will be provided by CAB, Pune or will be provided by contractor on reimbursement basis.**

### **Annex B**

## **B. MAINTENANCE OF PLUMBING and SANITARY, ELECTRICAL and ELECTRO-MECHANICAL AND CARPENTRY INSTALLATIONS IN THE PREMISES.**

**It is the responsibility of the vendor to provide all required tools and tackles as per the requirement at the site at their own cost in the areas as detailed in [Annexure XIII](#).**

### **1. PLUMBING & SANITARY INSTALLATIONS.**

Broad Scope of services to be rendered under the contract shall broadly include the following items of work:-

#### **Works to be attended on daily basis.**

- a) Removal of blockages in soil waste line, gully/ nahani traps, manholes, inspection chambers, bottle traps, sinks, wash hand basin, urinals, water closets and the removal of debris outside the Bank's Premises without any cost.
- b) Replacement of washers including the cost of washers for bib taps, pillar taps, stop cocks, rubber gaskets for flushing cisterns and plunger washers for low level flushing tanks.
- c) Repairing of flushing systems CI/PVC/any other make porcelain, fordham including removal of siphons, bells, float valves, provision of cotter pin plunger washers, nut and bolts for siphon, 'S' hooks, nakucha for the Ball-cock etc. including removal and re-fixing of tanks with new accessories of appropriate sizes as per Bank's SARs or at reasonable rate approved by the Bank and making flushing tank in working condition.
- d) Disconnecting and reconnecting plumbing connection in case of water heaters, geysers, boilers, coolers, electrical gadgets, whenever such electrical gadgets are required to be replaced/repared.
- e) Cementing of joints of various drainages lines, gaps between wash basins, sinks and that of walls, pointing of joints of tiles of floors and dados, cementing of loose tiles, floors and dados,

including re-fixing the same with white cement and matching pigment. Cost of cementing material (i.e., white cement + pigments, etc.) is to be included in the quoted rates.

f) Re-fixing of loose fixtures and fittings including supporting brackets such as wash basins, sinks, flushing cistern, drain boards, towel rods, mirrors, glass shelves, soap holders, nahani traps, gratings and any other fixtures and fittings as existing in the properties including removal of existing fittings/fixtures without causing any damage. Grouting of new wooden gutties in cement mortar and re-fixing with new screws; removing where necessary.

g) Disconnecting and reconnecting suction and delivery connection of water pumps whenever the pumps are required to be taken away for repairs/replacement. Removal of air locks from suction lines/delivery lines as and when required.

h) All installations will be routinely checked and preventive maintenance will be provided whenever necessary.

i) The complaints registered by the resident in the complaint book maintained with the Bank will be checked daily and all complaints will be attended promptly. After satisfactory completion, the signature shall be obtained from respective resident or their representative.

j) Daily operation of fountains.

k) Cleaning of Water Logging areas (as and when basis)

l) Maintaining water meter reading register on daily basis & put up to Bank's officials.

m) Liaison with local authorities, if required.

n) Any other related works as desired by the Bank.

**ii. Works to be attended on fortnightly basis.**

a) Thorough cleaning of fountains at CAB Campus.

b) Removal of the debris collected due to the plumbing work. However the same may be done more frequently on need basis.

**iii. Works to be attended on monthly basis.**

a) Cleaning of Terrace, Chajja, jali, etc.

b) Cleaning the vegetation from the buildings wherever appear.

c) To uproot any wild growth on and around the buildings/structures within the colony/compound with necessary cost of acid etc. wherever required.

d) Keeping the rain water outlets on terraces, canopies, free of debris, foreign materials, etc. to ensure quick flow of water from terraces etc.

**iv. Works to be attended on half yearly basis.**

a) Cleaning of drains/ sewer lines including removal of sludge from manholes and septic tank, road gully, etc. inside the Premises up to Municipal Manhole (including removal of debris and disposing the same out of the Premises) complying with all statutory norms.

b) The plumbing/sanitary installations in the vacant flat to be inspected on half yearly basis and report to be submitted.

c) Cleaning of storm water drain.

**Pre-monsoon cleaning of storm-water drainage lines/chajjas/terrace/de-silting of drainage lines etc. shall be done by the firm well in advance to avoid any incidents of water-logging/ponding etc. by deploying extra labour, if required, at own cost. The debris so generated, whatsoever, should be taken away from the premises by the vendor and disposed off at locations designated by the local authorities following the applicable guidelines. Cost of all of these shall be borne by the firm itself.**

#### **a) Plumber**

Duty hours will be allotted as per the Bank's convenience in shifts and as per the labour rules.

- Should have minimum 5 years' experience in the field and preferably have ITI or any other similar/relevant qualification from local authority.
- Should ensure that water is available in rooms, flats and carryout pumping operations in time.
- Should ensure that all plumbing fittings toilets, cisterns are functioning satisfactorily.
- Should ensure that water levels in overhead tank are adequate.
- Should check the working condition of all the plumbing and sanitary installations provided in the premises once in a week.
- Should convey to the Bank's officials regarding any damage or shortfall in the plumbing and sanitary systems.
- Should replace the worn out / damaged plumbing/sanitary specials, fittings, fixtures etc. in consultation with the Bank's Engineer. (Cost of the items replaced will be paid by the Bank as per the Standard Approved Rates (SAR)/ prevailing market rate on the basis of invoice produced (on the basis of actual expenditure + service charge along with applicable taxes). Materials like Teflon tapes, threads, joint fillers, paste, bolts, nuts, washers etc. required for attending day to day maintenance shall be provided by the contractor without any extra cost/claim whatsoever.
- Shall carry out the liaison work with **Pune Municipal Corporation, Pune** for any shortfall in demand of water or any other matters to be dealt with the authorities.
- Shall attend to all emergency works during night hours.
- Shall check/inspect the Solar Water Heater system daily and ensure that the distribution system gets uninterrupted hot water supply.
- Shall check the water pumps, submersible pumps etc. once in a week and ensure that the pumping system is in working condition.
- Shall remove the blockage from the sewer system in the premises.
- Shall attend immediately to the calls received from the participants.
- Shall report to the Technical officials of the Bank for any replacement.
- Shall clean the sensor taps once in a week.



- Shall ensure that the plumbing & sanitary fixtures are well cleaned by the House Keeping staff or else report to the over all in Charge Manager.
- Shall coordinate the underground sump and overhead tank cleaning works simultaneously and inform the inmates about the same well in advance.
- Shall check the plumbing water supply lines once in a week.
- Shall report to the Bank's Engineer regarding any damaged fittings / fixtures in the College premises.
- Water-pumping duties.
- Any other related works as instructed by Bank's officials.
- Suitable replacement should be arranged well in advance as and when the plumber takes leave.

**b) Helper to plumber**

Duty hours will be allotted as per the Bank's convenience and as per the labour rules

- Should have minimum 3 years' experience in the field.
- Should assist the plumber in attending to day to day maintenance works.
- Suitable replacement should be arranged well in advance as and when the helper to plumber takes leave.

**2. ELECTRICAL & ELECTRO-MECHANICAL INSTALLATIONS**

Duty hours will be allotted as per the Bank's convenience and as per the labour rules. Any material required for repair/replacement/maintenance of the electrical installation will be supplied by the Bank.

**Electrical Supervisor**

- Should have valid PWD license and have minimum 03 years' experience in the field.
- He will personally be responsible for handling the HT/LT electrical connections in the premises.
- Shall carry out the liaison work with EB Authorities for any electric power related issues.
- Shall assign the duties and shifts of the electrician for attending to day to day maintenance works. Has to depute sufficient Staff/Technicians on Sunday/Bank holidays, if Bank desired & or in case of emergency/for very essential work/breakdown etc., without extra charges/payment.
- Shall check the electrical installations/gadgets in the premises once in a week and report to the Technical Officials of the Bank.
- Quarterly Preventive maintenance of all the switches, MCBs, fuses, cable terminals. Meter panels, Sub Power Panels etc. in all the flats, staircase, street lights, pump room etc. after thorough checking of the entire system including insulation. This includes the corrective measures in the defective/ loose terminals at both campus and staff quarters and shall be recorded in register.
- All the minor electrical works such as repairs to wiring/cables/switch boards/MCBDBs etc. Light point wiring, power point wiring, telephone point wiring etc shall be done by the electrician. The required electrical material such as switch, sockets, switchboards,

casing, capping, conduit, wires etc. shall be provided by the Bank except minor items such as screws, rawal plug etc.

- Shall ensure on daily basis that the AC units, mikes, projectors, lightings, Video Conference Systems placed in the lecture/seminar halls, auditorium and computer labs are in good working condition before the commencement of classes.
- Shall ensure that all the light /electrical fittings and electronic appliances are in working condition in all the executive suites, guest faculty rooms and hostel rooms before allotment.
- Shall ensure that the exhausted batteries are replaced from the mike systems, remotes, etc before the commencement of the classes/sessions.
- Shall check/inspect the Solar Water Heater system and solar power systems daily and ensure that the solar panels are free from dust and are functioning effectively.
- Shall check the HT panel on hourly basis and take the reading once a day and report the same to the Technical Officials of the College.
- Shall carryout the liaison work with BSNL/service providers for any system breakdown.
- Shall ensure that Street lights installed in the premises are in working condition.
- Shall ensure that the water pumping system in the premises is in working condition. Shall ensure that the DG Sets are in good working condition.
- In the event of electric supply failure, shall ensure that the Electrician operates the DG Set in time.
- Shall check all the UPS System installed in the Premises daily and also check the batteries including solar power system
- Shall report to the Bank's Engineer immediately if any damaged electrical fitting/fixtures are observed/found.
- Shall co-ordinate with OEMs for regular preventive maintenance of all equipment.
- The complaints at residence quarters shall be attended through shift electrician as and when required. No separate transportation charges will be paid for the same.
- Any other related works as instructed by Bank's officials will be considered as a scope of work.

Suitable replacement should be arranged well in advance as and when the supervisor takes leave.

- a) **Electricians:** (Timing- Round the clock service (three shifts in each day) Suitable reliever, with valid PWD license, to be provided by the contractor for giving weekly off to the 3 electricians.
- Should have valid PWD license and have minimum 05 years' experience in the field.
  - Should attend to all electrical problems including replacement of bulbs/tube lights, fans, switches, etc. in rooms in hostel blocks, academic blocks, kitchen and other campus premises.
  - Shall switch ON/OFF the lights provided in the building, street lights, common area lights provided in the premises.
  - Should ensure that all electrical gadgets like TVs, fridge, AC units are in working condition
  - Should attend to any calls from guests regarding electrical problems.
  - Should report to Manager in case of major repairs to TVs, AC units etc. and also, failure of cable TV.
  - Shall switch ON/OFF the AC units, mikes, projectors, lightings, Video Conference Systems in the lecture/seminar halls, Auditorium, Computer labs, Principal's Chamber, Cabins, MoF Cabins etc.

