



Reserve Bank of India
Estate Department, Rail Head Complex
Jammu-180012
<https://www.rbi.org.in>

E-Tender for Annual Maintenance Contract (AMC) for Providing Services of Housekeeping / Cleaning at Bank's Leased Residences and Staff Quarters at Sector-9, Trikuta Nagar, Jammu

Reserve Bank of India, Jammu invites online applications for "AMC for Providing Services of Housekeeping / Cleaning at Bank's Leased Residences and Staff Quarters at Sector-9, Trikuta Nagar, Jammu." The e-tendering shall be done through the e-tendering portal of MSTC Ltd. (<http://mstcecommerce.com/eprochome/rbi>) only. **All the participants** are required to submit e-tender applications as per the terms and conditions mentioned in the tender document. The Schedule of e-tender is as follows:

Estimated cost of the work	₹21,00,000/- (Rupees Twenty-One Lacs Only)
Availability of Online application form	January 20, 2023
Last date and time for submission of duly filled /completed Application Online	February 20, 2023 up to 02:00 P.M.
Date and Time of opening of E-Tender	February 20, 2023 from 03:00 P.M. onwards
MSTC portal Link	https://www.mstcecommerce.com/eprochome/rbi/

Date: 20.01.2023

Regional Director



**RESERVE BANK OF INDIA
ESTATE DEPARTMENT
JAMMU**

E-Tender No- RBI/Jammu/Estate/385/22-23/ET/582

For

**Annual Maintenance Contract (AMC) for Providing Services of
Housekeeping / Cleaning at Bank's Leased Residences and
Staff Quarters at Sector-9, Trikuta Nagar,
Jammu**

Part- I

Last Date of Submission: **February 20, 2023** up to 2:00 PM

Date of opening of tender Part-I: **February 20, 2023** at 03:00 PM



Reserve Bank of India
Estate Department
Jammu

SECTION- I

TENDER NOTICE

1. Reserve Bank of India, Jammu invites E-Tenders from eligible contractors for **Annual Maintenance Contract (AMC) for Providing Services of Housekeeping / Cleaning at Bank's Leased Residences and Staff Quarters at Sector-9, Trikuta Nagar, Jammu** for an initial period of **12 months commencing from April 01, 2023 to March 31, 2024** as per laid down contractual obligations. The AMC contract can also be renewed at the sole discretion of the Bank on the Bank's terms and conditions for further period of 12 months commencing from April 01, 2024 to March 31, 2024 **and** April 01, 2024 to March 31, 2025 subject to satisfactory performance of the services as per contractual obligations.
2. The estimated cost of the work is ₹21 Lakh inclusive of all taxes, levies & charges.
3. The last date of submission of the e-tender on www.mstcecommerce.com is **February 20, 2023** on or before 2:00 pm.

For more details please see the **SCHEDULE OF TENDER (SOT)**.

(Kamal P. Patnaik)
Regional Director

**Reserve Bank of India
Estate Department
Jammu**

**NOTICE INVITING TENDER
(Only through e-procurement)
SCHEDULE OF TENDER (SOT)**

This e-tender is invited from the eligible contractors/firms for providing **Annual Maintenance Contract (AMC) for Providing Services of Housekeeping / Cleaning at Bank's Leased Residences and Staff Quarters at Sector-9, Trikuta Nagar, Jammu** on comprehensive annual rate maintenance contract basis for an initial period of 12 months commencing from **April 01, 2023 to March 31, 2024**.

NOTE: THIS IS AN OPEN TENDER ENQUIRY. ALL ELIGIBLE CONTRACTOR MAY PARTICIPATE IN THIS TENDER. BIDDERS ARE ADVISED TO CHECK THEIR ELIGIBILITY FOR THIS TENDER BEFORE PARTICIPATING.

Name of Work:	Annual Maintenance Contract (AMC) for Providing Services of Housekeeping / Cleaning at Bank's Leased Residences and Staff Quarters at Sector-9, Trikuta Nagar, Jammu
Period	12 Months - April 01, 2023 to March 31, 2024
Mode of Tender	e-Procurement System (Online Part-I – Techno - Commercial Bid and Part-II - Price Bid through www.mstcecommerce.com)
E-Tender No	RBI/Jammu/Estate/385/22-23/ET/582
Date of NIT available to parties to download	January 20, 2023 at 17:00 hrs.
i) Estimated Cost of Work	₹21 Lakh
ii) Earnest Money Deposit	₹42000/- in RBI Jammu A/c No.8714295, IFSC Code: RBIS0JMPA01 (0=Zero) {Intimate/forward the transaction details on estate@rbi.org.in and jasmeeetsingh@rbi.org.in }
iii) Transaction Fee	<i>It will be shown at MSTC portal and payment will be made online only.</i>
Date of Starting of e-Tender for submission of on line Techno-Commercial Bid and price Bid at www.mstcecommerce.com/eprochome/rbi nd	As soon as Tender Fee is submitted to MSTC through their Website.

Date of closing of online e-tender for submission of Techno-Commercial Bid & Price Bid.	February 20, 2023 upto 02:00 PM
Date & time of opening of Part-I (i.e. Techno-Commercial Bid)	February 20, 2023 at 03:00 PM
Part-II (i.e. Price Bid)	Date and time will be fixed after scrutiny of Part-I

Note: The Bank reserves the right to accept the tender in whole or in parts thereby awarding work to one firm/company or more than one firm/company. The Bank also reserves the right not to accept any tender without assigning any reason thereof.

Important instructions for E-procurement

This is an e-procurement event of Reserve Bank of India, Jammu. The e-procurement service provider is MSTC Limited.

You are requested to read and understand the Notice Inviting Tender and subsequent Corrigendum, if any, before submitting your online tender. Tenderers who do not comply with the conditions with documentary proof (wherever required) will not qualify in the Tender for opening of price bid.

1	<p><u>Process of E-tender:</u></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/Govt depts → 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.</p> <p>In case of any clarification, please contact RBI/MSTC, (before the scheduled time of the e- tender).</p> <p><u>Contact person (RBI):</u> Shri Sanjeev Sharma, Assistant General Manager, Estate Department MOB: 9419206362, PHONE:0191-2472481</p> <p><u>Contact person (MSTC Ltd):</u></p> <table border="0"><tr><td>Mr. Nitin Anand Manager (NRO) Mobile no: 9769760074 Email: bmcdgmstc@mstcindia.co.in</td><td>Shri Pankaj Kumar Assistant Manager (NRO) Mobile no- 7229068247 Email - pankajkumar@mstcindia.co.in</td></tr></table> <p>Google hangout ID- (for text chat)- mstceproc@gmail.com</p> <p><u>B) System Requirement:</u></p> <p>i) Windows 7 or above Operating System ii) IE-7 and above Internet browser. iii) Signing type digital signature iv) Latest updated JRE 8 (x86 Offline) software to be downloaded and installed in the system.</p> <p>To disable "Protected Mode" for DSC to appear in The signer box following settings may be applied.</p>	Mr. Nitin Anand Manager (NRO) Mobile no: 9769760074 Email: bmcdgmstc@mstcindia.co.in	Shri Pankaj Kumar Assistant Manager (NRO) Mobile no- 7229068247 Email - pankajkumar@mstcindia.co.in
Mr. Nitin Anand Manager (NRO) Mobile no: 9769760074 Email: bmcdgmstc@mstcindia.co.in	Shri Pankaj Kumar Assistant Manager (NRO) Mobile no- 7229068247 Email - pankajkumar@mstcindia.co.in		

	<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>
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2	<p>(A) The Techno-commercial Bid and the Price Bid shall have to be submitted online at www.mstcecommerce.com/eprochome/rbi Part-I Techno-Commercial bid will be opened electronically on specified date and time as given in the NIT.</p> <p>(B) Part II Price bid will be opened electronically of only those bidder(s) whose Part-I Techno-Commercial Bid is found to be Techno-Commercially acceptable by RBI, JAMMU. Such bidder(s) will be intimated date of opening of Part-II Price bid, through valid email confirmed by them.</p> <p>Note:</p> <p>The tenderers are advised to offer their best possible rates. There would generally be no negotiations hence please submit your most competitive prices while submitting the price bid. However, in case the lowest rate appears to be reasonable considering the prevailing market conditions, the order may be awarded to the lowest bidder and if the rate is still considered high, action as per prevailing instruction/guideline shall be taken.</p>
3	All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity.
4	<p><u>Special Note towards Transaction fee:</u></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. <u>Transaction fee is non-refundable.</u></p> <p>A vendor will not have the access to online e-tender without making the payment towards transaction fee.</p> <p>NOTE</p> <p>Bidders are advised to remit the transaction fee well in advance before the closing time of the event so as to give themselves sufficient time to submit the bid.</p>
5	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><u>Bidding in e-tender:</u></p> <ul style="list-style-type: none"> 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 nonrefundable. No interest will be paid on EMD. EMD of the unsuccessful vendor(s) will be refunded by the tender inviting authority. b) The process involves Electronic Bidding for submission of Technical and Commercial Bid. c) 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. d) The vendor should allow running JAVA application. This exercise has to be done immediately after opening of Bid floor. Then they have to fill up Common terms/Commercial specification and save the same. After that click on the Technical bid. If this application is not run then the vendor will not be able to save/submit his Technical bid. e) After filling the Technical Bid, vendor should click 'save' for recording their Technical bid. Once the same is done, the Commercial Bid link becomes active and the same has to 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 f) Vendors are instructed to use Attach Doc button to upload documents. Multiple documents can be uploaded. g) In all cases, vendor should use their own ID and Password along with Digital Signature at the time of submission of their bid. h) During the entire e-tender process, the vendors will remain completely anonymous to one another and also to everybody else. i) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above. j) All electronic bids submitted during the e-tender process shall be legally binding on the vendor. Any bid will be considered as the valid bid offered by that vendor and acceptance of the same by the Buyer will form a binding contract between Buyer and the Vendor for execution of supply. k) It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system. l) Buyer reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof. m) No deviation of the terms and conditions of the tender document is acceptable. Submission of bid in the e-tender floor by any vendor confirms his acceptance of terms & conditions for the tender.
8	Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.
9	No deviation to the technical and commercial terms & conditions are allowed.
10	The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof.

11	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.
12	RBI, JAMMU has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof.

SECTION-II

Shri Kamal P. Patnaik,
Regional Director
Reserve Bank of India
Rail Head Complex
Jammu- 180 012

Dear Sir,

Having examined the details relating to the tender described hereunder in the Memorandum and having visited and examined the site of the works/services and also having acquired the requisite information relating thereto as affecting the tender, I/We hereby offer to execute the works/services specified in the said tender within the time specified and at the rates mentioned and instructions in writing referred to in Conditions of the Tender and Conditions of Contract and with such materials as are provided for and in all other respects in accordance with such conditions so far as they may be applicable.

Memorandum

A	Name of work	:	Annual Maintenance Contract (AMC) for Providing Services of Housekeeping / Cleaning at Bank's Leased Residences and Staff Quarters at Sector-9, Trikuta Nagar, Jammu
B	Estimated Cost	:	₹ 21 Lakh
C	Period	:	12 months, April 01, 2023 to March 31, 2024
D	Earnest Money Deposit (EMD) through NEFT	:	₹ 42000/- in RBI Jammu Account No. 8714295, IFSC Code: RBIS0JMPA01 (0=Zero)(Intimate/ forward the transaction details on estate@rbi.org.in and jasmetsingh@rbi.org.in EMD shall be released after submission of Performance Bank Guarantee (PBG) by the successful bidder.
E	Performance Bank Guarantee (PBG)	:	5% of Contract Value, shall be submitted by the successful bidder and same shall be released after successfully completion of work.

2. Should this tender be accepted in whole or in part, I/we hereby agree to fulfill the terms and provisions of the said conditions of the contract annexed hereto for "**Annual Maintenance Contract (AMC) for Providing Services of Housekeeping / Cleaning at Bank's Leased Residences and Staff Quarters**

at Sector-9, Trikuta Nagar, Jammu from April 01, 2023 to March 31, 2024 and work as per the rates accepted by the Bank.

3. I/We have deposited a sum of ₹42000/- as Earnest Money with the Reserve Bank of India, which is not to bear any interest. Should I/We fail to execute the contract when called upon to do so, I/We do hereby agree that this sum shall be forfeited by me /us to the Reserve Bank of India.

4. Our bankers (with full address) are:

(i)

(ii)

5. The names of partners of our firm are:

(i)

(ii)

6. Name of person having Power of Attorney to sign the contract is:

(Certified true copy of the Power of Attorney should be attached)

7. Check list for documents submitted or not submitted

Sr. No.	Documents	Submitted	Not Submitted
(a)	Duly filled in & signed Tender Documents		
(b)	Trade License / certificate of incorporation/partnership deed		
(c)	Copy of PAN Card & other related Income Tax documents		
(d)	Copy of Certificate of Registration for payment of Goods and Services Tax(GST)		

(e)	Client's Performance Certificates in sealed official cover of the previous Client/s or a copy of each of the recent work-orders and agreements.		
(f)	Banker's certificate in sealed official cover of the bank		

7. I/we also note that this letter will form part of the contract document and that the contents of this letter shall be supplemental to the conditions in the tender and not in derogation thereof except to the extent specifically provided herein.

Date :

Place:

Signature of the contractor/s:

Seal having Address : _____

Landline/Mobile No. : _____

Witnesses:

1. Name : _____ (Signature)
Address : _____

2. Name : _____ (Signature)
Address : _____

Section III

General Instructions to Contractors and Special Conditions of Contract (To be read in relevance to e-tendering process only)

1. The Bidder who fulfil the following minimum **pre-qualification criteria** shall be eligible to participate in tendering process and for opening of their price bids.

PRE-QUALIFICATION CRITERIA

A	Composition of the firm/organization	<p>Details of Registration of the firm / organization- whether Sole Proprietorship/Partnership firm/Private Limited/ Limited or Co-Operative Body etc. - Name of Registering Authority, Date, and Registration number, etc.</p> <p>The Bidder should have valid Goods and Service Tax (GST) registration</p>	<p>Bidder should fill up information in Format-1 annexed hereto and submit along with the following supporting documents.</p> <p>(i) Copy of registration certificate.</p> <p>(ii) Copy of the Articles of Association/ Power of Attorney / Attorney / another relevant document.</p> <p>(iii) Copy of Goods and Service Tax registration (GST) certificate.</p> <p>(iv) Details of registration of labour along with EPF and ESI documents, if any.</p>
B	Duration of Past Experience	<p>The bidder should have minimum 5 years of experience of executing similar work/s*. Bidder shall submit the documentary evidence in support of minimum experience of 5 years (i.e. the bidder should have undertaken similar work/s*</p>	<p>i) Bidder should fill up the information in Format 2 annexed hereto indicating client-wise names of similar work(s), awarded and actual cost(s), completion date stipulated in contract and actual dated of completion date, etc. and should submit along with the documentary evidence as proof minimum 5 years of experience of completed similar work/s* viz. copies of detailed work order/s for qualifying works indicating date of award, contract amount, time given for completing the work, etc. and the corresponding.</p>

		<p>prior to December-2022)</p>	<p>completion certificate(s) indicating actual date of completion and actual value of executed similar work/s issued by the client(s) for works executed for government / public sector companies and copies of work order, work completion certificate along with Tax Deducted at Source (TDS) certificate(s) issued by the client(s) for works executed for private companies.</p> <p>ii) Bidder should also fill up the information about similar work/s* on- hand in the Format 2A annexed hereto and should submit along with supporting documents. Viz. Copies of work order/s with details of items of work, issued by the client(s) for the work/s in progress.</p> <p>(iii) 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.</p>

	Minimum value of each completed similar work/s (qualifying) during specified period	The bidder should have experience of successfully completed similar work/s * during last 5 years ending on December-2022 should be either of the following: i) Three completed similar works * each costing not less than the amount equal to ₹8.40 Lakh or ii) Two completed similar works * each costing not less than the amount equal to ₹10.50 Lakh or iii) One completed similar work * each costing not less than the amount equal to ₹16.80 Lakh.	Bidder should fill up the information in Format 3 annexed hereto and submit along with the following documents as proof of having successfully completed similar work/s *. (i) Copies of detailed work order/s for qualifying works indicating date of award, contract amount, time given for completing the work, etc. and the corresponding completion certificate(s) indicating actual date of completion and actual value of executed similar work/s issued by the client(s) for works executed for government /public sector companies and copies of work order, work completion certificate along with Tax Deducted at Source (TDS) certificate(s) issued by the client(s) for works executed for private companies. (ii) Client certificate/s for each of the qualifying work as per the Format 3A annexed hereto.
D	Annual financial turnover	Bidder should have had an annual financial turnover of amount equal to ₹21.0 Lakh or more per year during the last 3 financial years,.	Bidder should fill up the information in Format 4 annexed hereto and submit along with the following documents (i) Copies Audited financial statements/ accounts of the business of the bidder duly certified by a Chartered Accountant indicating the turnover for financial years referred in the format 4 . (ii) Copies of the Income Tax Clearance Certificates / Income Tax Assessment orders duly certified by a Chartered Accountant as a proof creditworthiness.

E	Solvency	Should furnish solvency certificate issued by the bidder's Banker specifically to work for an amount equal to ₹21.0 Lakh.	(i) Bidder should submit solvency certificate issued by their Banker. (ii) Bidder should also submit Banker's certificate as per Format 5 annexed hereto from their Banker. (iii) Names and addresses of Bankers along with full details, like names, postal addresses, e-mail IDs, telephone (landline 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.
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Note:

- (i) *For **Annual Maintenance Contract (AMC) for Providing Services of Housekeeping / Cleaning works**: similar works means - **Services of Housekeeping / Cleaning** works including minor works which are required to be carried out before said work, etc.
- (ii) Components of work executed other than those included in definition of similar work shall be deducted while calculating cost of similar work. Bidder shall submit abstract of cost of work in support of this.
- (iii) In respect similar work completion certificate(s), client certificate(s) issued by the private companies shall also accompany copy of Tax Deducted at Source (TDS) certificates. Bids received without the specified certificates shall be rejected and the Bank shall have the right to verify/ cause verification of authenticity of the said documents whenever felt necessary.
- (iv) Regarding client's certificate for qualifying similar completed works carried out for Government/public sector companies, the certificate should be signed by the concerned Executive Engineer or an officer in an equivalent or higher rank. For qualifying similar completed works carried out for private companies, shall accompany Tax Deducted at Source (TDS) certificates must be submitted for proving the credentials/contract amount.
- (v) Bank reserve its right to obtain the performance reports from the clients for the qualifying work/s, Banker/s report of the Bidders directly, if so desired. The Bank on its own may also conduct inspection of their work eligible/qualifying works referred by the

Bidder in their bid.

- (vi) It is clarified that the work executed by the applicant for their in-house or capital use will not be considered for purpose of work experience of completion of similar works.
- (vii) **All information called for in the annexed formats should be furnished against the relevant columns** in the formats. If for any reason, information is furnished on a separate sheet, this fact should be mentioned against the relevant column. Even, if no information is to be provided in a column, a 'nil' or 'no such case' entry should be made in that column. If any particulars/query is not applicable in case of the

shall contain all the enclosures mentioned and copies shall be self-attested.

- (viii) The bid submitted by a bidder who is found to be not satisfying the above prequalification criteria will be disqualified. Bids containing false and /or incomplete information are liable for rejection.

bidder, it should be stated as '**Not applicable**' Tender document

1.	Bids in Two bid system The tender in two parts (Part I comprising of duly filled e-tender; part I, complete pre-qualifications criteria, EMD, technical bid/details, literature, etc., and Part-II comprising of duly filled-in tender Part II) should be submitted online as e-Tender using digital signature not later than the date and time of submission of tender/bid on line. Tender inviting authority and Name of work, office is specified in schedule. No tender will be accepted after the specified date and time for submission of tender under any circumstances whatsoever. Bids shall be submitted online only and those received in physical form will not be entertained
2.	The intending bidders are advised to follow the important instructions of e-Tender specified in Schedule and must have valid digital signature to submit the bid.
3.	Clarifications and pre-bid meeting If the bidder shall have any doubt as to the meaning of any portion general rules and instructions to bidders, general conditions, or the special conditions or the scope of the work or the specifications or any other matter concerning the work, he shall in good time, before the scheduled date of Pre-bid meeting, put forth the particulars thereof and submit them to the RBI, in writing, addressed to the Tender Inviting Authority in order that such doubts may be clarified authoritatively during Pre-bid meeting and shall be conveyed to all the bidders in due course. Once a tender is submitted, the matter will be decided according to tender conditions in the absence of such authentic pre-clarification.

Tenders shall be submitted through e-tendering process not later than 14.00 hours on February 20, 2023. Telegraphic, Fax and E-mail tenders shall not be accepted.

2. No tender will be received after 14.00 hours on February 20, 2023 under any circumstances whatsoever.
3. All information, correspondence letters, shall be submitted in and addressed to the Regional Director, Reserve Bank of India, Estate Department, Jammu.
4. No other enclosure is permitted in Part- I & Part-II of the tender. Change of terms and conditions and technical deviations, if any, found in Part- I or Part-II, the tender will not be taken into account and it will be treated as null and void.
5. No request for any change in rate or conditions after the opening of the tender will be entertained.
6. For any item, if the rate and amount do not tally with respect to the bill of quantities, then the amount arrived on the basis of quoted rates shall only be considered.
7. The Reserve Bank of India does not bind itself to accept the lowest or any other 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.

8. Earnest Money Deposit:

(a) Intending tenderers shall pay as earnest money deposit a sum of ₹42000/- by NEFT or RTGS or any other e-payment system or demand draft issued by a scheduled bank in favour of Reserve Bank of India payable at Jammu. A tender which is not accompanied by earnest money deposit, will not be considered. The Earnest Money will be refunded to the tenderer, if his tender is not accepted, but without any interest.

(b) Under no circumstances earnest money deposit will be accepted in the form of fixed deposit receipt of bank or insurance guarantee or cheque.

(c) The earnest money deposit of ₹42000/- paid by the successful tenderer shall be held by the Reserve Bank of India as a security deposit for the execution and due fulfilment of the contract. No interest shall be paid on the said deposit.

10. On receipt of intimation from the Employer 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 and the Schedule of Conditions but the written acceptance by the Reserve Bank of India of a tender will constitute a binding contract between the Reserve Bank of India and the person so tendering, whether such formal agreement is or is not subsequently executed.

11. Performance Bank Guarantee:

Successful tenderer shall have to deposit Performance Bank Guarantee in approved proforma equivalent to 5% of the accepted tender amount. EMD will be released to successful bidder after the award of the contract and submission of PBG. This Performance Bank Guarantee will be encased and forfeited by the Bank, if the successful tenderer fails to complete /execute all the items of works satisfactorily at site. This Performance Guarantee towards the Security Deposit shall be valid till the completion of the entire contract period.

12. 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 and the Contractor shall, unless such deposit

has become otherwise payable, within ten days after such deduction make good in cash the amount so deducted.

13. 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 cause the General Manager [in-Charge of Estate Department] of the Bank, to serve a notice in writing on the Contractor, rescinding the Contract whereupon the security deposit shall stand forfeited to the Employer.

14. The Contractor shall carry out all the work strictly in accordance with the details of the tender documents and instructions of the Bank's Engineer.

15. A Schedule of Probable Quantities in respect of each items of work and specifications shall accompany these Special Conditions. The Schedule of Probable Quantities is liable to alteration by omissions, deductions or additions at the discretion of the Bank. Each tender should contain not only the rates but also the value of each item of work entered in a separate column and all the items should be totaled in order to show the aggregate value of the entire tender.

17. The tenderer must obtain for himself on his own responsibility and at his own expenses all the information which may be necessary for the purpose of making a tender and for entering into a contract and must inspect the site of the work and acquaint himself with all local conditions, means of access to the work, nature of the work and all matters appertaining thereto.

18. Time allowed for carrying out the work as mentioned in the Memorandum shall be strictly observed by the Contractor and it shall be reckoned from the 10th day from the date of written order to commence the work is issued or site is handed over to the contractor for taking up the work.

19. The work shall throughout the stipulated period of the contract be proceeded with all due diligence and if the Contractor fails to complete the work within the specified period, he shall be liable to pay compensation as defined in the Conditions of Contract.

20. The Contractor shall not be entitled to any compensation for any loss suffered by him on account of delays in commencing or executing the work, whatever the cause of delays may be, including delays arising out of modifications to the work entrusted to him or in any sub-contract connected therewith or delays in awarding contracts for other trades of the project or in commencement or completion of such works or in procuring Government controlled or other building materials or in obtaining water and power connections for construction purposes or for any other reason whatsoever and the Employer shall not be liable for any claim in respect thereof. The Employer does not appear liability for any sum besides the tender amount, subject to such variations as are provided for herein.

21. The successful tenderer must co-operate with the other Contractors appointed by the Employer so that the work shall proceed smoothly with the least possible delay and to the satisfaction of the Bank.

22. The Contractor must bear in mind that all the work shall be carried out strictly in accordance with the Specifications made by the Employer/Bank and also in compliance of the requirements of the local public authorities and to the requirements of the Bank and no deviation on any account will be permitted.

23. The successful tenderer should make his / her own arrangement to obtain all the materials required for the work to complete as required at site as directed by the Bank.

24. The contractor shall strictly comply with the provision of safety measures required for the work in addition to the details contained in the Part-I tender form.

25. The security deposit of the successful tenderer will be forfeited, if he/she fails to comply with any of the conditions of the Contract.

26. The Contractor shall be deemed to have carefully examined the work and sited conditions including labour, the general and special conditions, the specifications, schedules and shall be deemed to have visited the site of work, to have fully informed himself regarding the local conditions and carried out his own investigations to arrive at the rates quoted in the tender. In this regard he will be given necessary information available with the department but without any guarantee about its accuracy.

27. If the contractor shall have any doubt as to the meaning of any portion of the general conditions, or the special conditions or the scope of the work or the specifications or any other matter concerning the contract he/she shall in good time, before submitting his tender, put forth the particulars thereof and submit them to the Bank, in writing in order that such doubts may be clarified authoritatively in writing before tendering. Once a tender is submitted, the matter will be decided according to tender conditions, in the absence of such authentic pre-clarification.

28. The Reserve Bank of India reserves the right to sub-divide the work mentioned in the tender, amongst two or more tenderers at its own discretion and contractor will have to execute orders for part of the items placed with them at the quoted rate for various item. The Reserve Bank of India also reserves the right to increase or decrease the quantities and even omit any item of work after the order is placed and the contractor shall execute the same without claiming anything extra for the same. In this context the rates quoted for each item must be self-supporting and relevant.

29. Errors, Omission and Descriptions:

In case of errors, omissions and/or disagreement between written and specification etc. the following order of preferences shall apply:

(i). Between the written description of the item in the specifications and the detailed descriptions in the schedule of quantities of the same item, the later shall be adopted.

(ii) In case of difference between the rates written in figures and words, the rate adopted for working out the total amount of item in the original tender form, shall

be taken as correct. In all other cases the correct rate would be that which is lower.

30. In all cases of omissions and /or doubts or discrepancies in any item or specification a reference shall be made to the Dy. General Manager [Estate in Charge], Reserve Bank of India, Jammu, whose elucidation, elaboration or decision shall be considered as authentic.

31. The Contractor shall be held responsible for any errors that may occur in the work through lack of such reference and precaution.

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

Place:

Signature of tenderer with
seal:

Date:

Address:

Contact nos.:

SECTION-IV

ARTICLE OF AGREEMENT

This Agreement made on this _____ day of _____ 2023 between Reserve Bank of India, having its office at Rail Head Complex, Jammu-180012 (hereinafter referred to as the "Bank") which expression shall unless it is repugnant to the context or meaning thereof deemed to include its affiliates, successors and assigns of the ONE part and M/s _____, having its office at _____ (hereinafter referred to as the "Contractor") which expression shall unless it is repugnant to the context or meaning thereof deemed to include his heirs, representatives, administrators and assigns of the OTHER part.

Whereas the contractor is carrying on the business of providing cleaning and housekeeping services to Bank's leased residences and staff quarters and has adequate experience in such jobs for rendering such services.

And whereas the Bank is desirous of availing services of the contractor for the purpose as indicated in the letter No. _____ dated _____.

And whereas the parties are desirous of recording the terms and conditions under or upon which the said services are to be rendered by the contractor.

NOW IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES HERETO AS FOLLOWS

This agreement will come into effect from April 01, 2023 and will remain in force up to March 31, 2024 or unless it is terminated as per the terms herein after contained.

The quoted charges of _____ (Rupees _____ only) covering the cost of manpower deployed, material used and machinery deployed for efficient rendering of services shall be payable on monthly basis subject to submission of invoice. The payment thereon will be made after the same is duly certified by the Bank's officials to the effect that the services have been provided satisfactorily and after deducting all statutory dues/taxes, etc.

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

The above charges also include Insurance charges and any other tax and duty or other levy, whether existing or levied in future by the Central Government or any State Government or any Local Authority.

The contractor shall be responsible for providing services on regular basis as per the terms and conditions of the tender.

SERVICES TO BE RENDERED BY CONTRACTOR

The contractor shall:

- 1) Ensure that he deploys competent persons who are physically fit and are not suffering from any chronic or contagious diseases for carrying out the maintenance works.
- 2) Be responsible for and arrange to bear costs of such equipment, materials and other paraphernalia as Bank considers necessary for effectively rendering the services required by the Bank.
- 3) The contractor shall provide a pair of uniform at his own cost to the persons deployed for this work. For the purpose of proper identification of the employees of the contractor deployed for the work, he shall issue identity cards bearing their photographs/identification etc. and such employees shall display their identity cards at the time of duty.
- 4) Be responsible and liable for payment of salaries, statutory minimum wages and other legal dues to the persons who are employed by him for the purposes for rendering the services required by the Bank under the agreement. Written records for having made these payments will be submitted to the Bank, at monthly intervals, for its verification. The contractor shall maintain a register of wages and shall issue a wage slip to every workman employed by him/them and obtain their signature or thumb impression on the wage slips in the presence of the Bank's Security Officers. A copy of such wage slip shall be submitted to the Bank after every payment to the workmen. The contractor shall indemnify and keep indemnified the Bank against all losses and claims, damages or compensation for breach of any provisions of the Payment of Wages Act, 1936, Minimum Wages Act, 1948, Contract Labour (Regulation and Abolition) Act, 1970 or any other labour law/statute in force in this regard. The contractor only shall be responsible for liabilities, if any, in this regard.
- 5) Ensure that all persons employed by him, for the purposes for rendering the services required by the Bank under this agreement, are insured with Government of India recognized insurance companies, for which no extra payment will be made by the Bank. The contractor shall be responsible for any injury or damages to any person, animals or any other things.
- 6) Ensure that his employees, while on the premises of the Bank, leased flats, staff quarters or while carrying out their obligations under this agreement, observe the standards of cleanliness, decorum, safety, good behavior and general discipline laid down by the Bank or its authorized agents and the Bank shall be the sole judge as to whether or not the contractor and /or his employees have observed the same.
- 7) Personally, and exclusively supervise or employ sufficient supervisory personnel, exclusively to supervise the work of his employees so as to ensure that the services rendered under this agreement are carried out to the satisfaction of the Bank.
- 8) Be liable for any damage caused to the residence property or its premises or any part thereof or to any fixtures or fittings thereof or any property of the Bank and therein by any act, omission, default or negligence of the contractor or his employees or agents.

- 9) Provide Identity card to his/her employees/workers and ensure that they wear the Identity card during the working hours.
- 10) Obtain Police Verification of all his/her employees or agents.
- 11) **Scope of work:**
The following work shall be included in the scope of work:
- a) Weekly cleaning of all the toilets and bathrooms in a flat along with its flooring, wall tiles, sanitary fittings and fixtures, W.C pan, washhand basin along with mirror, C.P. fittings, doors and windows with glass panes/louvers etc. (both sides) of the same from inside the flat, once in a week, using Bank's approved cleaning materials, Phenyl, toilet cleaner like Harpic, etc., floor and tile cleaner etc. and chromium polish on CP fittings The rate shall be inclusive of all materials, labour, brush, tools, moping cloth etc. The cleaning shall be carried out in workmanship manner manually etc. as directed by Bank's Caretaker/Security officer (Maintenance). The Contractor has to take the signature of the residents in the service sheet etc. all complete as directed
 - b) Quarterly cleaning of ceiling/ wall mounted fans in all the rooms, lobby with mild soap/ detergent water or chemicals, removal of cobwebs from ceilings and other corners of all the rooms, cleaning of all door shutters, windows panes, mosquito mesh, M.S. Grill to remove the stains, dust, etc. of all rooms with the Bank's approved cleaning materials from inside the flat once in three months. The rate shall be inclusive of all cleaning materials, labour, tools, moping cloths, brooms, viper, buckets, Jug, ladder etc. The work shall be carried out in proper workmanship manner as directed by the Bank. The Contractor has to take the signature of the residents in the service sheet etc. all complete as directed.
 - c) Half Yearly Cleaning of ceiling/ wall mounted fans in all the rooms with mild soap/ detergent water or chemicals, removal of cobwebs from ceilings and other corners of all the rooms, cleaning of all door shutters, windows panes, mosquito mesh, M.S. Grill to remove the stains, dust, etc. of all rooms with Bank's approved cleaning materials, from inside the flat once in six months. The rate shall be inclusive of all cleaning materials, labour, tools, plants, cloths, brooms, viper, buckets, Jug, ladder etc. The work shall be carried out in proper workmanship manner as directed by the Bank. The Contractor has to take the signature of the residents in the service sheet etc. all complete as directed.
 - d) Annual Cleaning including dusting, cleaning & moping of floors, skirting, pelmets/Drapery rod, doors, windows, glass panes and steel grill on door /windows/ ventilator and cleaning of dado tiles, granite platform, S.S. sink and all the accessories of modular kitchen or meat safe in the kitchen by using tile cleaner/ mild detergent with water in all the rooms, kitchen and lobby area of full flats and spray the room with fragrance of room freshener all complete as directed. The Contractor has to take the signature of the residents in the service sheet etc. all complete as directed.
 - e) Supply of disposable environmental friendly biodegradable garbage bags (40 Micron) packets per flat per month. Each packet shall contain 30 Nos. bag; size:

20"x26" (approx.) and obtain acknowledgement from respective occupant / caretaker etc. all complete as directed.

- f) Daily Cleaning of Regional Director residential Office: Dusting, cleaning, Sweeping & moping of floors, skirting, office table, chairs and other office furniture's, curtain rods, doors, windows, glass panes and steel grill on door /windows/ ventilator and cleaning of dado tiles, floor tiles by using tile cleaner/ mild detergent in residential office of the Regional Director having one room and attached combined toilet. The rate shall also include proper cleaning of the attached toilet along with its flooring, wall tiles, sanitary fittings and fixtures,
- g) The contractor shall be required to locate the Bank's leased flat as per the address given by the Bank and render the services thereof during the pre-agreed time slots with the resident and Bank.
- h) The Bank's shall provide the time schedule to the contractor for carrying out the work. The contractor shall be required to note down the time slot for each resident and render the services as per the time slot.
- i) Contractor shall be required to maintain a service sheet which shall be filled by the resident after completion of each cleaning. The service sheet shall be required to attach with the bills.

TERMINATION OF AGREEMENT BY BANK

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

i. In the opinion of the Bank (which shall not be called in question by the contractor and shall be binding on the contractor) the contractor fails or refuses to implement this agreement to the Bank's satisfaction. **If contractor keeps on avoiding or non-performs the service in flats/flat as per the tender conditions.**

and/or

ii. **If contractor's person/worker's found in any malpractice such as forgery of resident signature, drinking of alcohol while on duty.**

and/or

iii. **If the housekeeping/cleaning service rendered by the contractor is found unsatisfactory/substandard to the residents.** In case of unsatisfactory service, the service sheet maintained by the contractor shall be evaluated by the department for the cancellation of termination of contract.

and/or

iv. The contractor commits a breach of any terms and conditions of this agreement

and/or

v. The contractor is adjudged an insolvent or a compromise is entered by him with his creditors or if distress or execution or other process is levied upon or receiver is appointed of any part of the assets or property of contractor

and/or

vi. for any reason whatsoever, the contractor becomes disentitled in law to perform his obligations under this agreement

vii.

and/or

viii. There is any variation in the ownership/partnership or management of the contractor or his business without the prior approval in writing of the Bank to such variation.

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

TERMINATION OF AGREEMENT BY CONTRACTOR

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

In arriving at the amount of such payment the net rates contained in the Contractor's original Tender shall be followed

ARBITRATION

If any dispute, difference or question shall, at any time arise between the parties as to the construction of this Agreement or concerning anything herein contained or arising out of this Agreement or as to the rights, liabilities and duties of the said parties and binding, the same shall be referred to arbitration under the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification thereof and the decisions of the Arbitrator/panel of Arbitrators shall be final and binding on both the parties. Further such disputes, difference or questions, if any, shall be deemed to have arisen at Jammu and only courts in Jammu shall have jurisdiction to determine the same.

STAMP DUTY

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

In witness, thereof the parties hereto have subscribed their respective hands hereto and, on a duplicate, hereof on the day and year hereinabove first mentioned.

Signed and delivered

Shri _____

(Contractor)

Witnesses

(sign and seal of the company)

1.

2.

Signed and delivered for and on
Behalf of Reserve Bank of India by
Shri

(sign and seal of the Bank)

its duly authorized officer in the
presence of

1.

2.

SECTION-V

GENERAL CONDITIONS OF THE CONTRACT

1. e-Tender shall be submitted on MSTC website as explained above. The e-Tender Part-I shall be opened at 3:00 PM on February 20, 2023 at this office in the presence of contractors or their representatives should they choose to be present.
2. Tenders shall remain open to acceptance by the Bank for a period of 90 days from the date of opening of the e-tender, which may be extended by mutual agreement.
3. Reserve Bank of India does not bind itself to accept the lowest and reserves to itself the right to accept or reject any or all the tender either in whole or in part, without assigning any reasons for doing so.
4. The contractor shall clearly understand the scope of work and items to be carried out before quoting. The tenderers shall visit the site before quoting for the work.
5. The contractor must obtain for himself, on his own responsibility and at his own expenses, all the information which may be necessary for the purpose for making a tender and for entering into a contract and must inspect the site of the work and acquaint himself with all local conditions, means of access to work, nature of work and all matters pertaining thereto.
6. The rates quoted in the tender shall include all costs associated with the work including cleaning material & labour cost, I-card, transportation, mobile communication charges, any out of pocket / mobilization expenses, all taxes including GST, charges, levies, cess, insurance, stamp duty, transportation, entry taxes, Labour, other Govt. Taxes etc. **However, the rates quoted must be including GST as per the government directives.**
7. 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 14 (fourteen) days thereof**. The successful tenderer shall sign an agreement in accordance with the draft agreement and the Schedule of Conditions but the written acceptance by the Reserve Bank of India of a tender will constitute a binding contract between the Reserve Bank of India and the person so tendering whether such formal agreement is or is not subsequently executed.
8. Each of the tender documents should be signed by the person or persons submitting the tender and is taken at his/their having acquainted himself/themselves with the

General Conditions of Contract, Specifications, Special Conditions, etc. as laid down. Any tender with any of the documents not so signed will be rejected.

9. The tenders must be filled in English or Hindi and all entries must be made by hand and written in ink. If any document is missing or unsigned the Tenders will be considered invalid.

11. All erasures and alterations made while filling the tenders must be attested by initials of the Tenderer. Overwriting of figure is not permitted; failure to comply with any of these conditions will render the Quotation void. No advice of any change in rate or conditions after the opening of the Quotation will be entertained.

12. Each tender should contain not only the rates but also the value of each item of work entered in a separate column and all items should be totaled up to show the aggregate value of the employer.

13. In the event of termination of the contract for any reason whatsoever, the contractor/or persons employed by him or his agents shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.

14. The contractor shall quote rates in the schedule of quantities considering all the conditions mentioned above and elsewhere in the quotation.

15. The quantities and number of flats mentioned in the tender are approximate and may vary on either side.

16. The successful Bidder shall not sublet any portion of the contract. In case of breach of these conditions, the Bank may serve a notice in writing on the firm rescinding the contract.

17. 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 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 nondisclosure 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.

18. Insurance Clause

The Firm/Company shall take the **workmen compensation policy** for the workers engaged in the work on the basis of the monthly salary of the worker. These policies shall be valid till the completion of the Contract. **The policy shall also cover the personal accidental death, permanent total disability, permanent partial disability, temporary disablement or any other accident during the execution of the work and medical extension of the worker.** The policy documents (in original) should be submitted to the Bank within **15 days** from awarding the Work order. Failing which the contractor will not be allowed to execute the work and no payment what so ever shall be made. The contractor shall be responsible for any injury or damages to any persons, animals or any other things.

19. Abiding by the provisions for prevention of Sexual Harassment Act, 2013 at work place:

The contractor/Agency shall be solely responsible for full compliance with the provision of 'Sexual Harassment for women at work place (Prevention, Prohibition & Redressal) Act, 2013'. In case of any complaint of sexual harassment against its employee within the premises of the Bank, Bank's leased flats and Staff quarters the complaint will be filed before the Internal Complaints Committee constituted by the Contractor/Agency and the Contractor/Agency shall ensure appropriate action under the said Act in respect of the complaint.

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 employee 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 its employees about prevention of sexual harassment at work place and related issues.

I/We hereby declare that I/we have read and understood the above instructions and the same will remain binding upon me/us in case the work is entrusted to me/us.

Place:

Signature of Tenderer

Date:

With the seal of their Company

SECTION-VI
SPECIAL CONDITIONS OF THE CONTRACT

1. **The contractor shall not skip or avoid cleaning in of any flats contained in the list provided by the Bank.** On receiving the complaint of not providing the services in flats, the Bank shall impose the penalty or consider the termination of agreement.
2. The Contractor has to provide the services as per the time slots pre-agreed with the Bank and residents.
3. Before starting the work, contractor shall be required to get acquainted with all the addresses of the Bank's leased flats/staff quarters and get the consent of the time slots and day from residents for the weekly housekeeping services in their flats as per the Performa attached in [Annex-I](#) and submit the filed performa in the Bank. The contractor will render all the future services as per these time slots agreed both to the resident and the contractor.

In case of any confusion or non-settlement of the time slots, decision of the GM/DGM of the Estate Department shall be decide the appropriate time slots in consultation with the contractor and resident's representative.

Note: -As some officers are living alone in flat, therefore contractor shall be required to render the services before 9:00 am and after 6:00 pm on weekdays.

4. The contractor shall be required to maintain the service sheet Performa (as attached in [Annex II](#) to V) and get it filled from the resident and submit the same attached with the monthly bill. **The service sheet report shall be considered in renewing the contract for the next year.**
 - a) Minimum 40% points out of the total rating points of the service sheet will be the minimum qualification for renewing the agreement with the firm/company for the next year.
 - b) If contractor skips or avoids cleaning services in some flats, he will loose the points.
 - c) These rating points will also reflect the quality of the service rendered by the contractor.
 - d) In case of resident flat was not present or flat is locked, the contractor shall mark the flat as locked or resident not present in the service sheet accordingly and get it signed by the resident in the next cleaning of the flat.
 - e) If resident does not allow the cleaning services in the flat, the contractor note the same and get it signed from the resident accordingly in the service sheet.

- f) The contractor should inform the Bank, If resident keeps on of not allowing the housekeeping services in his/ her flat or flat is locked or resident was not present during the pre-agreed time slots.
- g) The locked flats and wherein resident does not allow the cleaning service will not be considered for the calculation of the rating points for that particular cleaning at that time.
5. All the cleaning materials shall be of approved quality and should be got approved from the Bank officials before putting to use in cleaning services. **Use of acid-based cleaning agent would be strictly prohibited.**
6. The number of flats may be decreased or increased as per the posting and transfer of the Bank officials during the currency of this agreement. The contractor shall be required to render the services to the new increased or decreased flats at the same rates as quoted in part-II of the tender.
7. The contractor shall be required to take the surprise check of the housekeeping and cleaning work carried out by their workers.
8. Supply identity cards to his/her employees/workers or agents who shall be doing the subject job. All the employees and agents should wear the identity card for all the times they are working.
9. The Firm/company shall obtain Police Verification Report on character and antecedents of its personnel/worker and other details relating to age, educational qualification, name, Aadhaar card and permanent address to be provided under this contract along with their passport size photographs before engaging them for duty.
10. The contractor shall provide a complete and updated list of its employees who are deployed by him for rendering the services.
11. Before awarding the work, the lowest bidder will be required to submit the rate analysis of the quoted rates of each items mentioned in the tender part-II to the Bank. The rate analysis submitted by the tenderer will be analyzed by the Bank to ensure the quality of the services and the minimum wages paid to the worker as per the latest norms of the Office of the Chief Labour Commissioner, Ministry of Labour and Employment, Government of India.

12. **Terms of Payment**

Payment shall be made on Monthly basis for weekly cleaning and on completion of the quarterly, half yearly, annually for the respective cleaning subject to the submission of invoice along with the service sheet duly filed and signed by the

resident. The payment thereon will be made after the same is duly certified by the Bank's supervising Officers that the services have been provided satisfactorily and after deducting all statutory dues/taxes, etc. **The bills will be certified and paid on actual cleaning / work done at locations. Total 52 weeks in a year have been considered in tender to arrive bill of quantities.**

13. Penalty clause

- a) If contractor keeps on avoiding or non-performs the service in flats as per the tender, the Bank may consider the termination/ cancellation of the tender/ work awarded to the contractor.
- b) Deduction of ₹500/- (per complaint) from the monthly bill on receiving the complaint/s from the resident regarding the unsatisfactory service, not wearing the I-Card during the service etc. The authenticity of the complaint shall be decided by the GM/DGM-in-charge of the Estate Department, Jammu.

14. A bidder is liable for debarment/disqualification from bidding on the following grounds:

- a) If it is determined that the bidder has committed the following acts or omissions in contravention of the code of integrity:
- b) making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process.
- c) any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained, or an obligation avoided.
- d) any collusion, bid rigging or anticompetitive behaviour that may impair the transparency, fairness and the progress of the procurement process.
- e) improper use of information provided by the procuring entity to the bidder with an intent to gain unfair advantage in the procurement process or for personal gain.
- f) any financial or business transactions between the bidder and any official of the procuring entity related to tender or execution process of contract: which can affect the decision of the procuring entity directly or indirectly.
- g) any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process.
- h) obstruction of any investigation or auditing of a procurement process.

- i) making false declaration or providing false information for participation in a tender process or to secure a contract;
- j) failed to disclose conflict of interest
- k) failed to disclose any previous transgressions made in respect of the provisions of sub-clause (i) with any public institution / entity in India or any other country during the last three years or of being debarred by any public procuring institution / entity.
- l) For any actions or omissions by the bidder other than violation of code of integrity, which in the opinion of the Bank warrants debarment, for the reasons like supply of sub-standard material, non-supply of material, abandonment of works, sub-standard quality of works, failure to abide terms of the tender etc.
- m) If the bidder has been convicted of an offence— (a) under the Prevention of Corruption Act, 1988; or (b) the Indian Penal Code or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract.

15. Scope of work and termination of agreement of contract has been mentioned in the article of agreement of this tender.

I/We hereby declare that I/we have read and understood the above instructions and the same will remain binding upon me/us in case the work is entrusted to me/us.

Place:

Signature of Tenderer

Date:

With the seal of their Company

Declaration of debarment
(To be submitted by the tenderer on their letterhead)

Name of Work: Annual Maintenance Contract (AMC) for Providing Services of Housekeeping / Cleaning at Bank's Leased Residences and Staff Quarters at Sector-9, Trikuta Nagar, Jammu

1. I/We (Name of the bidder) declares that:

a) I/we or any of our allied firm* is/ are not debarred / suspended / blacklisted by any public institution/ entity in India or any other country as on (last date of submission of bid).

b) I/ We or any of our allied firm* have not made any transgression in respect of the code of integrity (as mentioned in the tender) with any public institution / entity in India or any other country in last three years as on (last date of submission of bid).

c) we will inform the Bank in writing, in case, I/we or any of our allied firm* is/are debarred / suspended / blacklisted by any public institution / entity in India or any other country on or before award of work for the captioned work.

2.I/We (Name of the bidder) declare that I/we or our allied firm*(Name of the allied firm(s)) is/ are debarred / suspended / blacklisted by(Name and address of public institution in India or any other country) and the same effective upto (date). A copy of such letter is attached for your information and record.

Place:

Signature of Tenderer

Date:

With the seal of their Company

(Note: strike out one of the above two declarations which is not applicable)

*Allied firm: A firm would be termed as "allied firm" if the management is common, or substantial or majority shares are owned by the banned/ suspended firm and by virtue of this it has a controlling voice. Further all successor firms will also be considered as allied firms.

SECTION-VII
SAFETY CODES

1. 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.
2. The contractor shall provide necessary face masks, globes and other necessary protective coverings to his workers as advised by the government to contain spread of COVID-19 during pandemic.
3. 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 will be cancelled, and he should be sent out of the premises of the work.
4. A ladder more than 5-meter-long shall have a proper Spacing between the side rails of the ladder shall not be less than 45 cm. Uniform step spacing shall not exceed 30 cm.
5. 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. 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. Dropping of throwing materials from elevated positions is prohibited.
6. First-Aid kits or boxes and stretchers should be readily available at all times with the contractor.
7. The workmen meeting with any accidents should be immediately rushed to the nearest hospital under information to the Bank.

I/We hereby declare that I/we have read and understood the above instructions and the same will remain binding upon me/us in case the work is entrusted to me.

Place:

Signature of Tenderer

Date:

With the seal of their Company

SECTION-VIII

FORM OF DIFFERENT DEEDS

Format 3A

(i) **Client's Certificate regarding performance of the Contractor**

We confirm that M/s. _____ has carried out the following work for us.

2. Other particulars are given below for your perusal and record:

Sr. No.	Particulars	Comments of the Client
1	Name of the work with brief particulars	
Sr. No.	Particulars	Comments of the Client
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	
8	Gross amount of the work completed and paid for	
9	Name and address of the authority under whom works executed	
10	Whether the Contractor employed qualified Supervisor / Overseer during execution of work?	
11	(i) Quality of work	(Please indicate grading): Outstanding/Very Good/Good/Fair/Satisfactory/Poor
	(ii) Amount of work paid on reduced rates, 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	(Please indicate grading): Outstanding/Very Good/Good/Fair/Satisfactory/Poor
	(a) Technical proficiency	
	(b) Financial soundness	
	(c) Mobilization of adequate T&P	
	(d) Mobilization of manpower	
	(e) General Behavior	

Yours faithfully,
Countersigned by an Officer senior to the
Responding Officer

(Signature of the Responding Officer*)

Office Seal Office Seal

Note:

- * The matter written in Note is not to be printed on the final Performance Certificate.
- * Responding Officer should be of the Rank of Superintending / Executive Engineer in respect of a Government/Semi- Government organization or a PSU
- * Responding Officer should be of the Rank of General Manager in respect of Private organizations
- * A copy of the corresponding Tax Deducted at Source (TDS) certificate should also be enclosed with this certificate.

Format 5

(ii) Performa of banker's certificate to be obtained from the bankers on their respective Letter Heads

Reference No.:	Date:
"SECRET"	
Shri Kamal P. Patnaik, Regional Director Reserve Bank of India Rail Head Complex Jammu- 180 012	Fax: e-mail ID: Phone (O):

Dear Sir,

Name of work: Tender for Annual Maintenance Contract (AMC) for Providing Services of Housekeeping / Cleaning at Bank's Leased Residences and Staff Quarters, Sector – 9, Trikuta Nagar, Jammu for the period from April 01, 2023 to March 31, 2024

Banker's Certificate

We confirm that M/s. _____ (Address.....) are banking with us. They may be considered financially sound for entrusting with any contract work of above type that may cost up to ₹ _____ Lakh (Rupees _____ lakh only).

Format 5A

Sr. No.	Particulars	:	Comments of the Bank
1	Composition of the firm (Whether partnership / proprietorship /Public Ltd.)	:	
2	Names of the proprietor/ partners / Directors of the firm	:	
3	Turnover of the firm for the last 3 years (year wise)	:	In INR.
	(a) 2019-20	:	
	(b) 2020-21	:	
	(c) 2021-22	:	
4	Credit facility / overdraft facility enjoyed by them	:	

5	Dealings	:	
6	The period from which the firm has been banking with your Bank	:	Last years
7	Any other remarks	:	

2. Other particulars are given below for your perusal and record.

3. This certificate is issued without any Guarantee or responsibility on the bank or any of its officers.

Seal of the Banker Yours faithfully,

(Signature)
Authorized Signatory for the
Banke

Annexure - III

Pre-qualification/Eligibility Criteria forms

Format 1

Basic Information

1(a)	Name of the Contractor/firm	
2.	Details of registration of the firm: whether Sole Proprietorship/ Partnership firm /Private Limited/ Limited or Co- Operative Body etc.,	
2(a)	Name of the proprietor or Partners. / directors:	
3(a)	Registered Address:	
3(b)	Address for correspondence	
4(a)	Contact Person	
4(b)	Designation	
4(c)	Telephone:	
4(d)	Mobile no.	
4(e)	FAX/Tele-fax:	
4(f)	e-mail id	
5	GST Registration details and no.	
5(a)	Details of registration of labour, ESI, EPF if any	
6	Number of years of experience of contractor / Firm of contractor in the field.	
7	In case the company is subsidiary, the involvement, if any, of the Parent Company in the Bank's proposed work:	

8	Was the applicant ever required to suspend the eligible works for a period of more than six months continuously after commencement? If yes, then furnish the reasons thereof.	
9	Has the agency or any constituent partner in case of partnership firm, ever abandoned the awarded works before their completion? If so, give name of the project and reasons for abandonment.	
10	Has the agency or any constituent partner in case of partnership firm, ever been debarred /black-listed for competing in any organization at any time? If so, give details	
11	Has the agency or any constituent partner in case of partnership firm, ever been convicted?	
12.	Whether the agency is involved in frequent civil suit /litigations in the contracts/being executed now. If, yes please furnish the details in proforma given below.	Yes / No

Signature of bidder

Name & Designation

Date:

Place:

Office Seal

PREVIOUS WORK EXPERIENCE

Sl no	Name of similar work and location	Nature of work involved in the contract (e.g. Renovation of office building, residential quarters).	Name of the owner/ client and Architect. Also indicate whether Government or Semi-Government or Private Body with full postal address.	Cost of work		Period of completion			Reason for delay, if any	Whether work was left incomplete or contract was terminated from either side?	Litigation / Arbitration, if any with details.	Any other relevant information.
				Contract Amount (₹ lakh)	Actual value of work done (in ₹ lakh)	Date of commencement of work	Scheduled date of completion	Actual date of completion				
1	2	3.	4	5 a	5 b	6a	6b	6c	7	8	9	10

Attach supporting documents

Signature of the bidder with seal

Format 2A

List of important similar works 'On Hand'

Sl no	Name of the work and location	Nature of work involved in the contract	Name of the owner and Architect Whether Government or Semi-Government or Private Body with full postal address.	Contract Amount in ₹	Completion Period		Present stage of work with reasons if the work is getting delayed	Any other relevant information
					Stipulated	Expected		
1	2	3	4	5	6(a)	6(b)	7	8

Signature of the bidder with seal

Format 3

PREVIOUS EXPERIENCE

Sl no	Name of similar work and location	Nature of work involved in the contract (e.g. Renovation of office buildings/residential quarters).	Name of the owner/ client and Architect. Also indicate whether Government or Semi-Government or Private Body with full postal address.	Name, e-mail ID, telephone (land line and mobile) nos., Fax no. of the contact executive (the person of bidders client who can be contacted by the bank in case it is so needed).	Cost of work		Period of completion			Reason for delay, if any	Whether work was left incomplete or contract was terminated from either side?	Litigation / Arbitration, if any with details.	Any other relevant information.
					Contract Amount (₹ lakh)	Actual value of work done (in ₹ lakh)	Date of commencement of work	Scheduled date of completion	Actual date of completion				
1.	2.	3	4	5	6 a	6b	7 a	7b	7c	8	9	10	11

Signature of the bidder with seal

Format 4

FINANCIAL STATUS

		Assessment Year			
Sr.no.	Details	₹ in lakh	₹ in lakh	₹ in lakh	₹ in lakh
		1	Annual financial turnover certified by Chartered Accountant.		
2	Income Tax returns for the year	NIL			

Note:

Statement shall be supported by copies of audited financial statements/ accounts of the business of the bidder duly certified by a Chartered Accountant. The Income Tax Clearance Certificates / Income Tax Assessment orders along with the latest final accounts of the business of the contractor duly certified by a Chartered Accountant, copied of the Income Tax Clearance Certificate/ Income Tax assessment orders along with the latest final accounts of business of the contractor duly certified by a Chartered Accountant as a proof creditworthiness

Signature of the bidder with seal

**Proforma for Indemnifying the Employer against Contract labour
Rules/regulations**

To, (On Non-Judicial Stamp Paper of appropriate value)

Sh. Kamal P. Patnaik
Regional Director
Estate Department
Reserve Bank of India
Jammu

Dear Sir

Name of work:

We, M/s (Name of contractor), hereby undertake that we shall comply with all the statutory rules/ regulations with regard to the employment of contract labour and their payment. We also hereby fully indemnify and keep indemnified the Employer, i.e. Reserve Bank of India, against payments to be made to the contract labour and for the observance of the laws in this regard without prejudice to our right to claim indemnity from our sub-contractors.

Yours faithfully,

For _____

Authorised signatory

Proforma for Indemnifying the Employer against Patent Rights
(On Non-Judicial Stamp Paper of appropriate value)

To,
Sh. Kamal P. Patnaik
Regional Director
Estate Department
Reserve Bank of India
Jammu

Dear Sir/Madam
Name of work:.....

We, M/s _____ (Name of Contractor) hereby undertake to fully indemnify and keep indemnified the Employer i.e. Reserve Bank of India against any action, claim or proceeding relating to infringement or use of any patent or design or any alleged patent or design rights and shall ourselves pay any royalties, licence fees etc. which may be payable in respect of any article or part thereof included in the contract or damages, cost and charges of all and every sort that may be legally incurred in respect thereof.

In the event of any claims made under or action brought against Employer in respect of any such matters as aforesaid, we shall, on being notified thereof, at our own expense, settle any dispute or conduct any litigation that may arise therefrom, provided that we shall not be liable to indemnify the Employer if the infringement of the patent or design or any alleged patent or design right is the direct result of an order passed by the Engineer-in-Charge in this behalf.

Yours faithfully,

For _____

Authorised signatory

NAME AND ADDRESS OF THE CONTRACTOR:

SIGN & SEAL OF THE CONTRACTOR:

Date:

Place:



**RESERVE BANK OF INDIA
ESTATE DEPARTMENT
JAMMU**

E-Tender No- RBI/Jammu/Estate/385/22-23/ET/582

For

**Annual Maintenance Contract (AMC) for Providing Services of
Housekeeping / Cleaning at Bank's Leased Residences
and Staff Quarters
at Sector-9, Trikuta Nagar,
Jammu**

Part- II

Name of Tenderer: -

Address: -

.....

Last Date of Submission: - February 20, 2023 up to 2:00 PM

Schedule of Quantities

Annual Maintenance Contract (AMC) for Providing Services of Housekeeping / Cleaning at Bank's Leased Residences and Staff quarters at Sector-9, Trikuta Nagar, Jammu

S. No.	Description	Quantity	Rate in ₹ (Per Service)	Amount in ₹
1	Weekly Cleaning			
	Proper cleaning of all the toilets and bathrooms in a flat along with its flooring, wall tiles, sanitary fittings and fixtures, W.C pan, washhand basin along with mirror, C.P. fittings, doors and windows with glass panes/louvers etc. (both sides) of the same from inside the flat, once in a week, using Bank's approved cleaning materials, Phenyl, toilet cleaner like Harpic, etc., floor and tile cleaner etc. and chromium polish on CP fittings. The rate shall be inclusive of all materials, labour, brush, tools, moping cloth etc. The cleaning shall be carried out in workmanship manner manually etc., as directed by Bank's Caretaker / Security officer (Maintenance). The Contractor has to take the signature of the residents in the service sheet, etc., all complete as directed.			
(i)	Leased Flat's Bathrooms, W.C.'s and Wash Basins (used by officers) of approx. 120 Sqft. (approx. 2 to 3 nos. bathrooms) floor area at proximity of Trikuta Nagar, Nanak Nagar, and Gandhi Nagar, Channi Himmat, Sainik colony and any other area in Jammu City.	4160 No.		
(ii)	The Regional Director's Leased House which shall include 5nos. Bathroom, toilets of approx. 180 Sqft floor area in Trikuta Nagar/ Gandhi Nagar.	52 No.		
(iii)	Security Officers Flat in Banks Annex Building consisting of 1 no Bathroom, 1no. Water closet and 1 nos. combined toilet of approx. 110 Sq.ft. floor area.	52 No.		

2.	Quarterly Cleaning			
	Properly cleaning of ceiling/ wall mounted fans in all the rooms, lobby with mild soap/ detergent water or chemicals, removal of cobwebs from ceilings and other corners of all the rooms, cleaning of all door shutters, windows panes, mosquito mesh, MS Grill to remove the stains, dust, etc. of all rooms with the Bank's approved cleaning materials from inside the flat once in three months. The rate shall be inclusive of all cleaning materials, labour, tools, moping cloths, brooms, viper, buckets, Jug, ladder etc. The work shall be carried out in proper workmanship manner as directed by the Bank. The Contractor has to take the signature of the residents in the service sheet etc. all complete as directed.			
(i)	Leased Flats of approx. 1000 Sqft (2 to 3 BHK flats) floor area at proximity of Trikuta Nagar, Nanak Nagar, and Gandhi Nagar, Jammu.	320 No.		
(ii)	The Regional Director's Leased House which is duplex having 6 nos. rooms, lobbies, verandah of approx. 1800 Sqft floor area in Trikuta Nagar.	4 No.		
(iii)	Security Officers Flat in Banks Annex Building consisting of approx. 900Sqft floor area (2 BHK flat)	4 No.		
3	Half Yearly Cleaning			
	Properly cleaning of ceiling/ wall mounted fans in all the rooms with mild soap/ detergent water or chemicals, removal of cobwebs from ceilings and other corners of all the rooms, cleaning of all door shutters, windows panes, mosquito mesh, M.S. Grill to remove the stains, dust, etc. of all rooms with Bank's approved cleaning materials, from inside the flat once in six months. The rate shall be inclusive of all cleaning materials, labour, tools, plants, cloths, brooms, viper, buckets, Jug, ladder etc. The work shall be carried out in proper workmanship manner as directed by the Bank.			

	The Contractor has to take the signature of the residents in the service sheet etc. all complete as directed.			
(i)	for Class-III flats of approx. 550 Sqft (1BHK flats) floor area at Sector-9, Trikuta Nagar	80 No.		
(ii)	for Class III flats of approx. 570 Sqft (1BHK flats) floor area in Annex Building, RBI Jammu	2 No.		
(iii)	for Class IV flats of approx. 350 Sqft (1BHK flats) floor area at Sector-9, Trikuta Nagar	32 No.		
4.	Annual Cleaning			
	Dusting, cleaning & moping of floors, skirting, pelmets/Draperies rod, doors, windows, glass panes and steel grill on door /windows/ ventilator and cleaning of dado tiles, granite platform, S.S. sink and all the accessories of modular kitchen or meat safe in the kitchen by using tile cleaner/ mild detergent with water in all the rooms, kitchen and lobby area of full flats and spray the room with fragrance of room freshener all complete as directed. The Contractor has to take the signature of the residents in the service sheet etc. all complete as directed.			
(i)	Leased Flats of approx. 1000Sqft. floor area (2 to 3 BHK flats) at proximity of Trikuta Nagar, Nanak Nagar, and Gandhi Nagar, Jammu.	80 No.		
(ii)	Regional Director's Leased House which is duplex having 6 nos. rooms, lobbies, verandah of approx. 1600 Sq.ft floor area in Trikuta Nagar.	1 No.		
(iii)	Security Officers Flat in Banks Annex Building of approx. 900 Sq.ft. floor area (2BHK flat)	1 No.		
5.	Supplying and distributing disposable environmental friendly biodegradable garbage bags (40 Micron) packets per flat per month. Each packet shall contain 30 Nos. bag; size: 20"x26" (approx.) and obtain acknowledgement from respective occupant / caretaker etc., all complete as directed.	1800 Packets		

6.	<p><u>Daily Cleaning of Regional Director residential Office</u></p> <p>Dusting, cleaning, Sweeping & moping of floors, skirting, office table, chairs and other office furniture's, curtain rods, doors, windows, glass panes and steel grill on door /windows/ ventilator and cleaning of dado tiles, floor tiles by using tile cleaner/ mild detergent in residential office of the Regional Director having one room and attached combined toilet. The rate shall also include proper cleaning of the attached toilet along with its flooring, wall tiles, sanitary fittings and fixtures, W.C pan, wash hand basin along with mirror, C.P. fittings, doors and windows with glass panes/louvers etc. (both sides) of the same.</p>	360 No		

I/We hereby declare that I/we have read and understood the above instructions and the same will remain binding upon me/us in case the work is entrusted to me.

Place:

Signature of Tenderer

Date:

With the seal of their Company

Annexure – I: Performa of time slots for weekly cleaning of the toilets

S. No.	Name of Resident	Address of the flat/house	Preferred time slot and Day for weekly cleaning of toilets and Bathrooms	Remarks	Signature of the Resident

Annexure-II– Performa of Service Sheet for Weekly Cleaning

Service Sheet for Weekly Cleaning

Scope of Work: Proper cleaning of all the toilets and bathrooms in a flat along with its flooring, wall tiles, sanitary fittings and fixtures, W.C pan, washhand basin along with mirror, C.P. fittings, doors and windows with glass panes/louvers etc. (both sides) of the same from inside the flat, once in a week, using Bank's approved cleaning materials, Phenyl, toilet cleaner like Harpic, etc., floor and tile cleaner etc. and chromium polish on CP fittings.

S.No.	Flat /House address	Name of Resident Officer	Date and Time Slot	Whether cleaning materials are of approved quality and worker wears, I card (yes or no)	Rating given to the cleaning service (1 to 5)	Remarks	Signature with name of the resident officer/ spouse
1							
2							
3							
4							
5							
6							
7							
8							

Annexure-III – Performa of Service Sheet for Quarterly Cleaning

Service Sheet for Quarterly Cleaning

Scope of Work: Properly cleaning of ceiling/ wall mounted fans in all the rooms, lobby with mild soap/ detergent water or chemicals, removal of cobwebs from ceilings and other corners of all the rooms, cleaning of all door shutters, windows panes, mosquito mesh, M.S. Grill to remove the stains, dust, etc. of all rooms with the Bank’s approved cleaning materials from inside the flat.

S.N o.	Flat /House address	Name of Resident Officer	Date and Time Slot	Whether cleaning materials are of approved quality and worker wears the I card (yes or no)	Rating given to the cleaning service (1 to 5)	Remarks	Signature with name of the resident officer/ spouse
1							
2							
3							
4							
5							
6							
7							
8							

Annexure-IV – Performa of Service Sheet for Half Yearly Cleaning

Service Sheet for Half Yearly Cleaning

Scope of Work: Properly cleaning of ceiling/ wall mounted fans in all the rooms with mild soap/ detergent water or chemicals, removal of cobwebs from ceilings and other corners of all the rooms, cleaning of all door shutters, windows panes, mosquito mesh, M.S. Grill to remove the stains, dust, etc. of all rooms with Bank’s approved cleaning materials, from inside the flat.

S.N o.	Flat /House address	Name of the resident employee	Date and Time Slot	Whether cleaning materials are of approved quality and worker wears the I card (yes or no)	Rating given to the cleaning service (1 to 5)	Remarks	Signature with name of the resident employee/ spouse
1							
2							
3							
4							
5							
6							
7							
8							

Annexure-V – Performa of Service Sheet for Annual Cleaning

Service Sheet for Annual Cleaning

Scope of Work: Dusting, cleaning & moping of floors, skirting, pelmets/Drapery rod, doors, windows, glass panes and steel grill on door /windows/ ventilator and cleaning of dado tiles, granite platform, S.S. sink and all the accessories of modular kitchen or meat safe in the kitchen by using tile cleaner/ mild detergent with water in all the rooms, kitchen and lobby area of full flats and spray the room with fragrance of room freshener all complete as directed.

S. No	Flat /House address	Name of the resident employee	Date and Time Slot	Whether cleaning materials are of approved quality and worker wears the I card (yes or no)	Rating given to the cleaning service (1 to 5)	Remarks	Signature with name of the resident employee/ spouse
1							
2							
3							
4							
5							
6							
7							
8							

Annexure VI- List of approved brands of toilet cleaner

	Description		Brand
1.	Toilet Cleaner	:	Lizol, Harpic, Colin, Modicare, Clean Mate, Glitz, or any other approved cleaning material.

Note: - Other materials/brand, shall be got approved by the Bank before execution.

Annexure VII- List of address of the flats (Tentative):**(i) Bank's Leased Flats / Accommodations of Jammu City**

S. No.	Name of the Allottee	Address
1	Shri Sandeep Mittal (Sharing)	108/3 Trikuta Nagar
2	Shri Rahul Kumar	36/9 Trikuta Nagar
3	Smt Pooja khokhar	16/9 Trikuta Nagar
4	Shri Kapil Dev Manhas	Flat No. 408 B Royal Nest II Sector 3 Trikuta Nagar
5	Shri Dinesh Antony	Flat No. 406 Royal Nest II Sector 3 Trikuta Nagar
6	Shri Debojit Barua	Flat No. 404-B Royal Nest II Sector 3 Trikuta Nagar
7	Shri Ashish Singhal	30, (I floor) Sector 2A, Trikuta Nagar Ext.
8	Shri Harpreet Singh	32, Sector 7, Trikuta Nagar
9	Shri Ramesh Chand	Flat No. B-603 Royal Nest II Sector 3 Trikuta Nagar
10	Shri Rohit Kashyap	9, Sector 1-B Ext. Trikuta Nagar
11	Shri Rohan Sethi	33/7 Channi Himmat
12	Shri Nitin Gaurav	509 Ansal Florence Satyam Road Trikuta Nagar
13	Shri Akshay Gumber	203 Ansal Florence Satyam Road Trikuta Nagar
14	Shri Shubham Mehra	510 Ansal Florence Satyam Road Trikuta Nagar
15	Shri Sourabh Sameer	410 Ansal Florence Satyam Road Trikuta Nagar
16	Smt. Vibha Gupta	405 Ansal Florence Satyam Road Trikuta Nagar
17	Shri Ruchir Sonkar	Flat No. 109 Royal Nest II Sector 3 Trikuta Nagar
18	Shri Harish Kumar	House No.64-C/ 7, Trikuta Nagar, Jammu
19	Shri Praveen Bharti	House No.179/ 1, Trikuta Nagar, Jammu
20	Shri Suhail Anwar Ansari	Flat No. 004, Florence Apt.
21	Smt. Kamalvir Pannu	Flat 808/C, Royal Nest II, Trikuta Nagar
22	Shri Ashish Sharma	Flat No.610, Ansal Florence
23	Smt. Sonam Upadhyay	H.No.4/ 5A (Ground) ,Trikuta Nagar
24	Shri Gursimran	H.No.4/ 5A (1st) ,Trikuta Nagar
25	Shri Sanjay Meena	H.No.23, Lane -1, Sector -14, Nanak Nagar
26	Shri Sameer Saini	H.No.18/ 9 (1st), Trikuta Nagar
27	Sh Himanshu Bhatt	H.No.14/ 2 , Trikuta Nagar
28	Sh Pawan Kumar Rathore	H.No.52/ 1A, Trikuta Nagar
29	Sh Shashank Awasthi	H.No. 307/ 1, Adarsh Enclave
30	Shri Tsewang Stanzin	36/14 Plot No.260, Nanak Nagar
31	Smt. Abhilasha Diwakar	Flat No. 901, Royal Nest Chandan
32	Ms. Kannagi Lath	Flat No.706, Royal Nest II, Trikuta Nagar
33	Shri Inzar Talib	House No. 242/ 1, Channi Himmat
34	Shri Chetan Kargwal	H.NO.22, Sector - 09, Trikuta Nagar
35	Shri Rahul Giri/ Sanjai kumar	Flat No. 807 Royal Nest II Sector 3 Trikuta Nagar
36	Shri Jitender Singh Dangi	H.No.106, Sector -04, Trikuta Nagar
37	Shri Prince Kadyan	H.No.161, Sector-04, Trikuta Nagar
38	Shri Jasmeet Singh	Flat No.303, Royal Nest Chandan II, T.Nagar
39	Shri Amit Kumar	Flat No.302, Royal Nest Chandan II, T.Nagar
40	Shri Anusuya Nand Verma	Flat No. 609, Ansal Florence
41	Shri Sumit K. Jain	23-C, 2nd Extension, Gandhinagar
42	Shri Abhinav Shakya	Flat No.602, Royal Nest Chandan, T.Nagar

Annual Maintenance Contract (AMC) for Providing Services of Housekeeping / Cleaning at Bank's Leased Residences and Staff Quarters, Sector-9, Trikuta Nagar, Jammu

43	Shri Mitesh Kumar Singh	214, Vasant Vihar Extension, Trikuta Nagar, Jammu
44	Shri Anuj Raina	302, Block B, Bahu Apartments, Gandhi Nagar
45	Sh. Vivek Saini	26, Sector 5, Trikuta Nagar
46	Sh. KP Patnaik	78, Sector 06, Trikuta Nagar, Jammu
47	Sh. Ravindra Singh Rathore	65/44, Sector 10, Nanak Nagar, Jammu
48	Sh. Anil Kumar	27 (I floor) Sector 9 Ext. Trikuta Nagar
49	Shri Chaman Lal Meena	23A (1st Floor), Sector 9, Trikuta Nagar
50	Shri Gaurav Kumar	801, Royal Nest Chandan, Trikuta Nagar
51	Smt. Santosh Arya (DB0190)	70/09, Trikuta Nagar, Jammu
52	Shri Ashok Kumar	94A/6, Trikuta Nagar, Jammu
53	Shri Vikas Samaria	10, Florence Apartment, Trikuta Nagar
54	Shri Rahul Gautam	27 (2nd Floor), Sector 09, Trikuta Nagar
55	Shri S Ghosh Maulik	Flat No. 503 Royal Nest II Sector 3 Trikuta Nagar
56	Shri Sagar Singh Jadon	106 (1st Floor), Sector 3, Nanak Nagar, Jammu
57	Smt. Anjali Verma	24,25, Adarsh Enclave, Trikuta Nagar
58	Smt. Balvinder Kaur	143, Sector 03, Trikuta Nagar
59	Shri Arun Jindal	286-P, Sector 1-A, Trikuta Nagar
60	Ms. Namdeep Kaur	706, Royal Nest Chandan, Trikuta Nagar
61	Shri Shubham Meena	23/4 Lane No.1 Marble Enclave Trikuta Nagar
62	Shri Sandeep Ghunawat	Flat No. 210, Royal Nest Chandan, Trikuta Nagar
63	Shri Amit Kumar	House 40, @nd Floor, Sector 01, Trikuta Nagar
64	Shri Sanjeev Kumar	House No. 119/3, Trikuta Nagar
65	Shri Varun Bajaj	111, Sector 1C, Trikuta Nagar
66	Shri Palden Thakur	114/4, Marble Extension, Sector 04, Trikuta Nagar
67	Shri Suresh Singh	133/7. Trikuta Nagar
68	Shri Rohit Rawat	349A, Gole Market, Gandhi Nagar
69	Shri Vivek Sumbli	21, Sector 04, Trikuta Nagar
70	Shri Pushpneet Singh	310 Royalnest Chandan, Trikuta Nagar
71	Shri Yogesh Kr Somani	40/9, Trikuta Nagar, Jammu
72	Shri Neeraj Kumar	408, Ansal Florence, Jammu
73	Smt. Mani Saini	454 A-3 (I floor) Trikuta Nagar Ext.
74	Shri Mitesh Sharma	205 A, Royal Nest II, Trikuta Nagar, Jammu
75	Shri Parminder Singh Sohal	101/03, Trikuta nagar, Jammu

(ii) 40 Nos. Class-III staff and 16 Nos. Class-IV staff are residing in RBI Staff Quarters, Sector-9, Trikuta Nagar

(iii) 2 nos. flats in Annex Building, RBI Jammu

Note: - The above mentioned flat list is tentative and may change in location and in numbers in future as per the requirement of the Bank.

Place:

Signature of Tenderer

Date:

With the seal of their Company