



**Reserve Bank of India
Premises Department
Mumbai**

Notice to invite e-quotations for Comprehensive Annual Maintenance Contract for Providing Pest control services at Bank's Central Office Building, Fort, Mumbai

1. E-quotations in two parts (Part -I and Part –II) are invited for "Comprehensive Annual Maintenance Contract for providing Pest control services at Bank's Central Office Building, Fort, Mumbai." The work is estimated to cost **₹5.90 Lakh**.
2. Quotation forms will be available from **January 18, 2023 to February 27, 2023** at MTSC website. The duly filled in quotation documents should be uploaded on MSTC website before 02.00 PM on February 27, 2023.
3. E-Quotation forms can be downloaded from the website <https://www.mstcecommerce.com> and uploaded along with all the information / documents, mentioned in the commercial terms and conditions of the quotation.
4. Only those contractors who possess the following shall be eligible to participate in the quotation:
 - i) **Bidder should have a valid certificate of training and preferably, membership issued by Membership of Indian Pest control Association (IPCA) for undertaking works pertaining to Pest control Services etc.**
 - ii) have minimum 5 years of experience in the field of undertaking similar Providing Pest Control Services **(during last 5 years ending December 31, 2022)**
 - iii) have executed successfully **(works completed on or after January 01, 2017)**
 - a) Three works each costing not less than the amount equal to 40% of the estimated cost
 - or
 - b) Two works each costing not less than the amount equal to 50% of the estimated cost

or

c) One work costing not less than the amount equal to 80% of the estimated cost

AND

(iv) Have a minimum yearly turnover of 100% of the Estimated cost (5.90 Lakh) during the last 3 financial years ending March 31

AND

(v) Banker`s certificate of value not less than ₹5.90 lakh as per the proforma given [Annex-III](#) along with technical bid.

AND

(vi) Bidder should have service support set up like required tool, office, qualified technical personnel etc. in metropolitan region of Mumbai.

5. The following documents shall be prepared and scanned in different files (in PDF or JPEG format) and uploaded during the on-line submission of Bid. These documents shall also be submitted to RBI before the prescribed date & time for submission of Bids. The following information should be submitted alongwith relevant documents to satisfy the Bank about their eligibility for participating in the tendering process.

(a)	Composition of the firm	Full particulars (whether contractor is an individual, or a partnership firm, or a company etc.,) of the composition of the firm of contractors in details should be submitted along with name(s) and address (es), of the partner's copy of the Articles of Association/ Power of Attorney/other relevant document
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b)	Work experience & Completion of similar works of specified value during the specified period	Copies of the detailed work orders for the two-qualifying works indicating date of award, value of awarded work, time given for completing the work, etc. and the corresponding completion certificates indicating actual date of completion and actual value of executed similar works should be enclosed in proof of the work experience. The details along with documentary evidence of previous experience, if any of carrying out works for the Reserve Bank of India at any center should also be given
c)	Turn over during the specified period	A certificate issued by the Chartered Accountant shall be submitted.
d)	Name(s) and address (es) of the Bankers and their present contact executives	Written Information about the names and addresses of their bankers along with full details, like names, postal addresses, e-mail IDs, telephone (landline and mobile) nos. fax nos., etc. of the contact executive (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.
e)	Details of Bank account	Full particulars of their bank accounts, like account no. type, when opened etc., should be given.
f)	Details of completed works	The client-wise names of work(s), year(s) of execution of work (s), awarded and actual cost(s) of executed work(s) completion time stipulated in the contract (s) and actual time taken to complete the work (s), Name(s) and full contact-details of the officers/ authorities / departments under whom the work(s) was/were executed should be furnished.
g)	Valid license/Certificate	Preferably certified by IPCA and other statutory certificate from competent authority shall be furnished

6. In the event of intending bidder's failure to satisfy the Bank; the Bank reserves the right to not allow him to participate in tendering process.
7. All the intending vendors are advised to study the quotation documents and may send their queries through email to vykadalge@rbi.org.in / ajmalmeeraan@rbi.org.in before on or before February 13, 2023 for clarification. With prior notice on the above email and confirmation from the Bank, Site visit will be facilitated to the intending vendors to provide the first feel of the work and site. The duly filled in quotation documents shall be uploaded on MSTC site till **14:00 PM** on February 27, 2023. **No further clarifications/queries will be entertained after date of sending queries.**

(a) Quotation forms can be downloaded for viewing from the website www.mstcecommerce.com w.e.f. January 18, 2023 from 3 p.m..

(b) EMD of ₹12000/- (Rupees twelve thousand only) in the form of DD/NEFT by a scheduled Bank shall be submitted on or before the due date.

(c) firms shall submit all the information and the documents as mentioned in Para 5 above

After examination, if any of the bidder is found to not possess the required eligibility, their quotations will not be accepted by the Bank for further processing.

8. Part I of the quotations will be opened on-line at **4:00 PM on February 27, 2023** in the presence of the authorized representative of the bidders who choose to be present. Part-II (Price bid) shall be opened of the eligible bidders on a subsequent date which will be intimated to the eligible bidders in advance.

9. The applicants/ firm have to submit/upload

- a. Client's certificate as per format at [Annex-II](#) from their clients for whom they have carried out "eligible works" in terms of the eligibility (Pre-qualification) criteria explained in this notice.

- b. Banker's certificate as per format at [Annex-III](#) from their banker/bankers.

- c. The client's certificate shall be accepted only when the same is signed by an official of the rank of Executive engineer/Superintendent Engineer or equivalent in respect of a Government/Semi Government organization or a PSU and only when they are supported by adequate proof of payment received by the

contractor for the work done by him. The client's certificate issued by the private organizations shall also accompany Tax Deducted at Source (TDS) certificates. Applications/quotations uploaded without the above certificates may be rejected. The Bank shall have the right to independently verify these certificates.

- d. The Bank shall evaluate the said reports before processing the quotations and opening of price bid of the quotations. If any bidder is not found to possess the required eligibility for participating in the tendering process at any point of time and/or his performance reports received from his clients and/or his bankers are found unsatisfactory, the Bank reserves the right to reject his offer even after opening of Part-I of the quotation. The Bank is not bound to assign any reason for doing so.
10. After scrutiny of the eligibility documents submitted by the bidders, the Bank shall finalize the list of qualified bidders and a panel of these qualified bidders shall be prepared which shall be valid for a period of three years. Bank at its discretion may invite quotations from this panel for other similar works during the validity of the panel.
 11. Any amendments / corrigendum to the quotation, if any, issued in future will only be notified on the RBI Website and MSTC Website as given above.
 12. All information submitted in response to this quotation shall be the property of Reserve Bank of India and it shall be free.
 13. The Bank is not bound to accept the lowest quotation and reserves the right to accept either in full or in part any quotation. The Bank also reserves the right to reject all the quotations without assigning any reason there for.

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

SCHEDULE OF QUOTATION (SOT)

1.	E-Quotation No.	RBI/Central Office/Premises Department/19/22-23/ET/573
2.	Mode of Quotation	e- Procurement System (Online Part I – Techno-Commercial Bid and Part II – Price Bid through www.mstcecommerce.com/eprochome/rbi)
3.	Bank's estimated cost	₹5,90,000/-
3	View Quotation Date & Time on MSTC Web Portal and available to parties to download	15:00 hrs on January 18, 2023
4	Last date and time for submission of Pre- bid queries by email	15:00 hrs. on February 14, 2023
5	Pre-Bid meeting	15:00 hrs. on February 14, 2023
6	Date of Starting of e-Quotation for submission of on line Techno- Commercial Bid and price Bid at www.mstcecommerce.com/eprochome/rbi/	10:00 hrs. on February 16, 2023
7	Earnest Money Deposit – EMD amount should be submitted before close date & time of quotation and if it is in the form of Bank Guarantee, original copy should submit at RBI Central Office, Premises Dept. COBM Cell Fort Mumbai before due date of quotation.	₹12,000/- EMD amount either can pay through NEFT or DD payable at Reserve Bank of India Mumbai. The NEFT details are as follows: A/c. No – 41861403873 IFSC Code – RBIS0COD001 A/c. Name – Reserve Bank of India
8	Last date of submission of documentary evidence of having submitted the EMD at Reserve Bank of India, Central Office, Premises Dept. COBM Cell Fort Mumbai.	14.00 hrs. on February 27, 2023
9	Date of closing of online e –quotation for submission of Techno- Commercial Bid & Price Bid	14.00 hrs. on February 27, 2023
10	Date & time of opening of Part –I	16:00 hrs. on February 27, 2023
11	Date of opening of Part –II Price bid	shall be informed separately

Note: The firms shall pay transaction fee (0.05% of estimated cost +18% GST) to MSTC payment gateway/NEFT/RTGS in favour of MSTC LIMITED

Important instructions for E-procurement

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

1	<p>Process of E-quotation:</p> <p>A) Registration: The process involves vendor's registration with MSTC e-procurement portal which is free of cost. Only after registration, the vendor(s) can submit his/their bids electronically. Electronic Bidding for submission of Technical Bid as well as Commercial Bid will be done over the internet. The Vendor should possess Class III signing type digital certificate. Vendors are to make their own arrangement for bidding from a P.C. connected with Internet. MSTC is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).</p> <p>SPECIAL NOTE: THE TECHNICAL BID AND THE COMMERCIAL BID HAS TO BE SUBMITTED ON-LINE AT www.mstcecommerce.com/eprochome/rbi</p> <p>1). Vendors are required to register themselves online with www.mstcecommerce.com → e-Procurement → PSU/Govtdepts → Select RBI Logo- > Register as Vendor -- Filling up details and creating own user id and password → Submit.</p> <p>2) Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form. In case of any clarification, please contact RBI/MSTC, (before the scheduled time of the e-quotation).</p> <p><u>Contact person (RBI):</u></p> <ol style="list-style-type: none">1. Shri Vijay Y Kadalge (022-22602638 / vykadalge@rbi.org.in)2. Shri Ajmal Meeraan (022-22602118) / ajmalmeeraan@rbi.org.in) <p><u>Contact person (MSTC Ltd):</u></p> <ol style="list-style-type: none">1. Mr. Tanmay Sarkar Deputy Manager – tsarkar@mstcindia.co.in, Mobile No 083498946642. Mr. Sushil Nale, Asst. Manager – sushil@mstcindia.co.in Mobile-099877584303. Ms. Rupali Pandey, Executive- rpandey@mstcindia.co.in Ph- 022 228862684. Mr. Tejas V, Executive tejasv@mstcindia.co.in Ph-022 22822789 Google hangout ID- (for text chat)- mstceproc@gmail.com5. Technical support staff – 022-22870471 <p>B) System Requirement:</p> <ol style="list-style-type: none">i) Windows 7 or above Operating Systemii) IE-7 and above Internet browser.iii) Signing type digital signatureiv) Latest updated JRE 8 (x86 Offline) software to be downloaded and installed in the system.
	<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: Tools => Internet Options => General => Click On Settings under "browsing history/Delete Browsing History" => Temporary Internet Files => Activate "Every time I Visit the Webpage".</p> <p>To enable ALL active X controls and disable 'use pop up blocker' under Tools →Internet Options→ custom level (Please run IE settings from the page www.mstcecommerce.com once)</p>
2	The Techno-commercial Bid and the Price Bid shall have to be submitted online at www.mstcecommerce.com/eprochome/rbi . Quotations will be opened electronically on specified date and time as given in the Quotation.
3	All entries in the quotation should be entered in online Technical & Commercial Formats without any ambiguity.
4	<p>Special Note towards Transaction fee: The vendors shall pay the transaction fee using "Transaction Fee Payment" Link under "My Menu" in the vendor login. The vendors have to select the particular quotation 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> A vendor will not have the access to online e-quotation without making the payment towards transaction fee.</p> <p><u>NOTE</u> Bidders are advised to remit the transaction fee well in advance before the closing time of the event so as to give themselves sufficient time to submit the bid.</p>
5	Information about quotations /corrigendum uploaded shall be sent by email only during the process till finalization of quotation. 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-quotation cannot be accessed after the due date and time mentioned in NIT.
7	<p>Bidding in e-quotation :</p> <p>a) Vendor(s) need to submit necessary EMD and Transaction fees (If ANY) to be eligible to bid online in the e-quotation. Transaction fees are non-refundable. No interest will be paid on EMD. EMD of the unsuccessful vendor(s) will be refunded by the quotation 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/Govt. dept.→ Login under RBI→ My menu→ Auction Floor Manager→ live event →Selection of the live event</p>

	<p>d) The vendor should allow running JAVA application. This exercise has to be done immediately after opening of Bid floor. Then they have to fill up Common Terms/Commercial specification and save the same. After that click on the Technical bid. If this application is not run then the vendor will not be able to Save/submit his Technical bid.</p> <p>e) After filling the Technical Bid, vendor should click 'save' for recording their Technical bid. Once the same is done, the Commercial Bid link becomes active and the same has to be filled up and then vendor should click on "save" to record their Commercial bid. Then once both the Technical bid & Commercial bid has been saved, the vendor can click on the "Final submission" button to register their bid</p> <p>f) Vendors are instructed to use Attach Doc button to upload documents. Multiple documents can be uploaded.</p> <p>g) In all cases, vendor should use their own ID and Password along with Digital Signature at the time of submission of their bid.</p> <p>h) During the entire e-quotation process, the vendors will remain completely anonymous to one another and also to everybody else.</p> <p>i) The e-quotation 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-quotation process shall be legally binding on the vendor. Any bid will be considered as the valid bid offered by that vendor and acceptance of the same by the Buyer will form a binding contract between Buyer and the Vendor for execution of supply.</p> <p>k) It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.</p> <p>l) Buyer reserves the right to cancel or reject or accept or withdraw or extend the quotation in full or part as the case may be without assigning any reason thereof. No deviation of the terms and conditions of the quotation document is acceptable. Submission of bid in the e-quotation floor by any vendor confirms his acceptance of terms & conditions for the quotation.</p>
8	Any order resulting from this quotation shall be governed by the terms and conditions mentioned therein.
9	No deviation to the technical and commercial terms & conditions are allowed.
10	The quotation inviting authority has the right to cancel this e-quotation or extend the due date of receipt of bid(s) without assigning any reason thereof.
11	Vendors are requested to read the vendor guide and see the video in the page www.mstcecommerce.com/eprochome to familiarize them with the system before bidding.

**Reserve Bank of India
Premises Department
Mumbai**

E-Quotation for

**Comprehensive Annual Maintenance Contract for Providing Pest control services at
Bank's Central Office Building, Fort, Mumbai**

PART I

Name of the Bidder _____

Address: _____

Date of Pre-Bid at 15:00 Hrs.on February 14, 2023

Due date and time for submission of tender : up to 14:00 Hrs. on February 27, 2023

Date of opening of Part- I of quotation: at 16:00 Hrs. on February 27, 2023

Venue : Premises Department
5th Floor, Central Office Building
Reserve Bank of India,
Mumbai- 400 001

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DISCLAIMER

Reserve Bank of India, Premises Department, Central Office, Mumbai has prepared this document to give background information on the Contract 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 in order, neither Reserve Bank of India nor any of its authorities or agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

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

Reserve Bank of India reserves the right not to proceed with the Contract or to change the configuration of the Contract, to alter the timetable reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest. No reimbursement of cost of any type will be paid to persons or entities expressing interest.

