



**Reserve Bank of India
Protocol and Security Establishment
Nagpur**

NOTICE INVITING TENDER
(Only through e-procurement)

Reserve Bank of India, Nagpur invites e-tender in two parts (Part I – Techno-commercial Bid & Part II – Price Bid) for Providing Services for Housekeeping/Cleaning and Sweeping (Under Annual Maintenance Contract) at Main Office Building (MOB), Additional Office Building (AOB), Annex Buildings (MOB and AOB), Common & Peripheral Area and Sports Complex (AOB), Data Recovery Data Center (DRDC) and Residential Properties (BTOQ, TRSQ, ARSQ and ALSQ) of the Bank at Nagpur from eligible firms/contractors fulfilling the pre-qualification criteria. The contract will be valid up to March 31, 2023, extendable for a maximum of two more years, one year at a time, subject to satisfactory performance, or other periods as the Bank may decide.

SCHEDULE OF TENDER (SOT)

Sl. No.	Item	Details
1	E-Tender no.	RBI/Nagpur/Others/7/22-23/ET/145
2	Mode of Tender	e-Procurement System (Online Part I - Techno-Commercial Bid and Part II - Price Bid through www.mstcecommerce.com/eprochome/rbi) only
3	Description of works	Annual Maintenance Contract for Housekeeping/ Cleaning & Sweeping at Main Office Building (MOB), Additional Office Building (AOB), Annex Buildings (MOB and AOB), Common & Peripheral Area and Sports Complex (AOB), Data Recovery Data Center (DRDC) and Residential Properties (BTOQ, TRSQ, ARSQ and ALSQ) of RBI Nagpur

4	Estimated Cost	Approximately ₹1,75,40,000/- (Rupees One Crore Seventy Five Lakh Forty Thousand Only) per annum inclusive of all applicable taxes
5	Earnest Money	₹3,50,800/- (Rupees Three Lakh Fifty Thousand Eight Hundred Only) By 1) NEFT, RBI A/c No.8714295, IFSC Code: RBIS0NGPA01 (5 th & 10 th digit is zero). OR 2) DD in favour of Reserve Bank of India, payable at Nagpur OR 3) An irrevocable Bank Guarantee issued by a scheduled bank in the Bank's standard proforma (Annexure-II)
	Tender Fees	Nil
6	Transaction Fee	0.05% of total estimate cost of estimated cost plus GST @18% to be paid through MSTC Payment gateway/NEFT/RTGS in favour of MSTC Limited or as advised by M/s MSTC Ltd
7	Performance Guarantee	05% of the quoted amount (to be submitted by the successful bidder)
8	Date of Notice Inviting Tender (NIT) available to parties to download	June 16, 2022, 1200 Hrs. onwards
9	Pre-Bid Meeting (On-line)	July 13, 2022 at 11.30 Hrs. Through CISCO WebEx, parties interested to participate in pre-bid meeting may request for the WebEx link via email to saurabhverma1@rbi.org.in or avinashkumar@rbi.org.in
10	Date of starting of e-Tender for submission of online Techno-Commercial Bid	July 14, 2022 at 1200 Hrs.
11	Last date of submission of EMD.	July 25, 2022 up to 1100 Hrs.
12	Date of closing of online e-tender for submission of Techno-Commercial Bid	July 25, 2022 at 1400 Hrs.

13	Date & time of opening of Part-I: Techno-Commercial Bid	July 25, 2022 at 1530 Hrs.
	Part-II: Price Bid	Date of opening of Part - II i.e., price bid shall be informed separately to all the eligible bidders in Part-I by e-Mail
14	Validity of the tender	Three months from the date of opening of the PART- I of the Tender

Note: Vendors may please note that any amendments / corrigendum to the Tender, if issued in future, will only be notified on the website of RBI and will not be published in the newspaper.

**Regional Director
Reserve Bank of India
Nagpur**



**भारतीय रिज़र्व बैंक
RESERVE BANK OF INDIA
शिष्टाचार एवं सुरक्षा स्थापना
PROTOCOL & SECURITY ESTABLISHMENT
नागपुर
NAGPUR**

ई- निविदा

भारतीय रिज़र्व बैंक, नागपुर के मुख्य कार्यालय भवन, अतिरिक्त कार्यालय भवन, एनेक्स बिल्डिंग (एमओबी और एओबी), कॉमन और पेरिफेरल एरिया और स्पोर्ट्स कॉम्प्लेक्स, डेटा रिकवरी डेटा सेंटर और आवासीय संपत्तियों के हाउसकीपिंग/ सफाई और रखरखाव के कार्य के लिए वार्षिक रखरखाव संविदा

E- Tender for

Annual Maintenance Contract for Housekeeping/ Cleaning & Sweeping at Main Office Building (MOB), Additional Office Building (AOB), Annex Buildings (MOB and AOB), Common & Peripheral Area and Sports Complex (AOB), Data Recovery Data Center (DRDC) and Residential Properties (BTOQ, TRSQ, ARSQ and ALSQ) of RBI Nagpur

भारतीय रिज़र्व बैंक, मुख्य कार्यालय भवन (एमओबी), अतिरिक्त कार्यालय भवन (एओबी), एनेक्स बिल्डिंग (एमओबी और एओबी), सामान्य और परिधीय क्षेत्र और खेल परिसर (एओबी), डेटा रिकवरी डेटा सेंटर (डीआरडीसी) और आवासीय संपत्तियों (बीटीओक्यू, टीआरएसक्यू, एआरएसक्यू और एएलएसक्यू) में हाउसकीपिंग/ सफाई और रखरखाव (वार्षिक रखरखाव संविदा के तहत) के लिए सेवाएं प्रदान करने के लिए पूर्व-योग्यता मानदंडों को पूरा करने वाली पात्र फर्म/ ठेकेदारों से दो भागों (भाग I - तकनीकी-वाणिज्यिक बोली और भाग II - मूल्य बोली) में ई-निविदा आमंत्रित करता है। संविदा की अवधि 31 मार्च 2023 तक होगी जिसे संतोषजनक प्रदर्शन होने की स्थिति में अधिकतम दो वर्षों के लिये, एक बार में अधिकतम एक वर्ष के लिए या बैंक द्वारा निर्धारित अन्य अवधि के लिये विस्तारित किया जा सकता है।

Reserve Bank of India, Nagpur invites e-tender in two parts (Part I – Techno-commercial Bid & Part II – Price Bid) for Providing Services for Housekeeping/Cleaning and Sweeping (Under Annual Maintenance Contract) at Main Office Building (MOB), Additional Office Building (AOB), Annex Buildings (MOB and AOB), Common & Peripheral Area and Sports Complex (AOB), Data Recovery Data Center (DRDC) and Residential Properties (BTOQ, TRSQ, ARSQ and ALSQ) of the Bank at Nagpur from eligible firms/contractors fulfilling the pre-qualification criteria. The contract will be valid up to March 31, 2023, extendable for a maximum of two more years, one year at a time, subject to satisfactory performance, or other periods as the Bank may decide.

कार्य की अनुमानित लागत	बयाना राशि जमा
Estimated cost of the work	Earnest Money Deposit
₹1,75,40,000/- (inclusive of GST 18%)	₹3,50,800/- (2% of estimated cost)

ई-निविदा जमा करने की अंतिम तिथि **25 जुलाई, 2022 को 14:00 बजे तक** है। अधिक जानकारी के लिए कृपया वेबसाइट <https://www.rbi.org.in> पर "निविदा" अनुभाग पर जाएं और निविदा अपलोड करने के लिए कृपया एमएसटीसी वेबसाइट <https://www.mstcecommerce.com> पर जाएं और पंजीकरण करें। कृपया यह भी नोट करें कि आगे के परिशिष्ट/ शुद्धिपत्र को केवल भारतीय रिजर्व बैंक की वेबसाइट पर प्रकाशित किया जाएगा।

The last date for submission of e-tender is **July 25, 2022 up to 14:00 hrs.** For further details please visit "Tender" section at website <https://www.rbi.org.in> and for uploading the tender please visit and register on MSTC website at <https://www.mstcecommerce.com>. Please also note that further Addendum/ Corrigendum will only be published on RBI website.

स्थान/ Place: नागपुर/ Nagpur

दिनांक/ Date: 16 जून 2022 / June 16, 2022

क्षेत्रीय निदेशक / Regional Director
भारतीय रिजर्व बैंक / Reserve Bank of India
नागपुर / Nagpur

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अस्वीकरण/DISCLAIMER

भारतीय रिजर्व बैंक, शिष्टाचार एवं सुरक्षा स्थापना, नागपुर ने इच्छुक पार्टियों को 'कार्य' की जानकारी देने के लिए यह निविदा दस्तावेज तैयार किया है। जबकि भारतीय रिजर्व बैंक ने इसमें निहित जानकारी को तैयार करने में उचित सावधानी बरती है और इसे सही मानता है, न तो भारतीय रिजर्व बैंक और न ही इसके किसी भी प्राधिकरण/ एजेंसी/ उनके संबंधित अधिकारियों, कर्मचारियों, एजेंटों या सलाहकारों ने इस दस्तावेज में निहित जानकारी की पूर्णता या सटीकता या इसके साथ प्रदान की जाने वाली किसी भी जानकारी के बारे में कोई वारंटी या इस बारे में कोई प्रतिनिधित्व, व्यक्त या निहित, प्रदान की है।

Reserve Bank of India, Protocol & Security Establishment, Nagpur, has prepared this document to give background information on the 'work' to the interested parties. While Reserve Bank of India has taken due care in the preparation of the information contained herein and believe it to be accurate, neither Reserve Bank of India nor any of its authorities / agencies / 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.

जानकारी संपूर्ण नहीं मानी जाये। इच्छुक पार्टियाँ अपनी स्वयं की पूछताछ करने के लिये स्वतंत्र हैं और उन्हें लिखित रूप में पुष्टि करने की आवश्यकता होगी कि उन्होंने ऐसा किया है, और वे केवल भारतीय रिजर्व बैंक द्वारा निविदा दस्तावेज में प्रदान की गई जानकारी पर भरोसा नहीं करते हैं। यह जानकारी इस आधार पर प्रदान की जाती है कि यह भारतीय रिजर्व बैंक या उसके किसी प्राधिकरण या एजेंसियों या उनके किसी संबंधित अधिकारी, कर्मचारियों, एजेंटों या सलाहकारों पर गैर-बाध्यकारी है।

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.

इस 'कार्य' को आगे नहीं बढ़ाने या 'कार्य' के तरीके को बदलने, इस दस्तावेज में दिखाई गई समय-सारिणी में परिवर्तन करने या लागू होने वाली प्रक्रिया या प्रक्रिया को बदलने का अधिकार भारतीय रिजर्व बैंक सुरक्षित रखता है। यह रुचि व्यक्त करने वाले किसी भी पक्ष के साथ इस मामले पर आगे चर्चा करने से इनकार करने का अधिकार भी सुरक्षित रखता है।

Reserve Bank of India reserves the right not to proceed with the 'work' or to change the configuration of the 'work', to alter the time- table reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest.

रुचि व्यक्त करने वाले व्यक्तियों या संस्थाओं को किसी भी प्रकार की लागत की कोई प्रतिपूर्ति नहीं की जाएगी।

No reimbursement of cost of any type will be paid to persons or entities expressing interest.

भारतीय रिज़र्व बैंक
शिष्टाचार एवं सुरक्षा स्थापना
नागपुर

ई-निविदा आमंत्रण सूचना (NIT)
(केवल ई-खरीद के माध्यम से)

भारतीय रिज़र्व बैंक, मुख्य कार्यालय भवन (एमओबी), अतिरिक्त कार्यालय भवन (एओबी), एनेक्स बिल्डिंग (एमओबी और एओबी), सामान्य और परिधीय क्षेत्र और खेल परिसर (एओबी), डेटा रिकवरी डेटा सेंटर (डीआरडीसी) और आवासीय संपत्तियों (बीटीओक्यू, टीआरएसक्यू, एआरएसक्यू और एएलएसक्यू) में हाउसकीपिंग/ सफाई और रखरखाव (वार्षिक रखरखाव संविदा के तहत) के लिए सेवाएं प्रदान करने के लिए पूर्व-योग्यता मानदंडों को पूरा करने वाली पात्र फर्म/ ठेकेदारों से दो भागों (भाग I - तकनीकी-वाणिज्यिक बोली और भाग II - मूल्य बोली) में ई-निविदा आमंत्रित करता है। संविदा की अवधि 31 मार्च 2023 तक होगी जिसे संतोषजनक प्रदर्शन होने की स्थिति में अधिकतम दो वर्षों के लिये, एक बार में अधिकतम एक वर्ष के लिए या बैंक द्वारा निर्धारित अन्य अवधि के लिये विस्तारित किया जा सकता है।

निविदा की अनुसूची (SOT)

क्रमसं	मर्दे	विवरण
1	ई-निविदा सं	RBI/Nagpur/Others/7/22-23/ET/145
2	निविदा का तरीका	एमएसटीसी वेबसाइट पर केवल ई-प्रोक्योरमेंट सिस्टम के माध्यम से (ऑनलाइन भाग I - तकनीकी-वाणिज्यिक बोली और भाग II – मूल्यबोली) www.mstcecommerce.com/eprochome/rbi
3	ई-निविदा का नाम	भारतीय रिज़र्व बैंक, नागपुर के मुख्य कार्यालय भवन, अतिरिक्त कार्यालय भवन, एनेक्स बिल्डिंग (एमओबी और एओबी), कॉमन और पेरिफेरल एरिया और स्पोर्ट्स कॉम्प्लेक्स, डेटा रिकवरी डेटा सेंटर और आवासीय संपत्तियों के हाउसकीपिंग/ सफाई और रखरखाव के कार्य के लिए वार्षिक रखरखाव संविदा
4	Estimated Cost	लगभग ₹1,75,40,000/- (एक करोड़ पचहत्तर लाख चालीस हजार रुपये मात्र) प्रतिवर्ष सभी करों सहित
5	i) बयाना राशि जमा (EMD)	₹3,50,800/- (तीन लाख पचास हजार आठ सौ रुपये मात्र) By 1) एनईएफटी के माध्यम से आरबीआई खाता संख्या. 8714295, आईएफएससी कोड: RBIS0NGPA01 (5वा और 10वा अंक शून्य है), अथवा

		2) भारतीय रिजर्व बैंक, नागपुर के पक्ष में डिमांड ड्राफ्ट, अथवा 3) बैंक के मानक प्रोफार्मा (अनुबंध- II) में अनुसूचित बैंक द्वारा जारी एक अपरिवर्तनीय बैंक गारंटी
	ii) निविदा शुल्क	शून्य
6	लेनदेन शुल्क	एमएसटीसी लिमिटेड के पक्ष में या मेसर्स एमएसटीसी लि. के सूचना के अनुसार एमएसटीसी पेमेंट गेटवे /एनईएफटी/आरटीजीएस के माध्यम से निविदा के कुल अनुमानित लागत के 0.05% + जीएसटी @18%
7	निष्पादन गारंटी	उद्धृत राशि का 5% (सफल बोलीदाता द्वारा प्रस्तुत किया जाना है)
8	पार्टियों के लिए डाउनलोड करने के लिए एनआईटी उपलब्ध होने की तिथि	16 जून 2022 को 1200 बजे से
9	प्री-बिड बैठक (ऑनलाइन)	13 जुलाई 2022 को 1130 बजे सिस्को वेबएक्स के माध्यम से, प्री-बिड बैठक में भाग लेने के इच्छुक पक्ष वेबएक्स लिंक के लिए saurabhverma1@rbi.org.in या avinashkumar@rbi.org.in पर ईमेल के माध्यम से अनुरोध कर सकते हैं।
10	ऑनलाइन तकनीकी-वाणिज्यिक बोली जमा करने के लिए ई-निविदा शुरू होने की तिथि	14 जुलाई 2022 को 1200 बजे से
11	बयाना राशि (EMD) जमा करने की अंतिम तिथि	25 जुलाई, 2022 को 1100 बजे तक
12	तकनीकी-वाणिज्यिक बोली जमा करने के लिए ऑनलाइन ई-निविदा बंद होने की तिथि	25 जुलाई, 2022 को 1400 बजे
13	भाग I : (तकनीकी वाणिज्यिक बोली) खोलने की तारीख व समय	25 जुलाई, 2022 को 1530 बजे
	भाग II : (वित्तीय बोली) खोलने की तारीख व समय	भाग-II अर्थात वित्तीय बोली खोलने की तिथि की सूचना भाग-I में सभी पात्र बोलीदाताओं को ई-मेल द्वारा अलग से दी जाएगी।
14	निविदा की वैधता	निविदा के भाग- I के खुलने की तिथि से तीन माह तक

नोट: विक्रेता कृपया ध्यान दें कि निविदा में कोई भी संशोधन/शुद्धिपत्र, यदि भविष्य में जारी किया जाता है, केवल आरबीआई की वेबसाइट पर अधिसूचित किया जाएगा और समाचार पत्र में प्रकाशित नहीं किया जाएगा।

क्षेत्रीय निदेशक
भारतीय रिजर्व बैंक
नागपुर



**Reserve Bank of India
Protocol and Security Establishment
Nagpur**

NOTICE INVITING TENDER
(Only through e-procurement)

Reserve Bank of India, Nagpur invites e-tender in two parts (Part I – Techno-commercial Bid & Part II – Price Bid) for Providing Services for Housekeeping/Cleaning and Sweeping (Under Annual Maintenance Contract) at Main Office Building (MOB), Additional Office Building (AOB), Annex Buildings (MOB and AOB), Common & Peripheral Area and Sports Complex (AOB), Data Recovery Data Center (DRDC) and Residential Properties (BTOQ, TRSQ, ARSQ and ALSQ) of the Bank at Nagpur from eligible firms/contractors fulfilling the pre-qualification criteria. The contract will be valid up to March 31, 2023, extendable for a maximum of two more years, one year at a time, subject to satisfactory performance, or other periods as the Bank may decide.

SCHEDULE OF TENDER (SOT)

Sl. No.	Item	Details
1	E-Tender no.	RBI/Nagpur/Others/7/22-23/ET/145
2	Mode of Tender	e-Procurement System (Online Part I - Techno-Commercial Bid and Part II - Price Bid through www.mstcecommerce.com/eprochome/rbi) only
3	Description of works	Annual Maintenance Contract for Housekeeping/ Cleaning & Sweeping at Main Office Building (MOB), Additional Office Building (AOB), Annex Buildings (MOB and AOB), Common & Peripheral Area and Sports Complex (AOB), Data Recovery Data Center (DRDC) and Residential Properties (BTOQ, TRSQ, ARSQ and ALSQ) of RBI Nagpur
4	Estimated Cost	Approximately ₹1,75,40,000/- (Rupees One Crore Seventy Five Lakh Forty Thousand Only) per annum inclusive of all applicable taxes
5	iii) Earnest Money	₹3,50,800/- (Rupees Three Lakh Fifty Thousand Eight Hundred Only) By

		1) NEFT, RBI A/c No.8714295, IFSC Code: RBISONGPA01 (5 th & 10 th digit is zero). OR 2) DD in favour of Reserve Bank of India, payable at Nagpur OR 3) An irrevocable Bank Guarantee issued by a scheduled bank in the Bank's standard proforma (Annexure-II)
	iv) Tender Fees	Nil
6	Transaction Fee	0.05% of total estimate cost of estimated cost plus GST @18% to be paid through MSTC Payment gateway/NEFT/RTGS in favour of MSTC Limited or as advised by M/s MSTC Ltd
7	Performance Guarantee	05% of the quoted amount (to be submitted by the successful bidder)
8	Date of Notice Inviting Tender (NIT) available to parties to download	June 16, 2022, 1200 Hrs. onwards
9	Pre-Bid Meeting (On-line)	July 13, 2022 at 11.30 Hrs. Through CISCO WebEx, parties interested to participate in pre-bid meeting may request for the WebEx link via email to saurabhverma1@rbi.org.in or avinashkumar@rbi.org.in
10	Date of starting of e-Tender for submission of online Techno-Commercial Bid	July 14, 2022 at 1200 Hrs.
11	Last date of submission of EMD.	July 25, 2022 up to 1100 Hrs.
12	Date of closing of online e-tender for submission of Techno-Commercial Bid	July 25, 2022 at 1400 Hrs.
13	Date & time of opening of Part-I: Techno-Commercial Bid	July 25, 2022 at 1530 Hrs.
	Part-II: Price Bid	Date of opening of Part - II i.e., price bid shall be informed separately to all the eligible bidders in Part-I by e-Mail
14	Validity of the tender	Three months from the date of opening of the PART- I of the Tender

Note: Vendors may please note that any amendments / corrigendum to the Tender, if issued in future, will only be notified on the website of RBI and will not be published in the newspaper.

**Regional Director
Reserve Bank of India
Nagpur**

Important instructions for E-procurement

Bidders are requested to read the important instruction on e-tendering process as given below and the Terms & Conditions of this tender given in subsequent pages before submitting your online tender.

1	<p>Process of E-tender:</p> <p>A) Registration: The process involves vendor's registration with MSTC e-procurement portal which is free of cost. Only after registration, the vendor(s) can submit his/their bids electronically. Electronic Bidding for submission of Technical Bid as well as Commercial Bid will be done over the internet. The Vendor should possess Class III signing type digital certificate. Vendors are to make their own arrangement for bidding from a personal computer/laptop connected with Internet. MSTC is not responsible for making such arrangement. <i>(Bids will not be recorded without Digital Signature).</i></p> <p>Special Note: The Technical Bid and The Commercial Bid Has to Be Submitted On-Line At www.mstcecommerce.com/eprochome/rbi</p> <p>i) Vendors are required to register themselves online following the below given process</p> <p>www.mstcecommerce.com → e-Procurement → PSU/Govtdepts → Select RBI Logo > Register as Vendor - Filling up details and creating own user id and password → Submit.</p> <p>ii). Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form. In case of any clarification, please contact RBI or MSTC, (before the scheduled time of the e- tender).</p> <p>Contact person (RBI):</p> <p>i) Mr. Saurabh Verma (AM): 9907780274. (saurabhverma1@rbi.org.in) ii) Shri Avinash Kumar (AM, P&SE): 8220326858. (avinashkumar@rbi.org.in)</p> <p>Contact person (MSTC Ltd):</p> <p>i) Mr. Sushil Nale, Dy. Manager – sushil@mstcindia.co.in 09987758430 ii) Ms. Archana, Dy. Manager- archana@mstcindia.co.in 09990673698 iii) Ms. Rupali Pandey, Asst. Manager - rpandey@mstcindia.co.in Ph- 022 22886268, 9458704037 iv) Mr. Abhishek Kanaujia, Executive akkanaujia@mstcindia.co.in Ph-022 22882854, 9930119718 MSTC helpline number- 03322901004/ 022-22870471/22886266</p> <p>B) System Requirement:</p> <p>i) Windows 7 or above Operating System ii) IE-7 and above Internet browser. iii) Signing type digital signature</p>
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	<p>iv) Latest updated JRE 8 (x86 Offline) software to be downloaded and installed in the system.</p>
	<p>To disable “Protected Mode” for DSC to appear in The signer box following settings may be applied.</p> <p><input type="checkbox"/>Tools => Internet Options =>Security => Disable protected Mode If enabled- i.e., Remove the tick from the tick box mentioning “Enable Protected Mode”.</p> <p><input type="checkbox"/>Other Settings:</p> <p>Tools => Internet Options => General => Click on Settings under “browsing history/ Delete Browsing History” => Temporary Internet Files => Activate “Every time I Visit the Webpage”.</p> <p>To enable ALL active X controls and disable ‘use pop up blocker’ under Tools→Internet Options→ custom level (Please run IE settings from the page www.mstcecommerce.com once)</p>
2	<p>The Techno-commercial Bid and the Price Bid shall have to be submitted online at www.mstcecommerce.com/eprochome/rbi. Tenders will be opened electronically on specified date and time as given in the Tender.</p>
3	<p>All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity.</p>
4	<p>Special Note towards Transaction fee:</p> <p>Transaction fees is the portal usage charges levied by the MSTC for using their portal for participating in the e- tendering process.</p> <p>The vendors shall pay the transaction fee using “Transaction Fee Payment” Link under “My Menu” in the vendor login. The vendors have to select the particular tender from the event dropdown box. The vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, the vendor shall generate a challan by filling up a form. The vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, the vendor shall have the provision of making payment using its Credit/ Debit Card/ Net Banking. Once the payment gets credited to MSTC’s designated bank account, the transaction fee shall be auto authorized and the vendor shall be receiving a system generated mail.</p> <p><u>Transaction fee is non-refundable.</u> <i>A vendor will not have the access to online e-tender without making the payment towards transaction fee.</i></p>

	<i>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.</i>
5	Information about tenders /corrigendum uploaded shall be sent by email only during the process till finalization of tender. Hence the vendors are required to ensure that their corporate email I.D. provided is valid and updated at the time of registration of vendor with MSTC. Vendors are also requested to ensure validity of their DSC (Digital Signature Certificate).
6	E-tender cannot be accessed after the due date and time mentioned in NIT
7	<p>Bidding in e-tender :</p> <p>a) Vendor(s) need to submit necessary EMD, Tender fees 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.</p> <p>b) The process involves Electronic Bidding for submission of Technical and Commercial Bid.</p> <p>c) The vendor(s) who have submitted transaction fee can only submit their Technical Bid and Commercial Bid through internet in MSTC website www.mstcecommerce.com → e-procurement →PSU/Govtdepts→ Login under RBI→My menu→ Auction Floor Manager→ live event →Selection of the live event</p> <p>d) The vendor should allow running JAVA application. This exercise has to be done immediately after opening of Bid floor. Then they have to fill up Common terms/Commercial specification and save the same. After that click on the Technical bid. If this application does not run, the vendor will not be able to save/submit his Technical bid.</p> <p>e) After filling the Technical Bid, vendor should click 'save' for recording their Technical bid. Once the same is done, the Commercial Bid link becomes active. The same has to filled and vendor should click on "save" to record their Commercial bid. Once both Technical bid & Commercial bid have been saved, the vendor can click on the "Final submission" button to register their bid</p> <p>f) Vendors are instructed to use Attach Doc button to upload documents. Multiple documents can be uploaded.</p> <p>g) In all cases, vendor should use their own ID and Password along with Digital Signature at the time of submission of their bid.</p> <p>h) During the entire e-tender process, the vendors will remain completely anonymous to one another and also to everybody else.</p> <p>i) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.</p> <p>j) All electronic bids submitted during the e-tender process shall be legally binding on the vendor. A bid will be considered as the valid bid offered by that</p>

	<p>vendor and acceptance of the same by the Buyer will form a binding contract between the Buyer and the Vendor for execution of supply.</p> <p>k) It is mandatory that all the bids are submitted with Digital Signature Certificate otherwise the same will not be accepted by the system.</p> <p>l) Buyer reserves the right to cancel / reject / accept / withdraw / extend the tender in full or part as the case may be without assigning any reason thereof.</p> <p>m) No deviation in 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 for the tender.</p>
8	Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.
9	No deviation in the technical and commercial terms & conditions are allowed.
10	The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof.
11	Vendors are requested to read the VENDOR GUIDE and see the video in the page www.mstcecommerce.com/eprchome to familiarize themselves with the system before bidding.

PART- I

Annual Maintenance Contract for Housekeeping/ Cleaning & Sweeping at Main Office Building (MOB), Additional Office Building (AOB), Annex Buildings (MOB and AOB), Common & Peripheral Area and Sports Complex (AOB), Data Recovery Data Center (DRDC) and Residential Properties (BTOQ, TRSQ, ARSQ and ALSQ) of RBI Nagpur

Name of Tender: -----

Address -----

Landline-----

Mobile no. -----

Email id-----

Website address if any -----

Last date & time for Submission	July 25, 2022 at 1400 Hrs.
Pre-Bid meeting(online)	July 13, 2022 at 11.30 Hrs. Through CISCO WebEx, parties interested to participate in pre-bid meeting may request for the WebEx link via email to saurabhverma1@rbi.org.in or avinashkumar@rbi.org.in
Validity of the tender	Three months from the date of opening of the PART- I of the Tender
Cost of Application form/ Tender	Nil

Eligibility Criteria for participating in the e-tender

Annual Maintenance Contract for Housekeeping/ Cleaning & Sweeping at Main Office Building (MOB), Additional Office Building (AOB), Annex Buildings (MOB and AOB), Common & Peripheral Area and Sports Complex (AOB), Data Recovery Data Center (DRDC) and Residential Properties (BTOQ, TRSQ, ARSQ and ALSQ) of RBI Nagpur

1. Reserve Bank of India, Nagpur invites e-tender in two parts (Part I – Techno-commercial Bid & Part II – Price Bid) for Providing Services for Housekeeping/Cleaning and Sweeping (Under Annual Maintenance Contract) at Main Office Building (MOB), Additional Office Building (AOB), Annex Buildings (MOB and AOB), Common & Peripheral Area and Sports Complex (AOB), Data Recovery Data Center (DRDC) and Residential Properties (BTOQ, TRSQ, ARSQ and ALSQ) of the Bank at Nagpur at an estimated cost of approximately ₹ 1,75,40,000/- (Rupees One Crore Seventy Five Lakh Forty Thousand Only) per annum inclusive of all taxes.
2. **Eligibility Criteria for participating in the e-tender:** Company/Firm/Agency who fulfill the following per-qualification criteria are eligible to apply:

Sl. No.	Criteria	Requirement
1	Duration of past experience	<p>Should have minimum 05 years of experience of executing similar works.</p> <p>Applicant should furnish their Client list (as per Annexure III) showing the details of work carried out by them during the last 5 years ending on May 31, 2022 (i.e. from June 01, 2017 to May 31, 2022). The list shall include details such as Name of the Client, Value of work executed, Date of Start and Finish of the work, etc.</p> <p>The Applicant should also submit documentary evidence in support of minimum experience of 5 years (i.e., applicant should have undertaken similar work in the month of May 2017 or before)</p>
2	Minimum value of each completed work (qualifying)	<p>Experience of having successfully completed similar works during last 05 years ending last day of month previous to the one of which applications are invited should be either of the following:</p> <p>a) Three similar works each costing not less than the amount equal to 40% of the estimated cost or</p> <p>b) two similar works individually costing not less than 50% of the estimated cost or</p> <p>c) One similar work costing not less than 80% of the estimated cost</p>

3	Yearly Turnover	Should have minimum annual turnover of amount equal to Rs. 175.40 lakhs during each of the last 3 years i.e., up to March 31, 2022 supported by audited financial statements.
4	Solvency	Should furnish solvency certificate issued by the Applicants banker, specifically for the purpose of the work, for a minimum amount equal to the estimated cost
5	Service setup	Full-fledged service setup should be available for the specified job at Nagpur wherefrom required quality after sales services can be regularly provided

3. Details of the Company/Firm/Agency

(a) The Full particulars of the Company/Firm/Agency, in detail, are required to be submitted (as per [Annexure V](#)). 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.

(b) Details of work experience as per the requirements in the pre-qualification criteria supported by work orders, documents, and client certificates (strictly in format as prescribed under [Annexure IV](#)). Work orders and work completion certificates submitted towards qualifying works to fulfil the eligibility criteria of having completed minimum values of work as per para 2.2 above have to be necessarily supported with Client certificates in the format specified by the Bank as per [Annexure IV](#). Bank reserves the right to verify work experience claims made by bidder by nominating its representative for site visit.

(c) 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 year duly certified by a Chartered Accountants should be enclosed in proof of credit worthiness and turnover for the last three years.

(d) Written information about the names and address of the Bankers (as per [Annexure VI](#)) with full details like names, present contact postal addresses, e-mail IDs, telephone (landline executives and mobile) Nos., Fax 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.

4. Documents to be submitted:

- a) Audited or CA certified statement of accounts for the last 3 accounting years.
- b) Copies of Income Tax Return filed with the Income Tax Department for the last three years.
- c) Copies of applicable tax registrations, viz., PAN, TIN, GST, etc.
- d) Copy of Registration Certificate of the Company/firm/agency issued by the relevant authority.

- e) Copies of 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 of the present work, for indicating financial soundness of the tenderer (preferably in the format prescribed as per [Annexure VII](#)). Solvency certificate issued by any Scheduled Bank is acceptable.
- g) Details of the Bank Account held by them in a scheduled bank in India.
- h) In the exceptional cases such as merger, acquisition, takeover etc., the intending tenderer may submit all the relevant documents for seeking any exemption/ deviation that it requests the Bank to consider. The Bank is not bound to accept such requests and reserves its right to allow or reject such exemptions/ deviations. The Bank's decision in this regard shall be final.
5. In the event of intending tenderers failure to satisfy the Bank with regard to the above requirements, Bank reserves the right to reject his offer even after opening of Part-I of the tender and Part-II of the tender will not be opened.
6. Details of skilled Technical staff /workmen staff/Supervisor etc.
7. **Details of the completed work:** The client-wise names of work(s), year(s) of works execution of work (s), awarded and actual cost(s) of executed work(s), names and full contact details of the officers/ authorities/ departments under whom the work(s) was/were executed should be furnished.
8. After scrutiny if any of the contractors is found not to be in possessing the required eligibility, their tenders will not be considered by the Bank for further processing.
9. Tender shall be submitted through e-Tendering in two parts. Part-I tender will contain the Bank's standard Techno-Commercial conditions for the proposed work, tenderer's covering letter and the EMD of ₹3,50,800/- in the form of an irrevocable Bank Guarantee issued by a scheduled bank in the Bank's standard proforma which is available in the tender form or a demand draft favoring Reserve Bank of India, Nagpur. The Bank Guarantee (from Scheduled Commercial Bank) submitted towards Earnest Money deposit has to be valid for the validity period of the tender plus additional 45 days. EMD may also be deposited in form of Demand Draft or through NEFT to RBI A/c No.8714295, IFSC Code: RBIS0NGPA01 (5th & 10th digit is zero). In case, EMD is deposited through Demand Draft/ Bank Guarantee, the same should reach us physically before 1100 Hrs on July 25, 2022. Further, the bidder must invariably upload the proof of remitting the EMD along with Part-1 of the tender.
10. Part-I of the tenders will be opened at 1530 Hrs. on July 25, 2022, in the presence of the authorized representative of the tenderers, who choose to be present. Part-II of the tender will be opened on a subsequent date, which will be intimated to the tenderers, well in advance.
11. The Bank shall obtain reports on the past performance of the tenderer from his clients and bankers. The Bank shall evaluate the said reports as per the evaluation criteria mentioned in Part I before opening of the Part-II of the tenders. If any tenderer is not found to possess the required eligibility for participating in the

tendering process at any point of time and/or his performance reports received from his clients and/or his bankers' report are found unsatisfactory, the Bank reserves the right to reject his offer even after opening of Part-I of the tender and Part-II of the tender will not be opened and EMD shall be returned back to him. The Bank is not bound to assign any reason for doing so.

12. The Bank is not bound to accept the lowest tender and reserves the right to accept either in full or in part any tender.
13. Provide details if any civil suit is pending in any of the works executed.

I/We hereby declare that I/we have read and understood the schedule of Eligibility Criteria and also have read and understood all the above conditions and the same shall remain binding upon me/us.

Signature of tenderer with seal

Address:

Date:

LETTER OF OFFER

Place: _____

Date: _____

Ms. Sangeeta Lalwani
Regional Director,
Reserve Bank of India
Nagpur-440001.

Madam,

Having examined the specifications and schedule of quantities relating to the works specified in the memorandum hereinafter set out and having examined the site of the works specified in the said memorandum and having acquired the requisite information relating thereto as affecting the tender, I/We hereby offer to execute the works specified in the said memorandum within the time specified in the said memorandum at the rates mentioned in the attached price bid and in accordance in all respects with the specifications and instructions in writing referred to in the Articles of Agreement, General Conditions of the Tender, Schedule of Quantities and Terms & Conditions of Contract with such services and 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 work	Annual Maintenance Contract for Housekeeping/ Cleaning & Sweeping at Main Office Building (MOB), Additional Office Building (AOB), Annex Buildings (MOB and AOB), Common & Peripheral Area and Sports Complex (AOB), Data Recovery Data Center (DRDC) and Residential Properties (BTOQ, TRSQ, ARSQ and ALSQ) of RBI Nagpur
(b)	Estimated cost	Approximately ₹1,75,40,000/- (Rupees One Crore Seventy Five Lakh Forty Thousand Only) per annum inclusive of all taxes
(c)	Earnest Money Deposit (EMD)	₹3,50,800/- (Rupees Three Lakh Fifty Thousand Eight Hundred Only) (bears no interest)
(d)	Validity of Contract	From September 01, 2022 to March 31, 2023 (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).
(e)	Performance Guarantee	5% of the Contract Value (to be provided in the form of Bank Guarantee by the successful Agency)

1. I/we undertake to offer my/our services in conformity with scope/nature of work, articles of agreement and the Terms and Conditions set out in the tender document. I/We confirm that the tender submitted by me/us is confirming to all the terms and conditions mentioned in the tender document.

2. We have deposited a sum of 3,50,800/- (Rupees Three Lakh Fifty Thousand Eight Hundred Only) or furnished the Bank Guarantee in respect of the said amount as Earnest Money with the Reserve Bank of India, which amount is not to bear any interest. Should we fail to execute the contract when called upon to do so, we do hereby agree that this sum shall be forfeited by the Reserve Bank of India. We also agree to keep the Bank Guarantee towards Earnest Money valid during the entire period of tender. We also agree that in the event of the occurrence of any of the events that lead to forfeiture of EMD, we are also liable to be debarred from participating in any future tender or undertaking any work in the Bank for a period of two years.

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 fulfill 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 any or all of the tender either in whole or in part without assigning any reason thereof.

6. The Tender is submitted in two parts. Part I contains all commercial terms & conditions, technical particulars and EMD but commercial price has not been indicated anywhere in any manner, and Part II contains only the price bid in the Bank's proforma.

7. Should this tender be accepted, I/We hereby agree to abide by and fulfill the terms and provisions of the said Conditions of Contract annexed hereto so far as they may be applicable or in default thereof to forfeit and pay to the Reserve Bank of India the amount mentioned in the said conditions.

8. Our bankers are (full address):

i)	
ii)	

9. The names of partners of our firm are:

i)	
ii)	

Name of the partner of the firm authorized to sign

OR

Name of person having power of Attorney to sign the Contract (certified true copy of the Power of Attorney should be attached)

Yours faithfully,

Signature of Contractor

Signatures and addresses of witnesses:

	Signature	Address
(i)		
(ii)		

Articles of Agreement

This AGREEMENT is made at Nagpur on this ___ day of _____, Two Thousand Twenty Two between Reserve Bank of India, a statutory body established under the RBI Act, 1934, having its Central Office at Fort, Mumbai, and one of its Offices at Nagpur, represented by its authorized officer Ms. Sangeeta Lalwani, Regional Director, Reserve Bank of India, Nagpur-440001. (hereinafter called “**the EMPLOYER**”) on the one part and _____ (proprietorship/partnership firm/ Company), 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 intention of engaging a contractor for Providing Services for Housekeeping/Cleaning and Sweeping (Under Annual Maintenance Contract) at Main Office Building (MOB), Additional Office Building (AOB), Annex Buildings (MOB and AOB), Common & Peripheral Area and Sports Complex (AOB), Data Recovery Data Center (DRDC) and Residential Properties (BTOQ, TRSQ, ARSQ and ALSQ) of the Bank has caused requirements and specifications describing the works to be done to be prepared by or under the direction of Bank’s Manager.

AND WHEREAS the Employer had called for tenders from eligible contractors Annual Maintenance Contract for Housekeeping/ Cleaning & Sweeping at Main Office Building (MOB), Additional Office Building (AOB), Annex Buildings (MOB and AOB), Common & Peripheral Area and Sports Complex (AOB), Data Recovery Data Center (DRDC) and Residential Properties (BTOQ, TRSQ, ARSQ and ALSQ) of RBI Nagpur as has been indicated in the scope of work and other documents attached to the tender.

AND WHEREAS the said conditions numbered _____ to _____ inclusive, the Specifications and the Schedule of Quantities have been signed by or on behalf of the parties hereto.

AND WHEREAS the Contractor has agreed to execute upon and subject to the Conditions set forth herein, and to the General Conditions of the tender, Terms and Conditions of Contract, Schedule of Quantities set forth in the tender document, (all of which are collectively hereinafter referred to as “the said Conditions”) the works shown upon in the said Schedule of Quantities at the respective rate therein set forth amounting to the sum as therein arrived at or such other sum as shall become payable there under (hereinafter referred to as “the said Contract Amount”).

A. NOW IT IS HEREBY AGREED AS FOLLOWS

1. This agreement will come into effect from September 01, 2022 and will remain in force up to March 31, 2023 and annually extendable up to two more years, subject to mutual consent of both parties, satisfactory services rendered by the Contractor, unless it is terminated as per the terms hereinafter contained. The

renewal of the contract can be done after the expiry of the contract period, on an annual basis, on the same terms and conditions. The terms and conditions contained in the tender document and any clarifications (corrigenda) issued shall be treated as part and parcel of this agreement and shall be binding on the parties. Also, during annual renewal escalation/increase should be given for Deployment of Housekeeping Staff whenever the notification issued by Chief Commissioner (Central Government) under the provision of Minimum Wages Act 1948.

2. The charges of Rs. _____ (Rupees _____ only) will be inclusive of manpower and Materials used for efficient rendering of the housekeeping and maintenance services and shall be payable on monthly basis subject to submission of bill/invoice. The payment thereon will be made after the same is duly certified by the Bank's officials to the effect that the maintenance services have been provided satisfactorily, subject to statutory deductions.
3. The Employer shall pay the Contractor the said Contract Amount or such other sum as shall become payable, at the times and in the manner specified in the said Conditions.
4. The charges are firm and not subject to labour conditions, exchange variations or any other condition whatsoever.
5. The above charges also include GST, Insurance Charges and 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.
6. The contractor shall be responsible for providing services on regular basis as per the scope of work and terms and conditions of the contract.
7. The term "Bank's Manager/Manager/Manager-in-Charge" in the said Conditions shall mean the officer entrusted or any other successor of the Bank nominated by the Employer for that purpose will function as "Bank's Manager/Manager/Manager-in-Charge".
8. The Reserve Bank of India will administer and arrange for supervision of works through the Bank's staff including certification of bills, making payments and implementation of various terms, conditions and stipulations of the contract, execution of the work, quality of work, quality of materials, progress and completion of the contract.
9. The said conditions 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.
10. The plans, agreement and documents mentioned herein shall form the basis of this Contract.
11. All payments by the Employer under this Contract will be made only at Nagpur.

12. All disputes arising out of or in any way connected with this agreement shall be deemed to have arisen at Nagpur and only Courts in Nagpur shall have jurisdiction to determine the same.
13. That the several parts of this Contract have been read by the Contractor and fully understood by the Contractor. The Contractor shall not be entitled for the payment for the quantities beyond the tendered quantities unless ordered for by specific written instructions from the Bank's Manager.
14. **Non-Disclosure Clause:** The Contractor shall not disclose directly or indirectly any information, materials, and details of the Bank's infrastructure/systems/equipment's etc., which may come to the possession or knowledge of the Contractor during the course of discharging its contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. The 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 Employer. The Contractor shall indemnify the Employer for any loss suffered by the Employer as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Contractor and the Employer shall be entitled to claim damages and pursue legal remedies. The Contractor shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The Contractor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason."
15. I ----- that the ----- awarded to me. I undertake to actually pay wages to all Housekeeping staff of all description to be engaged by me for completion of ----- work awarded to me at the rate which is not less than the one prescribed under the Minimum Wages ACT 1948 and to ensure compliance of essential amenities as provided under the CLRA Act 1970 and also keep the Principle Employer indemnified against all the actions that may be initiated against the Principle Employer by the Statutory Authorities for his failure to pay such wages and provide the essential amenities.

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

If the contractor is a partnership or an individual.

IN WITNESS WHEREOF the Employer has set its hands to these presents through its duly authorized official and the Contractor has caused its common seal to be affixed

If the contractor is a company.

hereunto and the said duplicate/ has caused these presents and the said two duplicate here of to be executed on its behalf, the day and year first hereinabove written.

Signature Clause

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

(Name and designation)

In the presence of

(1)

Address

(2)

Address

Witness

SIGNED AND DELIVERED by

In the presence of

(1)

Address

(2)

Address

Witness

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

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 presents in token thereof in the presence of

(1)

(2)

SIGNED AND DELIVERED BY the Contractor by the hand of Shri _____ and duly constituted attorney.

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

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

General Instructions to Tenderers' and Special Conditions of the Contract

Tender in prescribed form shall be submitted in two parts i.e., Part-I and Part-II.

1. **Part - I of the tender, titled “Annual Maintenance Contract for Housekeeping/ Cleaning & Sweeping at Main Office Building (MOB), Additional Office Building (AOB), Annex Buildings (MOB and AOB), Common & Peripheral Area and Sports Complex (AOB), Data Recovery Data Center (DRDC) and Residential Properties (BTOQ, TRSQ, ARSQ and ALSQ) of RBI Nagpur” shall be submitted containing the following:**

- (i) Power of Attorney/ authorization with the seal of the company/ firm in the name of the person signing the tender documents.
 - (ii) The Bank discourages the stipulation of any additional conditions by the tenderer. However, in case the tenderer wishes to include any condition/ clarification/ covering letter, while tendering for the work, he will have to submit the same in along with the following and submitted under Part - I:
 - (a) List of deviations, if any, in commercial terms and conditions.
 - (b) List of deviation, if any, in technical specification.
 - (c) Any other technical information the tenderer wishes to furnish.
 - (iii) The Tender Document (Part-I) issued by the Bank – duly stamped and signed
2. Only those proprietorship firms/partnership firms/companies with requisite years of experience in related trades like cleaning, housekeeping and maintenance works are eligible to participate in e-Tendering.
3. Reserve Bank of India does not bind itself to accept the lowest or any tender and reserves to itself the right to accept or reject any or all the tenders either in whole or in part, without assigning any reasons for doing so.
4. The tenderer must obtain for himself or his own responsibility and at his own expense all the information which may be necessary for the purpose of tendering and for entering into a contract and must inspect the site of the work and acquaint himself with all local conditions, means of access to the work, nature of work and the matters pertaining thereto. The Employer's decision in such cases shall be final and shall not be open to arbitration.
5. The rates quoted in the tender shall be for the complete item including materials, labour, tool and equipment's required at site for all the locations, Buildings, floors, etc. The rate shall also include duties, levies on work's contract by Central Govt. or State Govt. or any other authorities. The rates shall be firm and shall not be subject to exchange variations, labour conditions, fluctuations in railway freights or any conditions whatsoever, except for changes if any in the statutory minimum wages announced by the Government of India under the Minimum Wages Act. The rates shall also include transportation, loading and unloading, freight charges, transit insurance, Workmen compensation policy, Contractors all risk policy, Bonus payment to vendors (if applicable) etc.
6. The payment shall be made on monthly basis (by credit to bank account through NEFT) after satisfactory completion of the work duly acknowledged by the concerned official and certified by the Caretaker/Bank's Officer.

7. **Part - II** of the tender will contain no conditions but only the Price Bid in the Schedule of Quantities titled “Annual Maintenance Contract for Housekeeping/ Cleaning & Sweeping at Main Office Building (MOB), Additional Office Building (AOB), Annex Buildings (MOB and AOB), Common & Peripheral Area and Sports Complex (AOB), Data Recovery Data Center (DRDC) and Residential Properties (BTOQ, TRSQ, ARSQ and ALSQ) of RBI Nagpur”.
8. The prices indicated in Part-II of the tender are in Indian Rupees only. The rates are to be quoted strictly as percentage of the Fixed amount indicated in the Price Bid. Quotations received in any other format will be summarily rejected.
9. **Information gathering & Site Inspection:** The tenderers may obtain at their own responsibility and expenses all the information which may be necessary and also inspect the site of work for the purpose of making tender and for entering into a contract.
10. **Rates:** The Employer reserves the right to adjust arithmetical or other errors in the tender in accordance with the following general rules. In the event of discrepancy between words and figures quoted, the description in words shall prevail. Similarly, in the event of an error in the amount column arising as a result of wrong product extension, the unit or item rates shall be regarded as firm and extension amended accordingly.
 - a) Rates shall be quoted both in figures and in words in columns specified. If rate for any item is not mentioned in the tender therein, the tender will be rejected. No advice whatsoever especially on any change in rate, specifications or conditions after opening of Part II of the tender will be entertained.
 - b) The rates shall also be firm and be valid for the entire duration of the contract and / or extension thereof and shall not be subject to exchange variations, labour conditions, fluctuations in freights charges or any conditions whatsoever.
 - c) The rates quoted in the tender shall include all charges. Tenderers must include in their rates Goods and Service Tax and any other prevailing taxes, royalties and duty levied by the Central Government or any State Government or local authority, if applicable. No separate claim in respect of Goods and Service Tax and any other tax, duty or levy whether existing or future shall be entertained by the Employer.
11. **Job Work on Lump sum Basis:** The Contractor shall note that unless otherwise stated, the tender is strictly on Job Work on Lump sum Basis and his attention is drawn to the fact that rates for each and every Job should be correct, workable and self-supporting. The quantities in the Part–II of tender approximately indicates the total extent of work but may vary to any extent and may even be omitted thus altering the aggregate value of the contract. Claim in such case shall be entertained on pro rata basis.
12. **Tender Format:** The tenderer shall use only the forms issued by the Bank to fill in the rates. Any addition/alteration in the text of the tender form made by the tenderer shall not be valid and shall be treated as null and void. Quotations (as percentage

of the fixed amount) are strictly to be submitted online in MSTC portal. Quotations received in any other format will be summarily rejected.

13. Opening of Tender:

- a) Part-I of the tenders will be opened at 1530 Hrs. on July 25, 2022. (If this day falls to be a holiday, tenders will be opened on the next working day of the Bank) in the presence of tenderers or their authorized representatives who choose to be present by the tenderers.
- b) It is not incumbent on the Bank to accept any additional condition given by the tenderer, the tenderers shall withdraw all his conditions which are not acceptable to the Bank.
- c) The Bank reserves the right to reject offer even after opening Part – I of the tender and submitted Part – II of the tender.
- d) Part-II of the tender will be opened on a subsequent date, which will be intimated to the eligible tenderers in advance.

14. Last Date: No tender will be accepted after 1400 Hrs. on July 25, 2022 under any circumstances whatsoever.

15. Disqualification - Missing & Unsigned documents: The tender form must be filled in English or in Hindi. If any of the documents is missing or unsigned, the tender may be considered invalid by the Bank at its discretion.

16. Right to Accept or Reject: The Reserve Bank of India does not bind itself to accept the lowest or any tender and reserves to itself the right to accept or reject any or all the tenders either in whole or in part without assigning any reasons for doing so. The tenderer whose tender is not accepted shall not be entitled to claim any costs, charges, damages and expenses of and incidental to or incurred by him through or in connection with his submission of tenders, even though the Bank may and has a right to modify/ withdraw the tender.

17. 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 period may be further extended by mutual agreement in writing by the Tenderer. The Tenderer shall not cancel or withdraw the tender during this period or change the quoted rates.

18. Broad Scope of Work

The scope of work shall be as detailed in Schedule of Quantities of the tender document.

19. Lowest Tender Not Necessarily to Be Accepted

The Bank is not bound to accept the lowest or any tender or to assign any reason for non-acceptance of any tender. The tenderer whose tender is not accepted shall not be entitled to claim any costs, charges, damages and expenses of and incidental to or incurred by him through or in connection with his submission of tenders, even though the Bank may elect to modify/withdraw the tender.

20. Earnest Money and Performance Guarantee during contract period.

- a) Tenderers shall pay as Earnest Money a sum of 3,50,800/- (Rupees Three Lakh Fifty Thousand Eight Hundred Only) by NEFT or Demand Draft in favor of the

Reserve Bank of India, Nagpur or an irrevocable Bank Guarantee issued by a scheduled bank in the Bank's standard proforma ([Annexure-II](#)). Under no circumstances EMD will be accepted in the form of fixed deposits of the bank or cheque. 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 (which will be submitted along with letter of acceptance) towards security deposit for the due fulfilment of the contract. The earnest money deposit submitted by successful tenderer shall be returned within one month of award of work post submission of the Performance Bank Guarantee. The Performance Guarantee towards security deposit shall be valid for the entire contract period with additional claim period of at least six months after the expiry of contract period.

- b) All compensation or other sums of money payable by the Contractor to the Employer under the terms of this Contract may be deducted from the security deposit if the amount so permits unless the contractor deposits such amounts in cash within ten days of issue of demand notice by the Bank.

21. Terms of Payment

The payment for the works to be executed under this contract shall be made on a monthly basis and no variation in the mode of payment will be acceptable to the Reserve Bank of India. The monthly invoice should be submitted along with all the supporting documents such as attendance sheets of housekeeping staff, salary slips of all the workers, proof of remittance of payment as per minimum wages, proof of payment of EPF and ESIC related dues, record of all the housekeeping activities performed during the month etc.

22. Taxes

The prices quoted shall be deemed to have included all taxes, GST, custom duty, excise duty, local levies, works contract tax, Value Added Tax (VAT), service tax etc. imposed by Central/State Government/ Local Bodies. If the Tenderer fails to include such taxes and duties in the tender, no claim thereof will be entertained by the Bank afterwards. As per Indian laws, income tax will be deducted at source and a certificate for the same will be issued to the contractor.

23. Insurance

- a) The successful tenderer shall take "all risk policy" 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.
- b) 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 arise 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 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 Government of India 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.

24. Signing of Contract Agreement

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.

25. 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.

26. 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.

27. 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 Reserve Bank of India of a tender in itself will constitute a binding agreement between the Reserve Bank of India and the person so tendering, whether such contract is or is not subsequently executed.

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

29. **Language:** The Tender including all documents etc. shall be in English.

30. **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.

31. **Other Issues:** 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 Employer, the Contractor shall carry out the same without any extra charge.

32. Settlement of Disputes by Arbitration:

- a) 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 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 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.
- b) The arbitrator or arbitrators, as the case may be, shall have power to open up, review and revise any certificate, opinion, decision, requisition or notice, save in regard to the excepted matters, referred to in the preceding clause, and to determine all matters to dispute which shall be submitted to arbitration and of which notice shall have been given as aforesaid.
- c) 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.
- d) 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
- e) This submission shall be deemed to be a submission to arbitration within the meaning of the Indian Arbitration and Conciliation Act, 1996 or any statutory modification thereof. The award of the arbitrator or arbitrators, as the case may be, shall be final and binding on the parties. It is agreed that the Contractor shall not delay the carrying out of the works by reason of any such matter, question or dispute being referred to arbitration, but shall proceed with the works with all due diligence and shall until the decision of the arbitrator or arbitrators is given, abide by the decision of the Bank. No award of the arbitrator or arbitrators, as the case may be, shall relieve the Contractor of his obligations to adhere strictly to the Bank's instructions with regard to the actual carrying out of the works. The Employer and the Contractor hereby also agree that arbitration under this clause shall be a condition precedent to any right of action under the contract.

33. Compliance of the requirements of the Minimum Wages Act / Rules and Contract Labour (R & A) Act / Rules and other Laws/Rules/Notification as applicable

- a) 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 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 and ensure to maintain all the records as prescribed there under and by the Office of the Labour Commissioner (Central).
- b) The Contractor shall be responsible to make payment to their workmen strictly in accordance with the provisions of the Minimum Wages Act, 1948 and Minimum Wages (Central) Rules 1950 and the Notifications issued there under 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 / Rules / Notifications issued by the Government of India from time to time.
- c) 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 and the relevant labour and general laws/Rules and Notifications and make the same available for inspection by the Employer or its officials and the Official of Labour Commissioner (Central) or any other statutory authority conferred with such powers under the respective Laws/Rules.
- d) The Contractor shall be responsible to ascertain any changes made applicable in the rates of minimum wages by the Government of India vide their Notification 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 Employer posted with the said development producing the necessary documentary proof without delay.
- e) 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 Industrial Disputes Act, Payment of P.F., ESI Act, Workmen's compensations Act, etc. and all Government Liabilities.
- f) 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 Employer 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 Employer or his representatives.
- g) 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.

34. Police Verification of all Workmen / Supervisors / Officials for entering into the Bank's Properties:

The successful tenderer shall submit the necessary Police Verification Certificate of each deployed workman / supervisors / 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 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

Address:

Date:

Bid evaluation Criteria

Clarification on Technical Bid Evaluation

1. The technical bids shall be evaluated based on the available documents submitted by the bidder on MSTC. To assist in the examination, evaluation, and comparison of the bids, and qualification of the bidders, the Client may, at its discretion, ask any bidder for a clarification of its bid. Any clarification submitted by a bidder that is not in response to a request by the Client shall not be considered. The Client's request for clarification and the response shall be in writing.

FINANCIAL BID

The evaluation of the price bid will be considered of only those bidders who meet the eligibility criteria as mentioned in "Eligibility Criteria for participating in the tender" of tender document and provide documentary proof on MSTC in respect of the same. Bank may seek such clarification/information/document as may be required for it to satisfy the eligibility of the bidders. Failure on the part of the bidder to upload such information within the stipulated time, may entail cancellation of the bid of such bidder. Price Bids shall be evaluated based on the rates quoted on the Fixed Rates (no deviation will be allowed on the fixed rates already mentioned by the Bank in the tender).

In case two or more tenderers become the lowest, an appropriate decision (such as splitting the quantity, obtaining discount on already quoted amount in the price bid from such tenderers etc.) shall be taken for selecting the successful bidder.

There are no criteria for minimum profit percentage to be quoted. However, if it is found that the rates quoted are abnormally low or abnormally high as compared to the Bank's estimate, the Bank reserves its right to seek justification from the tenderer regarding workability and feasibility of the quoted rates.

The justification so called, should be given with detailed price analysis containing the cost of all the cleaning materials (GreenPro certified only), 100% oxo biodegradable garbage bags and other consumables, equipment, machines, liveries, compliance of statutory requirements (Contractor All Risk Insurance, workmen compensation Act, Bonus Act (if applicable) etc.) and other administrative charges etc. required to complete the work) and should be supported with quotations received from the suppliers/ providers of the above mentioned goods and services.

On scrutiny of the justification so submitted, if the rates quoted by the tenderer are found not workable/ feasible, the Bank reserves its right to summarily reject such tender.

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”	Shall mean The Reserve Bank of India and shall include its assigns and successors.
(b)	“Contractor” (in the case of a partnership)	“Contractor” shall mean Partnership Firm trading in the name and style of cleaning, housekeeping and sweeping and having a place of business at Nagpur, Maharashtra and shall include the partners for the time being of the said firm and the legal representatives of a deceased partner.
	(in the case of individual)	“Contractor” shall mean Shri _____ trading in the name and style of cleaning, housekeeping and sweeping and shall include his heirs, successors and legal representatives.
	(in the case of Company)	“Contractor” shall mean Company, a company incorporated under company act, 1956 and having its registered office at Nagpur, Maharashtra and shall include its successors and assigns.
(c)	“Site”	Shall mean the site of the Contract Works including RBI Main Office Building (MOB), Additional Office Building (AOB), including Annex Building at both office premises and Common peripheral area thereon, Data Recovery Data Center (DRDC) and Residential Properties (BTOQ, TRSQ, ARSQ and ALSQ) 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 Appendix, the Schedule of Quantities and Specifications, etc. attached hereto and duly signed.
(e)	“Tender”	E-tender being followed by https://www.mstcecommerce.com
(f)	“Bank’s Officer/Caretaker”	The term “Bank’s Officer/Caretaker” shall mean the person appointed and paid by the Employer to inspect the works. The Contractor shall afford the Bank’s Officer/Caretaker every facility and assistance for inspecting the works and materials, and for checking and measuring time and materials. Neither the Bank’s Officer/Caretaker 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’s Officer with the prior concurrence in writing of the Employer.

		The Bank's Officer/Caretaker 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 Officer/Caretaker 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 take instructions only from the Bank's Officer/Caretaker.
(g)	"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 delivered or by E-mail to the last known private or business address to have been received when in the ordinary course of post, it would have been.
(h)	"Act of Insolvency"	Shall mean any Act of Insolvency as defined by the Presidency Towns Insolvency Act or the Provincial Insolvency Act or any Act amending such original.
(i)	"The works"	Shall mean the Annual Maintenance Contract for Housekeeping/ Cleaning & Sweeping at Main Office Building (MOB), Additional Office Building (AOB), Annex Buildings (MOB and AOB), Common & Peripheral Area and Sports Complex (AOB), Data Recovery Data Center (DRDC) and Residential Properties (BTOQ, TRSQ, ARSQ and ALSQ) of RBI Nagpur and any other work specified for the Employer at Nagpur as provided herein.

Scope of Work and Schedule of Quantities

1. Scope of Work will include following Areas and Manpower requirement:

[A] Detailed Scope of Works

Area of work: Main Office Building (MOB), Additional Office Building (AOB), Annex Building (MOB and AOB), Sports Complex (AOB), Common/ Peripheral Area, Data Recovery Data Center (DRDC) and Residential Properties (BTOQ, TRSQ, ARSQ and ALSQ). This work also includes cleaning, housekeeping activity and operation of Organic Waste Converter in the area of work.

Cleaning and Housing keeping includes: Cleaning and Mopping of floor with branded good quality cleaning products necessarily certified with GreenPro or any other equivalent certification as approved by the bank.

Dusting includes: Dusting with wet and dry cloth of all fixtures like doors of wood/glass/glass windowpanes, ply woods, staircase, hand rest, dustbins, water dispensers, nets on walls, ventilation blades, computers, printers, phones etc. all type of fixtures of woods, glass, stones, tables/ workstations, chairs.

Operation of Organic Waste Converter (OWC) includes: Careful segregation of waste collected from the colony, feeding the organic waste into the OWC, operation of OWC and collection of manure generated from OWC in the manure collection trays. One housekeeping staff has to be earmarked to operate the OWCs at various locations mentioned under Area of work above whereas at least one housekeeping staff deployed at each of the premises above has to be earmarked to operate OWC in case of absence/ unavailability of the staff actually earmarked to operate OWC. In no case, should the operations of OWC get interrupted due to unavailability of the housekeeping staff.

(i) Main Office Building (G+1 Structure, plus Mezzanine Floor) plot area of 1,57,720 Sq. ft. (approximately). Cleaning, dusting and mopping in entire bank building, Departments, conference rooms, training room, common lobby, Part of Banking Hall, ISS/ Reception, turnstile, locker rooms, vaults, CCTV console room, dispensary, server rooms, guard room, terrace, staircase, lifts, lift lobby, railing, glasses, windows, doors, other fixture & furniture, table/ workstations in all departments, section and cabins. Cleaning, dusting and mopping also includes Banking Hall Staircase, Staff Entrance Staircase, Staircase from Issue Department to Banking Hall. Cleaning, dusting and mopping includes cleaning of fixtures, glasses, curtains, dustbin cleaning at all work stations, cabins and Coffee Rooms, replacing dustbin bags on daily basis, disposal of garbage/wastage etc. from office floors/departments, ISS/ Reception, Executive Lounge, Officers Lounge, washrooms and at designated place within Bank's premises & further removal of garbage/ waste out of Bank's premises on day to day basis to nearest approved garbage collection dump/ point of Municipal Corporation. Cleaning of Washrooms/ toilets inside & outside the building premises (common area). Cleaning of XBS and other security related machines and equipment wherever placed. Removal of Cobwebs as and when required and also as per the schedule. Specified area as decided by the Bank will be extensively cleaned on weekly basis i.e., every Saturday. Periodic scrubbing of office floor using proper equipment.

(ii) Annex Building – MOB (G+3 Structure)

Cleaning area comprises entire building including washroom, toilets, terrace and RSO Flat except canteen on 2nd Floor & consumer store on ground floor. Complete cleaning of Dispensary including toilet and wash basins. Dusting of all the fixtures in Annex Building, disposal of garbage/wastage on daily basis.

(iii) Additional Office Building (G+2 Structure) plot area of 1,77,601sq ft.

Cleaning, dusting and mopping of entire bank building, common lobby, turnstile, locker room, vaults, CCTV console room, dispensary, guard room, server rooms, terrace, ISS/ Reception, staircase, lifts, lift lobby, railing, glasses, windows, doors, washroom/toilets in building and in common area, other fixture & furniture, table/ workstations in all departments, section and cabins. Cleaning, dusting and mopping also includes Staff Entrance Staircase, Main Gate/Public entrance area, Staircase on the back side from second floor to ground floor. Cleaning, dusting and mopping includes cleaning of fixtures, glasses, curtains, dustbin cleaning at all workstations and cabins, replacing dustbin bags as and when required or on daily basis if need be, disposal of garbage/wastage etc. from office floors/departments, ISS/Reception, Officers Lounge and at designated place within Bank's premises & further removal of garbage/ waste out of Bank's premises on day-to-day basis to nearest approved garbage collection dump/ point of Municipal Corporation. Cleaning of XBS and other security related machines and equipment wherever placed. Removal of Cobwebs as and when required and also as per the schedule. Sensitive and other specified area as decided by the Bank will be extensively cleaned on weekly basis i.e., every Saturday.

(iv) Sports Complex & Annex Building – AOB

This will include complete sports complex, parking below sports complex, Co-operative Society, recreation room, RSO flat, Dispensary (including washroom/ toilet & basin) & Dog Handlers Room.

Work involved will be of nature

- a. Dusting, Sweeping & Mopping
- b. Washroom Cleaning (Ladies Washrooms/ toilets will be cleaned only by lady staff)
- c. Removal & Cleaning of Cobwebs
- d. Garbage Removal & Disposal
- e. Special Cleaning
- f. Ground Maintenance – The sports complex attendants will be responsible for ground preparation and maintenance which will involve: Watering, Rolling, Grass cutting and removal of weeds
- g. Arranging for ground surface maintenance involving 'murrum' layout and filling.
- h. Sports Complex attendant – Two gents will be provided from 6 to 9 am and 5 to 9 pm as attendants for various duties related to the sports complex such as:-
 - i. Opening & Closing of Sports Complex
 - ii. Handing Taking over of sports equipment
 - iii. Ball Boy duties

(v) Common & Peripheral Area (for MOB & AOB)-Common Area includes bank outer peripheral, staircases, car park, Dog Kennel in car parking, substation, Guard Room, Guard changing Room, Fire Console Room, Union & Association Offices, security booth, lift machine rooms, pump house, AC Plants, Bank's vehicles drainage,

sewerage, manhole chambers, ISS, Watch Towers, generator area and all other areas (open/covered) which are inside the bank premises.

(vi) Data Recovery Data Center (DRDC)- The contractor will provide the necessary manpower, i.e., four persons with the necessary equipment to discharge their duties. Extra manpower depending upon the requirement for any contingency will have to be provided as and when required by the Bank. The extra manpower whenever provided will be billed extra as per the original terms and conditions. They have to serve at least eight hours per day in a week. The shift time of resources will be decided by the in charge of the first floor of the Additional Office Building of the Reserve Bank of India. Broad scope of work will include daily cleaning and wet mopping (without affecting the bottom / upper strings of the floor and IT system), all common rooms, rest rooms, dining area, cabin of officers, tables, chairs and important equipment at least three times a day. Cleaning of toilets, granite tops and floats, dining halls, mirrors, doors and windows glass, loungers etc. on the first floor of the Additional Office Building of the Reserve Bank of India, will be done with housekeeping chemicals necessarily certified with GreenPro or any other equivalent certification as approved by the bank, fennel, water etc. Providing mops, vacuum cleaners, fluids and any other material necessary for cleaning of complete first floor. Cleaning work must be done by the housekeeping staff manually or mechanically using modern equipment like vacuum cleaner etc., as directed by the Bank.

(vii) Residential Properties/ Colonies-

1	<p>Residential Property/ Colony at Telankhedi Road (TRSQ)</p> <p>A Type Flat – Carpet Area - 663 sq. ft. – No. of Flats: 24 B Type Flat – Carpet Area – 490 sq. ft. – No. of Flats: 96</p> <p>The common areas include staircases / lobbies / passages / corridors / caretaker’s office, Guard Room, Pump House and Community Hall (area 900 sq. ft.), Dispensary including washroom, Gym & parking sheds etc.</p>	<p>Area: 1, 56, 662 sq.ft.</p> <p>Total Flats:120</p> <p>Staff Required Total 4 Min Ladies 1</p>
2	<p>Residential Property/ Colony at Amravati Road (ARSQ)</p> <p>A Type Flat – Carpet Area – 602 sq. ft. – No. of flats: 40 B Type Flat – Carpet Area – 388 sq. ft. – No. of flats: 64</p> <p>The common areas include staircases / lobbies / passages /corridors / caretaker’s office, Guard Room, Pump House, Gym, Community Hall (area 3118 sq. ft.), Dispensary including washroom & parking sheds etc.</p>	<p>Area: 94, 044 sq.ft.</p> <p>Total:104</p> <p>Staff Required Total 4 Min Ladies 1</p>

3	Residential Property/ Colony at Atrey Layout (ALSQ) A type flat – carpet area – 560 sq. ft. –No. of flats: 96 B type flat – carpet area – 396 sq. ft. –No. of flats: 64 The common areas include staircases / lobbies / passages / corridors / caretaker's office, Guard Room, Pump House, parking sheds Dispensary including washroom & Gym etc.	Area: 69, 966 sq.ft. Total:160 Staff Required Total 3 Min Ladies 1
4	Byramji Town Officers' Quarters (BTOQ) A type flat – carpet area – 906 sq. ft. –No. of flats: 24 B type flat – carpet area – 744 sq. ft. –No of flats: 24 The common areas include staircases / lobbies / passages / corridors / caretaker's office, Guard Room, Pump House, parking sheds Dispensary including washroom & Gym etc.	Area: 47, 032 sq.ft. Total: 48 Staff Required Total 2

[B] Details of Manpower: Out of the total number of Housekeeping Staff deployed at both office premises, DRDC and residential properties, contractor shall deploy two Supervisors, one at each the office buildings. The Supervisors should be experienced (min. 5 years) and will be responsible for supervising housekeeping activities in the respective office premises as well as in DRDC and all the residential properties. They should be provided with active mobile phone available at site for taking instruction from Bank's officials/caretaker and supervise the work at all the sites under area of work. For AOB out of the total staff deployed, contractor shall nominate one housekeeper as complaint receiver. Contractor shall **deploy minimum 57 Housekeepers as mentioned in the following table-**

Sl. No	Location	Category of Staff	Required Numbers
1	MOB	Supervisor	01
		Housekeeping Staff	21 (Min 2 Females)
2	AOB	Supervisor	01
		Housekeeping Staff	13 (Min 2 Females)
		Sports Complex	02
3	DRDC	Housekeeping Staff	05 (Min 1 Female)
4	TRSQ	Housekeeping Staff	04 (Min 1 Female)
5	ARSQ	Housekeeping Staff	04 (Min 1 Female)
6	ALSQ	Housekeeping Staff	03 (Min 1 Female)
7	BTOQ	Housekeeping Staff	02
8	OWC*	OWC Operator Staff	01
		Total	57

*- to be available to operate all the OWCs installed at all the locations under area of work which involves the movement from one location to another without any extra payment

The number of housekeepers may be increased or decreased as per the requirements of the Bank on same terms and conditions on rates as agreed to in the price bid. The following has to be ensured:

1. All Housekeeping staff deputed to DRDC shall report to the in-charge of first floor of Additional Office Building of Reserve Bank of India while all other housekeepers will report to the Bank's Caretaker at respective office/ residential premises. The working hours for two housekeepers deputed at MOB shall be from 0945 am to 0545 pm and for all other housekeepers shall be from 0700 am to 0300 pm. However, the working hours for housekeepers deputed to DRDC shall be decided by in-charge of first floor of Additional Office Building of Reserve Bank of India. They have to serve at least 8 hours (including 30 minutes lunch break) in a day, 6 working days in a week, 26 days in a month. In/out attendance will be marked for the contract workers in the attendance register at the time of entry/exit and to be ensured by the vendor. The register will be put up to Bank's caretakers on a daily basis. However, Bank reserves the right to bring some variation in working hours for some or all the workers if required. Also, in case of an emergency the workers will have to continue to work till such time the emergency is over as per the directions issued by authorized person of the Bank. Proper signage/caution board (wet floor/ cleaning in progress etc.), Caddy basket and Caddy trollies will be used while work is in progress. Vendor will have to provide proper uniform with headgear to all housekeeping staff with company name written/embossed on it. Basic safety equipment like rubber hand gloves, face mask, different dusters for washrooms & departments will also be provided. In department different dusters will be used for cleaning tables/ workstations and general dusting/ cleaning purpose. Proper hygiene should be maintained while cleaning kitchen, dining room and executive lounge. **Weekly holiday must be given to all housekeeping staff (which should be strictly adhered to) as per Statutory Requirement without affecting services. No extra payment will be considered other than rates quoted by the firm. Similarly leave must be given to the workers as per labour laws with an alternative arrangement. Contractor shall maintain a record of payment to the workers in accordance with the labour laws in the form of wage slip & will submit the same on monthly basis, the contractor shall also submit the copy of bank a/c statement of his staff reflecting credit of monthly salary, proof of ESIC payment for each housekeeping staff & Supervisor which shall be submitted along with the bill. Bank reserves the right to depute officer/ staff to verify minimum wages.** Electricity and water shall be given to agency at nearest available point free of cost by the Bank, but all the other arrangements have to be made by the contractor on their own.
2. Any indecent behavior or suspicious activities of the Staff employed by vendor shall be viewed seriously and a suitable penalty shall be levied on the contractor subject to a maximum limit of 10% of the contract cost. The contractor will be required to maintain daily work report with details like Date, name of Housekeeper and area of responsibility, work carried out with time etc. in form of a work sheet & shall be duly signed by authorized /designated staff by vendor and will have to produce the same as and when required by the Bank. The contractor must employ adult housekeeping staff only. **Employment of child labour is strictly prohibited and will lead to immediate termination of the contract.**
3. In case any of vendor's personnel(s) deployed under the contract is (are) absent, a substitute shall be provided by the agency immediately. In case of absence without providing a substitute, Bank reserves the right to impose a penalty equal **at double the rate of daily wages of total absentees.**
4. In case it is observed that the agency's personnel is/ are repeatedly late in reporting for work or leave the premises without completing their work and before scheduled

timings, Bank reserves the right to impose a monetary penalty as deemed fit subject to a maximum limit of 10% of the contract cost.

5. In case any deficiency in services such as non-cleaning of specified area, non-wearing of prescribed uniform, a smaller number of cleaning rounds, less manpower, non-using of machines or approved cleaning material etc., is observed or brought to notice of the office, a proportionate amount from the monthly bill will be deducted as penalty for deficiency in services as deemed fit subject to a maximum limit of 10% of the contract cost and in any case, it will not be refunded to the contractor, in future.
6. In case any person is found giving poor workmanship, misbehavior, disobeying instruction of the Bank etc., the agency will replace such person(s) from the work as directed by the Bank.
7. (a) All the consumables and disposables required for cleaning and housekeeping shall be procured by the agency at its own cost. (Shall be included in the Price Bid).
(b) The indicative list of materials required to be provided (Kindly note that the above list is for reference only and is not intended to be exhaustive) by the agency without any extra cost are as follows: -
 - **Cleaning materials-** Floor Cleaner, Toilet cleaner, Bathroom Cleaner, Surface Cleaner, Glass Cleaner and Car wash shampoo and any other material required for housekeeping purpose.
 - **Consumables-** Urinal Screens, Naphthalene Balls, Urinal cubes, Air fresheners, Hand wash, Garbage bags and any other consumables required for housekeeping purpose.
 - **Equipment and Machines-** Brooms, mops, brushes, antimicrobial microfiber dusters, scrubbers, industrial vacuum cleaners, car vacuum cleaners, pressurized water jets and any other equipment/ machines required for housekeeping purpose.
 - **Liveries-** Contractor will provide a photo identity card to each housekeeping staff employed. A uniform must be provided to each housekeeping staff. The uniform for male staff will be full pants and full/ half shirt with a logo of the firm (contractor) and a badge mentioning "Housekeeping Staff", Jacket/ pullover / sweater during winters and a raincoat for rainy season. The uniform for the female staff will be an overcoat/ apron (to be worn over their dress) with a logo of the firm (contractor) and a badge mentioning "Housekeeping Staff", Jacket/ pullover / sweater during winters and a raincoat for rainy season. Further, Rubber hand gloves, face mask, boots and PPE Kit for housekeeping staff must be provided by the contractor.
- (c) The agency shall strictly use eco-friendly products like 100% oxo-biodegradable garbage bags, housekeeping chemicals necessarily certified with GreenPro or any other equivalent certification as approved by the bank, good quality and branded handwash etc. The list of brands of cleaning materials covered having GreenPro® certification may be found at <https://www.ciigreenpro.com/ecolabelled-products/categories>.
- (e) The use of acid or any other such material and any substandard material is prohibited. If any unauthorized substandard material / consumable is used, Bank reserves the right to impose a penalty as deemed fit subject to a maximum limit of 10% of the contract cost.

(f) The premises wise list of washrooms along with the number of toilet seats, urinals and soap dispensers (1 Ltr capacity each) is as shown below:

Premises	No. of Washrooms	No. of Toilet Seats	No. of Urinals	No. of soap dispensers
MOB	27	40	27	25
AOB	22	28	14	18
TRSQ	2	2	-	2
ARSQ	3	3	2	3
ALSQ	3	3	-	3
BTOQ	2	2	1	2

Kindly refer the Scope of Work and Schedule of Quantities (page no. 37-51) of the tender document for frequency of cleaning of washrooms/ toilets.

Please note that the above number is as per the number of washrooms/ toilets as on date. This number may slightly vary in the future based on the requirements of the Bank.

(g) The required number of garbage bags along with the size is as follows:

Type of garbage bag	Size	Quantity (daily)
Blue (Dry waste)	48 cm x 56 cm	890-920
Green (Wet waste)	48 cm x 56 cm	430-450
	76 cm x 98 cm	20-25
Yellow with biohazard symbol (medical waste)	48 cm x 56 cm	6-8

Please note that the above number is as per the number of dustbins that are being used as on date. This number may slightly vary in the future based on actual requirement of the dustbins by the Bank.

(h) The contractor must bear the cost of the liveries. The same will not be reimbursed by the Bank. Also, it should not be charged to the staff employed.

(i) The firm shall assess the quantity of consumables to be used and supply them in advance to its staff. The agency must ensure that at no point of time there should be any shortage for which the upkeep and cleanliness should suffer.

(j) To properly assess the Bank's requirements, intending tenderers are advised to perform a site visit at their own cost on or before the last date of submission of tender during office hours (preferably from 10:00 Hrs to 17:00 Hrs) on the Bank's working day (Monday- Friday). However, you are advised to kindly seek an appointment from the Bank for the same at least one day in advance through email to the RBI contact person as mentioned in the tender document (page no. 9) along with the details of the visitors and their identity proofs.

8. The agency will arrange for segregation and disposal of garbage at such a place as may be permissible by the Bank. The manpower engaged should be trained in management of garbage (bio-degradable, non- degradable and recyclable waste) also so that waste disposal is carried out properly without affecting the environment as per Govt. pollution control norms and NMC guidelines in this regard. In addition, the agency will,

- a) Arrange for equipment required for segregation and disposal of waste in a professional manner,
- b) Plan, manage, collect, mechanically screen and segregate dry and wet garbage in the earmarked area, load the wet waste to the organic waste converter installed at the Bank’s office/ residential premises and dispose-off the remaining garbage (non-recyclable/ dry waste) as per the norms laid down by NMC. The work should be carried out in an eco-friendly manner.
- c) It will be the responsibility of the contractor to dispose-off the bio-hazardous waste as per the extant NMC guidelines.
- d) Arrange for required resources, including manpower, disposables etc. which is used by the house keeping staff.
- e) Ensure that the garbage collection / disposal work does not adversely affect the surroundings or personnel deputed for the work. Protective gear including boots, gloves, facemasks, PPE Kits etc. shall be provided by the Contractor to the housekeeping staff.
- f) Ensure that all the dustbins washed and lined with colour-coded bags in the morning.

9. The interested 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.

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

I. Main Office Building and Annex Building (MOB)

1	Cleaning on a daily basis	<p>Cleaning outside the building premises, outer and inner peripheral including watch towers.</p> <p>Sweeping, Cleaning, Mopping & Dusting of entire flooring which includes ground floor, mezzanine floor & first floor, outside the department along with walls, passages, including all terraces. Cleaning/ sanitization of staircase, railings, grills, window planes and doors and common touchpoints.</p> <p>Cleaning of entire parking area and AC plant & sub-station. Dog Handlers room in car park area.</p> <p>Cleaning (sweeping, moping, dusting) of all cabins including of security guards, police guard room, watch towers, fire console room, union and association offices, conference room, pantries,</p>
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kitchen, dining area, all wooden/glass doors, furniture, security check area, X-Ray baggage scanning unit and other security gadgets and machines, Executive/Officer's lounge, wooden/glass doors, glass windows, water drinking area, cubicles, wooden panels/work stations along with electrical fittings, Computer, printer/scanner, fax, telephone, server rooms, pantries etc. wherever installed in all departments of MOB and reception counter, RBI sports club, Ambedkar Library, ISS area, common areas etc. Cleaning of all workstations. Clearing of dustbins & clearing garbage from all dustbins provided at all workstations, Lounge and other common areas.

Dusting of Computer (Monitor, CPU, Keyboard & Mouse), Printers/ Scanner, telephones, Fax Machines, Photocopier
 Cleaning & mopping of reception ISS and dusting of all fixtures therein.

Washroom cleaning in office & common area. All washrooms will be cleaned at least 03 times a day. Gents' toilet in common area will be cleaned at least 04 times in a day. Urinal screens are to be changed in every 30 days. Toilet in Dog Handlers Room will be cleaned twice a week. This frequency may vary as per the requirement of the Bank. Washroom details are mentioned in table below

Use of sanitization machine at a frequency and at locations as required by the Bank.

Annex Building

Sweeping, Mopping, Cleaning, & Dusting including computers, printers & telephones in Dispensary, Credit Society, Association & Federation office, recreation Room, Complete RSO Flat, Old NCC. Washroom & wash basin in Dispensary. Cleaning of Dustbins and clearing garbage from dustbins wherever provided.

RSO Flat –

Sweeping & cleaning of complete flat. Staircase from terrace landings to the end last steps of all blocks including hand railings on **Daily basis**

Collecting of indoor garbage on **Daily basis**

Kitchen Mori and sink on **Weekly basis**.

Cleaning of doors, windows, fans, AC duct, on monthly basis.

Washroom Details

a)	Public Area	Gents 1
b)	Public Area	Ladies 1

		<table border="1"> <tbody> <tr> <td>c)</td> <td>Ground Floor</td> <td>Gents 3</td> </tr> <tr> <td>d)</td> <td>Ground Floor</td> <td>Ladies 2</td> </tr> <tr> <td>e)</td> <td>Mezzanine</td> <td>Gents 3</td> </tr> <tr> <td>f)</td> <td>Mezzanine</td> <td>Ladies 2</td> </tr> <tr> <td>g)</td> <td>First Floor</td> <td>Gents 4</td> </tr> <tr> <td>h)</td> <td>First Floor</td> <td>Ladies 1</td> </tr> <tr> <td>i)</td> <td>Annexe Building</td> <td>Gents 6</td> </tr> <tr> <td>j)</td> <td>Annexe Building</td> <td>Ladies 2</td> </tr> <tr> <td>k)</td> <td>Sniffer Dog Handler Room</td> <td>Gents 1</td> </tr> <tr> <td>l)</td> <td>Dispensary</td> <td>Gents 1</td> </tr> <tr> <td colspan="2"></td> <td></td> </tr> <tr> <td colspan="2">Gents Washroom Areas</td> <td>19</td> </tr> <tr> <td colspan="2">Ladies Washroom Areas</td> <td>8</td> </tr> <tr> <td colspan="2">Total</td> <td>27</td> </tr> </tbody> </table>	c)	Ground Floor	Gents 3	d)	Ground Floor	Ladies 2	e)	Mezzanine	Gents 3	f)	Mezzanine	Ladies 2	g)	First Floor	Gents 4	h)	First Floor	Ladies 1	i)	Annexe Building	Gents 6	j)	Annexe Building	Ladies 2	k)	Sniffer Dog Handler Room	Gents 1	l)	Dispensary	Gents 1				Gents Washroom Areas		19	Ladies Washroom Areas		8	Total		27
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2	Weekly Cleaning	<p>All grill gates including grills on walls surroundings the Main Office Building.</p> <p>Extensive cleaning of entire reception areas.</p> <p>Extensive cleaning of lobbies' area of ground floor, mezzanine floor, first floor, outside area of bank premises.</p> <p>Extensive cleaning of back side area of Office & Annex Building.</p> <p>Extensive cleaning of Vidhan Bhavan side Main Gate, NMC side Gate, staff gate and Banking Hall gate.</p> <p>Extensive cleaning of all fixtures.</p> <p>Extensive cleaning of all building terraces.</p> <p>Extensive cleaning, mopping, scrubbing of other sensitive area including walls and all furniture, fixtures under the supervision of caretaker.</p> <p>Vacuum cleaning of furniture in all departments</p> <p>Cleaning of RD residence on second floor (Terrace).</p> <p>Extensive cleaning of all toilets.</p>																																										
3	Monthly cleaning	<p>Thorough dusting/ cleaning/ vacuuming of all furniture, walls, ceiling, electrical fittings and fixtures, glass windows with balcony, workstation, wood paneling, ventilation windows, both lift areas of all floors of MOB outside the department and annex building including toilet walls in Dispensary, ceiling, security check cabins, etc.</p> <p>External roofs of watch towers</p> <p>Deep cleaning of all pantries & kitchen</p> <p>Cleaning of entire area of all roof tops.</p> <p>Cobweb removal. Deep cleaning using vacuum cleaner</p> <p>Scrubbing & Polishing of tiles.</p>																																										
4	Quarterly cleaning	<p>AC duct with vacuum cleaner (suction)</p> <p>Pump room with pump, record vaults</p> <p>Cleaning of vanishing blinds/ vertical blends</p> <p>Cleaning of external facade of both Office Building from outside entirely</p>																																										

Cleaning of Common/ Peripheral Area

1	Cleaning on a daily basis	<p>Cleaning outside the building premises, outer and inner peripheral including watch towers, dog handlers' room</p> <p>Cleaning, sweeping of entire parking area, mopping in two-wheeler parking and AC plant, back side of Annex Building, Substation, all sentry posts, generator area etc.</p> <p>General Cleaning of Bank's vehicles (two cars and one bullion van).</p> <p>Cleaning & mopping of reception ISS and dusting of all fixtures therein.</p> <p>Use of sanitization machine at a frequency and at locations as required by the Bank.</p>
2	Weekly Cleaning	<p>Bank's vehicles wash (two cars and one bullion van) using standard quality of car wash shampoo certified with GreenPro or equivalent certification as approved by the Bank.</p> <p>Equipment such as pressurized water jet and vacuum cleaner shall be used for external and interior cleaning respectively.</p>

II. Additional Office Building including Annex Building (AOB)

1	<p>Cleaning on a daily basis</p>	<p>Cleaning outside the bank premises, outer and inner peripheral including watch towers. Sweeping, Mopping & dusting of entire Flooring which includes ground floor, only first floor lobby & complete second floor, outside the department along with walls, passages. Cleaning of entire parking area, AC plant & substation. Cleaning of entire flooring of ground floor, only lobby of first floor, complete second floor including all terraces. Cleaning of staircase, railings, grills, window planes and doors. Cleaning (sweeping, moping, dusting) of all cabins including of security guards, police guard room, watch towers, all wooden/glass doors, furniture, security check area, X-Ray baggage scanning unit and other security gadgets and machines, Executive/Officer's lounge, wooden/ glass doors, glass windows, water drinking area, cubicles, wooden panels/work stations along with electrical fittings, Computer, printer/scanner, fax, telephone, server rooms, pantries etc. wherever installed in all departments of AOB and reception counter, common areas etc. Cleaning of all workstations. Clearing of dustbins & clearing garbage from all dustbins provided at all workstations, Lounge, Police Guard Room and other common areas.</p> <p>Dusting of Computer (Monitor, CPU, Keyboard & Mouse), Printers/ Scanner, telephones, Fax Machines, Photocopier</p> <p>Cleaning & mopping of reception ISS and dusting of all fixtures therein.</p> <p>Washroom cleaning in office & common area. All washrooms including Sports Complex will be cleaned at least 03 times a day. Gents' toilet in common area will be cleaned at least 04 times in a day. Urinal screens are to be changed in every 30 days. Toilet in Dog Handlers Room will be cleaned twice a week. This frequency may vary as per the requirement of the Bank. Washroom details are mentioned in table below.</p> <p>Use of sanitization machine at a frequency and at locations as required by the Bank.</p> <p>Sports Complex & Annex Building Sweeping, Cleaning & Dusting in Dispensary, Credit Society, Recreation Room, Sports Complex, grounds, Complete RSO Flat, Dog Handler's Room. Washroom & wash basin in Dispensary. Cleaning of Dustbins and clearing garbage from dustbins wherever provided</p>
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		<p>RSO Flat – Staircase from terrace landings to the end last steps of all blocks including hand railings on Daily basis Collecting of indoor garbage on Daily basis Kitchen Mori and sink on Weekly basis. Cleaning of doors, windows, fans, AC duct, on monthly basis.</p> <p>Washroom Details</p> <table border="1"> <tr><td>a) Public Area</td><td>Gents 1</td></tr> <tr><td>b) Public Area</td><td>Ladies 1</td></tr> <tr><td>c) Ground Floor</td><td>Gents 3</td></tr> <tr><td>d) Ground Floor</td><td>Ladies 2</td></tr> <tr><td>e) Second Floor</td><td>Gents 4</td></tr> <tr><td>f) Second Floor</td><td>Ladies 1</td></tr> <tr><td>g) Annexe Building</td><td>Gents 4</td></tr> <tr><td>h) Annexe Building</td><td>Ladies 1</td></tr> <tr><td>i) Sniffer Dog Handler Room</td><td>Gents 1</td></tr> <tr><td>j) Canteen</td><td>Gents 1</td></tr> <tr><td>k) Dispensary</td><td>Gents 1</td></tr> <tr><td>l) Basement</td><td>Gents 1</td></tr> <tr><td>m) Basement</td><td>Ladies 1</td></tr> <tr><td>Gents Washroom Areas</td><td>16</td></tr> <tr><td>Ladies Washroom Areas</td><td>6</td></tr> <tr><td>Total</td><td>22</td></tr> </table>	a) Public Area	Gents 1	b) Public Area	Ladies 1	c) Ground Floor	Gents 3	d) Ground Floor	Ladies 2	e) Second Floor	Gents 4	f) Second Floor	Ladies 1	g) Annexe Building	Gents 4	h) Annexe Building	Ladies 1	i) Sniffer Dog Handler Room	Gents 1	j) Canteen	Gents 1	k) Dispensary	Gents 1	l) Basement	Gents 1	m) Basement	Ladies 1	Gents Washroom Areas	16	Ladies Washroom Areas	6	Total	22
a) Public Area	Gents 1																																	
b) Public Area	Ladies 1																																	
c) Ground Floor	Gents 3																																	
d) Ground Floor	Ladies 2																																	
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m) Basement	Ladies 1																																	
Gents Washroom Areas	16																																	
Ladies Washroom Areas	6																																	
Total	22																																	
2	Weekly Cleaning	<p>All grill gates including grills on walls surroundings the Additional Office Building. Extensive cleaning of entire reception areas. Extensive cleaning of lobby area of ground floor, first floor lobby and complete second floor, outside area of bank premises. Extensive cleaning of back side area of Office & Annex Building including Sports Complex. Extensive cleaning of Main Gate, Staff Gate and all other entrances. Extensive cleaning of all fixtures. Extensive cleaning of all building terraces. Vacuum cleaning of furniture in all departments Extensive cleaning, mopping, scrubbing of other sensitive area including walls, washrooms and all furniture, fixtures under the supervision of caretaker. Extensive cleaning of all toilets.</p>																																
3	Monthly cleaning	<p>Thorough dusting/cleaning/ vacuuming of all furniture, walls, ceiling, electrical fittings and fixtures, glass windows with balcony, workstation, wood paneling, ventilation windows, both lift areas of all floors of AOB outside the department and annex building including toilet walls at Dispensary, ceiling, security check cabins, etc. External roofs of watch towers Deep cleaning of all pantries & kitchen</p>																																

		Cleaning of entire area of all roof tops. Cobweb removal.
4	Quarterly cleaning	AC duct with vacuum cleaner (suction) Pump room with pump, record vaults Cleaning of vanishing blinds/ vertical blends Cleaning of external facade of both Office Building from outside entirely

Cleaning of Common/ Peripheral Area

1	Cleaning on a daily basis	Cleaning outside the bank premises, outer and inner peripheral including watch towers, dog kennel Cleaning and mopping of entire parking area and AC plant, Back side of Annex Building, Substation, all sentry posts, generator area etc. Cleaning & mopping of reception ISS and dusting of all fixtures therein.
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III. Data Recovery Data Center (DRDC)

1	Cleaning on a daily basis	Daily cleaning and wet mopping (without affecting the bottom / upper strings of the floor and IT system), all common rooms, rest rooms, dining area, cabin of officers, tables, chairs and important equipment at least three times a day. Cleaning of toilets, granite tops and floats, dining halls, mirrors, doors and windows glass, loungers etc.
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IV. Staff Colonies- Residential Properties of Reserve Bank of India at Amaravati Road (ARSQ), Telankhedi Road (TRSQ), Byramji Town (BTOQ) and Atrey Layout (ALSQ)

1. The work involved will be of the following nature:

- a. Dusting, Sweeping & Mopping
- b. Washroom Cleaning (Ladies Washrooms/ toilets will be cleaned only by lady staff)
- c. Removal & Cleaning of Cobwebs
- d. Garbage Removal & Disposal
- e. Operation of Organic Waste Converter (OWC)
- f. Special Cleaning

2. The Frequency of work will be as per the table given below:

Sr. No	Areas	Dusting				Sweeping				Mopping				Wash Room Cleaning				Cob Web Cleaning				Special Cleaning When Required	Garbage Collection (Daily)	Ground Maintenance	Operating OWC		
		D	W	F	M	D	W	F	M	D	W	F	M	4/D	3/D	2/D	D	W	F	M	D					W	F
Residential Colonies																											
1	Common Areas																										
	a) Stair Cases & Passages	✓				✓				✓											✓						
	b) Parking Area					✓															✓						
	c) Community Hall	✓				✓				✓											✓	✓	✓				
	d) Gym	✓				✓				✓							✓				✓		✓				
	e) Dispensary	✓				✓				✓							✓				✓		✓				
	f) Common Areas Toilets/Wash Rooms													✓							✓						
	g) Pump Room					✓				✓											✓						
	h) Security Guard Cabin	✓				✓				✓											✓		✓				
	i) Transformer Room		✓				✓														✓						
	j) Terraces & Chhajjas								✓													✓					
	k) Switch Boards & Letter Boxes	✓																				✓					
	l) Walls																					✓					
	l) All areas open to sky other than gardens					✓															✓	✓					
2	Flats																										
	Occupied Flats																								✓		
	Vacant Flats			✓				✓				✓										F					
3	Garbage Collection Bins																					2/W					
4	Organic Waste Converter	✓																				✓					✓

Abbreviations used in the table:

Sl. No.	Abbreviation	Description	Sl. No.	Abbreviation	Description
1	4/D	Four times a day	5	2/W	Twice a week
2	3/D	Three Times a day	6	W	Weekly
3	2/D	Twice a day	7	F	Fortnightly
4	D	Daily	8	M	Monthly

V. Disposal of Waste-

1. **Supply of Garbage Bags:** Vendor shall make necessary arrangements for supply of 100% oxo-biodegradable garbage/ dustbin bags of suitable size for all the dustbins wherever provided at all the premises (MOB, AOB, DRDC, common and peripheral areas and Annex buildings of MOB/AOB, and the residential colonies- ARSQ, TRSQ, BTOQ and ALSQ). Two Color coded garbage bags (green for wet waste and blue for dry waste) are to be provided at all residential flats (including RSO flats), staff canteens, officer lounges and dispensaries. One additional yellow color garbage bag with biohazard symbol for medical waste at dispensaries.
2. **Garbage removal, segregation and Disposal:** Garbage shall be collected from every dustbin on daily basis. Dry and wet waste should be carefully segregated. Wet waste should be fed into organic waste converter. As on date Organic Waste converter is installed at one residential premises (ARSQ). While the installation of Organic Waste converter at other premises is planned in the near future. If Organic Waste converter is not installed at any location, the carefully segregated waste shall be disposed-off separately off to the nearest garbage collection point/ garbage dump/ garbage collection vehicles of Municipal Corporation. After the installation of Organic Waste converter, the carefully segregated wet waste shall be fed daily to Organic Waste converter and non-recyclable (dry) waste shall be disposed-off as per the guidelines of Municipal Corporation. Further, the vendor will be responsible for proper disposal of bio-hazardous waste generated from the dispensaries as per the extant NMC guidelines.
3. **Operation of Organic Waste Converter (OWC):**
 - a) After feeding the carefully segregated wet waste into the OWC, the OWC machines shall be operated the housekeeping staff earmarked to operate the OWCs at various locations mentioned under Area of work.
 - b) As on date, only 2 OWCs are installed at Bank's premises at different locations. However, this number may increase based on Bank's requirements. The same housekeeping staff (OWC operator) will be required to operate the OWCs installed at all the locations under area of work which involves the movement from one location to another without any extra payment. Further, at least one housekeeping staff deployed at each of the premises shall be earmarked to operate OWC in case of absence/ unavailability of the staff earmarked to operate OWC. In no case, should the operations of OWC get interrupted due to unavailability of the housekeeping staff. The manure generated from the OWC machine shall be collected daily in the manure collection trays provided therefor.
 - c) It may be noted that the Organic Waste Converter (OWC) operator will be an unskilled worker. It is not required to employ a skilled worker for operating the OWC as it is a fully automatic machine. The necessary training for operating the OWC to the concerned staff will be provided by the Bank.

VI. Record Maintenance and other services to be rendered-

The contractor shall maintain a record of all the works carried out during the day and should ensure the same to get checked by the Caretaker and / or the supervising Officer/s on day-to-day basis. Such record shall have to be submitted with the monthly bills by the contractor.

In addition to the above, the contractor shall also be required to perform the following:

1. Any other cleaning relating to sweeping/ cleaning /disposing of debris, etc. at the work site as advised by the Bank.
2. Clean any bank premises area as informed by the Bank's Officer/Caretaker.
3. Extend the housekeeping services to any other owned/ leasehold properties of the bank not mentioned under areas of work above by deploying the existing manpower which involves the movement of manpower from one location to another as per the discretion of the Bank at no extra cost.

I/We hereby declare that I/we have read and understood the schedule of quantities 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

Address:

Date:

Terms & Conditions of Contract

1. **Agreement:** On receipt of intimation from the Bank the acceptance of his/ their tender, the successful tenderer shall be bound to sign the formal Contract agreement within fourteen days, in accordance with the draft agreement and the Schedule of Conditions, but written acceptance by the Reserve Bank of India of a tender will constitute a binding contract between the Reserve Bank of India and the Person so tendering, whether such formal agreement is or is not subsequently executed within the stipulated period of Fourteen days. Unless the contract agreement is signed, no payment shall be entertained by the Bank. The agreement shall be executed in duplicate. One copy will remain in the custody of Employer and the second set of copy will remain in the custody of contractor. The agreement shall be made on necessary stamp paper (having worth equal to applicable stamp duty in the state of Maharashtra) and the cost of necessary stamp duty on both the documents shall be borne solely by the contractor.
2. **Duration of Contract & Review:** The contract is only from September 01, 2022 to March 31, 2023 and is annually extendable up to two more years if the treatment and workmanship is found satisfactory, subject to mutual consent of both parties. Quarterly review will be taken on the performance of the contractor. If within the first three months the work is found unsatisfactory, the contract can be terminated by giving 07 days' notice.
3. **Subletting Contract:** The Contractor shall make all arrangements for carrying out the work as per the schedule of quantities, the employer will not provide any kind of assistance in the form of men/ material. The Contractor shall not assign or not sublet any portion of the contract except with the written consent of the Employer and no undertaking shall relieve the Contractor from the full and entire responsibility of the contract or from activity superintendence of the works during their process. In case of breach of these conditions, the Employer may serve a notice in writing on the Contractor rescinding the contract whereupon the security deposit shall stand forfeited to the Employer, without prejudice to his other remedies against the Contractor.
4. **Nature of Work:** Work/job to be undertaken by the contractor through employment of Labourers /workers/employees is not of permanent nature.
5. **Earnest Money Deposit:** of the successful tenderer/bidder shall be transferred to security deposit. The EMD/ security deposit shall be released without any interest to the contractor on termination of AMC.
6. **Retention Money/Security Deposit:** The Contractor has to provide retention money equivalent to 5% of contract value in the form of irrevocable Bank Guarantee issued by a scheduled Bank in the prescribed proforma as given in [Annexure I](#) of the tender document.
7. **Deductions from EMD/Security Deposit:** All compensation or other sums of money payable by the contractor to the Bank under the terms of this Contract

may be deducted from his earnest money and the security deposit if the amount so permits, and Contractor shall, unless such deposit as become otherwise payable, within ten days after such deduction make good the amount so deducted.

8. **Performance (Bank) Guarantee:** In addition to the EMD and retention money described above, the successful tenderer, within a period of 14 days from the date of award of work by the Bank, shall submit a Performance (Bank) Guarantee (to be arranged by the contractor at his own cost) obtained from any of the nationalized/ scheduled bank, in the format approved by the Bank for an amount equivalent to 5% of the contract value. This is to ensure adherence to complete the work and execution:
- a. Of abnormally low rated items up to the full tender quantity.
 - b. Strictly as per the specifications and instructions.
 - c. With usage of only approved materials as per tender provisions.
 - d. With best quality workmanship.

The above-noted Performance Guarantee shall be valid up to the satisfactory completion of the work in all respects and shall have to be renewed by the contractor up to extended completion time, if any. In case, the contractor fails to comply with any of the above conditions, the Bank will be at liberty to invoke the Guarantee based on the certificate issued by the Bank's Security Manager. The Guarantee shall be released after issue of completion certificate.

9. **Clarification:** In all cases of omissions and/ or doubts or discrepancies in any item or specification a reference shall be made to the Employer whose elucidation, elaboration or decision shall be considered as authentic. The Contractor shall be held responsible for any errors that may occur in the work through lack of such reference and precaution.
10. **Antecedent and Police Verification of Contract Staff:** The contractor shall ensure that the workers employed have not been convicted by a court of law/ do not have criminal record or criminal proceeding against them. Full biodata, including passport size photograph, of each employee/ labourer employed for the job shall be submitted to the Bank. Police verification of the contract labour will be provided by the contractor to the Bank before engaging them to the Bank. Also, in the event of change in any contract labour, the same has to be intimated to the Bank in advance along with all the antecedents and Police Verification related documents of the new labour to be employed. Further, the contractor shall ensure adherence to all the government laid guidelines and legal procedures while removing any contract labourer from service
11. **Identity Cards & Uniform:** The contractor shall issue identity cards/ badges and uniform to his employees/workers/ labourers. The contract staff will also have to carry the Bank's contract worker pass which shall be countersigned by the Bank's Security Manager.
12. **Conduct of Contract Workers:** The contractor will take responsibility for the conduct and good behavior of his employees/ workers/ labourers and if any complaint is received against any of the employees/ workers/ labourers, the

contractor shall arrange for his/ her immediate removal and replacement from the Bank's premises.

13. **Sexual Harassment of women:** The contractor /Agency shall be solely responsible for full compliance with the provisions of "the Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013". In case of any complaint of sexual harassment against its employees within the premises of the bank, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor / Agency and the Contractor / Agency shall ensure appropriate action under the said Act in respect of the complaints. 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 to Bank's employee, if sexual violence by the employee of the contractor is proved. The contractor shall be responsible for educating their employees about prevention of sexual harassment at workplace and related issues.
14. **Supervision & Quality of work:** The contractor shall ensure that the workers / labourers employed by him do their work faithfully and fittingly. Supervisor appointed by the contractor shall conduct surprise visits on a regular basis inside the premises to ensure that the staff are working properly.
15. **Schedule:** The tenderer shall, before commencing work prepare a detailed work program which shall be approved by the Bank's Security officer/Manager.
16. **Extra Work:** No claim for any extra work shall be allowed unless it has been executed with the concurrence of the Employer. Any such extra work as authorized shall be made in accordance with the following provisions.
 - a. The net rates or prices in the original tender shall determine the valuation of the extra work where such extra work is of similar character and executed under similar conditions as the work priced therein.
 - b. Rates for all items, wherever possible, should be derived out of the rates given in the Price Bid (Part-II of Tender).
17. **Reporting & Coordination:** Contractor shall, at least once in the month and/ or as and when called, in person visit the Protocol & Security Establishment at the respective offices for better coordination and / or performance review.
18. **Bank's Property:** Should any treasure, fossils, minerals or works of art of antediluvian interest be found during or while carrying out the works, the contractor shall give immediate notice of any such discovery and shall make over such finds to the Employer. Contractor shall hand over the same to RBI and that contractor shall not claim any right title interest for the same.

19. **Quality of Materials:** Contractor shall use good quality Bank approved branded ISI mark materials necessarily certified with GreenPro or any other equivalent certification as approved by the bank for cleaning so that the said premises remain in hygienic and healthy condition. In case Bank is not satisfied with the quality of the material used, the same should be changed/ replaced immediately by contractor. Contractor will submit delivery challan for cleaning material delivered to each site on monthly basis to Bank. Quality and quantity of cleaning material used every month by contractor will be checked by Bank and in case Bank is not satisfied with the quality or quantity of cleaning material being used, contractor will change the same to the satisfaction of the Bank.
20. **Supply of Garbage Bags:** Vendor shall make necessary arrangements for supply of 100% oxo-biodegradable garbage/ dustbin bags of suitable size for all the dustbins wherever provided at all the premises (MOB, AOB, DRDC, common and peripheral areas and Annex buildings of MOB/AOB and the residential colonies- ARSQ, TRSQ, BTOQ and ALSQ). Two Color coded garbage bags are to be provided for wet and dry waste at all residential flats (including RSO flats), staff canteens, officer lounges and dispensaries. One additional garbage bag for medical waste to be provided at all the dispensaries. All the dustbins of the office premises (MOB, AOB, DRDC and all common/ peripheral areas of MOB/AOB) are to be washed and lined with colour-coded bags in the morning. Neatly packed colour coded garbage/ dustbin bags for the complete month, shall be supplied to every resident of the colonies (ARSQ, TRSQ, BTOQ and ALSQ) by 2nd day of every month and acknowledgement of the same shall be obtained by the contractor. Acknowledgement thus obtained from the resident shall be submitted along with the monthly bill.
21. **Garbage removal and Disposal:** Garbage shall be collected from dustbin kept at the premises and further shall be disposed-off to the nearest garbage collection point/ garbage dump/ garbage collection vehicle of Municipal Corporation.
22. **Unsatisfactory Service:** In case services rendered by the contractor are found to be unsatisfactory, a written notice shall be issued and the amount, on proportionate basis will deducted from of bill.
23. **Ineffective Housekeeping:** If the house keeping is not found effective additional cleaning at no extra cost will have to be carried out.
24. **Payment to Contractor:**
- a. The payment will be made on monthly basis on actuals/ pro-rata basis subject to satisfactory service.
 - b. When any housekeeping is carried out to any of the Banks' areas/quarters a record giving full details (flat wise) duly signed by the by the caretaker of the concerned property/ Bank areas wise is essential for settling the bills.
 - c. Payment shall be made through E- mode (NEFT).

25. **Rates:** The rates shall remain firm during currency of the contract and the contractor shall not seek for any kind of increase in the agreed charges during the contract period.

26. **Escalation Clause: The Statutory Charges will be proportionately varied as and when, the Minimum Wages/GST/any other statutory charges, taxes etc. are revised by the Labor Commissioner/Statutory authority, such revised rates will be binding on both the parties.**

27. **Payment by Contractor to Contract Workers:**

- a. Tenderer is advised to ensure payment of wage to all employees including contract workers only through bank account.
- b. Being a Principal Employer the Bank shall be at liberty to call upon the tenderer to submit the evidence in respect of complying with this condition at Bank's discretion.
- c. Photocopy of Wage slips duly signed by Contractor and counter signed by each labour to be submitted to Bank.
- d. The contractor will have to comply with the provisions of the Minimum Wages Act and other statutory obligations (i.e., the Employees Provident Fund, Employee State Insurance Corporation etc.) and submit proof of payment in respect of the same to the Bank. (This should include bank account details regarding payment of Employees Provident Fund, ESIC premium and wages).

Labourers/ Workers if deployed on National Holidays shall be compensated appropriately by contractor and the invoice for charges/expenditure for the same is to be submitted separately along with the proof of remitting such compensation to the labourers.

28. **Certificate of Compliance of payment as per Minimum Wages Act & provision of amenities as per CLRA Act:** Before release of its payment a contractor has to submit a certificate that he has actually paid all the dues of all the labourers of all descriptions engage by him for completion of the warded job/ work at the rate which is not less than the one prescribe under the Minimum Wages Act 1948 and he has complied with the provisions of CLRA Act with regard to providing the essential amenities to the contract labour. The veracity of such certificate may be verified by the Officer nominated by the Principal Employer as his/ her representative and duly authorized to verify actual disbursement of wages by the contractor.

29. **GST Liability:** All the statutory deductions will be deducted at source excluding GST. Tenderer should have GST registration number and must quote their rates including GST levied by the Central Government and State Government at the prevailing rate while quoting their rates for various items and no claim in this regard shall be considered by the Bank at any stage. It is mandatory for contractor to disclose the breakup of his portion of tax liability while submitting

the claims for payment i.e., taxable value and applicable taxes in prescribed bill format/schedule issued by GST council for composite or supply of goods and services as applicable in the cases. The Bank is not responsible for payment of GST for the service rendered by the contractor. It is the responsibility of the contractor to pay GST to the tax authority.

30. **Liability of damages to Bank's property:** Any damage to the Bank's property caused by the contractor will have to be made good by the contractor at his cost failing which the same will be deducted from the amount payable to the contractor.
31. **Liquidated damages:** will be levied in following manner: In case of the requisite number of services for the duration of time as mandated on daily basis are not made available, Bank shall recover Damages on Pro-rata basis in respect of deficiency in number of services provided/ work executed and/or deficiency in duration of service (in hours), subject to a maximum of 10% of contract value.
32. **Right to Terminate Contract:** The Bank reserves the right to cancel the contract at any time before the due date if the services rendered are not found to be satisfactory by giving one month's notice. The decision of the Bank in this regard shall be final and binding on the contractor and no correspondence /compensation claim shall be entertained by the Bank in this regard.
33. **Indemnity and Liability of damages due to housekeeping:** The firm awarded the contract will be fully liable for any damages suffered to the premises or to any person or any occupant or resident directly or indirectly by the house keeping activity provided by the firm.
34. **Indemnity and Liability towards contract staff:** The contractor will be solely responsible for the risk involved during discharge of duties by his workers. The employer accepts no liability towards helper/ labour deployed by the contractor.
35. **Undertaking for Statutory Compliance & Indemnity against non-compliance by the Contractor:** An undertaking should be given on a Non Judicial Stamp paper of applicable value before award of work to the effect that if the particular job /work is awarded to him, he under takes to actually pay wages to all the laborers of all descriptions to be engage by him for completion of that particular job/ work, at the rate which is not less than the one prescribed under the **Minimum Wages Act 1948** and to ensure compliance of essential amenities as provided under the **CLRA Act1970** and also keep the Principle Employer Indemnified against all the action that may be initiated against the Principle Employer by the Statutory Authorities for his failure to pay such wages and provide the essential amenities.
36. **Cooperation with other agencies:** The successful tenderer must co-operate with contractor/(s) engaged by the Bank for other work so that the work shall proceed smoothly without any delay and to the satisfaction of the Bank.

37. **Labour License:** Contract Labour License: Necessary contract license for deploying contract labour (as per prevailing CLRA 1970) shall be obtained from the central labour authorities.

38. **Statutory Compliance of Labour Laws including provisions of Industrial Disputes Act, Provident Fund, ESI Act, Workmen's Compensation Act and other statutory liabilities:** 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 Industrial Disputes Act, Payment of P.F., ESI Act, Workmen's compensations Act, Bonus Act (if applicable) etc. and all Government Liabilities at his/ her own cost.

39. **Safety Measures:** All safety measures as per the safety code shall be strictly adhered.

I/We hereby declare that I/we have read and understood the above instructions to the contractors.

Signature of tenderer with seal

Address:

Date:

Safety Code

1.	First aid appliances including adequate supply of sterilized dressing and cotton wool shall be kept in a readily accessible place.
2.	An injured person shall be taken to a public hospital without loss of time, in cases where the injury necessitates hospitalization.
3.	Workers employed shall be provided with protective footwear and rubber hand gloves.
4.	The contractor shall provide all the safety gadgets to the workers for carrying out the work as per statutory norms.
5.	During the work execution necessary fire safety measures shall also be taken.
6.	The vendor shall take all COVID-19 related measure/precautions to the workers deployed by him for the work like issuing and wearing mask at all times, sanitising hands frequently etc., as per orders issued by MHA, Government of India/ the state government/ the Banktime to time.

Date:

Place:

Contractor's signature with
seal

Check List of Commercial Conditions

Sr. No.	Description	Bank's terms	Whether acceptable to the tenderer or not (YES or NO)
1.	Validity	3 months from the date of opening of Part- I.	
2.	EMD	₹3,50,800/- (Rupees Three Lakh Fifty Thousand Eight Hundred Only) in form of NEFT/DD/BG.	
3.	Prices	The revision of the wages shall be done every six months in accordance with the basic minimum wage rate revised by GOI. No change in quoted profit/ service charge will be allowed during the entire tenure of the contract	
4.	Penalty	In terms of clauses 2, 3, 4, 5 and 7 of Scope of Work and Schedule of Quantities	
5.	Terms of payment	Payment shall be made on Monthly basis on submission of prescribed documents.	
6.	Insurance	As per clause 23 of General Instructions to Tenderers' and Special Conditions of the Contract	

Date:

Place:

Seal and Signature of the Bidder

Annexure-I

PROFORMA FOR BANK GUARANTEE FOR SECURITY DEPOSIT

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

No. _____ Date _____

To:
The Regional Director
Reserve Bank of India
Civil Lines, Dr Raghavendra Road
Nagpur- 440001.

Dear Madam,

In consideration of your agreeing to accept the security deposit of (Rs _____ only) furnishable to you by Messrs. _____ (hereinafter referred to as "the Contractor") in terms of their contract with you for **"Annual Maintenance Contract for Housekeeping/ Cleaning & Sweeping at Main Office Building (MOB), Additional Office Building (AOB), Annex Buildings (MOB and AOB), Common & Peripheral Area and Sports Complex (AOB), Data Recovery Data Center (DRDC) and Residential Properties (BTOQ, TRSQ, ARSQ and ALSQ) of RBI Nagpur"** as per their Tender dated _____ and your Special Conditions of Contract and other tender documents relating thereto subject to the conditions and alterations mutually agreed upon the set forth or referred to in your Contract dated _____ in the form of guarantee from us in the manner hereinafter contained, we _____ (Name of the Bank) do hereby covenant and agree with you as follows :

1. We undertake to indemnify you and keep you indemnified from time to time to the extent _____ of Rs _____ (Rupees _____ only) against any loss or damage caused to or suffered by or that may be caused to or suffered by you by reason of any breach or breaches on the part of the Contractor of any of the terms and conditions contained in the said Contract and in the event of the Contractor making any default or default in carrying out any of the work under the said Contract or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding in total the said sum of Rs _____ (Rupees _____ only) as may be claimed by you as your losses and/or damages, costs, charges or expenses by reason of such default on the part of the Contractor.
2. Notwithstanding anything to the contrary, your decision as to whether the Contractor has made any such default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to

ask you to establish your claim or claims under this Guarantee but will pay the same forthwith on your demand without any protest or demur.

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

9. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax or registered post to our local address as aforesaid and if sent by post, it shall be deemed to have been given when the same has been posted.
10. This guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees heretofore given to you by us (whether jointly with others or alone) and now existing uncanceled and that this guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.
11. This guarantee shall not be affected by any change in the constitution of the contractor or us nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will ensure to the benefit of and be available to and enforceable by the absorbing or amalgamated company or concern.
12. Any forbearance, act or omission on the part of the Bank in enforcing any of the conditions of the said tender or showing of any indulgence by the Bank to the Tenderer shall not discharge the Surety in any way and the obligations of the Surety under this guarantee shall be discharged only on the intimation thereof being given to the Surety by the Bank.
13. This guarantee is irrevocable during the period of its currency and shall not be revoked without your previous consent in writing.
14. We further agree and undertake to pay you without demur the amount demanded by you in writing notwithstanding any difference or dispute or controversy that may exist or arise between you and contractor or any other person.
15. Notwithstanding anything contained herein above our liability under this guarantee is _____ restricted _____ to _____ Rs _____ (Rupees _____ only). Unless a written claim is lodged on us for payment under this guarantee within six months from the date of expiry, including extensions if any, of this guarantee all your rights under the guarantee shall be forfeited and we shall be deemed to have been released and discharged from all liabilities thereunder, irrespective of whether or not the original guarantee is returned to us.
16. We have power to issue this guarantee in your favour under the Memorandum and Articles of Association of our Bank and the undersigned has full power to execute this Guarantee under the Power of Attorney granted to him by the Bank.

SIGNED AND DELIVERED

(For & on behalf of the above-named Bank)

For & on behalf of

(Banker's Name & Seal)

BRANCH MANAGER

(Banker's Seal)

Address

Annexure-II

PROFORMA OF BANK GUARANTEE FOR EARNEST MONEY DEPOSIT/BID SECURITY

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

Place: _____

Date: _____

To:
The Regional Director
Reserve Bank of India
Civil Lines, Dr Raghavendra Road
Nagpur- 440001.

Dear Madam,

Name of Work:

Annual Maintenance Contract for Housekeeping/ Cleaning & Sweeping at Main Office Building (MOB), Additional Office Building (AOB), Annex Buildings (MOB and AOB), Common & Peripheral Area and Sports Complex (AOB), Data Recovery Data Center (DRDC) and Residential Properties (BTOQ, TRSQ, ARSQ and ALSQ) of RBI Nagpur

Ref.: NIT/ Advt.No. _____ date _____

WHEREAS

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

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

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

NOW THIS GUARANTEE WITNESSETH

1. We _____ (Name of the Bank) do hereby agree with and undertake to RBI, their Successors, Assigns that in the event of the RBI coming to the conclusion that the Tenderer have not performed their obligations under the said conditions of the tender or have committed a breach thereof, which conclusion shall be binding on us as well as the said Tenderer; we shall on demand by the RBI, pay without demur to the RBI, a sum of ₹----- (Rupees only) or any lower amount that may be

demanded by the RBI. Our guarantee shall be treated as equivalent to the Earnest Money Deposit for the due performance of the obligations of the Tenderer under the said Conditions, provided, however, that our liability against such sum shall not exceed the sum of ₹ ----- (Rupees only).

2. We also agree to undertake to 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. We undertake to pay the amount claimed by the RBI forthwith upon receipt of the notice as aforesaid.

3. We confirm that our obligation to the RBI under this guarantee shall be independent of the agreement or agreements or other understandings between the RBI and the Tenderer. This guarantee shall not be revoked by us without prior consent in writing of the RBI. We hereby further agree that –

a) Any forbearance or commission on the part of the RBI in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said tender and/or hereunder or granting of any time or showing of any indulgence by the RBI to the Tenderer or any other matters in connection therewith shall not discharge us in any way and our obligation under this guarantee. This guarantee shall be discharged only by the performance by the Tenderers of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding ₹----- (Rupees only).

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

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

d) This guarantee shall remain in force upto (six months from the last date of receipt of tender) provided that if so desired by the RBI, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.

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

Yours faithfully,

For and on behalf of ----- Bank.

Authorised Official (with seal)

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

Annexure-III

DETAILS OF SIMILAR QUALIFYING WORKS EXECUTED DURING THE LAST 5 YEARS

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

(Attach sheet if required)

Date:

Place:
tenderer

Signature and Seal of the

Annexure-IV

CLIENT'S CERTIFICATE REGARDING PERFORMANCE OF CONTRACTOR

Name & address of the Client: -----

Details of Works executed by Smt. /M/s-----

1 Name of work with brief particulars

2 Agreement No. and date

3 Agreement amount

4 Date of commencement of work

5 Stipulated date of completion

6 Actual date of completion

7 Details of compensation levied for delay (indicate amount) if any

8 Gross amount of the work completed and paid

9 Name and address of the authority under whom works executed

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

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

11 i) Did the contractor go for arbitration?

ii) If yes, total amount of claim

iii) Total amount awarded

12 Comments on the capabilities of the contractor

i) Technical proficiency	Outstanding/ Very Good/ Good/ Satisfactory/ Poor
ii) Financial Soundness	Outstanding/ Very Good/ Good/ Satisfactory/ Poor
iii) Mobilization of Manpower	Outstanding/ Very Good/ Good/ Satisfactory/ Poor
iv) General behavior	Outstanding/ Very Good/ Good/ Satisfactory/ Poor

Signature of the client with Seal

Note:

- i. All columns should be filled in properly countersigned.
- ii. The Client Certificates should be submitted for each of the Prequalification work/s
- iii. Signed by an official of the rank of Officer of the rank of Executive Engineer or equivalent in case of Govt./Semi-Govt., organisations or a PSU.
- iv. Supported by adequate proof of payments received by the contractor for the work done by them.
- v. Client's report issued by private organization shall be accompanied by TDS Certificates
- vi. All columns should be filled in properly. Client certificate should be on letter head of the Client with signature of Authorized person.

Annexure- V

BASIC INFORMATION

(Please submit along with documentary evidence)

S. No.	Particulars of the Company/ Firm	
1	Name and full address of the firm	
2	Registered Office with full address, Telephone No., Fax Nos., E-mail address, website URL	
3	Type of Company whether, Proprietorship, partnership etc.	
4	Name and address of the Proprietor/ Partners/Directors of the company	i) ii) iii)
5	Registration (Firm, company etc.)/Registration Authority, Date, Number etc.	
6	Income Tax Registration number (PAN)	
7	Goods and Services Tax Identification Number (GSTIN)	
8	Provident Fund Registration Number	
9	ESIC Registration Number	
10	Whether tenderer holding a License under Section 12 (1) of Contract Labour (R&A) Act 1970 read with section 21 of Contract Labour Act 1971. If so, furnish the details of license no. etc. and enclose a copy	
11	Date of ISO -9001 Certificate & Its validity period if applicable.	
12	Name and addresses and designation of the person who will represent the agency while dealing with the Bank (attach letter of authority)	

13	Experience in undertaking similar services to other organizations	_____years
14	Total value of the services provided to the other organization for the last 3 years.	2019-20 Rs. 2020-21 Rs. 2021-22 Rs.
15	Whether financially sound to undertake services (furnish audited balance sheet for last 3 years).	2019-20 2020-21, 2021-22
16	Indicate if involved in any litigation	
17	Any civil suits pending in any of the orders executed, give details	

Authorised Signatory with name, seal and signature

Annexure- VI

DETAILS OF BANKERS

Details of our Banker/s are:

	Banker 1	Banker 2
Name of the Banker		
Name of the Branch and its complete Postal Address		
Name and Job –title of the Contact Person along with his/her Telephone No. (s). and Fax No(s) etc.		
Type of Account and Account No.		
Whether Credit facility/ Overdraft facility enjoyed by the contractor.		
The period from which the contractor has been banking With the Banker		
Any other information which the contractor may like to furnish about its Bankers:		

Authorized Signatory

(With name)

Annexure- VII

FORMAT OF BANKER'S CERTIFICATE

1. Composition of the firm (whether Partnership/ Private Limited/ Proprietorship/ Public Limited.)
2. Name of the Proprietor/ Partners/ Directors of the firm.
3. Turnover of the firm for the last 3 financial years (year wise).
 - i) 2021-2022,
 - ii) 2020-2021,
 - iii) 2019-2020
4. Credit facility/ Overdraft facility enjoyed by the firm.
5. Dealings
6. The period from which the firm has been banking with your bank.
7. Any other remarks.

You may also kindly forward your opinion whether the above firm is considered financially sound to be entrusted with the contract for works estimated to cost Rs 175.40 Lakhs.

(Signature)

For the Bank

Note:

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

PART- II

Financial Bid

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

Fixed Amount:

Sr.No.	Worker	Quantity	Minimum Wages (Central Govt Area A)	Days	Wages
		a	b	c	(a x b x c)
1	Supervisor	02	734	26	₹38,168/-
2	Cleaning Staff	55	663	26	₹9,48,090/-
Total Wages of Month			₹9,86,258/-		
EPF @ 13%, ESIC @ 3.25%, Total @ 16.25%			₹1,60,267/-		
Total payment wages plus EPF and ESI (monthly)			₹11,46,525/-		

Price Bid Format:

Fixed amount by the Bank monthly	₹11,46,525/- (A)
Quoted Profit In percentage % (including cleaning materials, consumables, equipment, machines, liveries and other administrative charges)	(B) (to be quoted as percentage of fixed amount, A)
Total Monthly Charges	(C= A + B% of A)

Rates quoted online are to be exclusive of GST. GST will be calculated extra on total monthly charges to arrive at the contract cost.

For Example: -

If the Vendor wants to quote 8% as profit (including cleaning material) on fixed amount, then he will quote only 8 in the respective field of price bid at MSTC website.

You need to quote your service charge/ profit (inclusive of cost of all the cleaning materials, consumables, equipment, machines, liveries and other administrative charges) as percentage of the fixed amount given by the Bank. Quotations received in any other format will be summarily rejected.

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

Address:

Date: