



**RESERVE BANK OF INDIA  
KOCHI**

**NOTICE INVITING TENDER (NIT)  
(Only through e-procurement)**

**SCHEDULE OF TENDER (SOT)**

E-tender is invited by the Reserve Bank of India to provide Integrated Facility Management Services at (a) Reserve Bank of India, Ernakulam North, Kochi - 682018, (b) Reserve Bank Officers' Quarters, Ernakulam North, Kochi - 682018 and (c) Reserve Bank Staff Quarters, Judges Avenue, Kaloor, Kochi – 682017. The tendering would be done through the e-Tendering portal of MSTC Ltd (<http://mstcecommerce.com/eprchome/rbi>). The Schedule of e-Tender is as follows:

<b>a. e-Tender Name:</b>	Tender for Integrated Facility Management Services for the Bank's various properties located at Kochi – (a) Reserve Bank of India, Ernakulam North, Kochi - 682018, (b) Reserve Bank Officers' Quarters, Ernakulam North, Kochi - 682018 and (c) Reserve Bank Staff Quarters, Judges Avenue, Kaloor, Kochi - 682017
<b>b. e-Tender no:</b>	RBI/Kochi/Estate/380/20-21/ET/583
<b>c. Mode of Tender</b>	<b>e-Procurement System</b> <b>(Part I – Techno-Commercial Bid and</b> <b>Part II - Financial Bid</b> through ( <a href="http://www.mstcecommerce.com/eprchome/rbi">www.mstcecommerce.com/eprchome/rbi</a> )
<b>d. Date of NIT available to the parties to download</b>	06:00 hrs on February 19, 2021 onwards
<b>e. Pre-Bid meeting (Offline)</b>	11:00 hrs on February 25, 2021 at Reserve Bank of India, Ernakulam North, Kochi - 682018

f. Uploading the outcome of Pre-bid meeting on to RBI website in the form of addendum, corrigendum, etc.	On or before February 27, 2021
g. Estimated cost of work	Approximately ₹ 70,00,000/- including GST
h. Earnest Money Deposit (EMD)	<p>₹ 1,40,000/- (₹ One lakh Forty thousand only) by Demand Draft, in favour of Reserve Bank of India, Kochi to be delivered in physical form at Premises Section, Reserve Bank of India, Kochi - 682018</p> <p><b>OR</b></p> <p>₹ 1,40,000/- (₹ One lakh Twenty thousand only) by NEFT:  Beneficiary Name:  KOCHIESTATE&lt;space&gt;Your company/agency/firm name  Beneficiary Account Number: 8614038  Beneficiary IFSC: RBIS0KCPA01  Remarks: IFMS RBI KOCHI</p>
i. Due date for submission of EMD	Up to 17:00 hrs on March 10, 2021
j. Bidding Start Date (Techno-Commercial & Financial Bid) <a href="http://www.mstcecommerce.com/eprocho.me/rbi">www.mstcecommerce.com/eprocho.me/rbi</a>	10:00 hrs on February 28, 2021
k. Date of closing of online e-tender for submission of Techno-Commercial Bid & Financial Bid	10:00 hrs on March 12, 2021
l. Date & time of opening of Part-I (i.e. Techno-Commercial Bid)	11:00 hrs on March 12, 2021
Date & Time of opening of Part- II (i.e. Financial Bid)	Opening of Financial Bid shall be intimated to all eligible bidders.

<b>m. Transaction Fee</b>	<b>As applicable and charged by MSTC Ltd. Payment of Transaction fee through MSTC Gateway /NEFT / RTGS in favour of MSTC Limited or as advised by M/s. MSTC Ltd</b>
<p>Applicants desirous of submitting the tender will have to satisfy the Bank by submitting documentary evidence in support of the requisite eligibility. Otherwise the Bank reserves the right to reject their candidature. Tenders without EMD will not be accepted under any circumstances will EMD-less tenders be accepted.</p> <p>Bank is not obliged to accept tender of low value only. The Bank reserves the right to accept a tender in whole or in part thereof. The Bank also reserves the right to reject all tenders without assigning any reason.</p> <p>Amendments / Corrigendum to be made in the tender, if any is issued in future, the information will be notified only in the RBI website and the said MSTC website and will not be published in newspapers.</p> <p style="text-align: right;"><b>The General Manager (Officer-in-charge) Reserve Bank of India Kochi</b></p>	



**RESERVE BANK OF INDIA  
KOCHI**

**E-tender for Integrated Facility Management Services for the Bank's various properties located at Kochi – (a) Reserve Bank of India, Ernakulam North, Kochi - 682018, (b) Reserve Bank Officers' Quarters, Ernakulam North, Kochi - 682018 and (c) Reserve Bank Staff Quarters, Judges Avenue, Kaloor, Kochi - 682017**

**E-tender - No: RBI/Kochi/Estate/380/20-21/ET/583**

**PART - I**

**TECHNO-COMMERCIAL BID**

**Name of the Tenderer:** \_\_\_\_\_

**Address:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

<b>Date of publish of Tender</b>	<b>06:00 hrs on February 19, 2021</b>
<b>Pre-Bid Meeting (Offline)</b>	<b>11:00 hrs on February 25, 2021</b>
<b>Due Date of Submission</b>	<b>March 12, 2021 (up to 10:00 hrs)</b>
<b>Date of opening of Part- I of the Tender</b>	<b>At 11.00 Hrs on March 12, 2021</b>
<b>Validity of Tender</b>	<b>90 days from the date of opening of Part 1 of the tender and further extension of validity under mutual agreement</b>



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KOCHI**

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E-tender is invited by the Reserve Bank of India to provide Integrated Facility Management Services at (a) Reserve Bank of India, Ernakulam North, Kochi - 682018, (b) Reserve Bank Officers' Quarters, Ernakulam North, Kochi - 682018 and (c) Reserve Bank Staff Quarters, Judges Avenue, Kaloor, Kochi – 682017. The tendering would be done through the e-Tendering portal of MSTC Ltd (<http://mstcecommerce.com/eprochome/rbi>). The Schedule of e-Tender is as follows:

<b>a. e-Tender Name:</b>	Tender for Integrated Facility Management Services for the Bank's various properties located at Kochi – (a) Reserve Bank of India, Ernakulam North, Kochi - 682018, (b) Reserve Bank Officers' Quarters, Ernakulam North, Kochi - 682018 and (c) Reserve Bank Staff Quarters, Judges Avenue, Kaloor, Kochi - 682017
<b>b. e-Tender no:</b>	RBI/Kochi/Estate/380/20-21/ET/583
<b>c. Mode of Tender</b>	<b>e-Procurement System</b> <b>(Part I – Techno-Commercial Bid and</b> <b>Part II - Financial Bid</b> through <a href="http://www.mstcecommerce.com/eprochome/rbi">www.mstcecommerce.com/eprochome/rbi</a> )
<b>d. Date of NIT available to the parties to download</b>	06:00 hrs on February 19, 2021 onwards
<b>e. Pre-Bid meeting (Offline)</b>	11:00 hrs on February 25, 2021 at Reserve Bank of India, Ernakulam North, Kochi - 682018

f. Uploading the outcome of Pre-bid meeting on to RBI website in the form of addendum, corrigendum, etc.	On or before February 27, 2021
g. Estimated cost of work	Approximately ₹ 70,00,000/- including GST
h. Earnest Money Deposit (EMD)	<p>₹ 1,40,000/- (₹ One lakh Forty thousand only) by Demand Draft, in favour of Reserve Bank of India, Kochi to be delivered in physical form at Premises Section, Reserve Bank of India, Kochi - 682018</p> <p>OR</p> <p>₹ 1,40,000/- (₹ One lakh Twenty thousand only) by NEFT:  Beneficiary Name:  KOCHIESTATE&lt;space&gt;Your  company/agency/firm name  Beneficiary Account Number: 8614038  Beneficiary IFSC: RBIS0KCPA01  Remarks: IFMS RBI KOCHI</p>
i. Due date for submission of EMD	Up to 17:00 hrs on March 10, 2021
j. Bidding Start Date (Techno-Commercial & Financial Bid) <a href="http://www.mstcecommerce.com/eprocho/me/rbi">www.mstcecommerce.com/eprocho/me/rbi</a>	10:00 hrs on February 28, 2021
k. Date of closing of online e-tender for submission of Techno-Commercial Bid & Financial Bid	10:00 hrs on March 12, 2021
l. Date & time of opening of Part-I (i.e. Techno-Commercial Bid)	11:00 hrs on March 12, 2021
Date & Time of opening of Part- II (i.e. Financial Bid)	Opening of Financial Bid shall be intimated to all eligible bidders.

**m. Transaction Fee**

**As applicable and charged by MSTC Ltd.  
Payment of Transaction fee through MSTC  
Gateway /NEFT / RTGS in favour of MSTC  
Limited or as advised by M/s. MSTC Ltd**

Applicants desirous of submitting the tender will have to satisfy the Bank by submitting documentary evidence in support of the requisite eligibility. Otherwise the Bank reserves the right to reject their candidature. Tenders without EMD will not be accepted under any circumstances will EMD-less tenders be accepted.

Bank is not obliged to accept tender of low value only. The Bank reserves the right to accept a tender in whole or in part thereof. The Bank also reserves the right to reject all tenders without assigning any reason.

Amendments / Corrigendum to be made in the tender, if any is issued in future, the information will be notified only in the RBI website and the said MSTC website and will not be published in newspapers.

**The General Manager (Officer-in-charge)  
Reserve Bank of India  
Kochi**

## **DISCLAIMER**

Reserve Bank of India, Kochi has prepared this document to give background information on the Project to the interested parties. While Reserve Bank of India has taken due care in the preparation of the information contained herein and believes it to be in order, neither Reserve Bank of India 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 RBI in submitting the Tender. The information is provided on the basis that it is non-binding on Reserve Bank of India or any of its authorities or agencies or any of their respective officers, employees, agents or advisors.

Reserve Bank of India reserves the right not to proceed with the Project or to change the configuration of the Project, to alter the timetable 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 thereof.

**RESERVE BANK OF INDIA  
KOCHI**

**E-Tender for** Integrated Facility Management Services for the Bank's various properties located at Kochi – (a) Reserve Bank of India, Ernakulam North, Kochi - 682018, (b) Reserve Bank Officers' Quarters, Ernakulam North, Kochi - 682018 and (c) Reserve Bank Staff Quarters, Judges Avenue, Kaloor, Kochi - 682017

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**SECTION I**  
**Important instructions for E-procurement**

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

**Process of e-Tender**

**A) Registration:** The process involves vendor's registration with MSTC e-procurement portal which is free of cost. Only after registration, the vendor(s) can submit his/their bids electronically. Electronic Bidding for submission of Technical 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).

**SPECIAL NOTE: THE TECHNICAL BID HAS TO BE SUBMITTED ON-LINE at**  
[www.mstcecommerce.com/eprochome/rbi](http://www.mstcecommerce.com/eprochome/rbi)

- 1) Vendors are required to register themselves online with [www.mstcecommerce.com](http://www.mstcecommerce.com) → e-Procurement → PSU/Govt depts. → Select RBI Logo → Register as Vendor → Filling up details and creating own user id and password → Submit.
- 2) Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form.

In case of any clarification, please contact MSTC / RBI, Kochi, before the scheduled time of e-Tender.

**Contact person (RBI – During Office Hours Only):**

1. Sachin B More (AM-Tech) 9619869805 ([sachinmore@rbi.org.in](mailto:sachinmore@rbi.org.in))
2. Jose J Njarukulam (AM- Prem) 09447602672 ([josejjarukulam@rbi.org.in](mailto:josejjarukulam@rbi.org.in))
3. Pavankumar P Nayak, AM (Prem), 9036920654 ([pavankumarnayak@rbi.org.in](mailto:pavankumarnayak@rbi.org.in))
4. Harikrishnan P. M. (Asst) – 9447338527 ([pmhari Krishnan@rbi.org.in](mailto:pmhari Krishnan@rbi.org.in))
5. Bineesh Bhasi (JE-Elect) – 09496333603 ([bineeshbhasi@rbi.org.in](mailto:bineeshbhasi@rbi.org.in))
6. G. Chockalingam (JE – Civil) – 09497479804 ([chockalingamg@rbi.org.in](mailto:chockalingamg@rbi.org.in))

**Contact person (MSTC Ltd):**

1. **Mr. Remil Rashid, Branch Manager, [rrashid@mstcindia.co.in](mailto:rrashid@mstcindia.co.in), Mobile: 0471-2529137 | Office Address: First floor, Forest Central Library Building, Kerala Forest Head Quarters, Vazhuthacaud, Thiruvananthapuram - 695014**
2. Mr. Sushil Nale, Assistant Manager, [sushil@mstcindia.co.in](mailto:sushil@mstcindia.co.in), Mobile: 09987758430
3. Ms. Archana, Assistant Manager, [archana@mstcindia.co.in](mailto:archana@mstcindia.co.in), Mobile: 09990673698
4. Ms. Rupali Pandey, Executive, [rpandey@mstcindia.co.in](mailto:rpandey@mstcindia.co.in), Ph: 022 22886268
5. Mr. Tejas V, Executive, [tejasv@mstcindia.co.in](mailto:tejasv@mstcindia.co.in), Ph: 022 22822789
6. Mr. Santhosh Kumar Rajendran, Thiruvananthapuram, [skrajendran@mstcindia.co.in](mailto:skrajendran@mstcindia.co.in), Ph: 8884600700

Google hangout ID- (for text chat) - [mstceproc@gmail.com](mailto:mstceproc@gmail.com)

**The MSTC Helpdesk numbers are: 033 40645207, 033 40609118, 033 40645316, 033 22901004 and 033 22895064. The bidders can also submit their issues vide e-mail at [helpdesk@mstcindia.co.in](mailto:helpdesk@mstcindia.co.in)**

**B) System Requirement:**

- I. Windows 7 or above Operating System
- II. IE-7 and above Internet browser.
- III. Signing type digital signature
- IV. Latest updated **JRE 8 (x86 Offline)** software to be downloaded and installed in the system.

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

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

Other Settings:

- Tools => Internet Options => General => Click on Settings under “browsing history/ Delete Browsing History” => Temporary Internet Files => Activate “Every time I Visit the Webpage”.
- To enable ALL active X controls and disable ‘use pop up blocker’ under Tools→ Internet Options→ custom level (Please run IE settings from the page [www.mstcecommerce.com](http://www.mstcecommerce.com) once)

2. The Techno-commercial Bid and the Financial Bid shall have to be submitted online at [www.mstcecommerce.com/eprochome/rbi](http://www.mstcecommerce.com/eprochome/rbi). Bids will be opened electronically on the specified date and time as given in the Tender.

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

**Special Note towards Transaction fee**

4. The vendors shall pay the transaction fee using “Transaction Fee Payment” Link under “My Menu” in the vendor login. The vendors have to select the particular tender from the event dropdown box. The vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, the vendor shall generate a challan by filling up a form. The vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, the vendor shall have the provision of making payment using its Credit/ Debit Card/ Net Banking. Once the payment gets credited to MSTC’s designated bank account, the transaction fee shall be auto authorized and the vendor shall be receiving a system generated mail.

**Transaction fee is non-refundable.**

5. A vendor will not have the access to online e-Tender without making the payment towards transaction fee.

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

6. 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 the corporate email I.D. provided is valid and updated at the time of registration of vendor with MSTC. Vendors are also requested to ensure validity of their DSC (Digital Signature Certificate).

**7. e-Tender cannot be accessed after the due date and the time mentioned in NIT.**

**8. Bidding in e-Tender:**

- a) Vendor(s) need to submit necessary EMD, Tender fees (if any) and Transaction fees (If any) to be eligible to bid online in the e-Tender. Tender fees and 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.
- b) The process involves Electronic Bidding for submission of Technical and Commercial Bid.
- c) Only the vendor(s) who have submitted transaction fee can submit their Technical Bid and Commercial Bid through internet in MSTC website [www.mstcecommerce.com](http://www.mstcecommerce.com) → e-procurement →PSU/Government. depts.→ Login under RBI → My menu → Auction Floor Manager→ live event →Selection of the live event.
- 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.
- 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 has been saved, the vendor can click on the "Final submission" button to register their bid.
- f) Vendors are instructed to use Attach Doc button to upload documents. Multiple documents can be uploaded.
- g) In all cases, vendor should use their own ID and Password along with Digital Signature at the time of submission of their bid.
- h) During the entire e-Tender process, the vendors will remain completely anonymous to one another and also to everybody else.
- i) The e-Tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.
- j) All electronic bids submitted during the e-Tender process shall be legally binding on the vendor. Any bid will be considered as the valid bid offered by that vendor and acceptance of the same by the Buyer will form a binding contract between Buyer and the Vendor for execution of supply.
- k) It is mandatory that all the bids are submitted with digital signature certificate, otherwise the same will not be accepted by the system.

- l) Buyer reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.
- m) No deviation of the terms and conditions of the tender document is acceptable. Submission of bid in the e-tender floor by any vendor confirms his acceptance of terms & conditions of the tender.
- n) Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.
- o) 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.
- p) 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.
- q) No deviation to the technical and commercial terms & conditions are allowed

## SECTION – II

### General Instructions regarding Technical and Financial bids (To be read in relevance to e-Tendering process only)

#### 1. PART- I (Technical bid)

1.1. Tenders in two parts are invited from Companies/Firms/Agencies for providing Integrated Facility Management Service for the Bank's various properties located at Kochi – (a) Reserve Bank of India, Ernakulam North, Kochi - 682018, (b) Reserve Bank Officers' Quarters, Ernakulam North, Kochi - 682018 and (c) Reserve Bank Staff Quarters, Judges Avenue, Kaloor, Kochi - 682017 at an estimated cost of ₹ 70,00,000/- per annum inclusive of GST.

#### 1.2. Eligibility criteria for participating in the tender

Company/Firm/Agency who fulfill the following pre-qualification criteria are eligible to apply.

Sl. No.	Criteria	Requirement
1	Duration of past experience	Should have minimum 5 years of experience of executing similar works ending last day of the month previous to the one in which applications are invited. Applicant should furnish their client list showing the details of work carried out by them during the last 5 years. The list shall include details such as name of the client, value of work executed, date of start and finish of work, etc. The applicant should submit documentary evidence in support of minimum experience of 5 years.
2	Minimum value of each completed work (qualifying)	Experience of having successfully completed similar works during the last 5 years ending last day of the month previous to the one in which applications are invited should be either of the following: Three similar works each costing not less than the amount equal to 40% (i.e. ₹28,00,000/- per annum) of the estimated cost. <b>or</b> Two similar works individually costing not less than the amount equal to 50% (i.e. ₹35,00,000/- per annum) of the estimated cost. <b>or</b> One similar work costing not less than the amount equal to 80% (i.e. ₹56,00,000/- per annum) of the estimated cost.
3	Yearly turnover	Should have annual turnover of amount equal to the estimated cost (₹70,00,000/-) during each of the last 3 financial years i.e., up to March 31, 2020
4	Solvency Certificate	Should furnish solvency certificate issued by the applicant's banker, specifically for the purpose of the work for a minimum amount equal to the estimated cost (₹70,00,000/-).
5.	Service Set-up / Office	Should have a full-fledged service setup / Office at Kochi / Ernakulam district.

Please refer to Para 1.4 (i) and (ii) of Section II.

### **1.3. Details of the company/firm/agency**

8.1. The full particulars of the Company/Firm/Agency, in detail, are required to be submitted. In case of a company, the certificate of registration, Memorandum and Articles of Association of the company and other relevant documents and particulars of all the directors and responsible officials are required to be submitted. In case of a partnership firm, the partnership deed, power of attorney, if any and particulars of all the partners constituting the firm; and in case of an Agency or Proprietorship, the particulars of the individual/individuals involved therein along with the name(s) and address(es)' etc. are required to be submitted.

8.2. Details of work experience as per the requirements in the pre-qualification criteria supported by work orders, documents, and certificates shall be submitted. The details along with documentary evidence of previous experience, if any, of carrying out works for the Reserve Bank of India at any other centre should also be given.

8.3. Income Tax Assessment orders along with latest final order and credit worthiness certificate from the bankers with a copy of the specified accounts of the business of the Contractor for a period of last three financial years duly certified by a Chartered Accountants should be enclosed in proof of credit worthiness and turnover for the last three years.

8.4. Written information about the names and addresses of the bankers with full details like names, present contact postal addresses, e-mail IDs, telephone (landline of executives and mobile Nos., etc. of the contact executives) i.e. the persons who can be contacted at the office of their bankers by the Bank, in case it is so needed, should be furnished.

### **1.4. Documents to be uploaded**

**(i) Scanned copy of Original Documents to be uploaded online through 'mstcecommerce' portal in PDF format while submission of e-Tender (Each file size should not exceed 5 MB):**

- a) Audited or CA certified statement of accounts for the last 3 accounting years.**
- b) Income Tax Return filed with the Income Tax Department for the last three financial years.**
- c) Applicable tax registration certificate, viz., PAN, GST, etc.**
- d) Registration Certificate of the company/firm/agency issued by the relevant authority.**
- e) E.P.F. Registration Certificate and E.S.I. Registration Certificate.**
- f) Solvency Certificate issued by the tenderer's bankers specifically for this work for an amount equivalent to the estimated cost, for indicating financial soundness of the tenderer.**
- g) Copy of license issued by the Regional Labour Commissioner (Central), Office of the Regional Labour Commissioner (Central), Ministry of Labour and Employment, Government of India.**

- h) Client Certificate in prescribed format ([Annexure A](#)).
- i) All documents related to work experience supported by Work Orders, completion certificates and other details. (Refer 1.3 (b) above)
- j) Power of Attorney/Authorisation with the seal of the company/firm/agency in the name of the persons signing the tender documents.
- k) Any valid document in support of having a full-fledged service setup / Office at Kochi.
- l) Any other technical information the tenderer wishes to furnish.

(ii). Details to be uploaded in Excel format while submitting of E-tender:

- a) Bank Account details of the company/firm/agency in the prescribed format (Attachment X.xlsx)
- b) EMD payment details through NEFT (Attachment Y.xlsx)

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

1.6. Intending tenderer has to deposit EMD (2% of the estimated cost) of ₹1,40,000/- (Rupees One lakh Forty thousand only) in the form of Demand Draft favouring Reserve Bank of India payable at Kochi.

or

EMD shall be deposited through NEFT; beneficiary Name : KOCHIESTATE<space>Your company/agency/firm name in the A/c No.: 8614038 & IFSC: RBIS0KCPA01 on or before the date given in NIT.

1.7. Tenders without EMD will not be accepted under any circumstances.

1.8. EMD shall be forfeited if the bidder withdraws his bid during the period of tender validity or fails to execute the contract or award of work.

## 2. PART- II (Financial Bid)

2.1. Part-II of the tender should only contain the service provider's quoted rates in Format I.

2.2. The tendered rates shall be inclusive of all the liabilities of the company/agency/firm viz. statutory liabilities such as Minimum Wages, ESI and EPF contributions, etc. A reference may be made to all Central Government laws/guidelines in this regard. The rates shall also include cost of materials, labour and tools/machinery, etc. required at the site.

2.3. The quote offered by the Contractor in the financial bid shall be firm and final and the Bank will not entertain the Contractor's claim for revision of rates during the currency of contract except when changes in two components of minimum rates of wages only viz. the Basic rates and Variable Dearness Allowance (VDA), as announced by the Government of India under the Minimum Wages Act / The Code on Wages, 2019, whichever is relevant. The amount of such hike in monthly contract amount, in proportion to the monthly duties, will be restricted only to the increase in Basic rates and Variable Dearness Allowance (VDA). Any other components which

form part of wages or allowance which are statutory in nature viz. EPF, ESI, Bonus etc. which are dependent on the Basic rates and/or Variable Dearness Allowance (VDA) will not be considered by the Bank for the revision in monthly contract amount. The Contractor shall **keep in mind the possible escalation of these statutory components** other than Basic rates plus VDA and offer their best rates in such a way as to accommodate these incremental costs under serial number 3 of the Financial Bid. The revision in monthly bill amount will be restricted to the amounts quoted under serial numbers 1 and 2 of the financial bid and the revision will be done only proportionally to the increase in basic rates and variable dearness allowance (VDA) parts of the wages. Also, the maximum revision will be limited to the amount corresponding to the increased basic rates and variable dearness allowance (VDA). If the amounts quoted under serial numbers 1 and 2 of the financial bid are already equal to or above the amounts corresponding to the changed basic rates and variable dearness allowance (VDA), then no revision of monthly bill amount will be made. The decision of the Bank in the matter will be final.

2.4. Financial Bids not conforming to the statutory obligations like Minimum Wages, EPF, ESI, Bonus, Leave Relief etc. are liable to be rejected.

2.5. The Bank may ask the bidders to submit the detailed split-up of each item in the financial bid, clearly specifying the separate amounts for Basic wages and Variable Dearness Allowance, ESI, PF, Bonus expected increase in ESI / PF component, expected charges for additional labour, overtime wages etc., failing which Bank will have right to reject the bid.

2.6. All statutory deductions, as applicable shall be made from the bills submitted by the company/agency/firm. The Financial Bid shall, therefore, be all inclusive.

2.7. Financial Bids shall be inclusive of the cost of the uniform, shoes, identity cards and protective gear provided by the company/agency/firm to the personnel deployed.

2.8. Financial Bid should contain only the price filled in Rupees in figures and words and any condition will make it liable for rejection.

2.9. The Financial Bid shall be completed in all respects by an authorized representative of the bidder.

### **3. Opening of Tender**

As per the procedures laid down in Section – I hereto for opening of tender.

3.1. **Validity of Tender:** The Tender along with the prices shall remain valid initially for a period of 3 months from the date of opening of Part-I, which may be further extended by mutual agreement in writing by the Tenderer and the Bank and the Tenderer shall not cancel or withdraw the tender during this period or change the quoted rates.

3.2. The tender documents which do not comply with the conditions prescribed in the tender form will be summarily rejected.

3.3. Conditional bids will also be summarily rejected.

3.4. The Part-II (Financial Bid) of only those tenderers who qualify in the Technical Bid (Part-I) will be opened on a subsequent date, for which the intimation would be given to the qualified tenderers.

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

**Note:** All the tenderers may please note that any amendments / corrigendum to the tender, if issued in future, will be notified on the official website of RBI and MSTC e-commerce website only, as given above, and will not be published in newspapers.

## SECTION – III

### Form of Tender

Shri Vijay Kumar Nayak  
General Manger (OIC)  
Reserve Bank of India  
Ernakulam North  
Kochi - 682018

Place:  
Date:

Dear Sir,

We have carefully examined the specifications 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 within the time specified in the said memorandum at the rates mentioned in Part II of the tender and in accordance in all respects with specifications and instructions in writing referred to in articles of agreement, general instructions to the tenderers and special conditions, conditions hereinbefore referred to, specifications, 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	<p>Integrated Facility Management Services for the Bank's various properties located at Kochi – (a) Reserve Bank of India, Ernakulam North, Kochi - 682018, (b) Reserve Bank Officers' Quarters, Ernakulam North, Kochi - 682018 and (c) Reserve Bank Staff Quarters, Judges Avenue, Kaloor, Kochi – 682017</p> <p>The general scope of the work are as follows:</p> <ol style="list-style-type: none"><li>1) <b>Cleaning of office area, work stations/cabins, wash rooms, cafeteria etc. in the Office Building located at Ernakulam North, Kochi – 682018.</b></li><li>2) <b>Waste management on a daily basis from the Bank's properties.</b></li><li>3) <b>Outdoor/common area maintenance and upkeep of Bank's Residential quarters.</b></li><li>4) <b>General Cleaning of Bank's residential flats located in the Bank's Residential quarters.</b></li><li>5) <b>Maintenance of Horticultural works in the Bank's properties.</b></li></ol>
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		<p><b>6) Operation &amp; Maintenance of Organic Waste Converter installed at Reserve Bank Staff Quarters, Judges Avenue, Kaloor, Kochi – 682017.</b></p> <p><b>7) Any other works included to the upkeep of the premises.</b></p>
(b)	Estimated cost of work	₹70,00,000/- per annum including GST.
(c)	Mode of payment of EMD	As per Clause 1.6 of Section II (General Instructions regarding Technical and Financial bids)
(d)	Earnest Money Deposit	₹ 1,40,000/- (2 % of the total estimated cost of work)
(e)	Validity of contract	One year (to be renewed for a maximum period of two years as per the terms and conditions mentioned in the Articles of Agreement and based on satisfactory performance)
(f)	Performance Guarantee	5% of the quoted amount (to be submitted by the successful agency in the prescribed format – <a href="#">Annex B</a> )

**2. We undertake to deposit a sum of ₹1,40,000/- (Rupees One lakh Forty thousand only) as Earnest Money with the Reserve Bank of India by Demand Draft issued by a scheduled bank drawn in favour of the Reserve Bank of India, Kochi.**

**3. We also agree that our tender will remain valid for acceptance by the Bank 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 Bank and us in writing.**

**4. Should this tender be accepted, I/we hereby agree to abide by and fulfil all the terms and conditions of the Tender so far as they may be applicable and in default thereof, to forfeit and pay to Reserve Bank of India such sums of money as are stipulated in the conditions contained in the tender together with the written acceptance of the Contract.**

**5. I/We understand that Reserve Bank of India reserve the right to accept or reject the lowest bid and any or all of the tender either in whole or in part without assigning any reasonthereof.**

**6.** The tender is submitted in two parts. Part I contains all commercial terms and conditions and technical particulars and Part II contains only the financial bid in the Bank's proforma.

Dated: this        day of        , 2021

For and on behalf of M/s

(Signature with seal)

Name:

Designation:

Place:

Date:

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

Witnesses:-

(1) Signature with name, address and date

(2) Signature with name, address and date

## SECTION IV

### Articles of Agreement

This AGREEMENT is made at Kochi on this \_\_\_\_\_ day of \_\_\_\_\_, Two Thousand Twenty One between Reserve Bank of India, a statutory body established under the Reserve Bank of India Act, 1934, having its Central Office at Mumbai, and one of its Offices at Kochi, represented by its authorized officer Shri. Vijay Kumar Nayak, The general manager (Officer-in-Charge), Reserve Bank of India, Ernakulam North, Kochi – 682018 (hereinafter called “the **Employer**”/ “the **Bank**”) on the one part and (proprietorship/ partnership firm/Company/Agency), incorporated under the provisions of the Companies Act (in case of a Company) and having its registered office at \_\_\_\_\_ (hereinafter called “the **Contractor**”) represented by Shri ..... who is authorized to enter this agreement by its Board of Directors on the other part.

AND WHEREAS the Employer has the intention of engaging the Contractor to provide **Integrated Facility Management Services for the Bank’s various properties located at Kochi – (a) Reserve Bank of India, Ernakulam North, Kochi - 682018, (b) Reserve Bank Officers’ Quarters, Ernakulam North, Kochi - 682018 and (c) Reserve Bank Staff Quarters, Judges Avenue, Kaloor, Kochi – 682017.**

AND WHEREAS the Contractor has agreed to execute upon and subject to the conditions set forth herein and to the Conditions set forth in the Special Conditions and in Conditions of Contract and as amplified /curtailed by subsequent additions/deletions mutually agreed upon, originally agreed both expressly and impliedly and also naturally flowing out of the nature of Annual Maintenance Contract (AMC) (all of which are collectively hereinafter referred to as the said "Conditions") the works described in the said scope of work at the AMC rate as shall become payable thereunder (hereunder referred to as the said AMC contract amount).

#### **A. NOW IT IS HEREBY AGREED AS FOLLOWS:**

1. This agreement will come into effect from April 01, 2021 and will remain in force up to March 31, 2022 and is annually extendable upto two more years, subject to mutual consent of both parties, on satisfactory services being rendered by the Contractor and unless it is terminated earlier as per the terms hereinafter contained. The decision of the Bank in this regard will be final.
2. The complete tender document and the conditions therein will form part of this agreement.
3. In consideration of the said AMC contract amount to be paid in the manner set forth in the said conditions/AMC Award Letter, the Contractor shall upon and subject to the said conditions execute and complete the work described in the said scope of work.
4. The Bank shall pay the Contractor the said contract amount at the times and in the manner specified in the said conditions.

5. The Bank shall deduct Tax at Source (TDS) at the appropriate rate as per extant guidelines of the Income Tax department and GST department, provided from time to time and such other deduction under any other statute and the onus of producing appropriate certificate for non-deduction as provided in the relevant statute by way of intimation within the time limit and before such tax and other such deduction is being made by the Bank shall be on the Contractor.

The Assistant General Manager, Premises section, Reserve Bank of India, Kochi is the Authority authorized on behalf of the Bank.

6. The AMC award letter, agreement and document mentioned herein shall form the basis Contract.

7. The contract could be considered for further renewal for a maximum of two years on the same terms and conditions, provided the Bank finds the services of the Contractor satisfactory and if the Bank desires so. During the annual renewal of the AMC, the maximum permissible increase in AMC amount will be as decided by the Bank based on increase in Minimum wages and Consumer Price Index (as notified by the Government of India).

8. The agreed charges of ₹ \_\_\_\_\_Rupees\_\_\_\_\_only) will be inclusive of both manpower and materials used for efficient rendering of service as per the scope of work and terms and conditions of the contract and shall be payable on monthly basis subject to submission of bill/invoice by the Contractor. The monthly bill amount will be arrived at by dividing the total annual contract amount by 12. The payment thereon will be made after the same is duly certified by the Bank's officials concerned to the effect that the services have been provided satisfactorily, subject to statutory deductions.

9. The above charges are firm and not subject to labour conditions, exchange variations or any other condition whatsoever.

10. The above charges exclude GST, any other tax and duty or other levy, whether existing or levied in future by the Central Government or the State Government or any local authority.

11. The Contractor shall be responsible for providing services on regular basis as per the scope of work and terms and conditions of the contract.

## **B. SERVICES TO BE RENDERED BY THE CONTRACTOR**

1. The said conditions and the correspondence attached hereto shall be read and construed as forming part of this Agreement and the parties hereto shall respectively abide by, submit themselves to the said Conditions and the correspondence and perform the agreements on their part respectively as per the said Conditions and the correspondence contained therein.

2. This Contract is a fixed Lump Sum Contract, to carry out the work according to the

scope of work detailed in **Section VIII**, at the rates contained in the Financial Bid of the Tender (Part II).

3. The Contractor shall provide a complete and updated list of all the personnel deployed in the Bank's Main Office Building and also at its Officers' and Staff Quarters.

4. **Before the commencement of the work**, the Contractor has to furnish details of all its personnel relating to name, age and permanent address, along with a passport size photograph before engaging them for duty in the Bank's premises.

5. The Contractor shall ensure that trained and competent persons are deployed, who are physically fit (i.e. between age of 18 to 55 years for workmen and for supervisor) and that they are not suffering from any chronic or contagious diseases that may hamper their ability in carrying out the work efficiently.

6. All the workers or employees deployed by the Contractor shall be considered as the employees of the Contractor and Reserve Bank of India shall not have any liability whatsoever in nature in regard to such workers/employees.

7. The Contractor shall be responsible and liable for payment of salaries, statutory minimum wages and other legal dues to the persons who are employed for the purpose of rendering the services required by the Bank under the agreement.

8. **The Contractor shall ensure timely payment of wages/salary to the workers persons employed by him through cheque or by credit to bank account and a certificate to the effect that the salaries/wages are being paid regularly shall be furnished to the Bank every month. Further, the Contractor shall furnish a certificate every month to the effect that all the obligations under the various Labour Laws and the Contract Labour (Regulation and Abolition) Act, 1970, or the various Labour Codes enacted by the Parliament in 2019/2020, whichever is relevant, are complied with. The Bank will have the right to ask for bank statements from the Contractor to verify the details of wages/salary paid by the Contractor and will also have the right to demand any other documents which are required to ascertain compliance by the Contractor to various provisions of the Labour Laws.**

9. The Contractor shall ensure that all persons employed for the purpose of rendering the services required by the Bank under this agreement are insured with an IRDAI recognized insurance company, for which no extra payment will be made by the Bank. The Contractor shall be solely responsible for any injury or damage to any persons or animals or any other things arising due to deployment in the Bank for executing the work contract.

10. The Contractor shall ensure that all employees, while in the premises of the Bank or while carrying out their obligations under this agreement, observe the standards of cleanliness, decorum, safety, good behaviour and general discipline as laid down by the Bank or its authorized agents and the Bank shall be the sole judge as to whether or not the Contractor and/ or his employees have observed the same. The Contractor shall be

responsible for the good behaviour and conduct of his employees and in case of any complaints by the Bank, the Contractor shall not employ such employees in the Bank's premises.

11. The Contractor shall personally and exclusively supervise the work of all employees so as to ensure that the services rendered under this agreement are carried out to the best satisfaction of the Bank.

12. The Contractor shall ensure that no employees of the Contractor will enter or remain on the Bank's premises beyond the specified time limits unless and absolutely necessary and for fulfilling Contractor's obligations and with the prior approval of the Bank.

13. The Contractor shall be liable for any damage caused to the Bank or its premises or any part thereof or to any fixtures or fittings thereof or any property of the Bank and therein by any act, omission, default or negligence of the Contractor or his employees or agents.

14. The Contractor shall indemnify the Bank for any penalty levied on the Bank due to breach of regulations by the Contractor while performing the duties under the contract.

15. The Contractor shall indemnify and keep indemnified the Reserve Bank of India against:

- a) Any claim arising out of third party loss/ damage to life or property caused by/during execution of the work.
- b) Any claim arising out of loss/ damage to the workmen engaged by the Contractor during execution of the work.
- c) Any claim due to non-compliance of applicable PF/ Labour laws, ESI, regulations etc.

16. The Contractor shall supply identity cards to all employees or agents who shall be doing the subject job at the Bank's premises and ensure that all the employees and agents bear the identity card at all times while they are working in the Bank's premises.

17. The Contractor agrees and undertakes that they will make it clear to all persons employed/engaged by them to perform the obligations under this agreement, that they are employees of the Contractor and that they shall have no claim against the Employer i.e. the Bank, and the Bank shall not be liable to pay wages, salary or any other type of compensation to execute the contract or provide any other statutory benefits under the Labour Law and/or any other legislation and the Contractor shall be solely responsible for providing all such amenities to their employees admissible under the relevant Law/Rules/Service conditions.

**18. The Contractor agrees to utilize materials/brands which will be of the best quality. Bank reserves the right to conduct quality audit checks of the materials used by the Contractor on a periodical basis.**

19. The Contractor shall make his own arrangements for security and protection of his

workers and materials and the completed work till the same are taken over by the Bank.

20. The Contractor shall obtain license, if any, required under the Kerala State Government Law or Central Government Law as applicable in case of the services covered under this contract.

21. **All staff deployed by the Contractor shall be provided uniform & safety gear/ footwear etc.**

22. The Contractor should ensure that the workers deployed in the Bank's premises are well trained to ensure that they immediately report to the Bank's Security Staff any suspicious item/activity noticed by them inside the Bank's Office premises & Residential Colonies while attending to their duties.

23. **The Contractor should note that smoking, drinking alcohol, chewing pan/tobacco in the Bank's premises is strictly prohibited and ensure that the workers deployed in the Bank's premises abide by this rule strictly.**

24. **The contractor should not deploy the same workers who were deployed by the previous contractor who was engaged in the same or similar contract(s) with the Bank.**

25. The Contractor shall abide by all procedures/norms related to safety and security of the Bank's premises & Residential Colonies.

26. The Contractor shall remove all workers deployed by them in the Bank's premises immediately on termination/expiry of the contract and ensure that such persons shall not create any disruption/ hindrance/ problem of any nature in the Bank's premises.

27. The Contractor and his staff shall be under the general supervision and control of the Security Officers / Caretaker / Assistant Caretaker, Bank's Engineer's or any other personnel deputed for the purpose by the Bank and shall obtain necessary instructions from them for the day-to-day work in the premises.

28. **The Contractor shall ensure that all staff deployed in the Bank's Main Office Premises shall submit the Police Verification Report within 45 days from the date of deployment.**

### **C. TERMINATION OF AGREEMENT**

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

- a) in the opinion of the Bank (which shall not be called into question by the Contractor and shall be binding on the Contractor), the Contractor fails or refuses to implement this agreement to the Bank's satisfaction and/or
- b) the Contractor commits a breach of any terms and conditions of this agreement and /or
- c) for any reason whatsoever, the Contractor becomes disentitled in law to perform

his obligations under this agreement and/or

d) there is any variation in the ownership/partnership or management of the Contractor or his business without the prior approval in writing of the Bank to such variation.

2. In the event of termination of this agreement for any reason whatsoever, the Contractor/ or persons employed by him or his/ her agents shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.

3. Notwithstanding anything contained in this Contract, in the event of non-compliance, disobedience, or breach of any terms of the contract or unsatisfactory or inefficient working by the Contractor, the Employer shall have the absolute and independent authority to revoke this contract after giving one month's notice in writing to the Contractor without assigning any reason and the same shall be binding on the Contractor and the contract will come to an end with immediate effect on completion of the deadline as stipulated in the notice, in which case the Contractor shall not be entitled for any compensation/damages and the Security Deposit shall not be refunded.

4. On termination of the contract or on expiry of the contract, the Contractor shall vacate the premises of the Bank and shall hand over or return all the articles /material/property belonging to the Bank.

#### **D. STAMP DUTY**

The Contractor shall bear the stamp duty on the original of this agreement, which shall be executed in duplicate, and the Bank shall retain the original and the Contractor shall retain the duplicate.

**E.** The Contractor shall ensure payment of minimum wages, as prescribed by the relevant law from time to time, to the workmen employed by him.

**F.** The Contractor shall indemnify and keep indemnified the Bank against all losses and claims, damages or compensation for breach of any provisions of the Payment of Wages Act, 1936, Minimum Wages Act, 1948, Contract Labour (Regulation and Abolition) Act, 1970 or the various Labour Codes enacted by the Parliament in 2019/2020, whichever is relevant, or any other labour law/ statute in force in this regard. The Contractor shall be solely responsible for liabilities, if any, in this regard.

**G.** The several parts of this contract shall be carefully read and fully understood by the Contractor.

**H. Disclosure Norms:** The Contractor shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure/systems/equipment etc., which may come to the possession or knowledge of the Contractor or his/her employees during the course of discharging the contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence, even after the expiry/termination of this contract. The Contractor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Contractor shall not publish,

permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Bank. The Contractor shall indemnify the Bank for any loss suffered by the Bank as a result of any such disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Contractor and the Bank shall be entitled to claim damages and pursue legal remedies, as deemed appropriate.

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

**J.** The Bank reserves the right, without prejudice to the terms and conditions of this agreement, to alter the specifications and nature of the work by adding to or omitting any item of work or portions of the work/s being carried out at any time during the currency of contract, by issuing a letter to this effect to the Contractor.

**K.** All payments by the Bank under this contract shall be made only at Kochi. All disputes arising out of or in any way connected with this Agreement shall be deemed to have arisen at Kochi and only Courts in Kochi shall have the jurisdiction to determine the same.

**L.** In consideration of the said contract amount to be paid at the times and in the manner set forth in the said conditions, the Contractor shall, upon and subject to the said conditions execute and complete the work shown upon the said specifications and the schedule of quantities.

**M.** The Bank shall pay the Contractor the said contract amount or such other sum as shall become payable at the times and in the manner specified in the said conditions.

**N.** The said conditions thereto shall be read and construed as forming part of this agreement and the parties hereto shall respectively abide by, submit themselves to the said conditions and perform the agreements on their part respectively in the said conditions contained.

**O.** Time shall be considered as the essence of this contract and the Contractor hereby agrees to commence the work/contract from **April 01, 2021** after issue of a formal work order as provided for in the said conditions and to complete the work within the stipulated period.

**P.** The Contractor shall provide a complete and updated list of his employees who are deployed within the Bank's premises.

**Q.** The quote offered by the Contractor in the financial bid shall be firm and final and the Bank will not entertain the Contractor's claim for any revision of rates during the currency of contract except when changes in two components of minimum rates of wages only viz. the Basic rates and Variable Dearness Allowance (VDA), as announced by the

Government of India under the Minimum Wages Act / The Code on Wages, 2019, whichever is relevant. The amount of such hike in monthly contract amount, in proportion to the monthly duties, will be restricted only to the increase in Basic rates and Variable Dearness Allowance (VDA). Any other components which form part of wages or allowance which are statutory in nature viz. EPF, ESI, Bonus etc. which are dependent on the Basic rates and/or Variable Dearness Allowance (VDA) will not be considered by the Bank for revision in the monthly contract amount. The Contractor shall keep in mind the possible escalation of these statutory components other than the Basic rates plus VDA and offer their best rates in such a way as to accommodate these incremental costs under serial number 3 of the financial bid. The revision in monthly bill amount will be restricted to the amounts quoted under serial numbers 1 and 2 of the financial bid and the revision will be done only proportionally to the increase in basic rates and variable dearness allowance (VDA) parts of the wages. Also, the maximum revision will be limited to the amount corresponding to the increased basic rates and variable dearness allowance (VDA). If the amounts quoted under serial numbers 1 and 2 of the financial bid are already equal to or above the amounts corresponding to the changed basic rates and variable dearness allowance (VDA), then no revision of monthly bill amount will be made. The decision of the Bank in the matter will be final.

**R. SEXUAL HARASSMENT OF WOMEN AT WORK PLACE:**

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/s within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor and the Contractor shall ensure appropriate action under the said Act in respect to the complaint.

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

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

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

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

(If the Contractor is a Partnership firm or an individual)	IN WITNESS WHEREOF the Bank and the Contractor have set their respective hands to these presents and two duplicates hereof the day and the year first hereinabove written
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(If the Contractor is a Company)

IN WITNESS WHEREOF the Bank set its hands to these presents through its duly authorised 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 the year first hereinabove written.

Signature Clause

SIGNED AND DELIVERED BY **Reserve Bank of India, Kochi**

(Name and

Designation) In the

presence of:

Witnesses:

1.

Address

2.

Address:

**If the party is a Partnership firm or individual:**

(Name and Designation)

In the presence of:

Witnesses:

1.

Address:

2.

Address:

The COMMON SEAL OF .....

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

1)

2)

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

1)

2)

SIGNED AND DELIVERED BY the Contractor by the hand of

Shri

And duly constituted Attorney

## SECTION V

### **General Instructions to Tenderers and Special Conditions of the contract**

#### **1. Broad Scope of Work**

The scope of work shall be as detailed in Section VIII of the tender document.

#### **2. Right to accept any tender and to reject any or all tenders**

2.1. The Bank is not bound to accept the lowest or any tender and may at any time terminate the tendering process without assigning any reason.

2.2. The Bank may terminate the contract if it is found after award of the work that the Contractor is black listed during the last 3 years by any Govt. Department/Institution /Autonomous body/Local Body/Municipality/Public Sector Undertaking/any other offices of RBI etc.

**2.3 Minimum wages and / or Variable Dearness Allowance will be revised as per the Notification issued by the Chief Labour Commissioner (Central), Ministry of Labour & Employment from time to time i.e. effective from 1<sup>st</sup> April and 1<sup>st</sup> October every year, for the category of Semi-Skilled/Unskilled Supervisory (Area B) for Supervisors/Facility Manager and 'Unskilled' for all other workers; employed in "Construction or Maintenance of Roads or Runways or in Building Operations including laying down Underground electric, wireless, Radio, Television, Telephone, Telegraph and Overseas Communication cables and similar other Underground cabling work, Electric lines, Water supply lines and Sewerage pipe lines".**

2.4 The bids of bidders who resort to excessive underquoting of any component of financial bid shall be liable for disqualification and such bidders even though offering the lowest among the eligible quotes, may not be considered for the selection as successful bidder from among the eligible bidders. The Bank may however give opportunity to such bidders to substantiate their offer by seeking their rate analysis / breakup, comments and explanations thereon within a time frame specified by the Bank. The final decision on disqualification of such bidders will be based on the explanations, given by the bidders, substantiating their bid and the decision of the Bank regarding such disqualification are binding on the bidders and shall be final. However, the overall contract amount, if found insufficient even to pay for the minimum wages for the employee category and associated statutory components shall be summarily rejected and the decision of the Bank regarding such disqualification are also binding on the bidders and shall be final.

#### **3. Performance Guarantee during contract period.**

3.1. On award of contract, the successful tenderer shall furnish an amount equal to 5% (Five percent) of the contract value in the form of a Performance Guarantee from any scheduled bank in the form prescribed by the Bank ([Annex B](#)), which shall be submitted along with the letter of acceptance, towards security deposit for the due fulfilment of the contract. The EMD

submitted by the successful tenderer shall be returned within one month of award of work subject to submission of the Performance Bank Guarantee. The Performance Guarantee towards security deposit shall be valid for the entire contract period.

3.2. The Bank may terminate the contract in case the successful bidder fails to furnish the Performance Bank Guarantee for an amount which is 5% of the Estimated Cost as per [Annex B](#) or fails to execute the agreement within the specified period.

3.3. The Performance Bank Guarantee given by the company/agency/firm shall be liable to be revoked, forfeited or appropriated in the event of unsatisfactory performance of the company/agency/firm and/or loss/damage, if any, sustained by the Reserve Bank of India, Kochi on account of the failure or negligence of the workers deployed by him or in the event of breach of the agreement by the company/agency/firm. The company/agency/firm shall have no objection to such appropriation.

3.4. The Performance Bank Guarantee should be valid up to the date of expiry of the contract.

3.5. All compensation or other sums of money payable by the Contractor to the Bank under the terms of this contract may be deducted from the security deposit/monthly bill amount, if the amount so permits unless the Contractor deposits such amounts in cash within ten days of issue of demand notice by the Bank.

#### **4. Terms of Payment and levy of penal charges**

4.1. Payment in respect of manpower deployment will be made as per actual deployment and the company/agency/firm is advised to submit proof of deployment by way of attendance registers and proof of payment of minimum wages along with the bill.

4.2 The successful tenderer should credit the salary directly to the bank a/c of their staff and submit monthly bank statement showing payment of salary. Necessary payments to EPF, ESI etc. are to be ensured as per statutory rules. The Bank reserves the right to verify the same as and when required and accordingly, the Contractor must have the necessary documents to submit in support of the same.

4.3 Bank's official will verify the deployment of people/ manpower at regular intervals; hence an attendance register should be maintained for verification and copy of the same should be duly attested.

4.4. The payment for the contract will be done on a monthly basis and the monthly bills shall be submitted to the Bank by the second week of every succeeding month. Payment of bills will be made after it is certified by the Bank's officer(s) authorised by the Bank for the same, within 1 month from the date of submission of the bill along with the copy of attendance register, complaints registered and attended etc. **Wages must be paid to the employees by the Contractor without waiting for payment from the Bank, within the 7th day of the succeeding month.** The Contractor shall also submit the evidence viz., bank account statements etc., for having made the payment to the workmen along with the bills.

4.5. Bill pertaining to all works may be submitted on a monthly basis wherein the work-wise breakup may be mentioned as provided in Part-II Financial Bid. The monthly bill amount will be

arrived at by dividing the total annual contract amount by 12. As regards housekeeping works done on quarterly/half-yearly basis, monthly progress report may be attached to the bills, duly certified by the Caretaker / Assistant Caretaker / Security Officers / Bank's Engineer's / Any other official of the Bank deputed.

#### **4.6. A penalty of**

**a) ₹1,500/- per flat / gym flat per week will be levied for not carrying out weekly cleaning of toilets and bath area / gym flat at residential quarters from the payable bills (Please refer Section VIII - Scope of Work Part A.)**

**b) ₹2,000/- per flat per quarter/half-year will be levied for not carrying out complete cleaning of flats at residential quarters on a quarterly/half yearly basis from the payable bills (Please refer Section VIII - Scope of Work Part A.)**

**c) ₹2,000/- per washroom per day will be levied for not carrying out cleaning of wash rooms in the Bank's Office Building (Please refer Section VIII - Scope of Work Part A).**

**d) ₹4,000/- per day will be imposed for not carrying out cleaning of cafeteria in the Bank's Office Building (Please refer Section VIII - Scope of Work Part A.)**

**e) Minimum ₹ 5000/- will be imposed per instance, if burning of any materials (waste or other materials) by the workers of the contractor, inside any of the Bank's premises, is observed.**

**f) A penalty up to Rs.1,000/- per day will be imposed for the following lapses (Please refer Section VIII - Scope of Work Part A., B., and C.)**

**i. Unscrupulous cutting of trees/plants and allowing them to die.**

**ii. Non-replacement of dead plants from the Bank's premises.**

**iii. Inadequate care of any plant in the Bank's premises leading to emaciation.**

**iv. Lapses in waste management viz., disposal of garden waste, domestic waste or any other waste generated in connection with maintenance of garden, waste collection and disposal, and, indoor and outdoor maintenance/upkeep of the Office Premises and the two residential colonies, without conforming to the Bank's stipulations.**

**v. Lapses in the proper maintenance and operation of the Organic Waste Converter installed at the Reserve Bank Staff Quarters, Judges Avenue, Kaloor, Kochi – 682017.**

**vi. Not carrying out daily cleaning of departments/sections/cabins/workstations at Office Building.**

**g) The Bank will also have the right to impose penalties as deemed fit by the Bank for lapses in works observed, other than the ones specified above.**

**4.7 In case the services are not found satisfactory, the Bank shall be at liberty to withhold any payment/s that may be due to the Contractor till such time as such services are rendered to the satisfaction of the Bank.**

**4.8 In the event of penalty reaching 10% of the contract amount, the Bank reserves the right to terminate the contract and the Contractor shall be liable to risk and cost. The amount of**

penalty will be appropriated by revoking Performance Bank Guarantee or any other amount payable to the Contractor.

4.9. The availability of the flat for cleaning is as per the convenience of the resident/occupant. Accordingly, the Contractor cannot force the resident or claim the right to clean the flat.

4.10. **A register for cleaning of flats is to be maintained by the Contractor with complete details of the complaints registered by the residents/ Asst. Caretaker/ Caretaker through e- mail/phone or any other mode.**

4.11. **Any complaint so received should be rectified by the Contractor within 24 hours of receipt of the complaint failing which a penalty of Rs.500/- per complaint per day will be deducted from the payable bills.**

4.12. A photocopy of the relevant pages of the register so maintained should be on monthly basis submitted to the respective Asst. Caretaker/Caretaker/Bank's Engineer/Security officer along with the monthly bill and the same should be duly certified by the Bank's officer(s) concerned.

4.13. The payment for the works to be executed under this contract shall be made on a monthly basis via NEFT and no variation in the mode of payment will be acceptable to the Bank.

## **5. Taxes**

Rates quoted by the tenderers in the rate columns of the Financial Bid **should be exclusive of Goods and Services Tax (GST)**. GST payable shall be included to the gross amount indicating percentage of GST while submission of bills/ invoices.

## **6. Insurance**

6.1. The successful tenderer shall take **"all risk policy including third party liability"** for the contract value **and workmen compensation policy** for the workers engaged in the work. The Contractor shall indemnify the Bank for any loss or damage that occurs to persons or building or third party while executing the work. The Bank shall not be responsible in any way for any loss or damage caused to the Contractor, his property or his workers during discharge of the duties as per the contract.

6.2. The successful Tenderer shall take **"workmen compensation policy"** for the workers engaged in the work for one year and renewable thereafter, if the contract is renewed by the Bank. The Contractor shall indemnify the Bank for any loss or damage that occurs to persons or building or any third party. Workmen compensation insurance policy for all the staff deployed shall also be taken with a minimum coverage of minimum wages or actual salary paid per employee. Copies of the same shall be submitted to the Bank for record.

6.3. The Contractor shall take necessary insurance covers (Workmen Compensation Policy), third party / public liability with an Insurance Company approved by the bank, a policy of Insurance in the joint names of the Bank and the Contractor (name of the former being placed first in the policy) against such risks and deposit such policy or policies before commencement of the work. The minimum cover under Workmen Compensation Policy shall be to the extent of

wages paid to the workman deployed for the fulfilment of the contract. The minimum cover under third party / public liability shall be for a minimum of Rs.2lakh.

6.4. The Contractor shall be responsible for all injury to persons, animals or things and for all structural and decorative damage to property which may arise from the operation or neglect of himself or of any nominated sub-Contractor's employees, whether such injury or damage arises from carelessness, accident or any other case whatsoever in any way connected with the carrying out of the contract. This clause shall be held to include, inter-alia, any damage to buildings, whether immediately adjacent or otherwise and any damage to roads, streets, footpaths, bridges or ways as well as all damage caused to the buildings and works forming the subject of this contract, by frost or other inclemency of weather. The Contractor shall indemnify the Bank and hold it harmless in respect of all and any expenses arising from any such injury or damage to persons or property as aforesaid and also in respect of any claim made in respect of injury or damage under any acts of Government or otherwise and also in respect of any award of compensation or damages consequent upon such claims.

**Note: These policies shall be valid till the completion of the work. If the Contractor does not provide these policies, the Bank reserves the right to take the above insurance policies themselves and recover the cost thereof from the bill of the Contractor.**

## **7. Signing of Contract Agreement**

7.1. The General instructions to the tenderers and hereinbefore referred to Conditions of Contract and Technical Specifications enclosed with the tender documents, the subsequent correspondence exchanged between the Bank and the tenderer and the work order placed shall be the basis of the final contract to be entered into with the successful tenderer.

7.2. The Tenderer shall go through the terms and conditions given in the general conditions of contract herewith and his 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 documents should be signed for his/their having acquainted himself/themselves in the general conditions of contract, technical specifications, etc.

7.3. 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.

7.4. On receipt of intimation from the Bank of the acceptance of his/their tender, the successful tenderer shall be bound to implement the Contract and within fourteen days 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 Bank of a tender in itself will constitute a binding agreement between the Bank and the person so tendering, whether such contract is or is not subsequently executed.

7.5. The Contractor shall not assign the contract to any other party. He shall not sublet any portion of the contract except with the written consent of the Bank. In case of breach of these conditions, the Bank may serve a notice in writing on the Contractor rescinding the contract whereupon the security deposit shall stand forfeited to the Bank, without prejudice to the other

remedies available against the Contractor.

## **8. Language**

The Tender, including all documents etc. shall be in English.

## **9. Right to Accept Part Tender**

The Bank reserves the right to accept the tender either in whole or in part at the same prices quoted by the Tenderer.

## **10. Other Issues**

10.1. The Contractor shall carry out all the work strictly in accordance with the detailed specifications and instructions of the Bank's officials. If in the opinion of the Bank's officials, nominal changes have to be made to suit the site condition and with the prior approval in writing of the Bank, the Contractor shall carry out the same without any extra charge.

10.2. Any sexual harassment complaints shall be viewed seriously and dealt with as per the law.

## **11. Settlement of Disputes by Arbitration:**

11.1. All disputes and differences of any kind whatever arising out of or in connection with the contract or the carrying out of the works (whether during the progress of the works or after its completion and whether before or after the termination or abandonment or breach of the contract) shall be referred to and settled by the Bank who shall state its decision in writing. Such decision may be in the form of a final certificate or otherwise. The decision of the Bank with respect to any of the excepted matters shall be final and without appeal. But if the Contractor is dissatisfied on any matter, he may within 28 days after receiving notice of such decision, give a written notice to the other party i.e. Bank, requiring that the matters in dispute be referred for arbitration. Such written notice shall specify the matters, which are in dispute or difference of which such written notice has been given. If both the parties agree, a single arbitrator shall be appointed for the purpose. In case no agreement could be reached on the appointment of a single arbitrator, both the parties shall nominate one person each as an arbitrator on their behalf. The two arbitrators nominated by the parties shall nominate one more person to act as third arbitrator or umpire.

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

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

compromise.

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

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

**12. Compliance of the requirements of the Minimum Wages Act / Rules and Contract Labour (R & A) Act / Rules or the various Labour Codes enacted by the Parliament in 2019/2020, whichever is relevant, and other Laws/Rules/Notification as applicable**

12.1. The Contractor shall be responsible to get himself registered under the Contract Labour (Regulation and Abolition) Act, 1970 / the Contract Labour (Regulation and Abolition) Central Rules, 1971 or the various Labour Codes enacted by the Parliament in 2019/2020, whichever is relevant, and other relevant laws, whenever it is required. The Contractor shall follow all the relevant provisions of the Contract Labour (R & A) Act, 1970 and Contract Labour (R & A) Central Rules, 1971 or the various Labour Codes enacted by the Parliament in 2019/2020, whichever is relevant, and ensure to maintain all the records as prescribed there under and by the Office of the Labour Commissioner (Central).

12.2. The Contractor shall be responsible to make payment to their workmen strictly in accordance with the provisions of the Minimum Wages Act, 1948 / The Code on Wages, 2019, whichever is relevant, and Minimum Wages (Central) Rules 1950 and the Notifications issued thereunder by the Government of India from time to time. The Contractor shall maintain the relevant records with regard to minimum wages as required under the Minimum Wages Act / The Code on Wages, 2019, whichever is relevant / Rules / Notifications issued by the Government of India from time to time. The Contractor shall maintain a register indicating therein the wages paid to their workmen, month-wise, and work-wise along with the signature of each employee acknowledging the monthly payment made to them. The register shall be submitted to the Assistant General Manager, Premises Section of the Bank for perusal by the 10th of the next month to which it relates. Bank also reserves the right to depute its officers / staff to verify that minimum wages have been paid.

12.3. The Contractor shall maintain all the documents, Registers and records as required under the Contract Labour (R & A) Act, 1970 / the Contract Labour (R & A) Central Rules,

1971, Minimum Wages Act, 1948 and Minimum Wages (Central) Rules 1950 or the various Labour Codes enacted by the Parliament in 2019/2020, whichever is relevant, and the relevant labour and general laws/Rules and Notifications and make the same available for inspection by the Bank or its officials and the Official of Labour Commissioner (Central) or any other statutory authority conferred with such powers under the respective Laws/Rules.

12.4. The Contractor shall be responsible to ascertain any changes made applicable in the rates of minimum wages by the Government of India vide their Notifications issued from time to time and shall implement the said changes and make payment of wages to their workmen accordingly with immediate effect and maintain all the records updated in this regard and keep the Bank posted with the said development producing the necessary documentary proof without delay.

12.5. The Contractor shall be responsible for due observation and implementation of the entire statutory conditions and requirements of labour laws as applicable to his workmen such as Payment of Wages Act, 1936, Minimum Wages Act, 1948, Industrial Disputes Act, 1947, Maternity Benefit Act, 1970, Payment of P.F., ESI Act, Workmen's Compensation Act, etc. or the various Labour Codes enacted by the Parliament in 2019/2020, whichever is relevant, and all Government Liabilities.

12.6. The Contractor shall be responsible for compliance of all the legal requirements as per the prevailing labour laws and other Laws / Rules / Regulations as the case may be and the Bank shall not, in any manner be responsible for any act, omission or commission on part of the Contractor and no claim in this respect will lie against the Bank or his representatives.

12.7. The proof of remittance of statutory contribution of PF (Employer and Employee) and ESI to the appropriate agency, for those workers deployed by the Contractor to execute the contract work in the Bank, must be provided by the selected Contractor/Agency to the Bank every month along with the claim bill, failing which the claim bill shall not be settled. The Contractor shall obtain a license as contemplated under the Contract Labour (Regulation and Abolition) Act, 1970 or the various Labour Codes enacted by the Parliament in 2019/2020, whichever is relevant, or any other law, as applicable, failing which he alone would be responsible for actions/proceedings ensuing thereto. The Bank shall not be held responsible for acts, commissions or omissions of the Contractor and shall in no way made liable to the workers engaged by the Contractor. The authorized representative of the principal employer i.e. the Contractor, shall record under his signature a certificate at the end of the Register of Wages to the (Register of Wages-cum-Muster Roll) as the case may be, in the following form:

“Certified that the amount shown in column No... has been paid to the workman concerned by direct credit to his/her bank account ....at....”

12.8. The Contractor shall abide by and fulfil all the requirements laid down under the Contract Labour (Regulation and Abolition) Act, 1970 or the various Labour Codes enacted by the Parliament in 2019/2020, whichever is relevant, and the rules framed thereunder and he shall provide all the amenities prescribed under the CLRA Act or the various Labour Codes enacted by the Parliament in 2019/2020, whichever is relevant, to the workers engaged by him and pay them wages not less than the minimum prescribed under the Minimum Wages Act /

The Code on Wages, 2019, whichever is relevant. He shall keep the Bank indemnified against all the actions that may be initiated against the Bank by the Statutory Authorities for his failure to pay such wages and provide the essential amenities. He shall submit to the Bank a certificate on a non-judicial stamp paper of the value of Rs.100/-, as per the format prescribed, along with the agreement, to the effect that workers employed by him have been paid minimum wages prescribed under the Minimum Wages Act / The Code on Wages, 2019, whichever is relevant, as applicable.

**13. Police Verification of all Workmen / Supervisors /Facility Managers / Officials for entering in to the Bank's Premises:**

The successful tenderer shall submit the necessary Police Verification Certificate of each deployed workman / supervisors / Facility Managers / officials from Local Police Authorities about his/her identity records. Any change of deployment also needs to be submitted for the above provision without any lapses.

I/We hereby declare that I/we have read and understood the schedule of quantities and contents of Part II of the tender and also have read and understood all the above conditions and the same shall remain binding upon me/us in case the work is entrusted to me/us.

**Signature of tenderer with seal**

**Witness:**

**Address:**

**Date:**

## SECTION VI

### The Conditions Hereinafter Referred To

#### Interpretation Clause

In construing these Conditions, the Specifications, Schedule of Quantities and Contract Agreement, the following words shall have the meanings herein assigned to them except where the subject or context otherwise required.

(a)	“Employer/Bank”	Shall mean The Reserve Bank of India, Kochi Office and shall include its assigns and successors.
(b)	“Contractor” ( in case of partnership)	“Contractor” shall mean _____ and _____ trading in the name and style of _____ and having a place of business at _____ and shall include the partners for the time being of the said firm and the legal representatives of a deceased partner.
	( in case of individual)	“Contractor” shall mean Shri _____ trading in the name and style of _____ and shall include his heirs, successors and legal representatives.
	( in case of company)	“Contractor” shall mean _____ a company incorporated under _____ and having its registered office at _____ and shall include its successors and assigns.
(c)	“Site”	Shall mean the site of the Contract Works including any building and erections thereon and any other land (inclusively) as aforesaid allotted by the Employer for the Contractor’s use.
(d)	“This contract”	Shall mean the Articles of Agreement, the Special Conditions, the Conditions, the Schedule of Quantities and Specifications, etc. attached hereto and duly signed.
(e)	“Bank’s Security Officer/Caretaker/ Banks’ Engineer”	The term “Bank’s Security Officer / Caretaker / Banks’ Engineer” shall mean the person appointed and paid by the Employer to inspect/supervise the works. The Contractor shall afford the Bank’s Security Officer/Caretaker/Banks’ Engineer every facility and assistance for inspecting/supervising the works and materials and for checking and measuring time and materials. Neither the Bank’s Security Officer/Caretaker/Banks’ Engineer nor any representative of the Bank shall have power to set out works or to revoke, alter, enlarge or relax any requirements of the Contract, or to sanction any day work, additions, alterations, deviations, or omissions, or any extra work whatever, except in so far as such authority may be specifically conferred by a written order of the Bank with the prior concurrence in writing of the Employer.

		The Bank's Security Officer/Caretaker/Bank's Engineer or any representative of the Bank shall have power to give notice to the Contractor or his representative of non-approval of any work or materials and such work shall be suspended or the use of such materials shall be discontinued. The work will, from time to time, be examined by the Bank's Security Officer/ Caretaker/ Bank's Engineer but such examination shall not in any way exonerate the Contractor from the obligation to remedy any defects which may be found to exist at any stage of the works or after the same is completed. Subject to the limitation of this clause the Contractor shall
(f)	"Notice in writing"	Written notice shall mean a notice in written, typed or printed characters sent (unless delivered personally or otherwise proved to have been received) by registered post to the last known private or business address to have been received when in the ordinary course of post it would have been delivered.
(g)	"Act of insolvency"	Shall mean any Act of Insolvency as defined by the Presidency Towns Insolvency Act or the Provincial Insolvency Act or any other Act amending such original.
(h)	"Net Prices"	If in arriving at the Contract Amount, the Contractor shall have added to or deducted from the total of the items in the Tender a sum, either as a percentage or otherwise, then the net price of any item in the tender shall be the sum arrived at by adding to or deducting from the actual figure appearing in the Tender as the price of that item a similar percentage or proportion of the sum so added or deducted by the Contractor the total amount of any Prime Cost items and provisional sums of money shall be deducted from the total amount of the tender. The expression "net rates" or "net prices" when used with reference to the contract or accounts shall be held to mean rates or prices so arrived at.
(i)	"The works"	<b>Shall mean the Integrated Facility Management Services for the Bank's various properties located at Kochi – (a) Reserve Bank of India, Ernakulam North, Kochi - 682018, (b) Reserve Bank Officers' Quarters, Ernakulam North, Kochi - 682018 and (c) Reserve Bank Staff Quarters, Judges Avenue, Kaloor, Kochi – 682017, all located at Kochi for the Employer as provided herein.</b>
(j)	"Residential Quarters"	<b>Shall mean the officers' quarters and staff quarters of Reserve Bank of India, located at Kochi i.e. Reserve Bank Officers' Quarters, Ernakulam North, Kochi - 682018 and Reserve Bank Staff Quarters, Judges Avenue, Kaloor, Kochi - 682017</b>

(k)	“Officers’ Quarters”	Shall mean the officers’ quarters of Reserve Bank of India, located at Kochi i.e. Reserve Bank Officers’ Quarters, Ernakulam North, Kochi - 682018
(l)	“Staff Quarters”	Shall mean the staff quarters of Reserve Bank of India, located at Kochi i.e. Reserve Bank Staff Quarters, Judges Avenue, Kaloor, Kochi - 682017
(m)	“Office” (that of Reserve Bank of India)	Shall mean the office of Reserve Bank of India, located at Kochi i.e. Reserve Bank of India, Ernakulam North, Kochi – 682018.
(n)	“Bank’s Premises”	Shall mean all the properties and premises of Reserve Bank of India in Kochi i.e. Reserve Bank of India, Ernakulam North, Kochi – 682018, Reserve Bank Officers’ Quarters, Ernakulam North, Kochi – 682018 and Reserve Bank Staff Quarters, Judges Avenue, Kaloor, Kochi – 682017.

### 1. Scope of Contract

The Contractor shall carry out and complete the said work in every respect in accordance with this Contract and with the directions of and to the satisfaction of the Employer. The Employer may in his absolute discretion and from time to time issue written instructions, details, directions and explanations, which are hereafter collectively referred to as “Employer’s Instructions” in regard to:

- a) The variation or modification of the, quality or quantity of works or the addition or omission or substitution of any work.
- b) Any discrepancy in the Schedule of Quantities and/or Specifications.
- c) The removal from the site of any materials brought thereon by the Contractor and the substitution of any other material therefore
- d) The dismissal from the works of any persons employed thereupon.

The Contractor shall forthwith comply with and duly execute any work comprised in such Employer's instructions provided always that verbal instructions, directions and explanations given to the Contractor or his representatives upon the works by the Employer shall, if involving a variation, be confirmed in writing by the Contractor within seven days, and if not dissented from in writing within a further seven days by the Employer, such shall be deemed to be Employer's instructions within the scope of the Contract.

### 2. Dismissal of Workmen

The Contractor shall on the request of the Employer, immediately dismiss from the works, any person employed thereon by him who may, in the opinion of the Employer, is incompetent or has misconducted himself and such person/s shall not be again employed on the works, without the permission of the Employer.

### 3. Access to Works

The Employer and their respective representatives shall at all reasonable times have free access to the works and/or the workshops, factories or other places where materials are lying

from which they are being obtained and the Contractor shall give every facility to the Employer and their representatives necessary for inspection and examination and test of the materials and workmanship. No person, unless authorised by the Employer, except the representatives of public authorities shall be allowed on the works at anytime.

#### **4. Assignments and Sub-letting**

The whole of the works included in the Contract shall be executed by the Contractor and the Contractor shall not directly or indirectly transfer, assign or under-let the Contract or any part share thereof or any interest therein without the prior written consent of the Employer, and no undertaking shall relieve the Contractor from the full and entire responsibility of the Contract or from active superintendence of the works during their progress. No alteration, omission or variation shall vitiate this Contract but in case the Employer thinks proper at any time during the progress of the works to make any alterations in or additions to or omissions from the works or any alteration in the kind or quality of the materials to be used therein and shall give notice thereof in writing under his hand to the Contractor, the Contractor shall alter, add to or omit from, as the case may be, in accordance with such notice but the Contractor shall not do any work extra to or make any alterations or additions to or omissions from the works or any deviation from any of the provisions of the Contract, Stipulation, Specifications or Contract without the previous consent in writing of the Employer and the value of such extras, alterations, additions or omissions shall in all cases be determined by the Employer, with the prior approval in writing of the Employer and the same shall be added to or deducted from the Contract Amount, as the case may be, accordingly.

#### **5. Sufficiency of Schedule of Quantities**

The Contractor shall be deemed to have satisfied himself before tendering as to the correctness and sufficiency of this tender for the works and of the prices stated in the Schedule of Quantities and/or the Schedule of Rates and Prices which rates and prices shall cover all his obligations under the Contract, and all matters and things necessary for the proper completion of the works.

#### **6. Insurance in respect of damage to person and property**

The Contractor shall be responsible for all injury to persons, animals or things, and for all structural and decorative damage to property which may arise from the operation or neglect of himself or of any nominated Sub-Contractor or any employee or either, whether such injury or damage arises from carelessness, accident or any other cause whatever, in any way connected with the carrying out of this Contract. This Clause shall be held to include inter alia, any damage to buildings, whether immediately adjacent or otherwise, and any damage to Roads, streets, footpaths, bridges or ways as well as all damage caused to the buildings and works forming the subject of this Contract by frost, rain wind or other inclemency of weather. The Contractor shall indemnify the Employer and hold him harmless in respect of all and any expenses arising from any such injury or damage to persons or property as aforesaid and also in respect of any claim made in respect of injury or damage under any Acts of any legislature or otherwise and also in respect of any award of compensation or damages consequent upon such claim.

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

The Contractor shall indemnify the Employer against all claims which may be made against the Employer by any member of the public or other third party in respect of anything which

may arise in respect of the works or in consequences thereof and shall at his own expense arrange to effect and maintain, until the virtual completion of the Contract, with an approved Office a Policy of Insurance in the joint names of the Employer and the Contractor against such risks and deposit such Policy or Policies with the Employer from time to time during the currency of this Contract. The Contractor shall also similarly indemnify the Employer against all claims which may be made upon the Employer whether under the Workmen's Compensation Act or any other statute in force during the currency of this Contract or at Common Law in respect of any employee of the Contractor or any Sub-Contractor and shall at his own expenses effect and maintain, until the virtual completion of the Contract, with an approved Office a Policy of Insurance in the joint names of the Employer and the Contractor against such risks and deposit such Policy or Policies with the Employer from time to time during the currency of the Contract.

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

The Employer shall be entitled to deduct the amount of any damage, compensation, costs, charges and expenses arising or accruing from or in respect of any such claims or damage from any or all sums due or to become due to the Contractor, without prejudice to the Employer's other rights in respect thereof.

#### **7. Failure by Contractor to comply with Employer's instructions**

If the Contractor, after receipt of written notice from the Employer, requiring compliance within 10 days, fails to comply with any instructions, the Employer is at liberty to employ and pay any other person/s to execute any such work whatsoever that may be necessary to give effect thereto, and all costs incurred in connection therewith shall be recoverable from the Contractor by the Employer or may be deducted by him from any monies due to the Contractor.

#### **8. Termination of Contract by the Employer**

This contract is valid for a period of **one year** from **April 01, 2021 to March 31, 2022**, and the Bank is entitled to terminate the contract by giving one month advance notice, in case of violation of any of the Terms of this Contract or in case it is not satisfied with the service of Contractor in which case, the Contractor is not entitled for any compensation/damages and Security Deposit shall not be refunded.

#### **9. Termination of Contract by Contractor**

The contract can be terminated by the Contractor, if desired, by giving one month notice to the Bank. The notice period will start from the day of receipt of notice by the Bank.

#### **10. Matters to be finally determined by Employer**

The decision, opinion, direction, Certificate (except for payment), with respect to all or any of the matter hereof shall be final and conclusive and binding on the parties hereto and shall be without appeal. Any other decision, opinion, direction, Certificate or valuation of the Employer or any refusal of the Employer to give any of the same shall be subject to the right of arbitration and review hereof in the same way in all respects (including the provision as to opening the reference) as if it were a decision of the Employer.

### **11. Employer entitled to recover compensation paid to workmen**

If, for any reason, the Employer is obliged, by virtue of the provision of the Workmen's Compensation Act, 1923 / Code on Social Security, 2020, whichever is relevant, or any statutory modifications or re-enactment thereof to pay compensation to a workman employed by the Contractor in execution of the works, the Employer shall be entitled to recover from the Contractor the amount of compensation so paid, and without prejudice to rights of the Employer under the said Act. The Employer shall be at liberty to recover such amount or any part thereof by deducting it from the security deposit or from any sum due by the Employer to the Contractor under this Contract or otherwise. The Employer shall not be bound to contest any claim made against it under the said Act, except on the written request of the Contractor and upon his giving to the Employer full security to the satisfaction of the Employer for all costs for which the Employer might become liable in consequence of contesting such claim.

### **12. Right of Employer to terminate Contract in the event of death of Contractor, if individual**

Without prejudice to any of the rights or remedies under this Contract, if the Contractor, being an individual, dies, the Employer shall have the option of terminating the Contract without incurring any liability for such termination.

### **13. Marginal Notes**

The headings catch lines hereto and in the Annex hereto are meant only for convenience of reference and shall not in any way be taken into account in the interpretation of these presents and the Annexures hereto.

Date:

Signature of Tenderer

Place:

Address

## SECTION VII

### TERMS AND CONDITIONS

1. The period of contract is one year, subject to satisfactory performance, unless it is curtailed by or terminated by the Bank owing to deficiency of service, sub-standard quality of the materials used, and breach of contract, reduction or cessation of the requirement of the work. Termination of the contract shall be made by issuing a prior notice. In such case a notice period of one month will be given to the Contractor and the security deposit shall not be refunded.
2. The contractors should mandatorily visit the sites of the works specified in the tender, with prior permission of the Bank during such time as convenient for the Bank, and should thoroughly acquaint themselves with the nature of the work to be done, working conditions, period of permissible execution of the works etc., and also ascertain the approximate quantity of the works specified in the tender, the approximate area of the Bank's premises etc., before submitting the bid for the tender. The Bank will not be responsible for any misconception / miscalculation etc. by the contractor, regarding the quantity of works to be done as per the tender, amount to be quoted etc. Also, any doubt regarding the tender, scope of work, quantity of work, conditions etc. has to be clarified with the Bank well in advance (preferably during the pre-bid meeting) before submitting the bid for the tender.
3. The Contractor and its staff shall take proper and reasonable precautions of Bank's assets and preserve from loss, destruction, waste or misuse the areas of responsibility given to them by the Bank.
4. The execution of cleaning will be done by uniformed, hygiene-conscious workers.
5. The Contractor shall exclusively supervise or employ sufficient supervisory personnel to supervise the work of his/her employees so as to ensure that the services rendered are carried out to maintain high standards of cleanliness.
6. The Contractor shall depute only able bodied, physically fit, well trained and disciplined personnel for carrying out the work. Also, the Contractor should make sure the minimum number of persons, if any, specified in the scope of work are deployed on a pro-rata basis and Contractor shall engage the men/women **whose age shall be between 18-55 years** and duly trained for the job.
7. The contractor shall ensure that the workers employed by him are not suffering from any chronic or contagious diseases. In any such cases, the particular employee has to be immediately replaced until he/she completely recovers from the disease.
8. **The contractor shall not depute the same workers/ personnel who were employed by the previous contractor engaged in the same or similar contract(s) with the Bank.**
9. Every employee so engaged by the Contractor shall wear uniform and Identity card while on duty. The said uniform and ID card issued by the Contractor shall be provided at the Contractor's cost.

10. No lapse from the Contractor's side, which may cause damage to the property and injury to the staff in the opinion of the Bank's Engineer, shall be permitted.
11. Any damage to the property of the Bank / any others or any injury to the employees of the Bank / any other person or animal caused by the contractor / employee(s) of the contractor, will be penalized by the Bank. The Bank will also have the right to take suitable action including instruction to remove the concerned employee(s) of the contractor for the damage / injury caused. The action taken by the Bank will be binding on the contractor.
12. The contractor will be completely responsible for any illegal or any other corrupt activities by any of the employees of the contractor inside the Bank's premises. Any loss to the Bank or any other person due to such activities, will be made good by the contractor. If any of the employee(s) of the contractor is found guilty of any such activities, the Bank will have the right to take suitable action including penalizing the contractor, instruction to remove the concerned employee(s) of the contractor, etc. The action taken by the Bank will be binding on the contractor. The Bank shall be the sole judge as to whether or not the concerned employee(s) of the contractor is guilty in any such cases.
13. The work has to be carried out with least inconvenience to the residents.
14. The Contractor should specify the working hours of their staff and the details thereof shall be maintained with the Caretaker / Assistant Caretaker / Security Guard of the respective colonies. No worker shall be permitted to stay back inside the campus after working hours.
15. The Contractor shall ensure that no employees of the Contractor will enter or remain on the Bank's premises beyond the specified time limits unless and absolutely necessary and for fulfilling Contractor's obligations and with the prior approval of the Bank.
16. The Bank shall have the right to ask for the removal of any person employed by the Contractor, who is not found to be competent and orderly in the discharge of his duty.
17. The Contractor shall have the addresses and photographs of their workmen being engaged by them for the said work. Workmen will be allowed inside the building only on production of the photo pass issued by the Bank & also have to subject themselves to the security restrictions imposed by the Bank. Only the Contractor himself/ themselves shall be held responsible for the conduct of his/ their workers.
18. Within 45 days of award of contract, the Contractor has to obtain police verification report on the character and antecedents of their personnel and other details relating to age, educational qualification, name and permanent address to be provided under this contract along with their passport size photographs before engaging them for duty in Bank's premises. Only able bodied, physically fit, well trained, literate, disciplined and honest personnel shall be deployed.
19. The Contractor shall maintain an attendance register duly signed by designated Bank's staff and attach a copy of the same with each month's bills failing which no payments shall be released. **In case any of the Contractor's personnel deployed is absent and the Contractor is unable to provide a suitable substitute / reliever, a penalty as calculated based on the below formula shall be levied by the Bank and the same**

shall be deducted from the Contractor's bills.

$$P = (V/L)*D*2$$

**P = Penal Charges**

**V = Contract Value per month inclusive of applicable taxes**

**L = Minimum number of duties required per month**

**D = Total number of absences for the month**

The Bank may also replace the manual attendance register with Biometric Attendance Machines to monitor the attendance of the workmen employees engaged by the Contractor.

20. The Contractor shall have an office/service set-up in Kochi / Ernakulam district.
21. The rates quoted by the Contractor shall be in accordance with the Contract Labour Act 1970 / Minimum Wages Act, 1948 or the various Labour Codes enacted by the Parliament in 2019/2020, whichever is relevant, for the current year and also taking into account any escalation as notified from time to time by the Government of India. Tenders having quoted rates below the prescribed minimum wages shall be liable for rejection and such bidders even though offering the lowest among the eligible quotes, may not be considered for the selection as successful bidder from among the eligible bidders. The Bank may however give opportunity to such bidders to substantiate their offer by seeking their rate analysis / breakup, comments and explanations thereon within a time frame specified by the Bank. The final decision on disqualification of such bidders will be based on the explanations, given by the bidders, substantiating their bid and the decision of the Bank regarding such disqualification are binding on the bidders and shall be final. However, the overall contract amount, if found insufficient even to pay for the minimum wages for the employee category and associated statutory components shall be summarily rejected and the decision of the Bank regarding such disqualification are also binding on the bidders and shall be final.
22. The Contractor may utilize only the approved (by the Bank) brands of cleaning materials / chemicals for housekeeping / cleaning works as detailed below.
  - a) Cleaning of floors, tiles, water closets / toilet bowls, urinal pots, washrooms and other surfaces: Halide Chemicals, Lizol, Presto, Domex, Care Clean, Harpic, RevaChem, Tasky/Diversey, Schevaran, Sanifresh or any equivalent BIS certified and eco-friendly products.
  - b) Hand Wash Liquid: Godrej, Palmolive, Dettol, Lifebuoy or equivalent.
  - c) Air Fresheners: Godrej, Odonil, Airwick or equivalent.
  - d) Glass cleaners: Halide Chemicals, Colin or equivalent.
  - e) All other consumables / detergents / chemicals, for any other housekeeping / cleaning works, shall be of standard quality and approved by the Bank.

- f) The quantity used for the same may be as per the manufacturer's specifications.
- g) It may be noted that the Bank reserves the right to amend the list of approved brands and also instruct to use any other brands other than the ones specified above for any of the housekeeping / cleaning works from time to time.
23. The Contractor must procure and keep stock of sufficient / adequate quantity of consumables, cleaning materials, tools, equipments etc. for the use, to ensure that the works specified in the tender are carried out continuously without any hindrance.
24. The successful tenderer shall be responsible for safety & security of their materials & personnel and also for ensuring fire prevention steps at all times in the working premises including their part of work.
25. The contractor may use only approved (by the Bank) brands of materials / consumables / accessories / machineries etc. for any of the works specified in the tender. The Bank will have the right to instruct the contractor to change a particular brand or any of the above items procured by the contractor for carrying out the works specified in this tender. The instruction and decision of the Bank will be binding on the Contractor.
26. The safekeeping / storage of the consumables and all other items procured by the Contractor is the responsibility of the Contractor. The Bank will not be responsible for the same.
27. The contractor shall submit the invoices of all the materials purchased for the works specified in the tender and also, maintain a register for the purchase and usage of the materials (especially consumables) clearly indicating the date of purchase, date of complete depletion / exhaustion / consumption of the item etc. The consumables like cleaning materials, manure etc. have to be used in sufficient quantities and as per the manufacturer's instructions. Bank will have the right to monitor the usage of such consumables and also penalize the contractor for any insufficient / inappropriate usage of such items. Bank will also have the right to monitor the quality and usage of all other equipments, machinery, other materials etc. and also penalize the contractor for usage of any sub-quality items or insufficient / improper / inappropriate usage of such items.
28. The storage or usage of consumables, materials etc. in loose packets, containers etc. without details of the brand etc. will not be allowed. The Bank will have the right to reject any consumable, material etc. where Bank is doubtful of the quality, brand etc. of the product.
29. The contractor has to use the required tools, equipments, machinery, vehicles, cleaning agents, detergents, disinfectants, insecticides, pesticides, fungicides, manure etc. wherever / whenever required to carry out the works specified in the tender, to the satisfaction of the Bank. The Bank will have the right to penalize the contractor for any refusal to use / insufficient usage of the above items. The decision of the Bank regarding the above will be final and binding on the contractor.
30. The contractor has to provide all the required accessories and protective gears like gloves, goggles, boots, mask, helmets, safety belts etc. to the workers, wherever necessary

(especially during handling of waste and other toxic / hazardous materials, or while working at heights etc.). The Bank will have the right to monitor the same and insist the contractor to provide such accessories / protective gears, wherever necessary. Non-compliance of the above may attract penalties from the Bank.

31. All the consumables, cleaning / gardening / waste management materials, tools, equipments, machinery, vehicle, cleaning agents, detergents, disinfectants, insecticides, pesticides, fungicides, manure etc. required to carry out the works specified in the tender including any additional soil required for horticulture, fuel required to operate any machinery / vehicle, accessories and protective gears / ID cards / uniforms etc. to be provided to the workers, etc. has to be procured by the contractor. The cost for the same also has to be borne by the contractor. The bank will not pay any extra amount for the same. The annual expense for the above should be included by the contractor in the financial bid of the tender under serial number 5. All the above items mentioned should also be eco-friendly and approved by the Bank.
32. The procurement, transportation outside or inside the Bank's premises, loading / unloading etc. of the consumables / other materials required to carry out the works specified in the tender, as well as, the loading / unloading and transportation of waste materials to be disposed outside the Bank's premises also comes under the Contractor's scope of work. The labour required, vehicles required etc. for the same has to be arranged by the Contractor. The Bank will not pay anything extra for the same.
33. In cases of cleaning of toilets, washrooms, flats etc. in the individual residential quarters, a register showing the dates of cleaning with the signature of one of the residents shall be maintained by the contractor and submitted along with the monthly bills. In cases of cleaning of vacant flats, in residential premises, signature of caretaker / assistant caretaker may be obtained in the same register. The Bank may also advise the contractor to obtain the signature of caretaker / assistant caretaker / any other person deputed by the Bank, acknowledging the cleaning or any other works specified in the tender, whenever felt necessary.
34. The contractor may engage additional labour as and when required for completing any work (as specified in the tender) on time, for which no extra payment will be made to the contractor by the Bank.
35. During any emergency situation or as and when required by the Bank, the contractor will have to engage the workers beyond the usual working hours without any additional charge to be paid by the Bank. Any overtime allowance or payment to workers as per the statutory requirements has to be paid by the contractor.
36. The cost for any additional labour required to carry out any of the works specified in the tender or the payment for any overtime work / additional hours put in by the workers as per statutory requirements has to be borne by the contractor. The bank will not pay any extra amount for the same. The annual expense likely to be incurred for the same may be included by the contractor in the financial bid of the tender under serial number 5.

37. The Contractor shall not engage any sub-contractor or transfer the contract to any other person in any manner and workers/personnel engaged by the Contractor shall not accept any gratitude or reward in any form.
38. The intending tenderers are advised to inspect the site with the prior permission from the Bank and ascertain the exactness of the area to be maintained and the work to be executed before quoting their rates.
39. In case any deficiency in services such as less no. of areas cleaned, non-use of approved cleaning materials and less no. of staff deployed etc., is observed or brought to the notice of the Bank, a proportionate/appropriate amount from the monthly bill will be deducted as penalty for deficiency in services and in any case, it will not be refunded to the Contractor, in future.
40. All the consumable, disposables, equipments and machinery required for carrying out the various works of the contract should be eco-friendly, branded and approved by the Bank and shall be procured by the Contractor/agency at its own cost.
41. The cleaning and housekeeping works are to be carried out in such manners that all related areas/space in the Bank's premises always look neat and clean.
42. The manpower engaged shall be trained in management of waste/garbage (bio-degradable & non-degradable and recyclable waste) so that waste disposal is carried out properly without affecting the environment as per pollution control directions.
43. There may be several agencies working at site and the contractor is required to carry out his work in close co-ordination with other agencies, if so found necessary, so as to have smooth and uninterrupted progress of work of all agencies.
44. All the safety precautions shall be taken by the Contractor while carrying out the works specified in the tender and the Bank shall not be liable for any payment towards compensation for any accidents to the employee on duty.
45. The Charges quoted will cover the cost of manpower deployed, material used and machinery/equipment deployed for efficient rendering of services and shall be payable on monthly basis subject to submission of invoice. The payment thereon will be made after the same is duly certified by the Bank's Officer(s) authorised by the Bank for the same, and after deducting all statutory dues/taxes, etc.
46. The cleaning materials used shall be of approved quality and as required for the respective colonies.
47. Payment to the workers has to be made through bank account and proof for the same has to be submitted along with the bills.
48. All statutory benefits like EPF, Bonus, ESI, and other statutory payments etc. have to be paid by the Contractor and the proof for the same have to be submitted along with the bills.

49. All the workers engaged by the contractor must be given weekly holidays. No worker should be deputed for the duty continuously for 7 days. After 6 days of continuous duty, one day off is necessary as per statutory requirements. The responsibility to ensure the same is solely on the contractor and the Bank will not be held liable in case of any non-compliance of the above statutory requirement by the contractor.
50. Alternate arrangements of relievers should be made by the contractor in cases where weekly holiday has to be given to any worker after doing duty continuously for 6 days and also in cases where a worker is on leave or unable to attend duty etc. to fulfill the minimum number of duties as required by the Bank on each day. Absence of workers to fulfill the minimum number of duties as required by the Bank will attract penalties as explained in clause 19 of section VII of the tender.
51. The contract could be considered for further renewal for two years on same terms and conditions provided the Bank finds the services of the Contractor satisfactory and if the Bank desires so. The decision of the Bank in this regard will be final.
52. The cleanliness and the quality of all the works specified in the tender will be periodically checked by the officials of the Bank.
53. **Burning of any kind of waste materials or any other materials is not permitted inside any of the properties of the Bank. The Bank will have the right to impose penalty of minimum ₹ 5000/- per instance if the contractor or his workers is found to be burning any kind of materials inside Bank's premises.**
54. Any of the works specified in the tender (especially housekeeping and cleaning works), to be carried out in the ladies rooms (ladies rooms for resting / dress changing etc.) or ladies washrooms / toilets etc. in any of the Bank's premises, as designated by the Bank, must be carried out only by female workers of the contractor.
55. **All the works specified in the tender, must be carried out without causing any disturbance or inconvenience to the Bank's employees / residents of Bank's Quarters or to normal functioning of the office.**
56. **All the works specified in the tender are indicative and not exhaustive. The contractor is bound to take up any other works of similar nature under housekeeping, cleaning, horticulture, waste management etc. as and when directed by the Bank without any additional charge.**
57. During the annual renewal of AMC, the maximum permissible increase in the AMC amount will be **as decided by the Bank based on increase in Minimum wages and Consumer Price Index (as notified by the Government of India).**
58. The work shall be carried out strictly as per direction of the officials of the Bank.
59. The water and electricity (electricity, only wherever direct supply of electricity is required and is possible to be provided by the Bank) for carrying out the works specified in the tender will be provided by the Bank. However, the Contractor shall ensure that water and electricity shall be used judiciously without wasting. The Bank will have the right to take

action against the contractor, including imposing of penalty on the contractor, for wastage of water or electricity by the contractor or his workers.

60. The Contractor is solely responsible for compliance of provisions or any Statute or rules framed there under by the Central Government or State Government and applicable to the workers employed by him. The Bank is not responsible in case of non-compliance of any of the provisions of the Statute or rules of the State/Central Government, by the Contractor.
61. The Bank will have the right to terminate the agreement without assigning any reason with a notice of one month and the Contractor will not be entitled to any compensation for premature termination of the agreement. In such cases security deposit shall not be refunded. Before the expiry of the notice period given in the termination notice, the Contractor shall vacate the premises.
62. In case of any dispute arising out of this agreement, the decision of the Bank will be final and binding on the Contractor.
63. **The Bank will not provide any type of accommodation to the Contractor and/or his workers / supervisors / Facility Managers, etc. in the Bank's premises or elsewhere.**
64. The Contractor shall obtain necessary licenses and permits in their name at their own expenses and shall keep the Bank indemnified against any loss arising due to non-compliance to any statutory requirement.
65. The quote offered by the Contractor in the financial bid shall be firm and final and the Bank will not entertain the Contractor's claim for revision of rates during the currency of contract except when changes in two components of minimum rates of wages only viz. the Basic rates and Variable Dearness Allowance (VDA), as announced by the Government of India under the Minimum Wages Act / The Code on Wages, 2019, whichever is relevant. The amount of such hike in monthly contract amount, in proportion to the monthly duties, will be restricted only to the increase in Basic rates and Variable Dearness Allowance (VDA). Any other components which form part of wages or allowance which are statutory in nature viz. EPF, ESI, Bonus etc. which are dependent on the Basic rates and/or Variable Dearness Allowance (VDA) will not be considered by the Bank for the revision in monthly contract. The Contractor shall factor in the possible escalation of these statutory components other than Basic rates plus VDA and offer the best rates in such a way as to accommodate these incremental costs under serial number 3 of the financial bid. The revision in monthly bill amount will be restricted to the amounts quoted under serial numbers 1 and 2 of the financial bid and the revision will be done only proportionally to the increase in basic rates and variable dearness allowance (VDA) parts of the wages. Also, the maximum revision will be limited to the amount corresponding to the increased basic rates and variable dearness allowance (VDA). If the amounts quoted under serial numbers 1 and 2 of the financial bid are already equal to or above the amounts corresponding to the changed basic rates and variable dearness allowance (VDA), then no revision of monthly bill amount will be made. The decision of the Bank in the matter will be final.

66. All staff engaged by the contractor must submit an accurate and complete COVID 19 self-medical declaration to the Bank countersigned by the contractor before starting the work. The contractor shall closely monitor the staff deployed to the Bank. In case the staff or any of their family members with whom the staff came in contact in the recent past, develop any signs of COVID 19, the contractor shall take necessary action to replace the worker / staff and the same must be immediately reported to the Bank. The contractor shall not deploy staff from containment area or under quarantine. Further, contractor shall ensure that the instructions / directions issued by Central as well as State Government, and also by the Bank in connection with COVID-19 pandemic are followed scrupulously by the staff deployed at the Bank. The contractor shall sensitise the staff to follow strict social distancing norms while they remain deployed and shall provide them with necessary masks, gloves, sanitizer, face shields etc., if necessary, at no extra cost to the Bank. Further, the contractor shall indemnify and keep indemnified the Bank from any financial / legal liability arising out of your failure, fault or negligence in complying-with the above conditions.

I/We hereby declare that I/we have read and understood the above instructions for guidance of tenderers` and will abide by the same.

Date:

Signature of Contractor with Seal:

Place:

Name and Address with Contact Nos.:

**SECTION VIII**  
**DETAILED SCOPE OF WORK**

**I) HOUSEKEEPING AND CLEANING WORKS**

**A. At Office Building and Premises (Reserve Bank of India, Ernakulam North, Kochi – 682018)**

**1. Daily works to be done**

1.1. Cleaning and maintenance of the inside areas of the Buildings - This includes the following:

- a) Cleaning, sweeping, dusting, mopping, wet mopping, wiping, wet wiping etc. of the floors in all departments, rooms, cabins, work spaces, halls, common areas, staircases, lobbies, lift cabins, banking hall, corridors, verandahs etc. in the office building and other buildings/cabins in office premises including ladies rooms, police guard rooms, cafeteria, dispensary, security cabins, ISS cabin (porta cabin), rooms / spaces allotted for State Bank of India, RBI Co-operative Society, Associations, Reserve Bank Recreation Club etc. using approved equipments, machinery, cleaning agents, detergents, disinfectants etc. as directed by the Bank, and, collecting and depositing the waste generated like dust, paper, plastic etc., in the places / dust bins designated by the Bank.
- b) Cleaning, dusting, wet wiping etc. of all the handrails, door knobs / handles, handles of cupboards etc. in the office building and other buildings/cabins in office premises as described in clause (a) above, using approved equipments, machinery, cleaning agents, detergents, disinfectants etc. as directed by the Bank.
- c) Cleaning, dusting, wet wiping etc. of all workstations, tables, chairs, dining tables etc. in the office building and other buildings/cabins in office premises as described in clause (a) above, using approved equipments, machinery, cleaning agents, detergents, disinfectants etc. as directed by the Bank.
- d) Cleaning, wet wiping etc. of dining tables, chairs and other areas / platforms / kitchen counter-tops in the cafeteria / canteen area or any other temporary or permanent areas designated by the Bank for dining / having food by Bank's employees or any other personnel, and, collecting and depositing the waste generated like leftover food, disposables etc. in the places / dust bins designated by the Bank.
- e) Removal of wastes and garbage from individual waste baskets / buckets / dust bins kept in various locations in the office building and other buildings/cabins in office premises as described in clause (a) above, and depositing the same in designated places / dust bins as directed by the Bank.
- f) Collecting and placing / re-placing the garbage bags provided by the Bank, at the

designated waste baskets / buckets, dust bins etc. kept at various locations in the Office premises.

g) Timings for doing the above works:

- Works specified in clauses a), b) and c) above have to be done once daily, between 7.30 AM and 9.00 AM before the commencing of the office hours.
- Work specified in clause d) above, has to be done twice daily, once between 9.30 AM and 10.30 AM and once between 3.30 PM and 4.30 PM.
- Work specified in clause e) has to be done twice daily, once between 7.30 AM and 9.00 AM and once between 5.30 PM and 6.30 PM.
- Work specified in clause f) has to be done daily as and when the wastes / garbage is removed from the designated waste baskets / buckets , dust bins etc.
- All the works specified above, under clause 1.1. shall also be carried out, in addition to the specified timings, as and when instructed by the Bank.

1.2. Cleaning of washrooms/ toilets in the office building and premises – This includes the following :

- a) Cleaning, dusting, washing, scrubbing, wiping, wet wiping, mopping, wet mopping etc. of the floors and wall tiles of all the washrooms / toilets in the office building and office premises using approved equipments, machinery, cleaning agents, detergents, disinfectants etc. as directed by the Bank.
- b) Cleaning, washing, scrubbing, wiping, wet wiping, mopping, wet mopping etc. of all the wash basins, wash basin platforms, sanitary fittings, buckets, mugs, mirrors etc. in all the washrooms / toilets and other areas in the office building and office premises using approved equipments, machinery, cleaning agents, detergents, disinfectants etc. as directed by the Bank.
- c) Cleaning, washing, scrubbing, flushing etc. of all the water closets / urinals in all the washrooms / toilets in the office building and office premises using approved equipments, machinery, cleaning agents, detergents, disinfectants etc. as directed by the Bank.
- d) Providing and regular replacement of the following on daily basis and, as and when required / as directed by the Bank:
  - Liquid hand wash bottles having minimum volume of 200ml at every wash basin in the office building and office premises and regular replacement / refilling of the same with concentrated / undiluted liquid hand wash of approved brands.
  - Concentrated / undiluted liquid hand wash / liquid soap of approved brands in all the automatic soap dispensers installed at various washrooms / other areas in the office building and office premises.

- Tissue paper / Napkins / paper towels for wiping hands / face at every wash basin in the office building and office premises.
  - Naphthalene balls of approved brands in all the wash basins in the office building and office premises.
  - Fragrant urinal cubes and urinal screen mats, of approved brands, in all men's washrooms / toilets in the office building and office premises (urinal screen mats has to be replaced at least every month).
  - Required numbers of air fresheners of approved brands in all the washrooms / toilets in the office building and office premises.
  - Toilet paper rolls in the required toilets in the office building and office premises as directed by the Bank.
- h) Removal of wastes and garbage from the waste baskets / buckets / dust bins kept in all the washrooms / toilets in the office building and office premises and depositing the same in designated places / dust bins as directed by the Bank.

i) Timings for doing the above works:

- Works specified in clauses a), b) and c) above have to be done twice daily, once between 7.30 AM and 9.00 AM before the commencing of the office hours and second during between 1.30 PM and 2.30 PM.
- Work specified in clause d) has to be done once daily between 7.30 AM and 9.00 AM as per requirement.
- Work specified in clause e) has to be done thrice daily, once between 7.30 AM and 9.00 AM, second between 1.30 PM and 2.30 PM and third between 5.30 PM and 6.30 PM.
- All the works specified above, under clause 1.2. shall also be carried out, in addition to the specified timings, as and when instructed by the Bank.

1.3. Cleaning and maintenance of outside areas of the Buildings – This includes the following:

- a) Cleaning, sweeping, washing etc. of all the access roads, pathways, pavements, tiled areas, concreted areas, floors of car / scooter sheds, floors of porch areas, staircases, corridors, verandahs etc. (covered areas or otherwise) outside the buildings in the office premises using approved equipments, machinery, cleaning agents, detergents, disinfectants etc. as directed by the Bank, and, collecting and depositing the waste generated like dry leaves, twigs, branches of trees, dust, paper, plastic etc., in the places / dust bins designated by the Bank.
- b) Cleaning, sweeping etc. of all the other areas outside the buildings in the office premises and within the compound walls of the office premises other than the ones specified in clause a) above and other than the garden / horticultural areas as identified by the Bank,

using approved equipments, machinery, cleaning agents, detergents, disinfectants etc. as directed by the Bank, and, collecting and depositing the waste generated like dry leaves, twigs, branches of trees, dust, paper, plastic etc., in the places / dust bins designated by the Bank.

c) Timings for doing the above works:

- Works specified in clauses a) and b) above have to be done once daily, in the morning, after completing the works to be done before the commencing of the office hours, as specified in clauses 1.1. and 1.2. above.
- All the works specified above, under clause 1.3. shall also be carried out, in addition to the specified timings, as and when instructed by the Bank.

1.4. Any other works as and/or when specified by the Bank.

## **2. Weekly works to be done**

2.1. Cleaning of cobwebs and dust - This includes the following:

- a) Removal of all the cobwebs, dust etc. by cleaning, sweeping, dusting, wiping, wet wiping etc. of all the wall areas, ceiling areas, door / window / ventilator areas, ceiling fans / wall fans / exhaust fans, tubelights / other lights, other fixtures, areas behind and under cupboards / storage units / water dispensers / sofa sets / other such movable furniture or fixtures or items etc., in all departments, rooms, cabins, work spaces, halls, common areas, staircases, lobbies, lift cabins, banking hall, corridors, verandahs, washrooms, toilets etc. in the office building and other buildings/cabins in office premises including ladies rooms, police guard rooms, cafeteria, dispensary, security cabins, ISS cabin (porta cabin), rooms / spaces allotted for State Bank of India, RBI Co-operative Society, Associations, Reserve Bank Recreation Club etc. using approved equipments, machinery, cleaning agents, detergents, disinfectants etc. as directed by the Bank.
- b) Removal of all the cobwebs, dust etc. by cleaning, sweeping, dusting, wet wiping etc. of all the cupboards, storage units, water dispensers, sofa sets, other movable furniture / fixtures / items etc. in the office building and other buildings/cabins in office premises as described in clause (a) above, using approved equipments, machinery, cleaning agents, detergents, disinfectants etc. as directed by the Bank.

2.2. Cleaning of doors, windows, partitions etc. – This includes the cleaning, washing, wiping, wet wiping etc. doors, windows, ventilators, grills, other partitions etc. including both sides of all the glass panes of all the doors, windows, ventilators, partitions etc. in the office building and other buildings/cabins in office premises as described in clause 2.1.(a) above, using approved equipments, machinery, cleaning agents, detergents, disinfectants etc. as directed by the Bank.

2.3. Cleaning of RBI logos, RBI name boards and other boards – This includes the cleaning, washing, wiping, wet wiping etc. of all the RBI logos, RBI name boards, sign boards,

other name boards and other boards present in the office building and office premises using approved equipments, machinery, cleaning agents, detergents, disinfectants etc. as directed by the Bank.

- 2.4. Cleaning of floor mats, carpets etc. – This includes cleaning, washing etc. of all the floor mats in the office building and office premises using approved equipments, machinery, cleaning agents, detergents, disinfectants etc. including taking the floor mats to designated places for cleaning / washing, drying the mats after cleaning/ washing, putting the mats back at its original location etc. as directed by the Bank.
- 2.5. All the works specified above, under clauses 2.1. to 2.4. shall also be carried out, in addition to the weekly basis, as and when instructed by the Bank.
- 2.6. Any other works as and/or when specified by the Bank.

### **3. Monthly Works to be done**

- 3.1. Cleaning of Computer Systems and Telephone equipments – This includes cleaning, dusting, wiping, wet wiping etc. of computer systems, printers, scanners, telephone equipments etc. identified by the Bank and present in the Office Building, Other buildings/cabins in office premises, residential buildings, other buildings/cabins in residential premises etc. using approved equipments, machinery, cleaning agents, detergents, disinfectants etc. as directed by the Bank.
- 3.2. Cleaning of cobwebs and dust - This includes the removal of cobwebs, dust etc. by cleaning, sweeping, dusting, wet wiping etc. of all areas outside the buildings in office premises including the outside wall / window / ventilator areas of office building and other buildings/cabins in office premises, ceiling areas of corridors / verandahs / staircases / car sheds / scooter sheds / porch etc., using approved equipments, machinery, cleaning agents, detergents, disinfectants etc. as directed by the Bank.
- 3.3. Cleaning of terrace areas in office building – This includes cleaning, sweeping, washing etc. of all the terrace areas and sunshades of the office building and other building/cabins in the office premises, including the roof of parking sheds / any other such structures, using approved equipments, machinery, cleaning agents, detergents, disinfectants etc. as directed by the Bank, and, collecting and depositing the waste generated like dry leaves, twigs, branches of trees, dust, paper, plastic etc., in the places / dust bins designated by the Bank.
- 3.4. Clearing and removal of vegetations – This includes clearing of all kinds of vegetations growing on the access roads, pathways, pavements, tiled areas, concreted areas, drainage, terrace areas, sunshades, compound walls, other fences, walls of buildings and other structures etc. (including destroying the unwanted vegetation by applying chemicals etc.) in the office premises using approved equipments / machinery as directed by the Bank, and, collecting and depositing the waste generated in places designated by the Bank.

3.5. The work specified above, under clause 3.1. shall be carried out on a monthly basis. All the works specified above, under clauses 3.2. to 3.4., shall also be carried out, in addition to the monthly basis, as and when instructed by the Bank.

3.6. Any other works as and/or when specified by the Bank.

#### **4. Works to be done as when instructed by the Bank**

4.1. Cleaning of drainages - This includes cleaning any drainage present in the office premises, including clearing all the vegetation, waste, dirt etc., as and when directed by the Bank, to ensure smooth flow of water through them without stagnation / clogging, and, collecting and depositing the waste generated, in places designated by the Bank.

4.2. Cleaning of algae growth on access roads etc.: This includes cleaning of algae growth and making all the access roads, pathways, pavements, tiled areas, concreted areas, floors of car / scooter sheds, floors of porch areas, staircases, corridors, verandahs etc. (covered areas or otherwise) outside the buildings in the office premises, non-slippery using approved equipments, machinery, cleaning agents, detergents, disinfectants etc. (like Bleaching powder, lime mortar or “Kummayam”, Scrubber machine, Jet wash machine etc.) as directed by the Bank.

4.3. Any other works as and/or when specified by the Bank.

#### **B. At Residential Quarters and Premises (Reserve Bank Officers’ Quarters, Ernakulam North, Kochi - 682018 and Reserve Bank Staff Quarters, Judges Avenue, Kaloor, Kochi – 682017)**

##### **1. Daily works to be done**

1.1. Cleaning of access roads etc. – This includes cleaning, sweeping, washing etc. of all the access roads, pathways, pavements, tiled areas, concreted areas, floors of car / scooter sheds, floors of porch areas, staircases, corridors, verandahs, open stage, children’s play areas etc. (covered areas or otherwise) outside the buildings in the residential quarters premises using approved equipments, machinery, cleaning agents, detergents, disinfectants etc. as directed by the Bank, and, collecting and depositing the waste generated like dry leaves, twigs, branches of trees, dust, paper, plastic etc., in the places / dust bins designated by the Bank.

1.2. Cleaning of other outside areas – This includes cleaning, sweeping etc. of all the other areas outside the buildings in the residential quarters premises and within the compound walls of the residential quarters (including area around the trees etc.) other than the ones specified in clause 1.1. above and other than the garden / horticultural areas as identified by the Bank, using approved equipments, machinery, cleaning agents, detergents, disinfectants etc. as directed by the Bank, and, collecting and depositing the waste generated like dry leaves, twigs, branches of trees, dust, paper, plastic etc., in the places / dust bins designated by the Bank.

1.3. Cleaning of common areas inside buildings – This includes cleaning, sweeping, dusting etc. of the floors in all common areas, staircases, lobbies, corridors, verandahs, in all the buildings in residential quarters premises including community hall, club room, gymnasiums, rooms allotted to welfare associations, dispensary, security cabins, pump rooms, lift cabins, porta cabins etc. using approved equipments / machinery etc. as directed by the Bank, and, collecting and depositing the waste generated like dust,

paper, plastic etc., in the places / dust bins designated by the Bank.

- 1.4. Cleaning of common washrooms / toilets - This includes cleaning, dusting, washing, scrubbing, flushing, wiping, wet wiping, mopping, wet mopping etc. of the floors, wall tiles, wash basins, platforms, glass mirrors, sanitary fixtures, urinals, water closets, buckets, mugs etc. in all the common washrooms / toilets / wash areas in residential quarters premises, meant for use of residents / security guards / contract workers / others etc., using approved equipments, machinery, cleaning agents, detergents, disinfectants etc. as directed by the Bank.
- 1.5. Collecting and placing / re-placing the garbage bags provided by the Bank, at the designated waste baskets / buckets, dust bins etc. kept at various locations in the residential quarters premises.
- 1.6. Providing and regular replacement of the following on daily basis / as and when required / as directed by the Bank:
  - Liquid hand wash bottles having minimum volume of 200ml at every common wash basin in the residential quarters premises and regular replacement / refilling of the same with concentrated / undiluted liquid hand wash of approved brands.
  - Tissue paper / Napkins / paper towels for wiping hands / face at every common wash basin in the residential quarters premises.
  - Naphthalene balls of approved brands in all the common wash basins in the residential quarters premises.
  - Fragrant urinal cubes and urinal screen mats, of approved brands, in all men's common washrooms / toilets in the residential quarters premises (urinal screen mats has to be replaced at least every month).
  - Required numbers of air fresheners of approved brands in all the common washrooms / toilets in the residential quarters premises.
- 1.7. Timings for doing the above works:
  - Work specified in clause 1.1. above has to be done in the morning between 8.30 AM and 10.30 AM.
  - Works specified in clauses 1.2., 1.3., 1.4., 1.5. and 1.6. may be done after completing the work specified under clause 1.1.
  - All the works specified above, under clauses 1.1. to 1.6. shall also be carried out, in addition to the specified timings, as and when instructed by the Bank.
- 1.8. Any other works as and/or when specified by the Bank.

## **2. Weekly works to be done**

- 2.1. Cleaning by wet mopping, washing etc. of floors in common areas inside buildings –

This includes cleaning, washing, wet mopping, wet wiping etc. of the floors, handrails, common door knobs / handles, platforms, shelves etc. in all common areas, staircases, lobbies, corridors, verandahs etc. in all the buildings in residential quarters premises including community hall, club room, gymnasiums, rooms allotted to welfare associations, dispensary, security cabins, pump rooms, lift cabins, porta cabins etc. using approved equipments, machinery, cleaning agents, detergents, disinfectants etc. as directed by the Bank.

2.2. Cleaning of Gymnasium equipments - This includes cleaning, wet wiping etc. and disinfecting of all gymnasium equipment in the gymnasiums in the residential quarters by using disposable pre-saturated gym disinfectant wipes or other approved equipments, machinery, cleaning agents, detergents, disinfectants etc. as directed by the Bank without causing damage to the equipment.

2.3. Cleaning of Toilet / Bathrooms in Flats occupied by Officers – This includes cleaning, dusting, washing, scrubbing, flushing, wiping, wet wiping etc. of the floors, wall tiles, wall dado area, wash basins, platforms, glass mirrors, sanitary wares / fittings / fixtures, water closets, flush tanks, medicine chest etc. in the toilets, bathrooms and common was basin area in the flats occupied by Officers of the Bank, in the residential quarters premises using approved equipments, machinery, cleaning agents, detergents, disinfectants etc. as directed by the Bank.

2.4. Timings for doing the above works:

- Works specified in clauses 2.1., 2.2., and 2.3. above have to be done on a weekly basis, without causing any disturbance or inconvenience to the residents.
- All the works specified above, under clauses 2.1. to 2.3. shall also be carried out, in addition to the weekly basis, as and when instructed by the Bank.

2.5. Any other works as and/or when specified by the Bank.

### **3. Fortnightly works to be done**

3.1. Removal of cobwebs from common areas inside buildings – This includes removal of all the cobwebs, dust etc. by cleaning, sweeping, dusting, wet wiping etc. of all the wall areas, ceiling areas, door / window / ventilator areas, ceiling fans / wall fans / exhaust fans, tubelights / other lights, other fixtures, cupboards / storage units / water dispensers / sofa sets / other such movable furniture or fixtures or items etc., in all the common areas, staircases, lobbies, corridors, verandahs etc. in all the buildings in residential quarters premises including community hall, club room, gymnasiums, rooms allotted to welfare associations, dispensary, security cabins, pump rooms, lift cabins, porta cabins etc., using approved equipments, machinery, cleaning agents, detergents, disinfectants etc. as directed by the Bank.

3.2. Cleaning and maintenance of children's play area – This includes cleaning, sweeping, dusting, wiping, wet wiping etc. of play equipments in the children's play areas in the

residential quarters using approved equipments, machinery, cleaning agents, detergents, disinfectants etc. as directed by the Bank. This also includes plucking and removal of grass, other weeds / plants, stones, pebbles, broken pieces of metals / glass / plastic, etc. that may be present in all the children's play areas in the residential quarters.

3.3. Cleaning of Toilet / Bathrooms in Flats occupied by Class III / Class IV staff – This includes cleaning, dusting, washing, scrubbing, flushing, wiping, wet wiping etc. of the floors, wall tiles, wall dado area, wash basins, platforms, glass mirrors, sanitary wares / fittings / fixtures, water closets, flush tanks, medicine chest etc. in the toilets, bathrooms and common was basin area in the flats occupied by Class III / Class IV staff of the Bank, in the residential quarters premises using approved equipments, machinery, cleaning agents, detergents, disinfectants etc. as directed by the Bank.

3.4. Timings for doing the above works:

- Works specified in clauses 3.1., 3.2. and 3.3. above have to be done on a fortnightly basis, without causing any disturbance or inconvenience to the residents.
- The works specified above, under clauses 3.1. and 3.2., shall also be carried out, in addition to the fortnightly basis, as and when instructed by the Bank.

3.5. Any other works as and/or when specified by the Bank.

#### **4. Monthly works to be done**

4.1. Removal of cobwebs from outside areas of buildings – This includes removal of all the cobwebs, dust etc. by cleaning, sweeping, dusting, wet wiping etc. of all areas outside the buildings in residential quarters premises including the outside wall / window / ventilator / balcony / sun shade areas of residential blocks and other buildings/cabins, ceiling areas of corridors / verandahs / staircases / car sheds / scooter sheds / porch etc., using approved equipments, machinery, cleaning agents, detergents, disinfectants etc. as directed by the Bank.

4.2. Cleaning of doors, windows, partitions etc. – This includes the cleaning, washing, wiping, wet wiping etc. doors, windows, ventilators, grills, other partitions etc. including both sides of all the glass panes of all the doors, windows, ventilators, partitions etc. in all the common areas, lobbies, corridors, verandahs etc. in the residential quarters premises as described under clause 2.1. above, using approved equipments, machinery, cleaning agents, detergents, disinfectants etc. as directed by the Bank.

4.3. Cleaning of floor mats – This includes cleaning, washing etc. of all the floor mats in the common areas of residential quarters premises using approved equipments, machinery, cleaning agents, detergents, disinfectants etc. including taking the floor mats to designated places for cleaning / washing, drying the mats after cleaning/ washing, putting the mats back at its original location etc. as directed by the Bank.

- 4.4. Cleaning of vacant flats – This includes cleaning, sweeping, dusting, washing, flushing, mopping, wet mopping, wiping, wet wiping etc. of the floors, wall area, ceiling area, doors, windows, shelves, platforms, cupboards, all fittings and fixtures including fans, exhaust fans, lights, sanitary fittings, water closets, wash basins etc., window grills, glass panes, handrails etc. in all the rooms, toilets, bathrooms, kitchen, balcony etc. in all the vacant flats in the residential quarters premises, thereby removing all dust, dirt, cobwebs etc. using approved equipments, machinery, cleaning agents, detergents, disinfectants etc. as directed by the Bank. This also includes cleaning of mosquito nets (netlon, stainless steel or otherwise) in the same flats as described above, by removing, washing, drying and re-fixing the nets in their original locations.
- 4.5. Cleaning of terrace areas - This includes cleaning, sweeping, washing etc. of all the terrace areas and sunshades of all the buildings / cabins in the residential quarters premises, including the roof of parking sheds / any other such structures, using approved equipments, machinery, cleaning agents, detergents, disinfectants etc. as directed by the Bank, and, collecting and depositing the waste generated like dry leaves, twigs, branches of trees, dust, paper, plastic etc., in the places / dust bins designated by the Bank.
- 4.6. Clearing and removal of vegetations – This includes clearing of all kinds of vegetations growing on the access roads, pathways, pavements, tiled areas, concreted areas, open stage, drainage, terrace areas, sunshades, compound walls, other fences, walls of buildings and other structures etc. (including destroying the unwanted vegetation by applying chemicals etc.) in the residential quarters premises using approved equipments / machinery as directed by the Bank, and, collecting and depositing the waste generated in places designated by the Bank.
- 4.7. Cleaning of drainages in front of residential blocks in Staff Quarters - This includes cleaning the drainages present in front of all the residential / VOF / THH blocks in Reserve Bank Staff Quarters, Judges Avenue, Kaloor, Kochi – 682017, including clearing all the vegetation, waste, dirt etc., as directed by the Bank, to ensure smooth flow of water through them, without stagnation / clogging, into the outside canal, and, collecting and depositing the waste generated, in places designated by the Bank.
- 4.8. Timings for doing the above works:
- Works specified in clauses from 4.1. to 4.8. above, have to be done on a monthly basis, without causing any disturbance or inconvenience to the residents.
  - All the works specified above, under clauses 4.1. to 4.8. above, shall also be carried out, in addition to the monthly basis, as and when instructed by the Bank.
- 4.9. Any other works as and/or when specified by the Bank.

## **5. Quarterly works to be done**

- 5.1. Cleaning of Information boards and other boards – This includes the cleaning, washing,

wiping, wet wiping etc. of all the RBI name boards, information boards, sign boards, other name boards and other boards present in the common areas of the residential quarters premises using approved equipments, machinery, cleaning agents, detergents, disinfectants etc. as directed by the Bank.

- 5.2. Cleaning of the drainage along the compound wall in staff quarters – This includes clearing all the vegetation, waste and dirt and cleaning the drainage that along the compound wall of Reserve Bank Staff Quarters, Judges Avenue, Kaloor, Kochi – 682017, but inside the premises, as directed by the Bank, to ensure smooth flow of water through it into the outside canal, and, collecting and depositing the waste generated, in places designated by the Bank.
- 5.3. Cleaning of flats occupied by Officers - This includes cleaning, sweeping, dusting, mopping, wet mopping, wiping, wet wiping etc. of the floors, wall area, ceiling area, doors, windows, platforms, outside of cupboards, all fittings and fixtures including fans, exhaust fans, lights, electrical switch boards etc, window grills, glass panes, handrails, all inaccessible areas, loft tops, etc. in all the rooms, toilets, bathrooms, kitchen, balcony etc. in all the flats occupied by Officers of the Bank, in the residential quarters premises, thereby removing all dust, dirt, cobwebs etc. using approved equipments, machinery, cleaning agents, detergents, disinfectants etc. as directed by the Bank. This also includes cleaning of mosquito nets (netlon, stainless steel or otherwise) in the same flats as described above, by removing, washing, drying and re-fixing the nets in their original locations. For the cleaning of the flats as described above, if required, the furnitures etc. in the flats may be carefully moved and put back in their original locations without causing any damage.
- 5.4. Timings for doing the above works:
- Works specified in clauses from 5.1. to 5.3. above, have to be done on a quarterly basis, without causing any disturbance or inconvenience to the residents.
  - All the works specified above, under clauses 5.1. and 5.2. above, shall also be carried out, in addition to the monthly basis, as and when instructed by the Bank.
- 5.5. Any other works as and/or when specified by the Bank.

## **6. Half- yearly works to be done**

- 6.1. Cleaning of flats occupied by Class III / Class IV - This includes cleaning, sweeping, dusting, mopping, wet mopping, wiping, wet wiping etc. of the floors, wall area, ceiling area, doors, windows, platforms, outside of cupboards, all fittings and fixtures including fans, exhaust fans, lights, electrical switch boards etc, window grills, glass panes, handrails, all inaccessible areas, loft tops, etc. in all the rooms, toilets, bathrooms, kitchen, balcony etc. in all the flats occupied by the Class III / Class IV staff of the Bank, in the residential quarters premises, thereby removing all dust, dirt, cobwebs etc. using approved equipments, machinery, cleaning agents, detergents, disinfectants etc. as

directed by the Bank. This also includes cleaning of mosquito nets (netlon, stainless steel or otherwise) in the same flats as described above, by removing, washing, drying and re-fixing the nets in their original locations. For the cleaning of the flats as described above, if required, the furnitures etc. in the flats may be carefully moved and put back in their original locations without causing any damage.

6.2. Timings for doing the above works:

- Work specified in clause 6.1. above, have to be done on a half-yearly basis, without causing any disturbance or inconvenience to the residents.

6.3. Any other works as and/or when specified by the Bank.

**7. Works to be done as when instructed by the Bank**

7.1. Cleaning of drainages - This includes cleaning any drainage present in the residential premises, including clearing all the vegetation, waste, dirt etc., as and when directed by the Bank, to ensure smooth flow of water through them without stagnation / clogging, and, collecting and depositing the waste generated, in places designated by the Bank.

7.2. Cleaning of algae growth on access roads etc.: This includes cleaning of algae growth and making all the access roads, pathways, pavements, tiled areas, concreted areas, floors of car / scooter sheds, floors of porch areas, staircases, corridors, verandahs etc. (covered areas or otherwise) outside the buildings in the residential premises, non-slippery using approved equipments, machinery, cleaning agents, detergents, disinfectants etc. (like Bleaching powder, lime mortar or "Kummayam", Scrubber machine, Jet wash machine etc.) as directed by the Bank.

7.3. Any other works as and/or when specified by the Bank.

**II) HORTICULTURE AND GARDENING WORKS**

**A. At Office Premises and Residential Quarters Premises (Reserve Bank of India, Ernakulam North, Kochi – 682018, Reserve Bank Officers' Quarters, Ernakulam North, Kochi - 682018 and Reserve Bank Staff Quarters, Judges Avenue, Kaloor, Kochi – 682017)**

1. Watering the plants, trees, lawns, etc., thoroughly one or two times daily or as required.
2. Cleaning, sweeping etc. of lawns, garden / horticultural areas and surroundings, and the playground daily to keep the premises neat and clean, as directed by the Bank, and, collecting and depositing the waste generated like dry leaves, twigs, branches of trees, dust, paper, plastic etc., in the places / dust bins designated by the Bank.
3. De-weeding of the lawns on weekly basis.
4. Trimming / Mowing of the lawns on monthly basis or as and when required.
5. Maintaining the plants / lawn / trees by regularly applying or spraying pesticides, insecticides, fungicides, manuring etc. for proper and healthy growth.
6. Manuring the plants, shrubs, trees etc., with compost made up of river sand, cow dung and

leaves etc., in the required proportion and with 17 complex manure at regular intervals and as directed.

7. Regular uprooting of all kinds of weeds and removal of unwanted bushes / growths from the Bank's premises (both garden / horticulture areas and other areas within the compound walls of the premises).
8. Replacing the unhealthy plants regularly or as and when required.
9. Repotting the plants with suitable soil manure mixture once in 6 months and ensuring that the plants are always in healthy condition.
10. Manuring the lawn with urea at 1 kg /100 sq. m at the required intervals with mover.
11. Nursing the plants and trees, trimming for better growth, pruning the plants to get the required shape, replacing the broken/damaged earthen pots etc., all as directed by the Bank. (Cost of earthen pots will be paid by the Bank).
12. Making necessary pits, trenches and filling with suitable garden earth/soil, fertilizer, insecticide etc. for plants, shrubs etc. as and when required.
13. Making bunds to the plants / trees wherever required or as directed by the Bank, adding red soil and manure to the roots of the plants wherever necessary.
14. Maintaining all plant hedges decently. Pruning and mowing should be done by keeping the foliage aesthetically at a reasonable size without making them bald with a motive to keep a longer gap for the next job.
15. Cutting and removing the wild growth, cutting and removing the branches of trees (pruning of tree branches is to be carried out quarterly or as and when needed as per directions), removing the vegetation including transformer yard etc. and disposing of all the waste materials in approved manner as per the directions.
16. Cleaning and repainting of the pots on important occasions like Independence Day and Republic day etc. as directed by the Bank.
17. Cutting down unviable / weak trees, branches and uprooted trees / fallen branches etc., stacking or depositing the cut trees / branches / leaves etc. in the designated places, and removal / disposal of the same, immediately, in approved manner, as directed by the Bank.
18. Immediately cutting down any branches or trees posing any kind of danger to people or property, as when it is noticed or as and when directed by the Bank, in a similar manner as explained in clause 17 above.
19. Cutting / trimming of grass (including removal of the cut grass), in the playground in staff quarters, on fortnightly basis.
20. Uprooting and removing of unwanted growths other than grass from the playground in staff quarters, like the touch-me-not plant, other wild growths etc. on weekly basis. This also includes removal of stones, pebbles or any other metal / plastic / glass pieces etc. from the playground.
21. Arrangements of potted plants inside the Office building at various locations or any other location in any of the premises of the Bank, watering and replacing the same periodically, as directed by the Bank.
22. Cleaning of the artificial pool in the Office Premises including replacing of the water, cleaning

the structure etc. as and when instructed by the Bank.

23. 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 vegetation, removal of wild grass, leaves, unwanted materials etc.

24. Overgrowing trees from own / neighbouring gardens or plots spreading on to / within the Bank's premises will have to be pruned periodically from above the fence level vertically up. The unwanted branches of the trees hindering the natural light into the buildings and drooping branches should be cut as and when required after ensuring the safety measures and the cut branches should immediately be carted away from the premises. If any permission is required from the Forest / Municipal Authorities, the contractor will have to arrange the same at his own cost. No trees shall be cut without prior approval of the Bank and permission from the Forest / Municipal Authorities, whenever the same is required.

25. Any other horticultural / garden related works as and/or when specified by the Bank.

26. Indicative work schedule/ Horticulture Practices & Tools required

Sl.No	Particulars	Horticulture Practices		Tools/ Machinery Required
		Activity	Frequency	
1	Lawns	Watering	Daily	a) Lawn mower b) Bush cutter c) Water pumps d) Water hose and pipes e) Water sprinklers f) Garden Spade g) Big pruning scissors h) Gardening knife i) Pesticide spray pump j) Power saw k) Chippers l) Grass cutters j) Any other tools & machineries required for gardening work
		sweeping	Daily	
		Trimming/ mowing	Monthly	
		Termite treatment	Monthly	
		Manuring	Monthly	
		De-weeding	Weekly	
2	Hedges	Watering	Daily	
		sweeping	Daily	
		Trimming	Monthly	
		Termite treatment	Monthly	
		Manuring	Monthly	
3	Plants	Watering	Daily	
		Sweeping/ removing dry leaves	Daily	
		Mulching of Base/ pruning	Monthly	
		Sunning of indoor plants	Weekly	
4	Potted indoor and outdoor plants	Watering	Daily	
		Root cutting	Monthly	
		Re- potting/ soil replacement	Half yearly	
		Pot painting/ polishing	Half yearly	
5	Playground	Sweeping	Daily	
		De-weeding	Weekly	
		Trimming/mowing	Fortnightly	

6	Wild growth	Cutting / uprooting / removal	Monthly
		Applying pesticide	Quarterly
7	Trees	Trimming	Monthly
		Branch cutting/ pruning	Quarterly
		Cutting of fallen/ dead trees	Immediately
		Dry / dead twigs, branches cutting	Weekly

**27. General conditions and guidelines for carrying out the horticultural and gardening works**

- a) The health and growth of the plants shall be the prime concern of the contractor.
- b) The Contractor is advised to visit the site and satisfy himself as to the nature of existing surroundings, structures etc., the characteristics of soil and any other matter. Changes made in consequence of any misunderstanding or incorrect information on any of these points or on the grounds of insufficient description will not be allowed.
- c) The plants / shrubs shall be adequately watered after planting and during the growing season.
- d) Garden earth/soil shall be loamy, properly screened of grain elementary to suit the type of plant (coarser for trees and shrubs and finer for lawns) containing adequate amount of humus and free from perennial weeds, stones and pebbles.
- e) Farmyard manure shall be well decomposed cow dung or horse dung manure, in dry condition and free from straws, soil or pebbles.
- f) The Contractor is required to do proper top dressing, rolling weeding and periodical hand cutting or machine mowing, watering etc., during maintenance period in order to bring and maintain the lawn in perfect green thick and springy carpet of turf. The lawn shall also be fed once a month with liquid fertilizer by dissolving 45 grams of Ammonia in 5 litre of water or as directed during this period.
- g) The Contractor shall also maintain all indoor plants, replace them periodically and arrange them aesthetically during important occasions.
- h) The Contractor shall also maintain enough flowering plants with flowers, during all the seasons, replace them periodically and arrange them aesthetically in various locations in the Bank's premises as directed by the Bank from time to time. Seasonal flower plants shall be created in the premises itself by using available seeds of plants and the same shall be planted in pots and arranged in prominent areas periodically to have good ambiance throughout the year.
- i) While making necessary pits, trenches and filling with suitable garden earth/soil, fertilizer, insecticide etc. for plants, shrubs etc., each pit shall contain in addition to the soil mixture a dose of B.R.C. powder of renowned trademark in the quantity of 100 grams per pit.

- j) The survival of all trees, plants, shrubs, grass etc., during the period of contract for maintenance is the responsibility of the contractor and in case any plant does not survive and dies away during the period of the contract, the contractor shall replace the same at his own cost failing which the cost shall be recovered from the contractor.
- k) The Contractor should make his own arrangements at his own cost for the required quality of work, nursing, maintenance etc.
- l) Water and electricity required will be provided by the Bank. However, in case of inadequate supply of the water, the Contractor shall make arrangements for water by tankers at no extra cost to the Bank.
- m) For cutting down of any kind of trees or branches, if permission is required from any local authorities or any other authorities, the contractor must take the permission without any additional charge to be paid by the Bank.
- n) Cutting down of all kinds of trees / branches as and when directed by the Bank, comes under the scope of the contractor. However, for cutting down of bigger trees / branches, the Bank shall pay the cost for the works involved, separately to the contractor, based on competitive markets rates. However, the decision of the same, will be done solely by the Bank and the decision shall be final and binding on the contractor.
- o) For removal of unwanted wild grass or growth or control by use of suitable environment friendly chemicals, pruning/cutting of unwanted/dead/broken/ branches or trees etc. and their disposal out of Bank's premises including taking the permission of Local Authorities etc., additional man power may be deployed at no extra cost to the Bank, if required.
- p) During any natural calamity/cyclone etc. if any tree falls, the cutting and disposal of the same, in coordination with P & SE and approval of statutory authorities is also part of the scope and the Contractor may include the cost for the same.
- q) The lower branches of trees/shrubs/bushes shall be pruned allowing them to grow above a particular height. After pruning the plants shall be mulched with manure and compost to establish new growth.
- r) Removal of pruning/cutting material of tree, grass, surplus garden earth, stone, pebbles etc. to the designated places as directed by the Bank, also comes under the scope of the work.
- s) The Contractor has to take prior permission from the Bank to bring any type of plants / other materials to the Bank's premises. In such cases, if need be, Bank shall pay reasonable rate towards cost of plants to the Contractor. The Contractor shall not be allowed to take out any plants from Bank's premises at any point of time.
- t) All the cutting down of branches, trees etc. should be done carefully and by following all necessary precautions and protective measures, without causing any injury to any person or any damage to any of the properties of the Bank or any other person. The Bank will have the right to penalize the contractor for any such occurrence.

- u) The successful bidder should maintain a nursery outside Bank's premises for storing sufficient number of potted plants (ornamental) for periodic replacement of plants.
- v) The contractor will have to submit a list of all the outside nurseries from where, the contractor is purchasing the plants etc. and the Bank will have the right to visit such nurseries to ensure the quality, price etc. of the plants etc. purchased.
- w) The Maintenance work is required to be carried out in relation to the entire lawn, plants / trees / shrubs / ground covering plants, fences etc. in and outside of the Bank's premises and total open area including the compound wall of the Bank's premises. It includes maintenance of the existing as well as any other additions to the garden/lawn/plants etc.
- x) The survival of all trees, plants, shrubs, grass etc., during the period of contract for maintenance is the responsibility of the Contractor and any trees, plants, shrubs etc., not so surviving shall be replaced and nursed to ensure good growth to the satisfaction of the Bank without claiming charges.
- y) The Bank may be required to procure new plants / shrubs / pots / pebbles / lay new grass / trees to enhance the quality and size of the garden in the Bank's premises. Whenever such purchases are intended, the contractor shall supply such items as per the Bank's instructions. The expense for such procurement will be paid by the Bank separately. However, the contractor shall arrange to place the pots / pebbles / implant the plants, shrubs, grass trees etc. on the ground / in pots or at places as directed by the Bank and maintain the same without any extra cost.
- z) The successful bidder / his representative should visit the site regularly and ensure lush green maintenance of the horticulture work in all premises through the staff deployed there for.
- aa) The Contractor shall be required to maintain all the work for the period of the contract and he shall be responsible to replace the dead plants free of cost during the maintenance period. During this period the Contractor shall take care of the entire plantation on day to day basis.
- bb) The maintenance of horticulture / gardens in Office premises and especially the residential quarters premises must be done in such a way so as to reduce the breeding of mosquitoes. The horticultural area / gardens or any other area becoming harbouring grounds for mosquitoes should be immediately cleared.
- cc) The Contractor has to engage laborers who have sufficient experience in working in horticulture field and they are also capable to follow time to time instructions from the Facility Manager / Bank's representatives. Preferably, at least one male gardener shall be engaged in each premises to take up relatively harder jobs. The Contractor shall not engage same labourers for longer period in any of the Bank's premise and they may be shifted regularly. Bank's representative has all the authority to remove any labourer engaged by the Contractor at any point of time, if they found unfit to the work.
- dd) The contractor should make his own arrangements to obtain all tools / machineries and

materials excluding water required for the work. The Contractor shall operate the well water pumps in the Bank's premises as instructed by the Bank and make his own arrangements for hosting the supply from tap points available. The necessary hose pipes, sprayers, sprinklers etc. for the same has to be procured by the Contractor.

### **III) WASTE MANAGEMENT WORKS**

#### **A. At Office Premises and Residential Quarters Premises (Reserve Bank of India, Ernakulam North, Kochi – 682018, Reserve Bank Officers' Quarters, Ernakulam North, Kochi - 682018 and Reserve Bank Staff Quarters, Judges Avenue, Kaloor, Kochi – 682017)**

1. Collection and transportation of Waste: This includes collection of all kinds of waste materials from the designated waste baskets / buckets / dust bins in various locations in the Bank's premises and all other places in the Bank's premises in approved manner and transportation of the same to the designated places for segregation / disposal, daily, as directed by the Bank. This also includes:
  - The transportation of the waste materials between the different premises of the Bank, as directed by the Bank.
  - Collection and transportation of wastes from the waste baskets / buckets, dust bins etc. kept in front of each individual occupied flats in the officers' quarters and staff quarters of the Bank, daily.
  - Collection and transportation of wastes from the waste baskets / buckets, dust bins etc. kept in front of each of the Transit Holiday Homes (THH), Visiting Officers' Flat (VOF), VOF Kitchen etc. in the officers' quarters and staff quarters of the Bank, daily.
  - Collection and transportation of any waste materials lying in all other locations inside the Bank's premises other than the designated waste baskets / buckets / dust bins etc.
2. Segregation of Waste: This includes the segregation of the different kinds of waste materials collected from the Bank's premises as described in clause 1. above, at the place(s) designated for the same, daily, for subsequent disposal. This also includes storing of the segregated waste safely and hygienically at designated places before disposal of the same at regular time intervals as specified by the Bank.
3. Disposal of Waste : This includes the disposal of the waste materials (already segregated and stored as described in clause 2. above) outside the Bank's premises, strictly conforming to the relevant laws, rules and regulations by the relevant authorities like Central Government, State Government, Corporation / other local authorities, various courts etc., at regular time intervals as specified by the Bank. This also includes the disposal of all kinds of horticultural waste and waste generated from housekeeping works.
4. Operation of Organic Waste Converter: This includes the day-to-day operation of the Organic

Waste Converter installed by the Bank at the Reserve Bank of India Staff Quarters, Judges Avenue, Kaloor – 682017, using the required consumables and other materials as specified by the manufacturer and as directed by the Bank. The organic, decomposable wastes collected is to be processed in the Organic Waste converter as per the manufacturer's instructions. This also includes the maintenance of the Organic Waste Converter Plant, room and the peripherals, and, the disposal of the output matter from the Organic Waste Converter, outside Bank's premises.

5. Disposal of animal carcass and animal excreta: This includes removal and disposal of carcass and excreta of all kinds of animals, away from the Bank's premises, immediately, on noticing the same in any of the Bank's premises or on being notified by the Bank or any employee of the Bank. This also includes cleaning and disinfection of the area where the carcass / excreta was lying, using approved cleaning agents / disinfectants and also ensuring that no foul smell is remaining in the nearby areas. Animal carcass include carcass (or parts of carcass) of animals like rats, cats, dogs, birds, reptiles or any other such animals.
6. Cleaning of Waste baskets / Dust bins etc.: This includes cleaning of all the waste baskets, waste buckets, dust bins etc. kept at various locations in the Bank's premises using approved equipments, machinery, cleaning agents, detergents, disinfectants etc. as directed by the Bank. This work must be done on a weekly basis. This work must also be done in addition to the weekly basis as and when the waste baskets, waste buckets, dust bins etc. are found to be dirty or found to have foul smell emanating from them or as and when instructed by the Bank.
7. Any other waste management related works as and/or when specified by the Bank.
8. General conditions and guidelines for carrying out the waste management works
  - 8.1. The following types of waste materials has to be collected segregated and disposed away from bank's premises, by the contractor:
    - a) All kinds of food waste and kitchen waste.
    - b) All kinds of sanitary pads / diapers including ladies sanitary pads, diapers (baby diapers and adult diapers), etc. soiled or otherwise.
    - c) All kinds of paper waste including normal paper, cardboard, packaging cartons, newspapers, magazines, books etc. of all sizes.
    - d) All kinds of plastic and fibre waste including single-use plastics, plastic covers, plastic bottles / containers, soft plastics, hard plastics, PVCs, thermocol, plastic toys, fibre sheets etc. of all sizes, broken or otherwise.
    - e) All kinds of wooden waste including normal wood, compressed wood etc. of all sizes, broken or otherwise.
    - f) All kinds of cloth waste including old / used clothes, soiled clothes, cloth pieces etc. of all kinds of materials and of all sizes, torn or otherwise.

- g) All kinds of glass waste of all sizes, broken or otherwise.
- h) All kinds of metal waste including vessels, utensils, nails, screws, nuts, bolts, metal pieces, metal tools etc. of all sizes, broken or otherwise.
- i) All kinds of rubber waste including tyres etc. of all sizes, broken or otherwise.
- j) All kinds of electrical waste including tubelights, bulbs, electrical appliances, wires, batteries, cells etc. of all sizes, broken, damaged or otherwise.
- k) All kinds of E-waste (electronic waste) including electronic appliances like mobile phones and accessories, computers and accessories, chargers, other electronic appliances, parts of electronic appliances etc., of all sizes, broken, damaged or otherwise.
- l) The output matter from the Organic Waste Converter operation.
- m) All other organic materials including coconut husk, coconut shell, coconut pith, coir, etc. broken or otherwise.
- n) All other synthetic materials and wastes including old slippers, shoes, bags, raincoats, helmets, umbrella etc. of all sizes, broken or otherwise.
- o) Any other waste materials as specified by the bank from time to time.

8.2. The following are the time intervals for the disposal of the different kinds of wastes, away from Bank's premises.

- a) Wastes to be disposed daily: The following wastes must to be disposed away from Bank's premises daily.
  - All kinds of food waste, kitchen waste and Output from Organic Waste Converter.
  - All kinds of sanitary pads / diapers.
  - All horticultural waste including cut trees, branches, leaves, grass etc.
  - All the waste generated from housekeeping activities like fallen leaves etc.
  - All kinds of paper waste.
  - All kinds of plastic and fibre waste.
  - All kinds of rubber wastes.
  - All kinds of wooden waste.
  - All kinds of organic waste including coconut shells, coconut husk etc.
  - Any other waste not specified under the subsections b) and c) of this clause (8.2.).
- b) Wastes to be disposed weekly: The following wastes must be disposed away from Bank's premises every week.
  - All kinds of cloth waste.

- All kinds of glass waste.
- All kinds of metal waste.
- All kinds of electrical waste.

c) Wastes to be disposed monthly: The following wastes must be disposed away from Bank's premises every month.

- All kinds of E-waste (electronic waste).

8.3. Collection, segregation, storing and disposal of all kinds of waste materials (including animal carcass / excreta) from all the properties of the Bank is the responsibility of the contractor. The collection and segregation of waste must be done every day.

**8.4. Burning of any kind of waste is not permitted in any of the properties of the Bank. The Bank will have the right to impose penalty of minimum ₹ 5000/- per instance if the contractor or his workers is found to be burning any kind of waste in Bank's premises.**

8.5. The collection, transportation, segregation and storing of waste before disposal must be done strictly in a neat, clean and hygienic way without causing any inconvenience to the employees of the Bank, the residents of the Bank's quarters or any other person inside the Bank's premises. The transportation of waste between Bank's various properties has to be done, conforming to all rules and regulations of the concerned authorities and without causing any inconvenience to the public. Any complaint or issue regarding the same from the public or any authorities concerned, will be the complete responsibility of the Contractor. The Bank will not be in any way responsible for the same.

8.6. The segregation and storing of waste at designated places must be done without causing any inconvenience to the Bank's employees / residents of the Bank's quarters. The storing of waste before disposal, must be done neatly in sacks or other such covers and the waste should not be lying openly anywhere in the Bank's premises.

8.7. While segregation and storing, the contractor should ensure that no foul smell emanates from the designated area. For this, the contractor should use the required chemicals, fragrant disinfectants etc.

8.8. The designated places for segregation and storing of waste and also, the Organic Waste converter Plant and the nearby areas have to be kept neat, clean and hygienic always. It should also be ensured that rodents, reptiles and other animals should not be accessing the area or the waste materials being segregated or stored. The necessary measures to ensure the same should also be taken by the Contractor. The contractor should also ensure that the waste segregation area, waste storing area, Organic waste converter plant area etc. should not become breeding grounds for mosquitoes.

**8.9. Any complaint by the employees of the Bank or residents of the quarters regarding the non- maintenance of cleanliness / hygiene or that of foul smell or presence animals or rodents etc. in the waste segregation / storing areas will be viewed**

seriously by the Bank. The bank will also have the right to impose penalties (minimum ₹ 5000/-) and take other actions against the contactor in case of such complaints / issues.

- 8.10. **The different kinds of waste materials must be disposed or removed away from the Bank's premises at time intervals as specified under clause 6.2. above. Storing of different kinds of waste beyond such permissible time intervals as specified under clause 6.2. above, will be penalized by the Bank with minimum penalty being ₹ 5000/-.**
- 8.11. The operation of Organic Waste Converter must be carried out daily, strictly adhering to the manufacturer's instruction to operate the machine. The consumables like bioculum, sani treat, saw dust etc. and other equipments and materials required to operate the same must be procured by the contractor and at his own cost. The annual charges for the same may be included by the contractor in serial number 5 of financial bid of the tender.
- 8.12. The day to day operation of Organic waste converter also includes the operation of such additional machines that the Bank may procure during the currency of the contract.
- 8.13. The Organic waste converter plant / room and peripherals must be always kept neat, clean and hygienic. The day to day operation of the same also includes the cleaning of the floor of the machine room and surroundings including the machine and the peripherals etc. Any malfunctioning / breakdown of the machine, difficulty in operation shall be brought to the notice of the supplier of the machine/Bank officials immediately to avoid possible downtime.
- 8.14. The safety of the Organic waste converter plant shall be ensured by the Contractor and any damage to the plant due to mishandling from Contractor's side shall be made good by the Contractor itself.
- 8.15. **The processing of decomposable wastes (food waste, kitchen waste etc.) in the Organic waste converter plant or the disposal of the same outside the Bank's premises must be done on daily basis and the same should not be carried forward to the next day.**
- 8.16. The workers handling the waste management works should compulsorily be provided with protective gears like good quality gloves (not surgical gloves), masks, boots, aprons etc. to avoid direct contact of the workers with the hazardous /toxic waste materials and also to avoid any injury while segregation of the waste etc. The contractor will solely be responsible in case of any injury or other health issues caused to the workers as a result of not using the required protective gears.
- 8.17. Preferably, at least one or two male workers shall be engaged for waste management works as relative harder jobs like loading / unloading of waste materials, transportation of waste materials outside Bank's premises etc. are involved in the scope of work for

the same.

- 8.18. **The disposal of waste outside Bank’s premises must be done by the contractor strictly adhering to the extant laws, rules, regulations etc. in place, by the authorities concerned like Central Government, State Government, Kochi Municipal Corporation, other local Self-Governing Authorities, Health Department, Courts, other authorities etc. The Contractor shall be solely responsible for disposal of waste outside the Bank’s premises and the Bank shall not be liable or held responsible in this regard. Further, no extra payment shall be made for disposal of waste from any of the Bank’s premises. Any lapse in disposal of waste as per Bank’s stipulations would invite a penalty of Rs.1000/- per day (Please refer Para 4.6 (e) (iv) of Section V).**
- 8.19. **No extra payment shall be made by the Bank for disposal / removal of any waste materials from the Bank’s premises, at any cost.**

#### **IV) DEPLOYMENT OF MANPOWER**

##### **A. Minimum requirement of duties:**

1. The minimum requirement of duties for all the works specified in the tender, is as given below:

<b>Nature of Work</b>	<b>Post</b>	<b>Premises</b>	<b>Duties required from Monday to Saturday</b>	<b>Cumulative duties from Monday to Saturday for each type of work</b>	<b>Duties required on Sundays</b>	<b>Cumulative duties on Sundays for each type of work</b>
Housekeeping / Cleaning works	Staff	Office and Premises	6	12	-	-
		Officers’ Quarters and Premises	2		-	
		Staff Quarters and Premises	4		-	
Horticultural / Gardening works	Gardener	Office and Premises	1	7	-	3
		Officers’ Quarters and Premises	1		-	
		Staff Quarters and Premises	1		-	

	Helper	Office and Premises	1		1	
		Officers' Quarters and Premises	1		1	
		Staff Quarters and Premises	2		1	
Waste Management Works	Staff	All the three Premises	3	3	2	2
<b>Total</b>			<b>22</b>		<b>5</b>	
All the above Works	Facility manager	All the three Premises	1		-	
<b>Grand Total</b>			<b>23</b>		<b>5</b>	

2. The contractor must deploy workers for the minimum number of duties as per the above requirement on each day. All the workers must report to the Caretaker / Assistant caretaker / Security officer / Bank's Engineer / Any other official deputed by the Bank, at the start of the working hours. In addition to the attendance register to be maintained by the contractor (see clause 19 of Section VII of the tender), an attendance register will also be maintained by the bank to mark the daily attendance of the workers. The workers may be required to put their signature daily in the above attendance register. Apart from these, separate registers will be maintained at the security gates of each of the Bank's premises to mark the entry time and exit time of the workers to / from the respective premises. The workers will have to sign in these registers also every time they enter / exit each premises. Failure by the contractor to depute workers for minimum number of duties as specified above will invite penalty as specified under clause 19 of Section VII of the tender.
3. The Bank reserves the right to make changes in the total number of minimum duties as well as the number of duties required in each of the premises of the Bank, before the commencement of the contract, during the currency of the contract or at the time of renewal of the contract, if any. Accordingly, the Bank will also have the right to make changes in the monthly bill amounts to be paid (proportional to the amounts quoted in serial numbers 1 and 2 only, of the financial bid or further revisions of the same as per changes in minimum wages as notified by the Central Government), in case of any change in the total number of minimum duties at any point of time.
4. All the workers engaged by the contractor must be given weekly holidays. No worker should be deputed for the duty continuously for 7 days. After 6 days of continuous duty, one day off is necessary as per statutory requirements. The responsibility to ensure the same is solely on

the contractor and the Bank will not be held liable in case of any non-compliance of the above statutory requirement by the contractor.

5. Alternate arrangements of relievers should be made by the contractor in cases where weekly holiday has to be given to any worker after doing duty continuously for 6 days and also in cases where a worker is on leave or unable to attend duty etc. to fulfill the minimum number of duties as required by the Bank on each day. Absence of workers to fulfill the minimum number of duties as required by the Bank will attract penalties as explained in clause 19 of section VII of the tender.
6. The Facility Manager engaged by the Contractor shall fall under the category of 'Semi-Skilled/Unskilled Supervisory' (Area B) of workers employed in "Construction or Maintenance of Roads or Runways or in Building Operations including laying down Underground electric, wireless, Radio, Television, Telephone, Telegraph and Overseas Communication cables and similar other Underground cabling work, Electric lines, Water supply lines and Sewerage pipe lines" as mentioned in the Government Order issued from the Office of the Chief Labour Commissioner(C) dated October 12, 2020. Revision of wages also, as and when announced by Govt. of India, for the Facility Manager, will be with respect to the above category only.
7. All other staff engaged by the Contractor shall fall under the category of 'Unskilled' (Area B) of workers employed in "Construction or Maintenance of Roads or Runways or in Building Operations including laying down Underground electric, wireless, Radio, Television, Telephone, Telegraph and Overseas Communication cables and similar other Underground cabling work, Electric lines, Water supply lines and Sewerage pipe lines" as mentioned in the Government Order issued from Office of the Chief Labour Commissioner(C) dated October 12, 2020. Revision of wages as and when announced by Govt. of India for all such workers will be with respect to the above category only.
8. The table under clause 1. above, unambiguously defines the Bank's current requirement distributed across a week. The total number of days except Sundays, from April 01, 2021 till March 31, 2022 is 313 and total number of Sundays is 52. Hence, as per the present requirement of the Bank, the total number of duties of the Facility Manager for the year 2021-22 is **313** and the total number of duties of other workers together for the year 2021-22 is **7146** ( $22 \times 313 + 5 \times 52$ ). The charges for wages including statutory requirements like ESI, PF etc. must be quoted by the contractor according to the above number of duties.
9. The Bank reserves the right to increase or decrease the number of duties based on its requirement, before awarding the work, at the time of renewal, if any, or at any time during the currency of contract. The monthly contract amount shall be proportionately arrived at when the Bank resorts to such change in the number of duties.
10. **Working hours:** The duration of working hours per duty will be 8 hours including 30 minutes lunch break. The timing of the working hours of all the workers of the contractor shall be

between 7:30 AM and 6:30 PM and the **exact working hours of each worker will be as mutually agreed between the Bank and the Contractor**. However, during any emergency situation or as and when required by the Bank, the workers may be required to work for additional hours beyond their usual working hours, without any additional charges to be paid by the Bank. The charges for overtime duty / working beyond usual working hours, as per the statutory requirements, must be paid to the workers by the contractor. The indicative / tentative working hours of the workers is as given below.

Nature of Work	Post	Premises	No. of Duties from Monday to Saturday	Duty hours from Monday to Saturday	No. of Duties on Sundays	Duty hours on Sundays
Housekeeping / Cleaning works	Staff	Office and Premises	4	7:30 AM to 3:30 PM	-	-
			2	10:30 AM to 6:30 PM	-	-
		Officers' Quarters and Premises	2	8:00 AM to 4:00 PM	-	-
		Staff Quarters and Premises	4	8:00 AM to 4:00 PM	-	-
Horticultural / Gardening works	Gardener	Office and Premises	1	7:30 AM to 3:30 PM	-	-
		Officers' Quarters and Premises	1	7:30 AM to 3:30 PM	-	-
		Staff Quarters and Premises	1	7:30 AM to 3:30 PM	-	-
	Helper	Office and Premises	1	7:30 AM to 3:30 PM	1	8:00 AM to 4:00 PM
		Officers' Quarters and Premises	1	7:30 AM to 3:30 PM	1	8:00 AM to 4:00 PM
		Staff Quarters and Premises	2	7:30 AM to 3:30 PM	1	8:00 AM to 4:00 PM
Waste Management Works	Staff	All the three Premises	3	10:30 AM to 6:30 PM	2	10:30 AM to 6:30 PM
<b>Total</b>			<b>22</b>		<b>5</b>	

All the above Works	Facility manager	All the three Premises	1	8:00 AM to 4:00 PM	-	-
<b>Grand Total</b>			<b>23</b>		<b>5</b>	

**V) ONE-TIME COLLECTION AND DISPOSAL OF WASTE**

This includes one-time collection, transportation, segregation and disposal (outside Bank's premises) of all kinds of waste as described under clause III)A.8.1. of Section VIII – Detailed Scope of Work, of the tender, from all the three premises of the Bank by engaging additional labour, if required, at the time of taking over of the site during the beginning of the contract. The amount / charges for the same shall be paid by the Bank separately, in addition to the total contract amount being quoted by the contractor. The charges / amount for the same shall be arrived at, by the Bank on the basis of the amounts quoted by the contractor under various items in the financial bid and also the amount of waste materials to be removed, at the time of beginning of the contract, the amount of labour involved etc. It may be noted that this work must be completed by the contractor within the first fifteen days of commencement of the contract period. Also, this is a one-time job to be done during the financial year 2021-22 and the same work shall not be included in the scope of works while subsequent renewal of the contract, if any.

## **SECTION IX**

### **PREAMBLE**

1. The successful tenderer shall enter into a Service Level Agreement with the Bank, which will cover the details of manpower that will be deployed, their working hours and on-call availability.
2. There should be a supervisor in charge of all the facility management works called as **Facility Manager**. The Facility Manager will be responsible for taking instructions / directions from the Bank and accordingly giving instructions to the other workers of the Contractor. The Facility Manager should be able to arrange additional or skilled worker(s) to be engaged on-call basis. Facility Manager shall also be responsible for coordinating work with all external agencies, whenever required. The Facility Manager deployed shall also be responsible for preventive maintenance and breakdown/failure of systems.
3. The Facility Manager deployed, should be a graduate and must be conversant in Malayalam and English compulsorily and also preferably conversant in Hindi, so as to take the necessary instructions /directions from the Bank and also to communicate effectively with the officials of the Bank, residents of the Bank's quarters and also any outside agencies / authorities etc. He / She must also be provided with a cellular phone by the Contractor, the number of which is to be made available to the Bank for making contact at all times of the day, whenever required.
4. All works will be carried out at timings which will be as per convenience to the Office and without causing interference or inconvenience to the Bank. The Facility Manager should be available at all times (either in person or over the telephone) to give instructions to their staff. All personnel should be in uniform and should maintain discipline. The Caretaker or Assistant Caretaker of the Bank / Security Officers of the Bank / Bank's Engineers should be informed immediately whenever there is an emergency situation. Any major work or repair to be carried out should be brought to his notice immediately. Reports of all complaints and remedial works done should be maintained and should be submitted to him every month.
5. The Contractor is responsible for getting the antecedents 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 Bank for records. This exercise needs to be done periodically, in view of the security angle.

6. 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 would be initiated against the Contractor
7. A job card counter signed by the Facility Manager needs to be placed in all wash rooms to ensure periodical cleaning.
8. The Contractor is expected to use standard and quality disinfectants, air-purifiers, hand wash, naphthalene balls, fragrant urinal screen mat and other cleaning agents which are safe for the fixtures and also easy on the environment.
9. Any service personnel of the Contractor shall not be provided any accommodation by the Bank, inside the Bank's premises or elsewhere.
10. The requirements and conditions regarding the **Facility manager (Overall in charge)** are broadly as under:
  - Minimum Graduate with at least five years' experience in hospitality field and should be fluent in Malayalam and English (and preferably in Hindi also).
  - Usual working hours will be 8 hours and the timing shall be between 7:30 AM to 6.30 PM (exact working hours will be allotted as per Bank's convenience and as per extant labour rules).
  - Should be of courteous and polite demeanor.
  - Shall report to Caretaker /Assistant Caretaker / Security Officers / Bank's Engineers / Any other official deputed by the Bank for the day to day operations.
  - Will be responsible for cleanliness of the premises, ethical treatment of members of staff and wards.
  - Has to be proactive in solving the infrastructural and personnel problems.
  - He/she will personally be responsible for handling the house keepers entrusted with the cleaning of flats.
  - Should interact with the occupants of the flats and enquire personally or through telephone regarding their comfort in the cleanliness of the flats / toilets / bathrooms.
  - Should interact with the officials of the Bank for any issues.

**SECTION - X**  
**SAFETY CODE**

1. First-aid appliances, including adequate supply of sterilized dressings, cotton wool shall be maintained in a readily accessible place for the use of staff deployed by the tenderer.
2. In case of any mishap, the injured person shall be taken to a public hospital without loss of time, where the injury necessitates hospitalization.
3. Suitable and strong scaffolds should be provided for workmen for all works that cannot safely be done from ground level.
4. Workers employed shall be provided with protective footwear and rubber hand gloves as per requirement.
5. Every opening in the floor of a building or a working platform shall be provided with suitable means to prevent the fall of persons or materials by providing suitable fencing or railing whose minimum height shall be one meter.
6. Fire safety measures shall be adhered to as per local bylaws.

## Annexure A

### CONFIDENTIAL

#### Client's certificate regarding performance of the firm/agency/company providing Integrated Facility Management Services

Name and address of the Client:

Details of service availed from M/s.....

SI. No.	Particulars	Comments
1	Nature of service availed	
2	Agreement No. and date	
3	Agreement amount	
4	Since when dealing with the firm/agency/company	
5	Number of personnel provided	
6	Comments regarding adherence of terms and conditions of contract	
7	Any penalty imposed for non-adherence of terms and conditions of contract	
8	Any other information	

Place:

Date:

Signature of the Authorised Official

(With seal)

**Note: Only scanned copy of the report must be uploaded in 'mstcecommerce' portal while submission of e-tender.**

## Annexure - B

### PROFORMA OF BANK GUARANTEE FOR PERFORMANCE SECURITY DEPOSIT

(On Non-Judicial Stamp Paper of appropriate value purchased in the name of the issuing bank)

Place: \_\_\_\_\_

Date: \_\_\_\_\_

**The General Manager  
(Officer-in-Charge)  
Reserve Bank of India  
Ernakulam North  
Kochi - 682018  
Kerala**

Dear Sir

**Contract for Integrated Facility Management Services for the Bank's various properties located at Kochi – (a) Reserve Bank of India, Ernakulam North, Kochi - 682018, (b) Reserve Bank Officers' Quarters, Ernakulam North, Kochi - 682018 and (c) Reserve Bank Staff Quarters, Judges Avenue, Kaloor, Kochi - 682017**

WHEREAS

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

AND Whereas the Contractor is bound by the said Contract to submit to RBI a Performance Security for a total amount of ₹. \_\_\_\_\_ (Rupees \_\_\_ \_\_\_ only) (Amount in figures and words) for the due fulfilment by the said Contractor of the terms and conditions contained in the contract.

We, \_\_\_\_\_ (Name of the Bank), (hereinafter called "the Bank"), at the request of M/s \_\_\_\_\_, the Contractor, do hereby undertake to pay

to the RBI an amount not exceeding ₹ \_\_\_\_\_ as Performance Guarantee for due fulfilment of the terms and conditions of the contract.

NOW THIS GUARANTEE WITNESSETH

1. We (Name of the Bank) do hereby agree with and undertake to RBI, their Successors, Assigns that in the event of the RBI coming to the conclusion that the Contractor has not performed his obligations under the said conditions of the contract or have committed a breach thereof, which conclusion shall be binding on us as well as the said Contractor; we shall on demand by the RBI, pay without demur to the RBI, a sum of ₹..... (Rupees ..... only) or any lower amount that may be demanded by the RBI. Our guarantee shall be treated as equivalent to the Performance Guarantee Amount for the due performance of the obligations of the Contractor under the said Contract, provided, however, that our liability against such sum shall not exceed the sum of ₹..... (Rupees ..... only).
2. We also agree to undertake and confirm that the sum not exceeding ₹..... (Rupees ..... only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the RBI on receipt of a notice in writing stating that the amount is due to them and we shall not ask for any further proof or evidence and the notice from the RBI shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. The Bank shall pay to RBI any money so demanded notwithstanding any dispute/disputes raised by the Contractor in any suit or proceedings pending before any Court, Tribunal or Arbitrator/s relating thereto and the liability under this guarantee shall be absolute and unequivocal. We undertake to pay the amount claimed by the RBI within a period of one week from the date of receipt of the notice as aforesaid.
3. We confirm that our obligation to the RBI under this guarantee shall be independent of the agreement or agreements or other understandings between the RBI and the Contractor.
4. This guarantee shall not be revoked by us without prior consent in writing of the RBI.

We hereby further agree that –

- a) Any forbearance or commission on the part of the RBI in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said Contract and/or hereunder or granting of any time or showing of any indulgence by the RBI to the Contractor or any other matters in connection therewith shall not discharge us in any way and our obligation under this guarantee. This guarantee shall be discharged only by the performance by the Contractor of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding Rs. ----- (Rupees ----- only).
- b) Our liability under these presents shall not exceed the sum of Rs.----- (Rupees ----- only).
- c) Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents/clients or their obligations thereunder or by dissolution or change in the constitution of our said constituents.
- d) This guarantee shall remain in force upto (60 days beyond the defect liability period) provided that if

so desired by the RBI, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.

- e) Our liability under these presents will terminate unless these presents are renewed as provided hereinabove on or on the day when our said constituents comply with their obligations, as to which a certificate in writing by the RBI alone is the conclusive proof whichever date is later. Unless a claim or suit or action is filed against us within or any extended period, all the rights of the RBI against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

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

For and on behalf of \_\_\_\_\_(Name of the Bank)

Signature of authorized Bank official

Name:

Designation

Stamp/ Seal of the Bank

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

Witness 1

Signature .....

Name .....

Address .....

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



**RESERVE BANK OF INDIA  
KOCHI**

**E-TENDER for Integrated Facility Management Services for the Bank's various properties located at Kochi – (a) Reserve Bank of India, Ernakulam North, Kochi - 682018, (b) Reserve Bank Officers' Quarters, Ernakulam North, Kochi - 682018 and (c) Reserve Bank Staff Quarters, Judges Avenue, Kaloor, Kochi – 682017**

**E-tender - No: RBI/Kochi/Estate/380/20-21/ET/583**

**PART – II**

**FINANCIAL BID**

<b>Due Date of Submission:</b>	<b>March 12, 2021 (up to 10.00 hrs)</b>
<b>Validity of Tender:</b>	<b>90 days from the date of opening of Part-I of the tender and further extension of validity under mutual agreement</b>
<b>Pre-Bid Meeting (offline):</b>	<b>11:00 hrs of February 25, 2021</b>

**PART – II**

**FINANCIAL BID (FORMAT I)**

**UN-PRICED BILL OF QUANTITY**

**RESERVE BANK OF INDIA PREMISES SECTION  
KOCHI**

**Total Charges towards Integrated Facility Management Services for the Bank’s various properties located at Kochi – (a) Reserve Bank of India, Ernakulam North, Kochi - 682018, (b) Reserve Bank Officers’ Quarters, Ernakulam North, Kochi - 682018 and (c) Reserve Bank Staff Quarters, Judges Avenue, Kaloor, Kochi - 682017**

<b>SI No.</b>	<b>Item</b>	<b>Quantity</b>	<b>Unit of Measure</b>	<b>Multiplication factor</b>
1	<p>Basic Wages (BW) including Variable Dearness Allowance (VDA) per Annum for the <b>Facility Manager</b> deployed for the entire period from April 01, 2021 to March 31, 2022, based on the number of Annual duties (<b>313 duties</b>). The bidders shall factor in the applicable Minimum rates of wages i.e. Basic rate and VDA as notified by the Central Labour Commissioner, Govt. of India before quoting. The bidders shall refer Part-I of the document for more details.</p> <p><b>i. Enter the rate in lump sum, exclusive of Goods and Services Tax (GST).</b></p>	1	Lump sum	1.18 (GST Factor)
2	<p>Basic Wages (BW) including Variable Dearness Allowance (VDA) per Annum for <b>all other Workers</b> deployed for the entire period from April 01, 2021 to March 31, 2022, based on the number of Annual duties (<b>7,146 duties</b>). The bidders shall factor in the applicable Minimum rates of wages i.e. Basic rate and VDA as notified by the Central Labour Commissioner, Govt. of India before quoting. The bidders shall refer Part-I of the document for more details.</p> <p><b>i. Enter the rate in lump sum, exclusive of Goods and Services Tax (GST).</b></p>	1	Lump sum	1.18 (GST Factor)
3	<p>Annual Service Charges inclusive of Contractor’s profit, all components of wage structure like EPF, ESI, Bonus etc. (<i>excluding the charges for Basic Wages and VDA components which are quoted above</i>) as per the latest Govt. Notification available as on date, all statutory charges / levies / duties</p>	1	Lump sum	1.18 (GST Factor)

	<p>etc. and their possible escalation in future, the expected overtime wages / charges, if any, payable, overtime wages, if any, to be paid for deploying workers on specified National Holidays, expected charges for additional labour, if required, and any such expense which form part of the Contractor's obligations as per the tender document or obligation(s) which is/are statutory in nature.</p> <p><b>i. Enter the rate in lump sum, exclusive of Goods and Services Tax (GST).</b></p>			
4	<p>Annual charges for all consumables, cleaning materials, horticultural materials, other materials, equipments, machinery, vehicles etc. required for carrying out the works specified in the tender, including accessories and protective gears, uniform, ID cards etc. to be provided to the workers.</p> <p><b>i. Enter the rate in lump sum, exclusive of Goods and Services Tax (GST).</b></p>	1	Lump sum	1.18 (GST Factor)
5	<p>Annual charges for disposal / removal of all kinds of waste (housekeeping / cleaning waste, horticultural waste and all other wastes collected from Bank's premises including individual flats in residential quarters) from Bank's premises, outside, from time to time as described under the scope of works in the tender.</p> <p><b>i. Enter the rate in lump sum, exclusive of Goods and Services Tax (GST).</b></p>	1	Lump sum	1.18 (GST Factor)

**NOTE:**

1. All values to be quoted are for 'Unit quantity' which shall be exclusive of GST.
2. The particular work is considered as 'a Composite Supply of Works Contract as defined in clause 119 of section 2 of CGST Act'. Accordingly, GST at 18% will automatically be applied over the rates quoted and the same can be viewed by the bidders real-time.
3. If the GST rate is changed by the Government / GST Council during the currency of the contract or at the time of renewal, the rates according to the new GST will be paid by the Bank.
4. The tenderer may levy GST @ 18% or as stipulated by GST Council in the invoice submitted to the Bank.