- All the minor electrical works such as repairs to wiring/cables/switch boards/MCBDBs etc. Light point wiring, power point wiring, telephone point wiring etc shall be done by the electrician. The required electrical material such as switch, sockets, switchboards, casing, capping, conduit, wires etc. shall be provided by the Bank except minor items such as screws, rawal plug etc.
- The complaints at residence quarters shall be attended through shift electrician as and when required. No separate transportation charges will be paid for the same.
- Shall replace the exhausted batteries from the mike systems before the commencement of the classes/sessions.
- Shall attend to the calls received from the inmates for any kind of repairs/replacement.
- Shall clean the ceiling fans, exhaust fans, wall mounting fans, light fittings provided in the premises once in three months.
- Shall switch on the DG Set immediately in the event of electric supply failure.
- Shall repaint the water pumps once in six months.
- Shall do the servicing of all the water pumps once in a year and shall report to the technical officer of the Bank, the condition of the pump.
- Shall operate the water pumps, pumping water to underground sumps & overhead tanks as and when required.
- Suitable replacement should be arranged well in advance as and when the electrician takes leave.
- Any other related works as instructed by Bank's officials.

#### **Helper**

- Should have minimum 3 years' experience in the field.
- Should assist the electrician in all maintenance works.

### **3. CARPENTRY WORKS**

The work includes all types of routine, preventive, periodical maintenance works generally of Carpentry & interior works. It is the responsibility of the vendor to provide all required tools and tackles as per the requirement at the site at their own cost.

#### **Carpenter:**

- Should have minimum 5 years' experience in this field.
- Shall be skilled /experienced carpenter to handle the damages occurred and to attend/rectify the same immediately.
- Shall check the door closers/floor springs for smooth functioning, oiling/ repairing/ replacement of doors/ windows/ wooden/ metallic items, gate, repairs to cloth hanging system etc. including deploying extra manpower if necessary for name plates, numbers/ lettering work, POP false ceiling repair, steel window related works, modular kitchen related works, repairs of letter boxes, modification of window opening/grill for air-conditioner etc. & other related works.
- Shall look after shifting of furniture within the Bank's premises, Fixing of curtain rods, occasional mosquito net cleaning, etc.
- Shall check/inspect all the furniture and other carpentry items in the hostel rooms once a month.

- Shall attend to the service call received immediately. All complaints registered by the resident in the complaint book maintained with the Bank/Caretaker will be checked daily and all complaints will be attended promptly.
- Shall replace damaged/worn out items in consultation with Bank's Engineer. (Cost of the items replaced will be paid by the Bank as per the Standard Approved Rates (SAR))/prevailing market rate on the basis of invoice produced (on the basis of actual expenditure +quoted service charge in the price bid). Materials like nails, screws, rawl plug, adhesive, masking tape etc. required for attending day to day maintenance shall be provided by the contractor without any extra cost/claim whatsoever.
- Shall report to the Bank's engineer immediately on noticing any damaged carpentry fittings /fixtures.
- Suitable replacement should be arranged well in advance as and when carpenter takes leave.
- Maintenance of all necessary registers as per Bank's instructions.
- Any other related works as instructed by Bank's officials.

### **Helper**

- Should have minimum 3 years' experience in the field.
- Should assist the carpenter in all maintenance works.

## **Annex C**

### **C. UPKEEP & MAINTENANCE OF GARDEN, LAWN & HORTICULTURAL WORKS IN THE PREMISES**

#### **Qualified Gardeners:**

Skilled and experienced Gardeners shall be posted for supervising the gardeners. He shall be responsible to maintain all the horticultural works in the premises and keep all the tools, tackles, hose pipes, etc. of his own, required for the proposed AMC work.

#### **Gardeners:**

The services as detailed below will be required to be rendered at the CAB and its premises: -

- The scope of this tender mainly includes maintaining various existing gardening and horticulture work already done to develop green areas in the Bank's main office premises (CAB campus) and in Staff & Officers' Quarters premises at Pune. The work involves day to day watering, trimming and carrying out other maintenance related activities by providing all the necessary consumable materials and by deploying experienced gardeners with required tools and equipment and maintaining various plants like, shrubs, hedges, ground covers, trees, grass lines, lawn areas, indoor potted plants, etc. complete as required at site and as directed by the Bank's Caretakers and Security Officers. The work also includes uprooting / cutting and removing wild grass and all other undesirable plants, etc. grown anywhere inside the premises and pruning of trees whether standing in Bank's properties or leaning into Bank's properties from time to time complete as required at site and as directed by the Bank's Caretakers and Security Officers.

- ii. The plants and green area shall be provided with approved pesticides and filling with approved red garden soil mixed with Bio Organic/ processed Manure in standard proportion 3:1 as per the manufacturer's specification at least once in a quarter so as to ensure the satisfactory growth of entire plantation, cost of which would be reimbursed based on actual expenditure and service charge quoted.
- iii. Trimming of trees and Eco-Friendly Termite treatment to the trees once in a year and / or as directed by Bank's Caretakers and Security Officers. The quoted cost would be reimbursed. If required, necessary liaisoning shall be done with neighboring property owners/ concerned authorities for trimming and removal of fully decayed trees.
- iv. The entire work shall be attended to by deploying suitable gardeners and helping manpower/machines/equipment under the overall supervision of an experienced supervisor / Horticulturist, to be deployed on daily basis from 9:00 am up to 5:00 pm. everyday excluding Sunday. **If required duties of gardener and labors will be staggered as per Bank's convenient schedule.** They should report every day to Bank's Caretakers and Security Officers before taking up their duties & at the close of the day as per the specified timings.
- v. The contractors shall keep all the tools, tackles, hose pipes, etc. of his own, required for the proposed work. The water sources are provided at the various convenient locations and the contractors shall maintain the desired length of leak proof hose pipe at site for adequate day to day watering. The contractor shall immediately bring to the notice of the Bank if there is any shortfall in the water availability.
- vi. The health and growth of the plants and lawns shall be the prime concern of the contractor and if the performance is not seen satisfactory it may lead to imposing penalty at the discretion of the Bank's Caretakers and Security Officers. The damaged plants / lawns etc. shall be got replaced at the risk and cost of the contractor at the sole discretion of the Bank. The Bank's decision in this regard shall be final and binding on the contractor. The contractor shall have to jointly photograph the existing works with Bank's Caretakers and Security Officers at the time of taking over the same for maintenance. A soft copy of all such photographs shall be submitted to the Bank by the contractor immediately before taking over the maintenance of existing gardening, horticultural, and indoor potted plants. All such works shall be maintained throughout the period. The mortalities will have to be replaced by the contractor, free of charge.
- vii. The tenderer shall inspect the site and verify the entire quantum of work before quoting. The rate is based on per month and the bills shall be settled every month after the certification of Bank's Authorized Officer.
- viii. He also shall maintain the potted plants kept in premises and place them at prominent locations. Same may be replaced weekly with alternate available potted plants. The contractor should maintain the existing potted plants, plants in the Bank's property and shall undertake to replace / replenish the decayed or dead plants of the same variety at his own cost during the contract period, failure to do so, the cost of such plants will be recovered from the monthly bills of contract.
- ix. The contractor shall arrange for carefully uprooting and weeding out wild grass and wild growth to get rid of the rootstock, as required at site by deploying required number of workmen as per quantum of work, stacking the same, clearing the entire area specifically around the existing trees and shrubs, etc. and disposing all the waste vegetation, removal of wild grass and unwanted materials etc. from the Bank's premises as directed by the Bank. The disposables shall not be burnt in any case.
- x. The successful bidder may be required to landscape areas within Bank's premises. The cost of such landscaping will be reimbursed separately provided prior approval of the Bank for

incurring expenses has been obtained. However, The Bank will be at liberty to get it done from any other agency.

**Other conditions:**

- i. Taking out of any materials shall be as per the Bank's security rules. Work passes for all the workmen shall be duly obtained from the Security Officer.
- ii. The materials like garden earth, manure and pesticides shall have got to be approved from the Bank's officials before putting it for use. Any rejected materials shall be immediately removed from the site at the cost of the firm.
- iii. The firm shall have to arrange the required connection from the Bank's source of supply of water / electricity without any extra claim from the Bank.
- iv. Purchase / Repairing of the firm's tools / machine / equipment shall be the sole responsibility of the firm only.
- v. The firm shall equip each gardener with a dress, a cap, gum boots and other safety precautionary items at the firm's cost.
- vi. The firm shall arrange for a First Aid medical Kit and other utilities like provision of drinking water etc. at the firm's cost.
- vii. **Processing of the dry leaves, vegetative waste and foliage into manure in an efficient and timely manner will be the sole responsibility of the contractor. No extra charges will be paid for the same.**
- viii. **Further, the firm should take away waste generated from AMC Works viz., dried/fallen leaves, branches, dead plants/shrubs etc. from Bank's properties and satisfactorily dispose them off at authorized municipal dumps outside the said premises in accordance with prevailing local authority norms at their own cost at regular intervals as advised by bank officials.**

## Annex D

### D. Pest Control Treatment and OWC:

#### 1. Pest Control

**1. Quarterly Treatments** - Pest Control for Cockroaches, ants and lizards.

a. Hostel and VOF/Guest rooms and residential blocks (Teesta, Gomati, Kalyani & Suvarnrekha) at CAB Campus

b. All Residential Colonies (04 colonies) including THH (Guest rooms) at Rajnigandha Colony (Aundh).

**2. Quarterly Treatments** – Snake control

CAB Campus, 04 Residential Colonies

**3. Monthly Treatments** - Pest Control for Cockroach, ants and lizards

Main Office Building (Mahanadi), All class rooms, parking, staircases, Financial inclusion center, auditorium, sports room, security cabin, record room

**4. Monthly Treatments** - Thymol and anti-Fungal treatment

RBI archives and Library

**5. Weekly Treatments** - Pest Control for Cockroaches, ants and lizards

03 canteens (including Kitchen, Dining Area, Toilet Blocks and Common areas)

**6. Weekly Treatments** – Mosquito Control

a. 02 Hostels

b. Residential Colonies

c. Office Buildings

The above stated services shall be provided with pick up from and delivery at the door basis. No transportation charges will be paid by the Bank separately. The details of areas where pest control system has to be carried out is as per [Annexure XIII](#).

#### 2. OWC

##### Details of Services to be provided

- i. Segregation of Dry Waste and Kitchen Waste generated in the hostels (94 rooms), guest houses (18 rooms), staff quarters (13 in number) and lounge/canteens (365 days in a year)
- ii. Running of Organic Waste converter (OWC) Plant to process Kitchen Waste
- iii. Disposal of Dry Waste and excess manure generated in any form from the OWC/AMC Work at regular intervals as advised by bank officials.
- iv. Provision of all materials required for composting of waste, running of OWC plant, coco-peat, etc will be supplied by the Agency.
- v. The agency shall deploy adequate unskilled laborer for providing the above services.
- vi. The manpower engaged by the contractor will be trained by the company personnel for 2 days. Additional personnel shall be got trained, if necessary, for engaging on emergency.

- vii. The wheel barrow required for the carriage of waste will be provided by the Bank and the Contractor shall exercise reasonable care while using the same.
- viii. The power and water required for the operation will be supplied by the Bank. However, reasonable care shall be taken for the use of water and power judiciously and in the operation of outlet points/fittings
- ix. The workers shall be provided with all necessary protective areas like hand gloves, goggles, mask, covered shoes, apron etc. by the Contractor. The workers shall undergo medical examination on quarterly basis under a Registered Medical Practitioner and suitable remedial measures shall be taken by the Contractor, of prescribed /found necessary.



## Annex E

### E. Catering

The Scope and Nature of Work of the Contract shall be applicable to the three canteens (2 at CAB and 1 at Rajnigandha THH) and shall include the following.

1. Providing In-house Catering Services at the Officers Lounge to the National / International participants of the training programmes being conducted at the College, Guests, Guest Faculties and Officers of the College on all days between 6:00 am and 10:00 pm, during the Contract period, including holidays, as per [Annexure – X and XI](#). “Participants” means those attending the training programmes of the College and “Guest faculty” means those who are invited from RBI offices and external institutions to handle the sessions. The number of participants for whom the catering arrangements are to be made, shall be advised to the Contractor from time to time, by the College.
2. Providing catering services to CAB, RBI employees and vendors in the Canteen on all working days. Charges for the same shall be borne by the employees/vendors and paid using Sodexo Meal Cards/ Cash. Menu for Canteen and the rates shall be drawn on mutual consent.
3. Providing Breakfast / Lunch / Dinner / Snacks and Tea / Coffee / Milk / Juice services with Biscuits to the participants, office staff, guests and guest faculty during office hours **at all required times** and also outside office hours and on holidays, if so required. Also **to arrange / provide snacks, cakes, outside food items, etc., as and when required by the College, reimbursement of which will be made by the College on agreed prices / terms on mutual consent.**
4. Providing Special Lunch / Dinner as and when required by the College as per the menu indicated in [Annexure – XII](#).
5. The Contractor shall supply alternative diets, including, Fruit Lunch, on request, from any participant / officers on health or other grounds, as and when directed by the College.
6. The Contractor shall provide items of food as per the Customs, Religions, Cultural requirements / restrictions, on demand. For example, eating / food requirements as they apply to Islam, Buddhism, Hinduism, Jainism, Judaism, etc., lifestyle diets viz., low - fat / low - salt / diabetic / gluten - free and fasting food like fruits etc., are required to be provided on demand. Menu including Jain Food / Fruit Lunch as decided should be provided.
7. Providing catering services at the Officers’ Suites / Guest Faculty Rooms, Executive Suites, Participant’s Tea Room, Faculty Team Room and Pantry of Principal’s Secretariat, which shall include providing exclusive personnel at these places and to clean and fill water in flasks / water containers for Faculty cabins, Class rooms, Seminar hall and Conference room.
8. Providing special catering services within the premises / campus of the College on special occasions as per the rates agreed upon or any rates agreed upon after mutual discussions.
9. **Service Timings:**
  - i. The timings for serving the Participants / Staff / Guest Faculty / Guest shall be as under:

Items	Duration	Timing
Classroom Tea / Filter Coffee / Milk / Lemon Juice with Biscuits and Bakery Cookies (of Sweet & Salt Variety)	Morning	10:30 am - 11:00 am
	Afternoon	03:00 pm – 3:30 pm
Tea / Filter Coffee / Milk with Snacks	Evening	05:30 pm – 6:30 pm

(to be served at the Classroom, Office & Tea Rooms)

ii. **Dining Hall Service:**

Items	Timing
Breakfast	08:00 am – 09:30 am
Lunch	12:45 pm – 02:00 pm
Dinner	08:00 pm – 09:30 pm

iii. The above timings could be generally observed. However, there could be exceptional circumstances warranting catering service before or beyond the above timing to which the contractor shall oblige.

iv. Normally the service would be buffet service. However, at times, service as per specifications are to be provided, i.e., Sit-Down Service, Banquet or any other form. The service of all food items should be "**UNLIMITED**" as per the requirement of the participants / guests from the spread available.

10. For the purpose of executing the work under this Tender, the contractor will be permitted to use and occupy the Officers' Lounge consisting of two dining halls, kitchen & store rooms attached to Kitchen, Dormitory, the Receiving Area, Participants Tea Room, Faculty Tea Room, Pantry at Principal's Secretariat and the Staff Canteen. The contractor shall ensure proper cleaning, upkeep and maintenance of these areas, at his / her own cost.
11. Training programmes are conducted throughout the year, but the number of participants may vary from time to time and the College **will not guarantee any minimum number of participants for Breakfast / Lunch / Dinner**. There might be occasions when no training is conducted during a particular period / month. Notwithstanding this, the contractor's catering services shall be available throughout the year without any break, for the Faculty, Staff of the College and as required by the College.
12. The food shall be served as per the weekly menu (subject to modification on mutual consent). The Contractor shall strictly adhere to the menu proposed by the Mess Committee / College and shall not effect any change in the menu without the approval of the Mess Committee / College.
13. The Contractor shall provide breakfast / lunch / tea / coffee / snacks to the participants, prepared in the College kitchen, wherever they are, either on outdoor training at RBI or as directed by the College and also provide packed lunch and / or tea / snacks, whenever the participants proceed out, either on industrial visit/s or sightseeing expeditions even on Sundays / Holidays / week-ends. The Contractor shall not be entitled to any extra remuneration for these arrangements except for the transportation charges and the same shall be reimbursed by the College on production of supporting bills. The menu to be provided on such occasions for both vegetarian and non-vegetarian shall be strictly adhered to as per the menu approved by the College.
14. The Contractor should keep the lounge open on all days during the period, when the Training Courses or Seminars are conducted by the College and on such other days, as may be indicated by the College. The number of participants for whom catering arrangements are to be made, shall be advised to the Contractor from time to time, by the College.
15. **Previous and following day of Programme:**

The contractor shall keep the Lounge open and arrange for catering service to such of the participants who arrive on the day previous to the day of commencement of a Programme and leave on the day following the last day of Programme even though such days fall between two Programmes, as they are expected to be present in the hostel on such days. Charges for such items as partaken of by them shall be calculated at the rates specified for each of the item as per the Contract.

16. **Sick Participants:** If a participant falls ill or is indisposed, he / she shall be provided with special diet up to the cost of normal menu, as and so long as needed by him / her, without any extra charge in lieu of the normal food supplied in the Lounge. The same shall be served in the room of such participants, if so required, without any extra charge.
17. The contractor shall be solely and wholly responsible for procurement of all food articles and provisions at his own cost. The contractor shall bear complete financial responsibility for all purchases and financial commitments he / she may enter into for fulfilling the Contract. Raw food materials such as vegetables, milk, fish, mutton, chicken, eggs, fruits, etc., shall be procured fresh and of best quality as per the College's approval failing which the items will be rejected and the Contractor shall replace the same with fresh products from the sources approved by the College.
18. The food served in the College should be of high quality, taste and purity. High quality branded provisions, groceries and vegetables for preparation of food should be strictly adhered to, as per [Annexure – XII](#) of the Tender.
19. Reuse of burnt oil is strictly prohibited. Oil once used, shall not be used again. There shall be no re-chuffing of food. Food shall be cooked only in the Kitchen of the Lounge. The Contractor shall not bring any food prepared or cooked outside, unless specifically permitted by College.
20. The Contractor shall **ensure that the cooking vessels and other utensils used for preparing non-vegetarian dishes are not used for cooking and serving vegetarian food.**
21. The Contractor shall store all grocery items, food-items, drinking water and other articles in closed containers in a hygienic manner. The Contractor shall provide proper receptacles for throwing refuse from lounge, kitchen, dining area, staff canteen, tea rooms and shall arrange, at his own cost, for prompt removal of such refuse from the College campus every day. A thorough master cleaning of all equipment, fixtures, utensils shall be carried out by the contractor every weekend by removing the grime, grease, stains, oil, etc., and wiped well with a clean & dry cloth.
22. **Crockery, Cutlery and Cooking Utensils:**
  - i. The Contractor shall be provided with crockery, cutlery, table linen, cooking utensils and other articles that are necessary and required for providing catering services, as detailed in an inventory list, by the College, copy of which shall be provided to the Contractor. The Contractor shall at all times ensure, keep and maintain all such articles in which food and beverages are served in a clean, neat, hygienic and tidy order. Utensils, cups, saucers, flasks, crockery, cutlery, etc., shall be scrubbed and cleaned thoroughly with soap water and hot water.
  - ii. The Contractor shall maintain inventory of the stock of items given to him / her. An inventory statement giving clearly the break-up of stock, including usable items, items rendered unusable due to normal wear and tear and breakage / missing, if any, shall be submitted to the College by 10th day of every month, which shall be checked by the authorized Official of CAB in comparison with the original inventory list.
  - iii. Breakage shall be kept to a reasonable level. If breakage takes place on account of negligence or mishandling of equipment, utensils, crockery and cutlery by the staff of the Contractor, the Contractor shall have to bear the entire cost in respect of such breakage. Similarly, the cost of any item missing shall be recovered from the Contractor in full.
  - iv. The College shall not, in any way, be responsible, for any loss of crockery or any other goods or articles, kept in the said premises by the Contractor. The Contractor shall be responsible for the loss or damage, etc., caused to the articles of Dead Stock and other kitchen equipment,

made available / to be made available, subsequently, to the Contractor and the CAB, Pune shall have the right to recover the cost of repairs / replacements / damages, etc.

23. The Contractor shall be responsible for and make good any loss or damage, caused by any act or default, on his part or on the part of his employees or agents, to the said premises and / or to the College's property therein, permitted to be used by the Contractor. Reasonable wear and tear or such other damage or loss, as may be caused by Act of God or other forces beyond the Contractor's control (in spite of all reasonable and normal precautions taken by him) shall be exempted. The Contractor shall be responsible for and make good any loss or damage, caused by any act or default on the part of the staff employed by him to the utensils and other equipment referred to in the para above, reasonable wear and tear are exempted.
24. The Contractor shall be responsible for taking adequate care and regular cleaning of all equipment, utensils, etc. He / She should bring to the notice of the College, the repairs, specialized cleaning of chimney and any other major maintenance work due to normal wear and tear that are required to be undertaken from time to time, the cost of which will be borne by the College. If any repairs of the equipment are to be made on account of mishandling / negligence of the workmen, except normal wear and tear, the said items shall be repaired by the contractor at his / her cost.
25. The contractor shall provide minimum of seven numbers of staff at CAB and minimum of three staff at Rajnigandha THH (to be deployed interchangeably depending on requirements of College), including a qualified Manager as overall in-charge, **skilled professional Chef trained in multicuisine** (with work experience in reputed star hotels or training establishments of banks / Central Govt. Financial Institutions / Corporate Houses, supported with relevant documents / certificates), additional skilled person, Kitchen Helpers, Lounge Supervisors, Stewards, Others (housekeeping and dish washing) etc. The agency will deploy additional manpower as per the requirement of the catering services of the College. The replacement / reliever in case of leave / exigency of any staff should be having similar qualifications and experience. In situations of no training programme being conducted or when there are reduced number of training programmes, the number of catering staff to be deployed at the College will be as per the decision of the College. Any additional deployment by the vendor in view of increase in catering services (meals, other items as given in [Annexure X](#) & [XI](#)) due to increase in number of participants of the College/ special breakfast/ Special lunches/ special dinners hosted by College/ Special functions/ visitors to VOF and special function if any should be factored in the price quoted for different menu items as given in Table B of price bid.
26. The Contractor shall deploy staff, who should preferably be not from far off places to ensure availability of sufficient number of staff for the work, at short notice, in case of any unanticipated or emergent situations.
27. A competent and qualified person with a minimum of three years' experience in this field shall be appointed as Manager whose name should be informed to the College and who shall remain in person on the campus to manage and supervise the catering services properly. The Manager should be conversant in Marathi, English and Hindi. One dedicated mobile with dual SIM (with number) will be provided by the Contractor to the supervisor / Manager posted at the College at the Contractor's own cost.
28. The Contractor shall have full control of his / her staff deployed for the service and shall give them necessary guidance and direction to carry out the jobs assigned to them. The catering staff are to be allotted duties individually and not given sundry work. The staff engaged by the Contractor shall be trained and experienced people having good health, character, well behaved, obedient and skillful in their tasks. They should be conversant in Marathi, English and Hindi.

29. The catering staff shall maintain high standards of cleanliness in preparation and handling of food items, cooked food and cut fruit servings, etc. The catering staff shall be courteous while serving the participants, guests, guest faculty and staff of the College.
30. The Contractor shall at all times, maintain and keep the dining hall, staff canteen, kitchen, backyard, tea rooms on the 1st floor of the College building, tea room in Principal's Secretariat and Kitchen in Executive Suites and utensils wash area in the said premises, in a clean and hygienic condition, to the satisfaction of the College. Repairs on account of mishandling / negligence of workmen shall be carried out by the contractor at their own cost.
31. The dining tables and service tables have to be maintained in a clean and neat manner, free of pests. **The contractor will be responsible for replenishing the consumables like foam type hand wash of reputed brand and paper hand towel in the dining hall, apart from keeping the tissue papers of good quality & reasonable size on the dining tables at his / her own cost.**
32. The College follows a system of rating of the Catering services by the participants, guest faculty, etc. The rating of the service shall be maintained at 'very good' and above at all times. The Contractor shall take steps to improve the service if 40% of the participants have rated the food served in a programme as below 'very good'. In the event of 50% of participants rating the food as below 'very good', the College shall levy penalty up to 3% of the bill amount which shall be final and binding on the Contractor. The said amount shall be recovered while making payment in respect of the said Bill. In case, the bill corresponding to the rating period has already been paid without deductions, the College shall be entitled to recover the penalty amount from the payments in respect of subsequent bills.
33. The Officers and other staff of the College / Bank shall be entitled to use the lounge for consumption of food and refreshment, brought by them, from outside the Lounge.
34. The lounge shall be for the exclusive use of the Officers and the working shall be subject to the supervision and control of the Principal, College of Agricultural Banking, Pune and other officials duly authorized by him / her. The Contractor shall not prepare food by availing of the facilities provided by the College for the purpose of serving in institutions / canteen run elsewhere by the Contractor.
35. The contractor or his / her authorized representative has to attend the review meetings convened every month or as and when required, for discussion, evaluation of performance of the Contract, and compliance to statutory issues, etc.
36. The catering and serving staff should use hand gloves, head caps and aprons to be provided by contractor.
37. All the catering staff (including serving staff, helpers) should undergo medical examination on quarterly basis by a registered medical practitioner and suitable remedial measures shall be taken by contractor, of prescribed/found necessary. The catering staff need to be necessarily vaccinated against viruses like COVID-19, etc.
36. **Kitchen Equipment:**  
The College shall provide the contractor with kitchen equipment, chimney, fans, exhaust fans, refrigerator, deep freezer, water cooler, etc. The list of kitchen equipment items will be provided at the time of awarding the contract. These electrical fittings and equipment shall be handled in a

proper manner and shall be cleaned / maintained regularly by the contractor, at his own cost. **The cost of liquid soap to be used for dish washer should be borne by the contractor.** The specialized cleaning / repairing of the cooking range, oven, Bain Marie and other kitchen equipment, etc., will be done at the cost of the College as and when required.

**37. Arrangement for Cooking Gas:**

For preparing food items, beverages and refreshments, the Contractor shall arrange for commercial gas connection in his / her name and ensure regular supply of commercial LPG gas refills at his own cost and pay for refills directly to the gas dealer. The contractor must ensure prompt and uninterrupted supply of gas by placing order with the dealer sufficiently in advance and arrange for alternative sources when there is any short supply of gas. The contractor is responsible for adhering to safety precautions / all statutory requirements while storing and operating gas refills to prevent any fire hazards / leakages, etc. The contractor will inform the College immediately in case of any urgent repair work needed in the gas pipes.

38. i) Charges for electricity consumed for lights, fans and other electrical appliances like fridge, deep freezer, toasters, microwave oven, mixer, grinder, etc., shall be borne by the College, but proper steps shall be taken by the contractor to ensure that the fans, lights and other electrical appliances are used with due economy and are switched off when not required or are used only to minimum extent necessary, so as to avoid wasteful consumption of electricity. The College reserves the right / option to levy penalty on the contractor in case of wastage of electricity or if substitutes of cooking gas like hot plates / induction hob are used, without prior permission of the College.

ii. Water required for maintaining the Lounge & Canteen shall be supplied by the College. The contractor shall ensure economical consumption of water and shall ensure that there is no wastage of water. Leaking taps shall be brought to the notice of the College well in time to repair the same. In case of water shortage / no supply from the Water Board, the contractor shall co-operate with the College for regulated supply of water. The contractor shall abide by such restrictions or instructions, as may be imposed or as may be issued by the appropriate Government, Civic authorities and Officials of the College or any other person authorized by the College, regarding consumption of water. The College reserves the right / option to levy penalty on the contractor in case of wastage of water.

**39. Furniture and Fixtures:**

All the furniture, fixtures, equipment and articles as per inventory separately prepared and all other furniture, fixtures, equipment and articles bought or made available by the College in or to the kitchen, dining rooms & canteen, shall remain to be the exclusive property of the College and shall on termination / expiry of this contract be handed over by the contractor to the College in the same order and condition in which they were given to the contractor at the beginning of the Contract, except for reasonable wear and tear.

**Catering- Rajnigandha THH**

- Providing catering services to the officers/Staff of RBI residing in THH (on temporary basis) on all days, as per [Annexure-X](#). Charges for the same shall be borne by the employees/Guests and paid in the form of Sodexo Meal Coupons / Cash. Menu for Canteen shall be drawn on mutual consent.
- Providing catering services at THH and also room service at the request of the visitors, at the rates decided on mutual consent and any other requirements as may be directed by CAB, RBI. The timings of the service are from 0600 Hrs to 2200 Hrs throughout the year.

- Providing special catering services within the premises of Rajanigandha, on special occasions at the rates agreed upon after mutual discussions.
- **Preparation of the Menu-** Menu for each day's breakfast, lunch, evening snacks and dinner shall be drawn up by the Manager every week in advance, as per [Annexure-XII](#), in consultation with the authorized official designated by the College, with due regard to the seasonal requirements, needs and varying tastes of the guests coming to THH from different parts of the country. This menu will be displayed outside lounge/mess each day.

## **Annex F**

### **Rajnigandha THH**

While the services mentioned above will also be applicable to Rajnigandha THH, Aundh, certain specific conditions to be adhered to are as follows:

- 1) The service to THHs may also be provided in the rooms and contractor shall arrange to provide desired food in rooms when asked for, at all reasonable hours
- 2) **Maintenance/ Housekeeping Services:**
  - Toiletry kits and packed water will be collected from CAB Campus for providing the same to the guests in their rooms.
  - Ensure washing of linen as per schedule advised by CAB..

### 3) **Service Timings (For CAB & Rajanigandha THH)**

The timings for serving the Guests shall be as under :

Breakfast : 0800 Hrs to 0930 Hrs  
 Lunch : 1245 Hrs to 1400 Hrs  
 Tea & Snacks : 1730 Hrs  
 Dinner : 2000 Hrs to 2130Hrs

The above timings could be generally observed. However, there could be exceptional circumstances warranting catering service before or beyond the above timing to which the contractor shall oblige

## Section -VII

### Minimum Number of Staff to be deployed.

Firms should consider the following number of staff required for the day to activities/maintenance in connection with providing integrated facility management service.

SI No	Category of Staff	Required Number/s
1	Facility Manager (overall in charge)	1 Highly Skilled
2	Front Office Assistants/Receptionist	3 Semi-skilled plus reliever
3	Training Resource Facilitator	1 Skilled
4	House Keeping Supervisor	3 Semi-skilled plus reliever
5	House Keeping Staff	25 Unskilled
6	Plumber	4 Skilled plus reliever
7	Helper to Plumber	4 Semi-Skilled
8	Electrical Supervisor with suitable PWD electrical license	1 Skilled
9	Electricians with suitable PWD license	4 skilled plus reliever
10	Helper to Electricians	1 semi-skilled.
11	Carpenter	2 Skilled plus reliever
12	Helper to Carpenter	2 semi-skilled
13	Skilled/Qualified Gardener	2 Skilled
14	Gardeners	11 Semi-skilled
15	OWC Operator	1 unskilled
<b>Total Number of Staff</b>		<b>70</b>
16*	Catering Staff (CAB + Rajnigandha THH)	7 (2 skilled, 2 semi- skilled, 3 unskilled) +3 (1 skilled, 1 Semi-skilled, 1 unskilled)
<b>Grand Total</b>		<b>80</b>

Note: -The staff as shown above are to be categorised under (i) skilled, (ii) semi-skilled, (iii) un-skilled etc., by the contractor and ensure payment of at least minimum wages to the staff under each category, in accordance with the Central Minimum Wages stipulated for each category. Bidder shall bear in mind the said requirement, while quoting the rates. **However, CAB reserves the right to decide on the number of staff to be deployed by the vendor on any given day after giving a reasonable notice as decided by CAB to the contractor. The payment to be made to the**



**contractor for labour deployment except catering will be on pro-rata basis based on actual deployment.**

Payment for catering services will be made based on actual per meal/item basis. However, at any point of time, ten people (7 at CAB and 3 at Rajnigandha THH, to be deployed interchangeably depending on requirements of College) are required to be deployed for catering services. The cost of man power (ten) deployed or any additional deployment done by the vendor in view of increase in catering services (meal/other items as given in [Annexure X](#) and [XI](#)) due to increase in number of participants of the College/ special breakfast/special lunches/special dinners hosted by College/ special functions/visitors to VOF and special functions if any, should be factored in the price quoted for different menu items as given in Table B of Price Bid.

**Annexure-I**

**Details of similar qualifying works executed during the last 5 years**

<b>Sr. No.</b>	<b>Name and address of the firm</b>	<b>Value of the work</b>	<b>Whether works completed in time or not (give date of commencement &amp; and date of completion)</b>	<b>Completion period as per work order</b>	<b>Fax /phone number &amp;contact person of the firm</b>

(Attach sheet if required)

Signature of Tenderer:

Date:

## Annexure - II

### CLIENT's CERTIFICATE REG. PERFORMANCE OF BIDDER

Name & address of the Client

Details of Works executed by M/s

1 Brief scope of work under IFMS

2 Agreement No. and date

3 Agreement amount

4 Date of commencement of contract

5 Date of termination (if terminated)

6 Reason/s for termination

7 Details of penalty levied for delay, if any (indicate amount with reason/s)

8 Name and address of the authority under whom works executed

9 Whether the contractor employed qualified and skilled personnel?

10	i)	Quality of work (indicate grading)	Outstanding/Very Good/ Good/Satisfactory/poor
----	----	------------------------------------	--

ii) Amt. of work paid on reduced rates, if any.

11 i) Did the contractor go for any arbitration?

ii) If yes, total amount of claim

iii) Total amount awarded

12 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 manpower	Outstanding/Very Good/ Good/Satisfactory/poor
----	--------------------------	--

d)	General behaviour	Outstanding/Very Good/ Good/Satisfactory/poor
----	-------------------	--

e)	Overall level of performance	Outstanding/Very Good/ Good/Satisfactory/poor
----	------------------------------	--

f. Any specific deficiency observed (in brief).

Note: **All columns may please be filled and the certificate may please be signed.**

Signature of Reporting Officer with Office seal

### Annexure III

#### Proforma for Bank Guarantee In Lieu of Earnest Money Deposit

(To be submitted on non-judicial stamp paper of appropriate value purchased in the name of the issuing Bank).

This deed of guarantee made this \_\_\_\_\_ day of \_\_\_\_\_ two thousand \_\_\_\_\_ between \_\_\_\_\_ (Name of Banker) having its registered office at \_\_\_\_\_ (place) and one of its local offices at \_\_\_\_\_ (hereinafter referred to as the Surety), and **COLLEGE OF AGRICULTURAL BANKING (CAB)**, a training establishment of Reserve Bank of India, having its Central Office at Central Office Building, Shahid Bhagat Singh Road, Mumbai-400 001 INDIA (hereinafter referred to as the Bank).

WHEREAS

(Tenderer's name hereinafter referred to as 'Tenderer') a Company registered under \_\_\_\_\_ and having its registered office at \_\_\_\_\_ is bound to deposit with the Bank by way of earnest money INR \_\_\_\_\_ (INR only) in connection with its Tender for **"PROVIDING INTEGRATED FACILITY MANAGEMENT SERVICES COLLEGE OF AGRICULTURAL BANKING (CAB), PUNE-411016"** and the specifications and terms and conditions enclosed therein.

WHEREAS the tenderer as per clause No. \_\_\_\_\_ Section IV of Instructions to tenderers and special conditions has agreed to furnish a Bank Guarantee valid up to \_\_\_\_\_ instead of deposit of earnest money in cash.

#### NOW THIS WITNESSETH:

1 That the Surety in consideration of the above Tender made by the Tenderer to the Bank hereby undertakes to guarantee payment on demand without demur to the Bank the said amount of INR \_\_\_\_\_ (INR only) within \_\_\_\_\_ one \_\_\_\_\_ week from the date of receipt of the demand from the Bank on presentation of this deed of guarantee, which the Tenderer is bound to deposit with the Bank by way of earnest money in connection with his Tender.

2 This guarantee shall not be affected by any infirmity or irregularity on the part of the Tenderer or by the dissolution or any change in the constitution of the Bank, Tenderer or the Surety.

3 The Bank shall be eligible to make any claim under this guarantee if the Tenderer after submitting his Tender, rescinds from his offer or modifies the terms and conditions thereof in a manner not acceptable to the Bank or expresses his unwillingness to accept the order after the Bank has decided to place order with the Tenderer for **"PROVIDING INTEGRATED FACILITY MANAGEMENT SERVICES AT COLLEGE OF AGRICULTURAL BANKING (CAB), PUNE-411016"**. The Banks' decision in this regard shall be final and binding.

4 The Surety shall not and cannot revoke this guarantee during its currency except with previous consent of the Bank in writing.

5 Notwithstanding anything contained in the foregoing, the Surety's liability under the guarantee is restricted to INR \_\_\_\_\_ (INR \_\_\_\_\_ only).

6 This guarantee shall remain in force and effective up to \_\_\_\_\_ and shall expire \_\_\_\_\_ and

become ineffective on intimation thereof being given to the Surety by the Bank in which event this guarantee shall stand discharged.

7 The Surety will make the payment pursuant to the demand notice issued by the Bank, notwithstanding any dispute that may exist or arise between the Tenderer and the Bank or any other person.

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

9 Notwithstanding anything contained hereinabove, unless a demand or claim under this guarantee is made on the Surety in writing on or before, the Surety shall be discharged from all liabilities under guarantee thereafter.

10 The Surety has the power to issue this guarantee under its Memorandum and Articles of Association and the person who is hereby executing this deed has the necessary powers to do so under the Power of Attorney granted to him by the Surety.

SIGNED AND DELIVERED For and on behalf of or and on behalf of above named Bank. (Banker's Name and Seal)

**Bank Manager**  
**(Banker's seal)**

#### **Annexure IV**

#### **Proforma of Bank Guarantee for Security Deposit**

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

No.

Date

To:

**The Chief General Manager,  
College of Agricultural Banking,  
Reserve Bank of India,  
University Road,  
Pune-411016.**

Dear Sir

In consideration of your agreeing to accept the security deposit of INR \_\_\_\_\_ (INR \_\_\_\_\_ only) furnishable to you by \_\_\_\_\_ Messrs \_\_\_\_\_ (hereinafter referred to as "the contractor") in terms of their contract with you for "**PROVIDING INTEGRATED FACILITY MANAGEMENT SERVICES AT COLLEGE OF AGRICULTURAL BANKING (CAB), PUNE- 411016**" as per their Tender dated \_\_\_\_\_ and your Special Conditions of Contract and other tender documents relating thereto subject to the conditions and alterations mutually agreed upon the set forth or referred to in your Contract dated \_\_\_\_\_ in the form of guarantee from us in the manner hereinafter contained, we \_\_\_\_\_ (Name of the Bank) do hereby covenant and agree with you as follows :

1. We undertake to indemnify you and keep you indemnified from time to time to the extent of INR \_\_\_\_\_ INR(\_\_\_\_\_ only) against any loss or damage caused to or suffered by or that may be caused to or suffered by you by reason of any breach or breaches on the part of the contractor of any of the terms and conditions contained in the said Contract and in the event of the contractor making any default or default in carrying out any of the work under the said Contract or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding in total the said sum of INR \_\_\_\_\_ (INR \_\_\_\_\_ only) as may be claimed by you as your losses and/or damages, costs, charges or expenses by reason of such default on the part of the contractor.
2. Notwithstanding anything to the contrary, your decision as to whether the contractor has made any such default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Guarantee but will pay the same forthwith on your demand without any protest or demur.

3. This guarantee shall continue and hold good until it is released by you on the application by the contractor after expiry of the relative guarantee period of the said Contract and after the contractor had discharged all his obligations under the said Contract and produced a certificate of due completion of the work under the said contract and submitted a "No Demand Certificate", provided always that this guarantee shall in no event remain in force after the day of \_\_\_\_\_ without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before the expiry of six months from the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.
4. Should it be necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this Guarantee on your request till such time as may be required by you. Your decision in this respect shall be final and binding on us.
5. You will have the fullest liberty without effecting this guarantee from time to time to vary any of the terms and conditions of the said contract or extend the time of performance of the contractor or to postpone for any time or from time to time any of your rights or powers against the contractor and either to enforce or forbear to enforce any of the terms and conditions of the said Contract and we shall not be released from our liability under this guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the contractor or any other forbearance, act or omission on your part or any indulgence by you to the contractor or by any variation or modification of the said contract or any other act, matter or things whatsoever, which under the law relating to sureties would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of INR (INR only) as aforesaid.
6. This guarantee shall not in any way be affected by your taking or varying or giving up any securities from the contractor or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be, of the contractor.
7. In order to give full effect to the guarantee herein contained you shall be entitled to act as if we were your principal debtors in respect of all your claims against the contractor hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety-ship and other rights, if any, which are in any way inconsistent with any of the provisions of this guarantee.

8. This guarantee shall not in any way be affected by your taking or varying or giving up any securities from the contractor or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be, of the contractor.
9. In order to give full effect to the guarantee herein contained you shall be entitled to act as if we were your principal debtors in respect of all your claims against the contractor hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety-ship and other rights, if any, which are in any way inconsistent with any of the provisions of this guarantee.
10. Subject to the maximum limit of our liability as aforesaid, this guarantee will cover all your claim or claims against the contractor from time to time arising out of or in relation to the said contract and in respect of which your claim in writing is lodged on us before expiry of six months from the date of expiry of this guarantee.
11. Any notice by way of demand or otherwise hereunder may be sent by special courier, mail, fax or registered post to our local address as aforesaid and if sent by post, it shall be deemed to have been given when the same has been posted.
12. This guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees heretofore given to you by us (whether jointly with others or alone) and now existing un cancelled and that this guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.
11. This guarantee shall not be affected by any change in the constitution of the contractor or us nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will ensure to the benefit of and be available to and enforceable by the absorbing or amalgamated company or concern.
12. Any forbearance, act or omission on the part of the Bank in enforcing any of the conditions of the said tender or showing of any indulgence by the Bank to the Tenderer shall not discharge the Surety in any way and the obligations of the Surety under this guarantee shall be discharged only on the intimation thereof being given to the Surety by the Bank.
13. This guarantee is irrevocable during the period of its currency and shall not be revoked without your previous consent in writing.
14. We further agree and undertake to pay you without demur the amount demanded by you in writing notwithstanding any difference or dispute or controversy that may exist or arise between you and contractor or any other person.
15. Notwithstanding anything contained herein above our liability under this guarantee is restricted to INR \_\_\_\_\_ (INR \_\_\_\_\_ only).  
Unless a written claim is lodged on us for payment under this guarantee within six months from the date of expiry, including extensions if any, of this guarantee all your rights under the guarantee shall be forfeited and we shall be deemed to have been released and discharged from all liabilities there under, irrespective of whether or not the original guarantee is returned to us.



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

SIGNED AND DELIVERED

(For & on behalf of the above named Bank)

For & on behalf of

(Banker's Name & Seal)

BRANCH MANAGER

(Banker's Seal)

Address

## **Annexure V**

### **Draft Articles of Agreement**

ARTICLES of Agreement made on the ----- day of between the Reserve Bank of India, having its Central Office at Mumbai (hereinafter called "The Employer") of the one part and (hereinafter called "The contractor") of the other part.

Whereas the employer is desirous of doing the work for "**PROVIDING INTEGRATED FACILITY MANAGEMENT SERVICES AT COLLEGE OF AGRICULTURAL BANKING (CAB), PUNE-411016**" and whereas the said drawings and the 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 hereinafter referred to as "the said Conditions") the works shown upon the said drawings and/or described in the said Specifications and included in the said Schedule of Quantities at the respective rates therein set forth amounting to the 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 time and in the manner set forth in the said Conditions, the contractor shall upon and subject to the said Conditions execute and complete the work described in the said Specifications and the Schedule of quantities.
2. The Employer shall pay the contractor the said Contract amount or such other sum as shall become payable, at the times and in the manner specified in the said Conditions.
3. This Agreement is a part of the contract following from the tender issued in this regard by CAB, RBI. Conditions of this agreement including scope of work will be supplemental to the terms and conditions of the tender. 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 and 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 plans, agreement and documents mentioned herein shall form the basis of this contract.
5. This Contract is an item rate contract to be paid for according to the completion of work as contained in Schedule of Quantities or as provided in the said conditions and all as per specifications and working drawings.
6. The contractor shall afford every reasonable facility for carrying out of all works of other contractors appointed by the Employer and shall make good any damages done to walls, floors etc. after the completion of such works.
7. Time shall be considered as the essence of this Contract and the contractor hereby agrees to commence the work/job from the 10<sup>th</sup> day of issue of formal work order as provided for in the said conditions and to complete the entire work specified within **12 weeks** subject to nevertheless to the provisions for extension of time.
8. All payments by the Employer under this Contract will be made only at Pune.

9. All disputes arising out of or in any way connected with this Agreement shall be deemed to have arisen at Pune and only Courts in Pune shall have the jurisdiction to determine the same.
10. That the several parts of this contract have been read by the contractor and fully understood by the contractor.
11. The contractor is bound to abide by the provision of payment of wages Act 1936 and minimum wages Act 1948. The Bank reserves the right to pay the minimum wages to worker by deducting appropriate amount from liability to contractor, in case minimum wages are not paid.

IN WITNESS WHEREOF the Employer and the contractor have set their respective hands to these presents and two duplicates hereof the day and year first herein above written.

(If the contractor is a partnership or an individual)

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

If the contractor is a Partnership or an Individual	IN WITNESS WHEREOF The Bank and the contractor have set their respective hands to these presents and two duplicate hereof the day and year first hereinabove written.
--	--

If the contractor is a Company	IN WITNESS WHEREOF The Bank has set its hand to these presents through its duly authorised official and the contractor has caused its common seal to be affixed hereunto and the said two duplicate/has caused these presents and the said two duplicates hereof to be executed on its behalf, the day and year first hereinabove written.
--------------------------------	--

#### Signature Clause

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

(Name and designation)

in the presence of

1)

Address

.....

2)

Address

.....  
.....

### Witnesses

SIGNED AND DELIVERED BY

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

(1).....  
Address

2)  
  
Address

Witnesses

If the Contractor signs under its common Seal the signature clause should tally with their sealing clause in the Articles of Associations.

THE COMMON SEAL OF

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

.....  
.....  
.....

The Contractor is signing by the hand of power of attorney whether a company or individual.

In the presence of

(1) .....  
.....  
(2)

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

(1) .....  
.  
(2) .....

SIGNED AND DELIVERED BY the contractor by the  
hand Of

The Contractor is signing by the hand of power of attorney whether a company or individual.

Shri ... .....and duly constituted attorney.

**Bank Reserves the Right to Modify the contents of the Article of the Agreement before the Agreement is entered with the contractor.**

## **Annexure -VI**

### **FORM OF BANKERS' CERTIFICATE FROM A SCHEDULED BANK**

1. Composition of the firm (whether Partnership/ Private Limited/ Proprietorship/ Public Limited.)
2. Name of the Proprietor/ Partners/ Directors of the firm.
3. Turnover of the firm for the last 3 years (year wise).
4. Credit facility/ Overdraft facility enjoyed by the firm.
5. Dealings
6. The period from which the firm has been banking with your bank.
7. Any other remarks.

The above firm is considered financially sound to be entrusted with the contract for works estimated to cost ₹ 309 Lakh.

(Signature) For the Bank

Note:

1. **Bankers' certificates should be on letter head of the bank, sealed in cover addressed to enlistment authority.**
- In case of partnership firm, certificate to include names of all partners as recorded with the bank.**

## **Annexure – VII- A**

### **FORM OF BANKERS' SOLVENCY CERTIFICATE FROM A SCHEDULED BANK**

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

(Signature)  
For the Bank

#### **Note:**

1. The certificate should be of a date later than date of Notice inviting tender
2. Bankers' certificates should be on letter head of the Bank, sealed in cover addressed to Principal, College of Agricultural Banking (CAB), RBI, Pune.
3. In case of partnership firm, certificate to include names of all partners as recorded with the Bank.

**Annexure VII-B****Details of Bankers**

The details of our bankers in the following format are uploaded.

<b>Sr. No.</b>	<b>Name of Bank</b>	<b>Branch and its complete address</b>	<b>Name of the contact person</b>	<b>Telephone and FAX number</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>

Signature

Seal of company

Name

Designation

Date:

## Annexure VIII

### FORMAT FOR POWER OF ATTORNEY FOR SIGNING OF Application/Proposal and Documents

(On Non-Judicial Stamp Paper of appropriate value)

Know all men by these presents, We

(Name of the Bidder and address of their registered office) do hereby constitute, appoint and authorise Mr. / Ms.

..... (Name and residential address of Power of Attorney holder) who is presently employed with us and holding the position of ..... as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our tender for “ **PROVIDING INTEGRATED FACILITY MANAGEMENT SERVICES AT COLLEGE OF AGRICULTURAL BANKING (CAB), PUNE-411016**” including signing and submission of all documents and providing information / responses to **COLLEGE OF AGRICULTURAL BANKING (CAB), PUNE** representing us in all matters before **COLLEGE OF AGRICULTURAL BANKING (CAB), PUNE** and generally dealing with **COLLEGE OF AGRICULTURAL BANKING (CAB), PUNE** in all matters in connection with our proposal for the said Project.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

#### Note

Power of Attorney should be properly stamped and notarized Power of Attorney furnished shall be irrevocable.

Signature/(s) of the Bidder

Name/(s)

Stamp/Seal of the Bidder

(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 IX****NEFT Details****Details of Bank Account for effecting e-payments**

Name of the Institution: College of Agricultural Banking, Reserve Bank of India, Pune

Address (in full): College of Agricultural Banking, Reserve Bank of India, University Road, Pune-411 016

1	Name of the Account Holder (as appearing in the Bank Account)	College of Agricultural Banking, Reserve Bank of India, Pune
2	Account Number	8614038
3	Type of Account (Savings, Current etc.)	Current
4	PAN Number	AAIFR 5286M
5	Name of the Bank	Reserve Bank of India
6	Name of the Branch	CAB, PUNE
7	Address of the Bank	CAB, RBI, University Road, PUNE
8	NEFT/IFS Code	RBIS0PUPA01 (0 in the code represents ZERO)
9	Name of the Account	Sundry Deposit A/c-DAD
10	GST Number	27AAIFR5286M1ZG

Details indicating exemption from payment of IT (if applicable):

NOTE :- UNDER SECTION 48 OF RBI ACT 1934, RBI SHALL NOT BE LIABLE TO PAY INCOME TAX OR SUPER TAX ON ANY OF ITS INCOME, PROFITS OR GAINS.

## Annexure X

### INDICATIVE SCHEDULE OF ITEMS TO BE SERVED FOR BREAKFAST, LUNCH & DINNER

#### Breakfast

S. No.	For National / International Participants	Remarks
1.	a) Oats, Flakes – Corn / Wheat / Ragi with Milk & Honey b) Milk / Sandwich / Brown Bread c) French Toast with Honey d) Muesli with Honey	Any one item (Different varieties)
2.	Banana – 2 nos.	-
3.	Bread, Butter, Cheese Slices	-
4.	Mixed Fruit Jam, Tomato Sauce	-
5.	a) Poori with Aloo Curry b) Assorted Paratha with Veg. Kurma & Curd	Any one item
6.	a) Masala Dosa b) Idli c) Poha d) Upma e) Onion Uttapam <b>All the above items with Vada, Chutney &amp; Sambar</b>	Any one item
7.	Boiled Egg / Scrambled Egg / Omlet	Any one item
8.	<b>Fresh Juices</b> - Apple, Mango, Pineapple, Watermelon, Papaya, Orange, Lemon and Mosambi	Any one item
9.	Tea / Filter Coffee / Milk	To be brewed fresh & served with sugar cubes / sugar-free and tea bags

#### II. Lunch

S. No.	For National / International Participants	Remarks
1.	a) Cream of Tomato Soup b) Cream of Sweet Corn Soup c) Clear Vegetable Soup d) Cream of Mushroom Soup d) Hot and Sour Soup e) Lemon Coriander Soup f) Broccoli & Walnut Soup g) Manchow Veg. Soup	Any one item
2.	a) Phulka / Poori / Chappathi	Any one item. In case of International participants, Brown Bread/ Bread Rolls shall be served extra.

3.	a) Vegetable Fried Rice b) Jeera Rice c) Vegetable Pulav d) Vegetable Biryani e) Peas Pulav	Any one item In case of International participants, Chicken noodles/ American chopsy noodles / Macaroni / Baked Mutton stroganoff shall be served extra.
4.	Rajma Dal / Dal Fry / Dal Makhani / Dal Hariyali / Pancharatana Dal / Tadka Dal / Chole Masala	Any one item
5.	Bhindi Fry / Aloo Fry / Beans and Carrot Fry / Gobi 65 / Capsicum Fry / Veg. Manchurian / Karela Fry	Any one item In case of International participants, French Fries / Roast Potatoes / Pan tossed vegetables shall be served extra.
6.	Mixed Vegetable Kurma / Capsicum with Gobi Curry / Paneer Butter Masala / Palak Paneer / Baingan Ka Barta / Mutter Paneer / Paneer Tikka Alu Methi / Veg Malai Koftha / Matki Usal	Any one item
7.	Kadai Chicken / Butter Chicken / Fish Curry / Mutton Fry / Fish Fry / Malvani Fish Curry / Fried Chicken / Chicken Malvani Gravy (Big size) / Tawa Fish / Tawa Chicken	Any one item (Surmai or Pomfret Fish only) In case of International Participants, Roast Chicken/ Roast Mutton / Fried fish with tar tar sauce / Irish Stew shall be served extra.
8.	Plain Rice	
9.	Green Salad (Tomato, Onion, Lemon, Cucumber & Carrot) / Caesar Salad / Russian Salad / Tossed Salad / Mixed Sprout Salad / Beetroot Salad / Chick Pea Salad	Any one item
10.	Curd /Raita (Boondi, Pomegranate)	
11.	Pickle – Mango / Lemon / Mixed Vegetables	Any one item
12.	Farsan/ Chips	Any one item
13.	Butter Milk	
14.	a) Ice Cream – Vanilla / Butterscotch / Chocolate / Strawberry b) Gulab Jamun c) Angoor Malai d) Fruit Custard e) Sevai Kheer f) Kulfi g) Carrot Halwa	Any one item (Ice Cream to be provided in all varieties)
15.	Mixed Seasonal Cut Fruits – 150 gms (Apple, Mango, Papaya, Water Melon, Pine Apple, Guava, Orange)	

### III Dinner

S. No.	For National / International Participants	Remarks
1.	a) Cream of Tomato Soup b) Cream of Sweet Corn Soup c) Clear Vegetable Soup d) Cream of Mushroom Soup d) Hot and Sour Soup e) Lemon Coriander Soup f) Broccoli & Walnut Soup g) Manchow Veg. Soup	Any one item
2.	Phulka / Chapathi	Any one item
3.	Plain Rice	-
4.	Rajma Dal / Dal Fry / Dal Makhani / Dal Hariyali / Pancharatana Dal / Tadka Dal / Chole Masala	Any one item
5.	a) Vegetable Fried Rice b) Jeera Rice c) Vegetable Pulav d) Vegetable Biryani e) Peas Pulav	Any one item
6.	Tinda Fry / Brinjal Fry / Aloo Fry / Cabbage Fry / Gobi Fry / Karela Fry	Any one item
7.	Mixed Vegetable Kurma / Dum Aloo Curry / Veg Malai Kofta / Paneer Vegetable	Any one item
8.	Chicken Curry / Chicken 65 / Chicken Fry / Mutton Curry / Fish Curry / Egg Curry / Tawa Fish / Chilly Chicken / Fish Tikka Masala / Chicken Semi Gravy (Boneless)	Any one item (Vanjaram or Pomfret Fish only)
9.	Green Salad (Tomato, Onion, Lemon, Cucumber & Carrot)	-
10.	Curd	-
11.	Pickle – Mango / Lemon / Mixed Vegetable	Any one item
12.	Farsan / Chips	Any one item
13.	Mixed Seasonal Cut Fruits – 150 gms (Apple, Mango, Papaya, Water Melon, Pine Apple, Guava, Orange)	-
14.	Sweet/ Ice Cream	Any one item

### IV Evening Tea / Filter Coffee / Milk with Snacks

Snacks- Any one of the following item:

S. No.	Items	Quantity	
1.	Onion Pakkoda with sauce	75 gms	
2.	Varities of Pakoda with sauce	75 gms	
3.	Potato / Onion / Banana Bajji with sauce	3 nos.	
4.	Aloo Bonda with sauce	2 nos.	
5.	Veg. Cutlet with sauce	2 nos.	
6.	Veg Samosa with sauce	2 nos.	
7.	Tea Cakes	2 slices	
8.	Kachodi	2 nos.	
9.	Aloo Tikki with sauce	2 nos.	
10.	Vada with chutney	2 nos.	
11.	Sabudana Vada	2 nos.	

## Menu for Rajnigandha THH

<b>Tentative menu to be provided for Breakfast/Lunch/dinner</b>	
<b>Morning</b>	Bed Tea / Coffee
<b>Breakfast</b>	AlooParatha,MethiParatha,Chatni, Raita, Veg Upma Egg /Omlet, Uttapa, Vada, SambharChatni , Butter & Jam, Bread Toast, , Tea , Coffee, fruits
<b>Lunch</b>	Subji (Veg/Nonveg), Dal, rice, Roti/Chapati, Papad, Salad/Curd ,Papad, Pickle, sweet, fruits
<b>Evening</b>	Tea/Coffee, snacks
<b>Dinner</b>	Subji (Veg/Nonveg), Dal, rice, Roti/Chapati, Papad, Salad/Curd ,Papad, Pickle, sweet, fruits

**Annexure XI**
**INDICATIVE SCHEDULE OF ITEMS TO BE SERVED FOR SPECIAL LUNCH / DINNER**

S. No.	For National / International Participants	Remarks
1.	Welcome Drink (Tender Coconut Water / Fresh Fruit Juice)	Any one item
2.	Roasted / Salted Dry Fruits (Badam / Cashew Nut)	Any one item
3.	a) Cream of Tomato Soup b) Cream of Sweet Corn Soup c) Clear Vegetable Soup d) Cream of Mushroom Soup d) Hot and Sour Soup e) Lemon Coriander Soup f) Broccoli & Walnut Soup g) Manchow Veg. Soup	Any one item
4.	Green Salad / Caesar Salad / Russian Salad / Tossed Salad / Mixed Sprout Salad / Waldrof Salad / Corn & Tomato Salad / Coleslaw & Roasted Peanut Salad / Pineapple and Cheese Salad / Fruits and Walnut Salad	Any one item
5.	Curd	
6.	Vegetable Roll / Cutlet / Corn Kebab/ Mirchi Bhajji / Baby Corn Salt & Pepper / Chilly Mushroom / Chilly Paneer	Any one item
7.	Chicken tikka/ Murgmalai kebab/ Chicken 65/ Chicken lollypop/ Fish finger/ Mutton 65	Any one item
8.	Phulka / Tandoori Roti / Naan / Rumali Roti / Masala Kulcha / Poori / Chole Bhature / Assorted Parathas / Paneer Paratha / Paneer Kulcha / Diamond Chappathi	Any one item
9.	Spinach Baby Potato / Paneer Pasanda / Paneer Do Pyaza / Paneer Jal Frezi / Kaju Mutter Curry / Aloo Palak / Palak Paneer / Malai Kofta / Chilly Mushroom / Veg. Kolhapuri / Chilly Paneer / Paneer Butter Masala / Kadai Paneer / Paneer Tikka Masala	Any two item
10.	Chicken Dum Biryani / Mutton Dum Biryani / Chicken Noodles / Mutton Rogan Josh / Mutton Kari Melagu / Kadai Mutton / Chicken Tikka Masala / Chicken Roast / Murgh Do Pyaza / Murgh Makhani / Murgh Tikka Kali Mirch / Murgh Tikka Achari / Murgh Tikka Hariyali / Murgh Tikka Lasooni / Murgh Malai Kabab / Chicken 65 (Boneless) / Kadai Chicken/ Mutton Keema / Butter Chicken / Ginger Chicken / Garlic Chicken / Chicken Manchurian / Malvani Chicken	Any one item (Biryani with raita)
11.	Tawa Fish / Fish Tikka / Hariyali Fish Tikka / Masala Fried Fish / Pomfret Fish Fry / Chilly Fish/Fish Curry ( <b>Surmai or Pomfret</b> )	Any one item
12.	Vegetable Pulav / Vegetable Briyani / Kashmiri Pulav / Jeera Rice / Dry Fruit Pulav / Navarathana Pulav / Peas Pulav / Ghee Rice / Vegetable Fried Rice / Vegetable Schezwan Fried Rice / Vegetable Dum Briyani / Veg. Noodles / Veg. Schezwan Noodles	Any one item
13.	Rajma Dal / Dal Fry / Dal Makhani / Dal Hariyali / Dal Kabila / Pancharatana Dal / Tadka Dal / Chole Masala	Any one item
14.	Mix Veg. Sambar / Drum Stick & Brinjal Sambar / Malabar Sambar / Vatha Kozhambu / Ennai Kathirikkai Kozhambu / More Kozhambu	Any one item
15.	Plain Rice	

16.	Pomegranate Raitha / Boondi Raitha / Pine Apple Raitha	Any one item
17.	Farsan / Chips	Any one item
18.	Pickle – Mango / Lemon / Mixed Vegetables	Any one item
19.	Butter Milk	
20.	a) Ice Cream – Vanilla / Butterscotch / Chocolate / Strawberry b) Casatta	Any one item (Ice Cream to be provided in all varieties)
21.	a) Gulab Jamun b) Special Laddu c) Bengali Sweets d) Rasmalai e) Jalebi Rabri f) Bread Halwa g) Carrot Halwa	Any one item
22.	Cut Fruits – 150 gms (Apple, Watermelon, Pine Apple, Papaya and seasonal fruits)	
23.	Special Sweet Beeda and Sada Beeda	

**Menu for special breakfast will be indicated from time to time by the College in consultation with the contractor.**

## Annexure XII

### BRAND / QUALITY OF MATERIALS TO BE USED

Sr. No.	Items	Brand Name
1.	Rice	Basmati (India Gate, Kohinoor), Premium Boiled Rice (Branded)
2.	Dal/ Pulses	Branded (Udhayam / Sreegold)
3.	Oil	Agmark Gingelly (Saffola / Triple V) / Sunflower Oil / Gold Winner / Postman / Sundrop)
4.	Atta	Branded (Aashirvad / Pillsbury / Annapurna, Farm Fresh)
5.	Pickles	Ruchi / Aachi / Priya
6.	Bread	Branded (Modern / Britannia / Wibbs)
7.	Butter / Cheese	(Amul / Britannia / Go)
8.	Jam	Kissan / Sil
9.	Sauce	Kissan / Maggi
10.	Milk	Pasteurized Milk (Nestle/ Heritage)
11.	Curd	Freshly prepared
12.	Tea Bags	Tajmahal / Lipton / Tetley
13.	Biscuits	Britannia / Parle
14.	Cookies	From reputed bakers (Fresh)
15.	Vegetables	1st quality fresh from market *
16.	Fruits	1st quality fresh from market *
17.	Ice Cream	Amul / Vadilal / Kwality
18.	Corn / Wheat Flakes	Kellogg's / Nestle
19.	Oats	Quaker/ Champion
20.	Chicken / Meat	1st quality fresh meat *
21.	Fish	Surmai / Pomfret
22.	Masala	MTR / Shakti / Badshah/ Everest
23.	Sweets	Chitale / Kaka Halwai/Haldiram or any other reputed sweet mart.
24.	Salt & Pepper	Catch / Everest / Tata

\* 1st quality as approved by the concerned authority shall be provided.



## Annexure XIII

### Details and schedule for cleaning of flats /toilets

Location	No. of Flats & Single rooms	Officers Flats (For quarterly Cleaning)	Single /Transit Rooms (For quarterly Cleaning)	CI III & IV (For Half Yearly Cleaning)	Area (Carpet area of each flat)	No. of toilets/Bathrooms (For weekly Cleaning)	Attached toilet cum Bath (For weekly Cleaning)	Bathrooms (For weekly Cleaning)	WC (For weekly Cleaning)
Campus of College of Agricultural Banking, Reserve Bank of India at University Road, Pune	13 & 4 single rooms	1			Suvarnre kha (Class I)-2534.73 Sq.ft.	4 attached toilet	4		
	6				Teesta (Class I)–6 flats-913 Sq.ft.	2 attached toilet, 1 toilet & 1 Bath each	12	6	6
	2			2	Kalyani (Class III)–4 flats-594 Sq.ft.	1 toilet & 1 Bath each	-	2	2
				2	Gomati (Class IV)–2 flats-504 Sq.ft.				
			4		Gomti Single Rooms–4 flats-252 Sq.ft.		4		
					Common Area Gomti			2	2
				2	Gomti Driver room		2		
Ashiya na Gokhale Nagar, Pune	12	6			6 flats (Class I)–750 sq.ft.	1 attached toilet, 1 toilet & 1 Bath each	6	6	6

		6			6 flats (Class I)–750 sq.ft.	1 bathroom and 1 toilet each		6	6
Parijat (Model Colony ) Pune	9 flat s	3			3 flats (Class I) – 929 sq.ft	1 attached toilet, 1 toilet & 1 Bath each	3	3	3
		6			6 flats (Class I) – 824 sq.ft.	1 attached toilet, 1 toilet & 1 Bath each	6	6	6
						1 Common Toilet/Bath )			1
Gulmo hur( Dahan ukar Colony, Kothru d )	8 flat s	4			4 flats (Class I) - 911 sq. ft.	1 attached toilet, 1 toilet & 1 Bath each	4	4	4
		4			4 flats (Class I) - 691 sq.ft.	1 attached toilet, 1 toilet & 1 Bath each		4	4
						1 Common Toilet/Bath )			1
Rajanig andha (Aundh ) , Pune	32 flat s	1	1	14	15 flats (Class III) – 560 sq. ft	1 bathroom & 1 toilet each		2	2
				16	16 flats (Class IV) – 350 sq.ft.	1 bathroom & 1 toilet each			
						1 Common Toilet/Bath			1
						1 Common Toilet			
		<b>39</b>	<b>5</b>	<b>36</b>			<b>41</b>	<b>41</b>	<b>45</b>

#### **Details of Chimneys –**

- i) CAB Campus – 7 Flats (Principal Bungalow & 6 flats in “Teesta”)
- ii) Parijat – 9 Flats
- iii) Ashiyana – 12 Flats
- iv) Gulmohar – 8 Flats
- v) Total -- 36

#### **Profile of CAB Campus**

A.	Area	3, 18,760.15 sq. ft.
----	------	----------------------

B	Built up Area	15671.43 sq. m. (As per Property Register)		
C	No. of Class Rooms & Capacity	4* ( 24 to 42 persons each Class Room) *Bhagirathi, Mandakini, Nandini, Janhavi		
	i) Audio Visual Room & Capacity	1 - Satluj (71)		
	ii) A/C Conference Room & Capacity	2 – i)Chenab - First Floor - 27 ii) Iravati - First Floor - 20		
		Sabarmati - Financial Inclusion & Literacy Centre		
		Gangotri – Journal and Publication Division		
D	Bramhaputra ( Auditorium) Number	1		
	Capacity	200		
E	Discussion/Seminar Halls (i) Number	4 + 1 (Gayatri room- on 1 <sup>st</sup> Floor)		
	(ii) Capacity	Discussion Rooms - 8 to 10 persons -Each		
F	No. of Hostel Blocks	2		
G	No. of Hostel Rooms (i) Godavari	36 Single + 8 Double		
	(ii) Indrayani	38 Single + 9 Double+3 Triple Rooms+2 store rooms+1 linen room		
H	Total capacity of Hostel	97 (Single 77 + 17 Double+3 Triple+2 store rooms+1 linen room)		
I	Computer Lab : Number & Capacity	1 - Cauvery (Ground Floor) - 38 seats		
J	Lounge Facilities	2 +1*		
	No. of persons those can be accommodated	Tungabhadra (Godavari) - 96 Jhelum (Indrayani) - 72 Total - 168 *Chandrabhaga Executive Lounge – 6 persons		
	Manned by Bank Staff or Outsourced	Outsourced		
K	Other amenities available			
	VOFs, THH & VIP Guest House	VOF	THH	VIP G H
		12	III/IV - 6 (3 x 2) (Rajnigandha)	VIP suite - 2 VIP - 4
	Recreational Facilities	Tennis Court, Sports Club, Table Tennis, Badminton Court, Volleyball Ground & Cricket Ground		
	Gymnasium etc.	2 ( fully equipped + one open air Gym )		
L	KIOSK Machine	3 – i) RBIA Museum -1 ii) Financial Inclusion Cell -2		

**Statement of Area at CAB, RBI, Pune**

<b>SL. No.</b>	<b>Description</b>	<b>No. of Flats</b>	<b>Built-up Area in SqFt</b>	<b>Total Area in SqFt</b>	<b>Remarks</b>
1	CAB Campus	-	1,68,685.87	3, 18,760.15	
	Mahanadi	-	39761.13		
	Annex Building	-	18979.25		
	RBIA		19956.29		
	Indrayani Hostel	*	43475		53 Rooms (38 Single + 9 Double+3 Triple Rooms+2 store rooms+1 linen room); 12 VOFs; 2 VIP Rooms & 1 VIP Suite
	Godavari Hostel	*	23985		44 Rooms (36 Single + 8 Double Rooms); 1 Gymnasium
	Suvarnrekha building		5072		Principal's Bungalow, 1 VIP Suite & 2 VIP Rooms (1 & 2)
	Teesta building	6	8145		
	Kalyani building	4	3175		
	Gomati building	6	5504		
2	Ashiyana	12	13323		
3	Parijat	9	11522		
4	Gulmohar	8	8264		
5	Rajnigandha	40	24552		

**Landscape Area details**

<b>SL. No.</b>	<b>Description</b>	<b>Total Area in SqFt</b>
1	CAB Campus	113021
2	Ashiyana	1238
3	Parijat	603
4	Gulmohar	86
5	Rajnigandha	9042

## **Annexure XIV-A**

### **Maintenance and Service Support available at Pune**

1. Whether having any Office at Chennai:

(If Yes, please provide Address, name of contact persons and details of contact (e-mail Id / Phone, etc.)

2. Please indicate the status of the Office: (Full-fledged regional Office/Branch Office). The firm should have its own office (s) in Chennai with sufficient qualified technical personnel in providing Maintenance/Service to Computer Hardware/Software

3. No. of Permanent staff at the Centre:

**Signature of the Authorized Official with Seal**

**Annexure XIV-B****Declaration**

I/We hereby solemnly declare that:

(a) The firm/company/firm is not involved in illegal activities or financial frauds. There are no cases with the Police/ Court/ Regulatory authorities against the tenderer.

(b) The firm/company/firm has not been prosecuted or suffered any penalty for violation of any statutory laws by any Authority.

(c) The firm/company/firm has not been suspended/delisted/ disqualified by any organization including Reserve Bank of India / Reserve Bank Staff College, on any grounds.

(d) The firm/company/firm has not rescinded/abandoned any contract awarded by any of his clients before the expiry of prescribed period of contract. The firm/company/firm shall give details of all disputes it had with its clients and furnish the status thereof.

**Signature and Name of the authorized person of the firm/tenderer with office seal**

**Date:-**



**COLLEGE OF AGRICULTURAL BANKING (CAB)  
RESERVE BANK OF INDIA  
UNIVERSITY ROAD  
PUNE – 411 016**

**PART – II (Financial Bid)**

**E- TENDER FOR PROVIDING INTEGRATED FACILITY MANAGEMENT SERVICES AT COLLEGE OF AGRICULTURAL BANKING (CAB), PUNE-411016.**

**Name of contractor:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

<b>Date of NIT</b>	<b>: 14/06//2021 Time: 11.00 AM</b>
<b>Last date of submission of tender</b>	<b>: 16/07//2021 Time: Up to 2.00PM</b>
<b>Date of opening of Technical Bid</b>	<b>: 16/07//2021 Time: 3.00PM</b>
<b>Pre-bid Meeting</b>	<b>: 22/06//2021 Time: 11.00 AM</b>

**COLLEGE OF AGRICULTURAL BANKING (CAB)  
RESERVE BANK OF INDIA  
UNIVERSITY ROAD  
PUNE- 411016**

**E-TENDER FOR PROVIDING INTEGRATED FACILITY MANAGEMENT SERVICES AT  
COLLEGE OF AGRICULTURAL BANKING (CAB), UNIVERSITY ROAD, PUNE- 411016**

**Part II - PRICE BID**

(This is for illustrative purpose only and the Price Bid should not be submitted  
with Part I –Technical Bid. It should be submitted online in MSTC Portal)

SI No	Description	Base Rate (in ₹)	GST (in %)	Total Amount (in ₹)
1	Annual Cost* of deploying manpower as indicated in Section VII (payment will be made on actual deployment)			
2	Annual Service Charges (Not to exceed 15% of Annual Cost at 1)			
3	Laundry Charges for the whole year. \$ as detailed in Table A			
4	Cost of pest control for the whole year (As per <a href="#">Annex D</a> )			
5	Annual Cost of catering # as detailed in Table B			
	<b>Total</b>			

It may be noted that the total cost mentioned at Sr. No. 3 and 5 will be used for financial evaluation. However, payment w.r.t laundry and catering will be on actual basis based on rates quoted.

**\*Note: -** The estimated annual cost for services in the tender document is ₹ 19173282/- (excluding GST). This amount includes minimum wage/ statutory payments. The bidder is expected to quote an amount higher than the estimated price arrived by CAB to cover all the expenses on manpower deployment (as indicated in section VII of the tender document). Any amount quoted below or equal to our estimated amount may be rejected. Please quote the amount excluding GST. GST % has to be filled in the respective column separately.

**Laundry Charges: TABLE A**



Laundry charges will be calculated as follows:

S. No	Item	Total Cost per unit (A)	Approx. washing Required in Year (B)*	Total annual Cost*(exclusive of GST) (C)= (A*B)
1	Bed sheets single Bed		15000	
2	Bed sheets double Bed		2500	
3	Pillow Covers		13000	
4	Towels		11500	
5	Napkins		11500	
6	Small Mats/Frills		3000	
7	Woolen Blankets		1000	
8	Curtain big		75	
9	Curtain Small		350	
10	Table Cloths		8500	
11	Table Napkins		15500	
12	Comforters		250	
	<b>Total</b>			\$

**\* This is an indicative amount and not the guaranteed minimum volume.**

#### **Catering Charges: TABLE B**

Bidder has to quote the cost of single meal (exclusive of GST) against each column and the MSTC portal will calculate the total Annual Cost exclusive of GST)

No.	ITEMS (Rate for National / International Menu as per Annexure – X & XI)	Unit/Quantity	Cost of Per meal/unit in ₹ (exclusive of GST) (D)	Approximate quantity per annum (E)	Total Cost* (exclusive of GST) (F)= (D*E)
1.	BREAKFAST (As per menu at <a href="#">Annexure – X</a> )	Per meal		5000*	
2.	LUNCH (As per menu at <a href="#">Annexure – X</a> )	Per meal		5000*	
3.	DINNER (As per menu at <a href="#">Annexure – X</a> )	Per meal		5000*	
4.	Class Room Tea / Filter Coffee/ Milk / Lemon juice with Biscuits (As per menu at <a href="#">Annexure – X</a> )	Per meal		5000*	
5.	Evening Tea / Filter Coffee / Milk with Snacks (As per menu at <a href="#">Annexure – X</a> )	Per meal		5000*	

6.	Special Lunch / Special Dinner (As per menu at <a href="#">Annexure – XI</a> )	Per meal		200	
7.	Special Breakfast (As per menu at <a href="#">Annexure – XI</a> )	Per meal		200	
8.	Staff tea (green/ lemon/ masala/ milk) / Coffee Staff tea/coffee, which shall be served in office.	Per unit		10000	
	Total				#

\*The number of plates as given above are only conservative estimates due to current Covid situation and lockdown since most of the classes are conducted online and not the minimum guaranteed volume. Once normal training activities of the college are resumed, the requirement of the number of plates may go up to 15000 per serving per annum.

2. The above rates should be inclusive of all charges for end to end operations, maintenance and supervision of Lounges, Principal Pantry, Participants Tea Room, Faculty Tea Room, Executive Suites and to clean and fill water in flasks / water containers for Faculty cabins, Class rooms, Seminar Hall and Conference Room, etc., as mentioned in the Scope and Nature of Work of this Tender document and should include all the components namely raw materials, transportation, preparation charges, labour charges, services such as cleaning, maintenance, etc., and all other applicable charges, levies, duties and taxes.

**(Bidders should not fill-in and attach price bid along with Part – I documents. Submitting price bid other than online through MSTC Portal shall lead to disqualification of Tender)**

**In case for any item rate is not filled / found blank, the bid is liable for rejection.**