Section I

Form of Quotation

To,

Place:

Date:

The Chief General Manager
Reserve Bank of India,
Premises Department,
Central Office
Fort, Mumbai - 400001

Sir/Madam,

We have carefully examined the specifications, designs and schedule of quantities relating to the works specified in the memorandum hereinafter set out and having visited and examined the installation site of the works specified in the said memorandum and having acquired the requisite information relating thereto as affecting the quotation. 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 Schedule of Quantities and in accordance in all respects with specifications, designs and instructions in writing referred to in articles of agreement, general instructions to the tenderer and special conditions, conditions hereinbefore referred to, specifications, data sheet and schedule of quantities and with such materials as are provided for, by and in all other respects, in accordance with such conditions so far as they may be applicable.

MEMORANDUM

(a)	Description of works	Comprehensive Annual Maintenance Contract for Providing Pest control services at Bank's Central Office Building, Fort, Mumbai
(b)	Estimated cost	₹5.90 Lakh
(c)	Mode of payment	As per relevant clause of part I of tender.
(d)	Earnest Money Deposit	₹12,000/-
(e)	Time Period of AMC Contract	One Year

2. We also agree that our quotation will remain valid for acceptance by the Bank for 90 days from the date of opening of Part I of the quotation and this period of validity can be extended for such period as may be mutually agreed between the Bank and us in writing.
3. Should this Quotation be accepted, I/we hereby agree to abide by and fulfil all the Terms and Conditions of the Quotation and in default thereof, to forfeit and pay to you or your successors, or assignees or nominees such sums of money

as are stipulated in the conditions contained in the quotation together with the written acceptance of the Contract.

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

5. The Quotation is submitted in two parts in separate sealed envelopes. Part I contains all commercial terms and conditions and technical particulars and Part II contains only the price bid in the Bank's proforma.

Dated this ____ day of ____ 2023.

For and on behalf of M/s _____

(Signature with seal)

Name	_____	Designation	_____
Place	_____	Date	_____

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

Witnesses

(1) Signature with
name, address and date _____

(2) Signature with
name, address and date _____

Section-II
ARTICLES OF AGREEMENT (Proforma)

THIS ARTICLES OF AGREEMENT made on the day of..... between the Reserve Bank of India, having Central office at Mumbai -400001 (hereinafter called "the Employer") of the one part and **M/s.**

_____ , _____ ,
(hereinafter called "The Bidder/Successful Bidder") which expression shall unless repugnant to the context or to the meaning thereof be deemed to include their heirs, executors, administrators, successors and permitted assigns) of the OTHER PART. The Bank and the Bidder are hereinafter collectively referred to as "Parties" and individually as Party-
WHEREAS the Bidder has approached the Bank and expressed and represented that they are having expertise in undertaking job contract for performing the job of **Comprehensive AMC for Pest control services at Bank's Central Office Building, Fort, Mumbai**, other incidental and related jobs in respect of the concerned industry hereinafter referred as "Said Job/the services(s)". AND WHEREAS the Bank relying upon the representations and warranties made by the Bidder has accepted its Bid for rendering the Said Job/the service(s), which requires specialized and incidental services, which can be provided by an expert like the Bidder for the sum of Rs. [] (*Contract Price in Words and Figures*) (hereinafter called "**the Contract Price**") and awarded the Contract of **Comprehensive AMC for Pest control services at Bank's Central Office Building, Fort, Mumbai** at Reserve Bank of India, Central Office Building, Fort, Mumbai, on the terms and conditions hereinafter appearing. NOW, THIS AGREEMENT WITNESSETH AND IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES HERETO AS FOLLOWS: In this Agreement, words and expressions not specifically defined shall have the same meanings as are respectively assigned to them in the Tender. The Tender together with all Annexure, Schedules and Forms of Tender amended from time to time and this Agreement, and the other related documents shall be deemed to form and be read and construed as part of these presents. The contract supersedes any prior contract, understanding or representation of the parties on the subject matter.

1. In consideration of the payment of the Contract Price in accordance and subject to terms and conditions contained in tender by the Bank to the Successful Bidder, the Successful Bidder hereby agrees and promises with the Bank to provide / render / deliver Said Job / the service(s) and to remedy defects, if any therein, strictly in conformity in all respects with the provisions of the contract.
2. The Bank hereby agrees to pay the Successful Bidder in consideration of the Job/service(s) and the remedying of defects, if any therein, the Contract Price or such

other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract. It is hereby agreed by and between the parties as under.

3. The Bidder agrees and undertakes to carry on all the jobs as follows:

1A) The Bidder at all times will ensure the following:

- a. The personnel deputed at the work premises have adequate knowledge and experience of the work involved and are punctual and disciplined in all manners.
- b. The person deputed by the Bidder should not suffer from any infectious disease like COVID, etc. and should be able-bodied person.
- c. Replacement of personnel, if the workmen do not fulfil the requirement skill to perform the assigned work.

1B)

- a. Implementation of various functions listed under the title "Scope of works" with proper supervision.
 - b. To permit the Bank to hold or deduct the amount from bill for non-performance or part performance or failure to discharge obligations under this Agreement.
 - c. To ensure that none of his personnel report for duty in drunken state or consume drugs, prohibited substances, smoke, etc., while on duty.
 - d. To ensure that his personnel are courteous towards staff and officers of the Bank, its customers, visitors and guests at all times.
4. The Bidder shall comply with the provisions of all Labour Laws, which are applicable to "the Bidder" or his employees and shall be solely responsible for liabilities arising out of such compliance, non-compliance or implementation or non-implementation.
5. The Bidder shall indemnify the Bank from all liabilities arising out of any payment made by the Bank to Government (Central / State, Semi-Government), statutory authority or any payment made under any statute / notification of the Government (Central / State) or statutory authority in respect of his employees or in respect of any claims made by the Bidder's employees against the Bank. The Bidder shall also indemnify the Bank from all liabilities arising out of poor / unsatisfactory performance of its employees made by the clients on the Bank.
6. The Bidder shall be responsible for all acts done by the Workmen / Employee engaged by him and for maintenance of proper discipline by his workmen / employee at the premises of the Bank. The Bidder shall also be responsible for maintenance or proper records as required under the provisions of various Labour Laws applicable to the Bidder and contract employees.

7. In the event, any damage is caused to the movable or immovable property of the Bank or its client or to the property of the employees of the Bank, the Bank reserves the right to compute the damage in terms of money and to deduct the money from the bill of the Bidder or from the amount payable to the Bidder by the Bank and the remaining amount, if any, by way of civil damages.

Other conditions hereby agreed as follows

1. The Bidder shall not use the Bank`s address on his letterhead/stationery for purposes of Registration with any Government/Local Body or any other Company or person and no tenancy shall be created by the presence of his workmen / employee on the Bank`s premises.
2. The Contract is valid for a period from **April 01, 2023 to March 31, 2024** or such period as intimated to the Bidder at least one month in advance and thereafter it will come to an end by efflux of time unless it is renewed in writing by the parties. The above period can be extended on mutually agreed terms.
3. During the above period of Contract, the Bank may terminate the contract by issuing one month notice to the Bidder without showing any reason whatsoever. In the event of instances of unsatisfactory service, gross misbehaviour, theft, burglary, moral turpitude, misuse of the Bank`s premises etc. by the Bidder or by any staff of the Bidder, the Bank may forthwith/instantly terminate this contract without any previous notice or showing any reason whatsoever to the Bidder and the Bidder shall have no claim whatsoever against the Bank or any of its officers in consequence of such termination.
Total amount kept with Bank as a performance Bank Guarantee will automatically stand forfeited under such circumstances without any further correspondence/intimation in the matter.
4. On termination and/or determination of this agreement, as aforesaid, the Bidder shall forthwith withdraw/remove himself and his employees, without assigning any reason.
5. Bidder will not give up any of its rights or delegate or assign any of its obligations in terms of this agreement without the prior written consent of the Bank. The Bidder guarantees that he / she is competent to carry out the services which he / she has undertaken in this contract. Any material misrepresentation shall lead to summary termination of this agreement. The Bidder acknowledges that during the relationship with the Bank, the Bidder may become familiar with its confidential information including commercial and technical secrets and / or the confidential information of clients of the Bank.
6. The Bidder consequently agrees that during the period of performing services and subsequent thereto, the Bidder will not disclose to others or make use of directly or

indirectly, any confidential information of the Bank or confidential information of a client of the Bank.

7. The work may be carried out on Saturdays / Sundays / Holidays, before, during and after office hours without any extra cost.

Signature Clause

Signed and delivered to the Reserve Bank of India by the hand of

Shri _____ (Name & Designation)

In the presence of

1.

Address

2.

Address

Witness

Signed and delivered by _____ (if the party is a partnership firm or an individual should be signed by all or on behalf of all the partners)

In the presence of

1.

Address

2.

Address

The common seal of

(was hereunto affixed pursuant to the resolution passed by its Board of Directors at the meeting held on)

Section III

General Instructions to Contractors

1. GENERAL:

These instructions supplement General Conditions of contract and shall be considered as part of the contract document. Where these special instructions are at variance with the corresponding conditions, stipulation, specifications etc. elsewhere in the tender document, these special instructions shall prevail.

2. SPECIFICATION TO BE FOLLOWED:

The work shall be carried out strictly in accordance with the contract specifications. In the absence of any specification for any work or material, relevant Indian Standard Specifications will be applicable and where no Indian Standard Specification exists, relevant British Standard Specifications/ American Standard Specifications shall apply. In absence of any code of practice, model best practices and workmanship shall be followed as per the instructions of the Bank.

3. CLARIFICATION:

The tenderer shall note that if any clarifications regarding specifications, conditions of contract, schedule of quantities, scope of work etc. are required, the tenderer should contact the CGM, Reserve Bank of India, Premises Department Central Office at Fort Mumbai. The tenderer will be deemed to have contacted the concerned office before submission of tender. No claim on account of any ambiguity in any respect shall be entertained.

4. CARE IN UPLOAD OF QUOTATION:

Before submitting the Quotation, the tenderer will be deemed to have satisfied himself by actual inspection of the site, locality of the works, availability of materials, camping of the site, approaches, availability of materials, camping facilities for his labour force etc. and ensure that all conditions liable to be encountered during execution of the work are taken into account and that, the rates he enters in the tender are adequate and are inclusive of such conditions.

5. SITE INVESTIGATION:

The tenderer shall ensure that he has satisfied himself as to the nature and location of the work, the general local conditions, particularly those bearing upon transportation, disposal, handling and storage of materials, availability of labour, water, electric power, roads and all other such incidental costs. Any failure of the contractor to acquaint himself with all the available information concerning these conditions will not relieve him of the responsibility of estimating properly, the difficulty or cost of successfully performing the work.

6. SECURITY RULES:

The contractor shall follow at site all security rules as may be framed by the Bank from time to time regarding movement of materials and equipment to site, issue of identity cards, control of entry of personnel and all similar matters. The contractor and his personnel shall abide by all security measures imposed by the Bank or its duly authorized representative

from time to time. Nothing extra will be payable on account of stoppage/ hindrance of the work on this account.

7. MODE OF MEASUREMENT:

Mode of measurement when not specified in the tender shall be in accordance with relevant Indian Standard Specifications and where not spelt in ISS, the decision of the Bank shall be final and binding on the contractor.

8. VALIDITY OF RATES:

The tenderer shall note that the tender rates quoted by him shall be valid for a period 90 Days from the date of opening of tender.

9. MATERIAL SUPPLIED BY CONTRACTOR:

All materials required for the works shall be supplied by the Contractor.

10. LIABILITY FOR LOSS, DAMAGE, ACCIDENT ETC:

During the execution of the contract, the contractor will be fully liable to compensate all concerned for any loss, damage or destruction of structures, plant & machinery, persons, property etc. including third party risk arising due to causes attributable to the contractor as may be decided by the Bank whose decision in this regard shall be final. No claim shall be entertained by the Bank on this account.

11. RIGHT OF OTHER AGENCIES:

The contractor shall note that several other agencies may also be simultaneously working within and around the work site and structures covered under present contract. The contractor without any hindrance shall fully cooperate with the other agencies working therein. In case of dispute in such co-ordination the Bank's decision shall be final and binding of the Contractor.

12. FAIR WAGES:

The wages paid to the skilled / semi-skilled / unskilled labourers shall not be less than minimum wages fixed by the Government from time to time. The tenderer is deemed to have taken this aspect in his unit rates for various items of work covered under this contract.

13. WORK CONTRACT ACT & TAX:

Tendered rates are inclusive of all taxes and levies payable under the respective statutes. However, pursuant to the constitution (Forty Sixth Amendment) Act 1982, if any further tax or levy is imposed by statute, after the date of receipt of tenders, and the Contractor there upon necessarily and properly pays such taxes, the contractors shall be reimbursed the amount so paid, provided such payment, if any, is not in the opinion of Bank (Whose decision shall be final and binding) attributable to delay in execution of work within the control of the contractor. The contractor shall keep necessary books of accounts and other documents for the purpose of this condition as may be necessary and shall allow inspection of the same by a duly authorized representative of the Bank and further shall furnish the information/ document as the Bank may require.

The contractor shall within a period of 30 days of imposition any further tax or levy, pursuant to the constitution (Forty Sixth Amendment) Act 1982, or any other Act of this effect give a written notice thereof to the Bank that the same is given pursuant to this condition, together with all necessary information relating there to.

14. SITE STORAGE:

Contractor may be allowed on his written request any storage / office area and yard at the work site, he may require for satisfactory performance of the work. The location of such area, extent of area and temporary construction office facilities will be subject to the approval of the Bank whose decision shall be final and binding in this regard.

15. DAMAGE / PILFERAGE TO PROPERTY:

Contractor shall see that during the period of contract, no damage, pilferage is caused to any of the properties, installations, materials etc., belonging to the Bank or any other private agencies as result of his work, or by his workmen. He shall be liable to pay the cost of such damage as may be deemed fit by the Bank for any direct or indirect loss in any from. The decision of Bank shall be final and binding upon the Contractor in this regard.

16. TERMINATION OF CONTRACT:

In the event of contractors showing lack of attendance to the work or negligence or unfair performance in the opinion of Bank, the Bank may terminate the contract at any stage without prejudice to the right by action under any other relevant clause of the contract.

17. ALL INSTALLATIONS TO BE PROTECTED:

Tenderer may note that, all care and precautionary measures will be taken as may be deemed necessary to protect all underground cables, other installations, electrical fixtures, fittings, telephone cables and appliances during the contract period. Protection to all these various types of installations, underground as well as above the ground level or those provided in structures, shall be provided by the contractor without any extra charge. Provision of protective measures shall however not absolve the contractor from the responsibility of payment of cost of damage or loss direct and indirect caused to any of such installations at the instance of contractors. Decision of the Bank shall be final and binding upon the contractor in this regard.

18. NEAT & CLEAN SITE:

After completion of the work contractor shall leave the premises in neat, clean and tidy conditions as directed by the Bank. All the installations, fittings, fixtures, materials, etc. handed over to the contractor by way of "written handing over – taken over statements" at the commencement of the contract shall be taken over by the Bank at the completion of the contract. If the contract is terminated prematurely for any reason whatsoever, the contractor shall peacefully hand over everything back to the Bank and leave the premises in neat, clean and tidy conditions as directed by the Bank.

19. SAFETY MEASURES:

To avoid possible accidents to staff and labourers employed on work, it is imperative to observe the safety practice as specified and these shall be strictly followed. Ladders and working platform should be rigid with necessary handrails. The contractor shall provide for use of all personnel at work site, necessary safety helmets, goggles, shoes etc. Safety belt shall be provided for workers employed at high elevation and in risky work areas.

Catch net shall be provided below working platforms located at high elevations. The cost of such safety measures shall be included by the tenderer in his rates quoted for various items in the schedule of quantities and rates, and nothing extra shall be paid on this account.

20. SAFETY RULES:

(a) The contractor shall follow the safety regulations as prescribed in the tender and Indian Standards. He shall provide necessary safety appliances to his employees as instructed by the Bank depending upon the nature of work. All model safety rules, issued by safety section, from time to time shall be strictly followed.

(b) In case of an accident resulting in any death or disability to the workman the same should be immediately reported to the Bank.

(c) Any person found under the influence of alcohol or any intoxicating drugs on duty is unfit for duty and should not be allowed to work. His work permit should be allowed to remain on work and he should be sent out of the premises of the work,

(d) Drum or other make shifts must not be used in place of ladders or work benches or support on any job.

(e) First-Aid kits or boxes and stretchers should be readily available at all times with the contractor.

(f) For all work that cannot be done from the ground level or from part of any permanent structures or from other available means of support. Soundly constructed scaffoldings of adequate strength shall be used as a safe means of access to place of work.

(g) All scaffolding shall be securely supported or suspended and wherever necessary is properly braced to ensure stability.

(h) Chains, ropes or other lifting materials used for the suspension of scaffolding must be of adequate strength and shall be of tested and suitable quality.

(i) The platforms of suspended scaffoldings shall be sufficiently wide. Suspended scaffolding shall have hand rail about 1 meter height from the floor of the platform. Such scaffolding or staging shall be fastened to the structure.

(j) All sides of the platform from which a person is liable to fall shall be provided with guard rails to a height of at least 1 meter with toe boards of at least 15 cm high so placed as to prevent the fall of materials and tools from the platforms.

(k) Every ladder shall be securely fixed at top and bottom. A ladder more than 5 meter long shall have a prop.

(l) Spacing between the side rails of the ladder shall not be less than 45cms. Uniform

step spacing shall not exceed 30cms.

(m) Whenever it is necessary to work at elevated places not adequately protected by railing, safety belts with life lines securely tied to some firm structure or other support which is independent of the equipment on which the person is working must be worn.

(n) Nobody should be allowed to work at elevated places without wearing safety belts. As an additional precaution, safety nets made of choir rope or nylon or any other suitable material should be hung at suitable elevation to prevent people and equipment falling below.

(o) Dropping or throwing materials from roof structures or other elevated positions is prohibited.

(p) Where work is going overhead, the area below should be cordoned. If it is not possible to cordon the area place caution sign "CAUTION – MEN WORKING ABOVE" – or depute responsible person to warn passerby.

(q) Helmets (made of fiber glass or any other suitable material) must be used by all employees working on shuttering or staging jobs, material handling job or where the chances of falling objects are present or where there is a possibility of persons striking against projecting objects etc.

(r) All necessary personnel safety equipment such as face masks, safety boots, safety belts, gloves, safety goggles etc. as considered adequate by the Bank have to be kept available for the use of persons employed at the site of work and maintained in up to date condition suitable for immediate use and contractor shall take steps to ensure proper use of equipment by the workers.

(s) The contractor shall furnish along with the tender the type of staging, formwork, type of access for men, materials and the construction technique he proposes to use for the work.

(t) The contractor shall use tubular steel for scaffolding for all heights more than 5 metre height as approved by the Engineer.

(u) The area where painting work is being done shall be kept adequately ventilated by the agency executing the work and shall meet the approval of the Bank.

(v) Utmost care shall be taken by the contractor throughout the contract period to prevent accidents.

Place :

Date :

Signature and Seal of the Tenderer

Section – IV
SPECIAL INSTRUCTIONS TO Bidders

1. Tenderer should visit the site to familiarize themselves thoroughly with the site condition before submitting their tender. Non-familiarity with site condition will not be considered reason either for extra claim or for not carrying out the work in strict conformity with the schedule. Tenderer may contact RBI, Premises Department, Central Office at Fort Mumbai for any information on site visit.

2. Insurance Policies

The Contractor shall at his own expense, arrange to effect and maintain entire contract with an approved office the following insurance policy in the joint name of employer and himself with the employer being first (Principal) and deposit such policy or policies with the employer from time during the currency of this contract.

- 1) All risks as per Standard all risk Policy for Contractors**
- 2) Workmen Compensation Policy for all workmen deployed at site**
- 3) Third Party Liability Policy as per following details:**
 - For injury to persons – ₹2.00 Lakh per person per accident.**
 - For damage to property – ₹5.00 Lakh per accident.**
 - Insurance pertaining to COVID-19 shall be obtained for all the persons of contractor working at site for the entire duration of the work.**

Subject to overall ceiling as per extant Insurance guidelines.

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.

3. The tenderer may please see & acquaint themselves and get satisfied about the areas, locations, situations etc. for all the items covered in the schedule of quantities.

4. The contractor should issue **identity cards with photo** for all his workmen which should be worn by them on body while on duty.
5. The contractor should provide **workmen's uniform** (preferably over-coat type half shirt) with printed name of their firm on the back or front of the coat & to be worn by all the workmen while on duty.
6. **A qualified supervisor** having minimum qualification of Certificate in Pest Management and / or trained in pest control services by IPCA with experience of three years in pest management works should be engaged by the contractor for supervising the work done by the trained pest –control workmen. The supervisor should be available to take instructions from the Bank's Caretakers and / Security Officers/ Banks Engineers.
7. The pest control workmen should preferably be male, as the job calls for typical type and multi-various nature. If the female workmen are employed, the contractor shall ensure that the incidents of harassment at workplace are prevented as per related statute.
8. The tenderer should note that the rates quoted are all inclusive of labour, material, tools & tackles etc. required for completion of job. The Bank will not supply any tools, material or equipment.
9. Within 10 days from the date of issue of Letter of Intent, by the Bank for having accepted the tender, the successful bidder shall also submit a **Performance Security Bank Guarantee for 10 %** of the accepted Contract Value, valid for a period of the stipulated 'Contract Period', for due fulfilment of the contractual obligations by the contractor. The Performance Security Bank Guarantee shall be extendable for further period of contract on renewal of Annual Maintenance contract.
10. The contractor shall quote GST properly and G.S.T as applicable shall be explicitly indicated in the row / column, meant for that in the Bill of Quantities
11. The age of the **workmen deployed should not be less than 18 years.**
12. A penalty of Rs. 1,000.00 per occasion shall be levied for violation of safety norms including non-use of personal protective equipment. Any delay of more than two days in attending complaints will attract a penalty of Rs. 1000/- per day. A penalty of Rs.

2,000.00 shall be levied if violation is repeated.

13. The Bank may instruct the contractor to redo unsatisfactory performance or incomplete work. If the contractor fails to attend the work within the time given, the Bank may appoint another contractor and the cost will be deducted from the contractor's quarterly payment / dues without prejudice to recovery of the stipulated penalty.
14. An adequate insurance coverage shall be arranged by the contractor for all employees/workmen against accident & the Bank shall not be responsible for any liability arising out of any accident / injury caused to the employees/workmen while executing the work.
15. The contractor shall make payments to the workers as per the Contract Labour Act once in a month on a specified date regularly and the payment should be made as per minimum wages act in the presence of authorized representative of the Bank.
16. **Payment of the bills** will be made on quarterly basis. Proportionate amount will be deducted from the bill for not servicing during that particular period. In case of failure on the part of the contractor to attend the complaints, treat the areas satisfactorily and timely as per periodicity, the Bank may get the work carried out through its other agencies at the risk and cost of the CAMC Contractor, besides taking other penal action in terms of the remedies available to the Employer under this Contract. The bill must contain the detailed record of the pest control job carried out by the contractor during the Quarter. A copy each of the pay-slips of all the workmen deployed during the month shall be enclosed with every bill raised by the contractor.
17. The work should be accomplished between the working hours on all the working days and on additional days as per the requirement indicated by the Bank. Penalty clauses as described in the relevant items shall be applicable.
18. All complaints either lodged manually in the contractor's complaint registers, lodged over telephone or through complaint registers kept in Caretaker's office shall be collected by the Supervisor. The complaint number should be given to the complainer. All the complaints except major or special nature should be attended in 18 Hours (max.) & recorded in the complaint register regularly. The register

duly signed by the contractors' supervisor & Bank's representative should be produce during the preparation of the bills.

19. **Renewal of contract:** At the sole discretion of the Employer, the AMC shall be considered for further renewal for the succeeding year on same terms and conditions with requisite increase / decrease in rates based on the applicable Minimum Wages provided the Employer finds the services of the Contractor satisfactory. The decision of the Employer in this regard shall be final and binding. In addition to this, the maximum permissible increase in the Service Charges will be based on CPI and WPI indices, as decided by the Bank.

$$VN = V + VM + VL$$

where,

$$VM = 0.60 \times 0.88V \times \{(WI - WIO)/WIO\}$$

$$VL = 0.40 \times 0.88V \times \{(CI - CIO)/CIO\}$$

VN = Contract amount for the current year

V = Contract amount for the previous year

VM = Variation in material cost

VL = Variation in labour cost

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

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

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

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

The contract could be considered for further renewal for 12 months of 2024-25 and 12 months of 2025-26 as stated above provided the Bank finds the services of the Contractor satisfactory and if Bank desires so. The decision of the Bank in this regard shall be final.

20. **Non-disclosure:** The Contractor shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure / systems/ equipment etc., which may come to the possession or knowledge of the Contractor during the course of discharging contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. The Contractor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with

applicable laws. The Contractor shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the 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.

21. Contractor shall obtain **Police Verification** report on character and antecedents of its personnel and other details relating to age, educational qualification, name and permanent address to be provided under this contract along with their passport size photographs before engaging them for duty in the security areas of the Bank's office Premises.

22. Prevention of Sexual Harassment of women at workplace:

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

23. Labour Laws:

- a) All the labour laws enacted by Ministry of Labour and Employment, Government of India which are implemented through the offices of the Regional Labour Commissioner (Central) such as, The Contract Labour (Regulation and Abolition) Act 1970; The Building and Other Construction Workers (Regulation of Employment and Condition of Services) Act 1995; Interstate Migrant Workmen (Regulation of employment of and condition of Service) Act 1979; The payment of Wages Act; The Minimum Wages Act; The Equal Remuneration Act; The Payment of Gratuity Act; The Payment of Bonus Act; The Industrial Disputes Act, 1947; Child Labour (Prohibition and Regulation) Act, 1986; The Maternity Benefit Act 1961 shall be strictly implemented by the contractor insofar as the same are applicable to this contract.
- b) The offices of the Regional Labour Commissioner (Central), Mumbai and Navi Mumbai will have the jurisdiction over the implementation of the labour laws under this contract.

24. **List of Documents to be submitted along with Bill:** Copy of following documents for particular months of the quarter duly certified by the contractor should be submitted along with quarterly bill for payment:

- Statement of Complaints received / attended
- Declaration for compliance of Contract Labour Act & Minimum wages Act.
- Purchase invoices of chemicals procured during the month and also, submit Materials Safety Data Sheet (MSDS) / Product datasheets for all chemicals.
- Any other document as directed by the Bank.

Place:

Date:

Signature:

SECTION - V

(Appendix I) Check List

Commercial Conditions

Sr. No.	Description	Bank's Terms	Acceptance of Bank's terms (YES/NO)
1	Validity	90 days from opening of quotation part-I	
2	EMD	₹12000/-	
3	Terms of payment	As per relevant clause in Part I of the quotation	
4	Technical specifications	As per specifications in Part I of the quotation	
5	Insurance	As per relevant clause in Part I of the quotation	
6	Valid license/ Certificate	To confirm that bidder aware about the IPCA standard for providing Pest control Services & shall abide by the regulation while performing duct cleaning	
7	Site visit	To confirm that the bidder has seen Central Office Building & all floors and had ascertained the nature of site & surrounding, and all local condition and restriction likely to affect the execution of work.	

Appendix-II . Check List of documents to be uploaded with the quotation

Sr. No.	Description of Document	Attached	
		Yes	No
1	Quotation documents (Part-I & Part-II) signed and stamped.		
2	EMD DD No.: Dated		
3	Copy of PAN		
4	Copy of Registration with Sale tax/VAT(TIN)/GST		
5	Copy of Registration with ESI		
6	Copy of Registration with PF		
7	Copy of Registration with Service Tax		
8	Copy of Registration with Office of the Regional Labour Commissioner		
9	Copy of the membership of The Indian Pest Control Association, IPCA.		
10	Power of Attorney, if applicable, in favour of person signing the tender documents.		

11	Requisite no/s. (as per works completed to fulfill pre-qualification criteria) of client's performance certificate/s on the letter head of the client/s in original		
12.	Banker's certificate on the letter head of the bank/s in original indicating solvency and performance of the firm as account holder		
13.	Chartered Accountant's certificate w.r.t. turn-over for last three years and creditworthiness.		

Place:

Signature of contractor:

Date:

Name and seal of the firm:

Section VI

Scope, specification, terms & conditions

Bank's Central Office Building is situated at Shahid Bhagat Singh Road, Fort, Mumbai 400 001. This has Ground plus 25 stories two basements and two services floor (i.e 26th & 27th floor) with a total built up area of 3.80 lakhs sq ft approximately. Each typical floor comprises of wet area (toilet block, water station, tea pantry etc) on one side and record room, conference room etc on the opposite side. Area of each typical floor is about 7200 sft and total carpet area of the building is 2.70 lakhs sq ft. Entire 1st & 2nd floor and portion of ground & mezzanine floor is occupied by the I.G. Mint with the independent entrance from their side, which is also covered under scope of the work.

Pest Management is an integrated approach to tackling a pest problem, which includes control (either physical or chemical) and prevention. The professional pest manager needs knowledge and skills, along with the latest products and equipment, in order to provide effective solutions to customers. Knowledge of local and international Regulatory, Hygiene & Safety Standards and conforming to these, forms an integral part of every pest manager's responsibility.

High standard of pest control services shall be maintained by using ultramodern equipment and materials like the same as maintained at major Airports, 5-Star Hotels etc.

Safety is key when using various pesticides / other products. Ensure that the workers wear appropriate protective clothing, rubber gloves, face masks, follow the directions on the label of any product, follow the instructions of the qualified pest management Supervisor and ventilate the room when using strong chemicals. Use biocides safely. Always read the label and product information before use.

Pesticide Regulations in India

The Insecticides Act, 1968 and Insecticides Rules, 1971 regulate the import, registration process, manufacture, sale, transport, distribution and use of insecticides (pesticides) with a view to prevent risk to human beings or animals and for all connected matters, throughout India. All insecticides (pesticides) have to necessarily undergo the registration process with the Central Insecticides Board & Registration Committee (CIB & RC) before they can be made available for use or sale. Thus, technically all insecticides (pesticides) in India are those substances that are listed on the "Schedule" of the Insecticides Act, 1968. The Registration Certificate mandates that a label be put on the packaging, which clearly indicates the nature of the insecticide (Agricultural or Household use), composition, active ingredient, target pest(s), recommended dosage, caution sign and safety precautions. Therefore, a pesticide labelled for agriculture should not be used in a

household.

Materials:

All the pesticides, insecticides, rodent repellents, other required materials and equipment will be provided by the contractor.

The CIB & RC scrutinizes and periodically reviews all pesticides and their usage - some are banned from registration itself. Sometimes a pesticide can be banned even after registration when it causes serious environmental and public health concerns. Some pesticides are meant for "Restricted Use" which means that they can be used only for prescribed purposes and by authorized personnel by obtaining the appropriate Government license.

A. Integrated Pest Management Service:

I. Pest covered:

1. Crawling insect pests such as cockroaches, bed bugs, ants, silverfish, carpet beetles, bugs etc.
2. Wood borers wherever and whenever seen.
3. Termites wherever seen by chemical spray method.
4. Drainage flies fruit flies, honeybees, mosquitoes, flesh flies, wasps, hoppers. etc. by chemical spray and chemical misting.
5. Non -insect pests such as spiders, mites, ticks, lizards etc.

II. Areas Covered:

1. Premises covering the entire building and external perimeter.
2. All drainage chambers in the ground level; cabins, residence of Security officer.
3. Open area and garden around the building, garage area

III. Treatment Method:

1. Chemical spray method for crawling insect, pests.
2. Gel baiting method for cockroach control
3. Thermal fogging to control breeding of mosquitos.
4. RB cakes / cages for rodent control

IV. Chemicals to be used:

1. List of products for spray : SC formulations of Cyfluthrin, Beta Cyfluthrin.
2. Deltamethrin Flow, Alphacypermethrin, and WP formulations of
3. Deltamethrin, Alphacypermethrin, Lambda Cyhalothrin
4. List of Products for gel Baiting: Fipronil and Imidacloprid.
5. Thermal fogging: king fog

6. Rodent control: Bromadiolone 0.005% RB cakes
7. Bedbug: Propoxur

B. Integrated Rodent Management Service:

I. Pests covered: Roof rat, Norway rat, House Mouse, shrew and Bandicoots

Areas covered: All internal and external areas in COB premises.

II. Treatment Method:

- a. Placement of baits in bait stations / baiting in external areas.
- b. Extensive trapping in internal areas.
- c. Maps of the bait stations and traps to be submitted on monthly basis.

III. Chemicals used:

For baiting, only Bromadiolone based anticoagulants to be used in the external areas. No baiting to be used in the internal areas.

Instructions to vendors:

1. Products safe for human beings, eco- friendly and approved by competent Government Bodies / Central Insecticides Board / WHO shall only be used. Copy of certificates to be submitted for the same.
2. MSDS for all products to be submitted.
3. Products should not cause any odour and stain.
4. Frequency of each service is tabulated below. The treatment once done should remain effective until the next treatment. In case of any complaint during this cycle, the contractor shall have to repeat the treatment free of charge.
5. Any other approved procedure for treatment may be used, whenever necessary for effective treatment, at no extra cost to the Bank.

Frequency of Services:

Sr. No.	Treatment Method	Area Covered	Frequency
1	Gel Baiting	All Office premises including IG mint building	Monthly Service
2	Chemical Spray	All Office premises including IG mint building	Fortnightly Service
3	Gel Baiting Services	Kitchen, Store, Dining area, pantries and VIP floors including IG mint building	Monthly Service
4	RB Cakes	All office premises including kitchen, pantry, store areas and dining areas including IG mint building	Weekly
5	Thermal fogging	Outside area of the premises and garage of the building including IG mint building	As and when required
6	Chemical spray for bed bug	Police guard rooms, ground floor seating area and any other location of the building	As and when required
7	Chemical Spray or Gel Baiting	Wherever Pests seen in between two services	As and when required.
8.	Book preservation treatment	6 th floor and book rooms on all floors	Six months
9.	Bed bug control / disinfection treatment	Police Ground room at Basement and seating area at ground floor.	As and when required.

Chemicals to be used:

Sl No.	Type of insect / pest / rodent	Approved make / type of chemicals
1	Rat	Roban cake, zinc phosphide or equivalent
2	Snake	carbolic acid, chlorpyrifos or equivalent
3	Bed Bug	all out india bayer temprid, bayer temprid sc or equivalent
4	Ant	bayer responsar, deltamethrin or equivalent
5	Crawling / flying insect	responsar(bayer) or equivalent or equivalent
9	Wasp	malathion 50%ec(bayer) or equivalent
10	Silverfish	bayer k othrine flow kotine fw or equivalent
11	Cockroach	bayer responsar,bayer temprid,maxforee gel or equivalent
12	Spider	bayer beta cyfluthrin or equivalent
	Lizard	chlorpyrifos(kemtrek),k - othrine flow(bayer) or equivalent
13	Bugs	responsar(bayer) or equivalent
14	Honey Bee	responsar,propoxure or equivalent
15	Mosquitoes	bayer wp-10 solfac or equivalent
16	Flies	50%ec(Bayer) or equivalent

Part II should not contain any terms and conditions but only priced bill of quantity. Terms and conditions, if any, incorporated in Part II, will not be valid or considered.

Place:

Signature of the Tenderer:

Date:

Address:

Annex-II

FORMAT FOR CLIENT'S CERTIFICATE REGARDING PERFORMANCE OF THE BIDDER

Name & address of the Client

Details of Works executed by M/s

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

ii) If yes, total amount of claim

iii) Total Amount awarded
13. Comments on the capabilities of the Contractor
 - a) Technical Proficiency Outstanding/Very Good/Good/Satisfactory/Poor
 - b) Financial soundness Outstanding/Very Good/Good/Satisfactory/Poor
 - c) Mobilization of adequate T&P Outstanding/Very Good/Good/Satisfactory/Poor
 - d) Mobilization of Manpower Outstanding/Very Good/Good/Satisfactory/Poor
 - e) General Behaviour Outstanding/Very Good/Good/Satisfactory/Poor

Note : All Columns should be filled in properly

Reporting officer* with office Seal

*Countersigned

*Officer of the rank of executive engineer or equivalent

Annex-III

FORMAT OF BANKER'S CERTIFICATE

1. Composition of the firm (whether Partnership/private limited/Proprietorship/Public limited)
2. Name of the Proprietor / Partners / Directors of the firm.
3. Turnover of the firm for the last 3 financial year (Year Wise).

2020 - 2021

2019 – 2020

2018– 2019

4. Credit facility / Overdraft Facility enjoyed by the firm dealings
5. The period from which the firm has been banking with your bank.
6. Any other Remarks.

You may also kindly forward your opinion whether the above firm is considered financially sound to be entrusted with the contract for work estimated to cost Rs. 5.90 Lakh.

Seal & Signature
For the Bank

Note:

1. Banker's Certificates should be on letter head of the Bank, sealed in cover addressed to Regional Director, Reserve Bank of India, Estate Office, MRO, Fort, Mumbai - 400001
2. In case of Partnership firm, certificate should include name of all partners as recorded with the Bank

Annexure – IV

**[Scanned copy (in pdf format) of this Annexure duly filled, to be uploaded with quotation]
service set up of the firm**

Details of Service Setup at Mumbai

1	Address	
2	Telephone numbers	
3	FAX numbers	
4	Email address	
5	Mobile No of contact person	

1. Please specifically indicate the details of the office as above, from where the service for the proposed system at Mumbai will be offered.
2. Please attach additional sheet wherever required.

Seal and Signature of the contractor

PROFORMA OF BANK GUARANTEE FOR PERFORMANCE SECURITY DEPOSIT / RETENTION MONEY

(On Non-Judicial Stamp Paper of appropriate value)

Place: _____

Date: _____

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

Dear Sir / Madam,

Name of Work:

WHEREAS

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

AND Whereas the Contractor is bound by the said Contract to submit to RBI a Performance Security for a total amount of ₹. _____ (Rupees _____ only) (Amount in figures and words) for the due fulfilment by the said contractor of the terms and conditions contained in the contract. We, _____ (Name of the Bank), (hereinafter called "the Bank"), at the request of M/s _____, the contractor, do hereby undertake to pay to the RBI an amount not exceeding Rs _____ as Performance Guarantee for due fulfilment of the terms and conditions of the contract.

NOW THIS GUARANTEE WITNESSETH

1. We ___ (Name of the Bank) do hereby agree with and undertake to RBI, their Successors, Assigns that in the event of the RBI coming to the conclusion that the Tenderer have not performed their obligations under the said conditions of the tender or have committed a breach thereof, which conclusion shall be binding on us as well as the said Tenderer, we shall on demand by the RBI, pay without demur to the RBI, a sum of Rs. _____ (Rupees _____ only) or any lower amount that may be demanded by the RBI. Our guarantee shall be treated as equivalent to the Earnest Money Deposit for the due performance of the obligations of the Tenderer under the said Conditions, provided, however, that our liability against such sum shall not exceed the sum of Rs. _____ (Rupees _____ only).
2. We also agree to undertake to and confirm that the sum not exceeding Rs. _____ (Rupees _____ only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the RBI on receipt of a notice in writing stating that the amount is due to them and we shall not ask for any further proof or evidence and the notice from the RBI shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. We undertake

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

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

We hereby further agree that:

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

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

For and on behalf of _____ (Name of Bank)

Signature of authorised Bank Official

Name:

Designation:

Stamp / Seal of the Bank

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

WITNESS 1

Signature:

Name:

Address:

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

Section VII
Un Priced Bill of Quantities
(Not for quote)

Comprehensive Annual Maintenance Contract for providing Pest Control services at Bank's Central Office Building, Fort, Mumbai

Sr No	Description	Qty.	Rate (₹)	Unit	Amount (₹)
1	<p><u>Pest Control:</u></p> <p>Carrying out Integrated pest management using gel and spray treatment in the Premises covering the entire building and external perimeter, all drainage chambers in the ground level and security offices and cabins, open area and garden around the entire office building using</p> <p>1. Odourless Chemical spray method for - crawling insect, pests. Cockroach / pest control by using SC formulations of Cyfluthrin, Beta Cufuthrin, Deltamethrin Flow, Alphacypermethrin, and WP formulation of Deltamethrian, alphacypermethrin, Lambda Cyhalothrin.</p> <p><u>Treatment to be carried out once in every fortnight.</u></p> <p>2. List of products for Gel baiting - Fipronil and Imidacloprid keeping sufficient nos. of baits in each room/ cabin which should be effective for a period of one month, including cost of disposing old baits etc. complete.</p> <p><u>Treatment to be carried out once in every month.</u></p> <p>The approximate plan (carpet) area of the office spaces to be treated is indicated in the Part-I of the tender for general guidance of</p>				

	<p>the tenderer.</p> <p><u>Chemical spray method – 02 services per month</u></p> <p><u>Gel baiting method per month – 01 service per month</u></p> <p>The treatment once done should remain effective until the next treatment. In case of any complaint during this period, the contractor will have to repeat the treatment free of charge.</p>	12 months		Per month	
Rate in words:					
2	<p><u>Internal and External Rodent Control:</u></p> <p>Carrying out Integrated Rodent Management service in all internal and external areas of Central Office Building premises by following methods,</p> <p>1. Placement of baits in bait stations - baiting in external areas.</p> <p>2. Extensive trapping in internal areas.</p> <p>Note: Maps of the bait stations and traps to be submitted on monthly basis.</p> <p><u>Treatment to be carried out once in every week.</u></p> <p>The treatment once done should remain effective until the next treatment. In case of any complaint during this period, the contractor will have to repeat the treatment free of charge.</p>	12 months		Per month	
Rate in words:					
3	<p><u>External Pest and Rodent Control:</u></p> <p>Carrying out pest control / disinfection treatment and rodent control in all the common areas in the premises such as</p>				

	<p>staircases/ lobbies/ passages/ corridors/ caretaker's office, etc., once in fifteen days including opening manhole cover, spraying the ISI approved chemicals (natural oil base pyrethrodine such as lindane, pyrethrodine in proportion specified and anti-coagulant/ rodent traps.</p> <p><u>Treatment to be carried out once in every fortnight.</u></p> <p>The treatment once done should remain effective until the next treatment. In case of any complaint during this period, the contractor will have to repeat the treatment free of charge.</p>	12 months		Per month	
Rate in words:					
4	<p>Book preservation treatment on 6th floor (entire), and book rooms on all floors.</p> <p><u>Treatment to be carried out once in every six months.</u></p> <p>The treatment once done should remain effective until the next treatment. In case of any complaint during this period, the contractor will have to repeat the treatment free of charge.</p>	2 Jobs		Per job	
Rate in words:					
5	<p>Mosquito control treatment by thermal fogging method to be carried out in car parking area (garage) and outside area of the premises.</p> <p><u>Treatment to be carried out in the evening, as and when required.</u></p> <p>The treatment once done should remain effective until the next treatment. In case of any complaint during this period, the</p>				

	contractor will have to repeat the treatment free of charge.	24 operations		Per operation	
Rate in words:					
6	Carrying out bed bug control / disinfection treatment in the police guard room and seating area at Ground floor. <u>Treatment to be carried out as and when required.</u> The treatment once done should remain effective until the next treatment. In case of any complaint during this period, the contractor will have to repeat the treatment free of charge.	4 operations		Per operation	
Rate in words:					
		Total			
		CGST @ 9 %			
		SGST @ 9 %			
		Total amount			
Total Amount per annum in words :					
(Rupees _____)					
_____)					

Place:
Date:

Signature and seal of the Bidder
Name:
Address:
Email:
Phone:
Mobile no.: