



**SCHEDULE OF e-TENDER (SOT) FOR PROVIDING HOUSEKEEPING STAFF AT  
OFFICE PREMISES OF RESERVE BANK OF INDIA, CHANDIGARH**

1.	Name of the Department	Protocol and Security Cell, Reserve Bank of India, Chandigarh
2.	e-Tender no.	RBI/Chandigarh/Others/10/20-21/ET/386
3.	e-Tender name	E-Tender for Providing Maintenance and Housekeeping Staff at the Office Premises of Reserve Bank of India, Chandigarh
4.	Mode of Tender	e-Procurement System Online (Part I - Technical Bid and Part II – Financial Bid through <a href="https://www.mstcecommerce.com/eprochome/rbi/">https://www.mstcecommerce.com/eprochome/rbi/</a> )
5.	Estimated value of tender (including Taxes)	Rs 50 Lakh (Rupees Fifty Lakh only)
6.	Date of Tender available for downloading and start of bidding on MSTC website	December 31, 2020 (1000 Hrs)
7.	Date of Pre-bid Meeting at P&S Cell, RBI Chandigarh	January 07, 2021 (1100 Hrs)
8.	Earnest Money Deposit (EMD)	₹ 1,00,000/- (One Lakh Rupees only), through NEFT only  Beneficiary Name: Reserve Bank of India, Chandigarh Beneficiary Ac No: 186003001 IFSC: RBIS0CGPA01 (5 <sup>th</sup> and 10 <sup>th</sup> digits are Zero)
9.	Last date for submission of EMD	January 21, 2021 (1000 Hrs)
10.	Last date for online submission of Technical Bid & Financial Bid	January 21, 2021 (1000 Hrs)
11.	Date & time of opening of Part-I i.e., Technical Bid	January 21, 2021 (1500 Hrs)
12.	Date & Time of opening of Part-II i.e. Financial Bid	Part-II (Financial Bid) of only those bidder(s) whose Part-I (Technical Bid) is found acceptable by the Bank will be opened electronically. Such bidder(s) will be intimated regarding date of opening of Part-II (Financial Bid) through valid email given by them.



**Reserve Bank of India**  
**Protocol and Security Cell, Central Vista, Sector-17, Chandigarh – 160017**  
<https://www.rbi.org.in>

## **TENDER NOTICE**

Reserve Bank of India, Chandigarh invites tenders through e-tendering for deployment of housekeeping staff at main office building of Reserve Bank of India, Chandigarh from April 01, 2021 to March 31, 2022. The estimated cost of the work for twelve months is ₹ 50 lakh.

1. The tenderers can participate in Part-I and Part-II of the tender only through e-tendering at <https://www.mstcecommerce.com/eprochome/rbi>. Interested tenderers are mandatorily required to be registered on [www.mstcecommerce.com](http://www.mstcecommerce.com) for participation.
2. Tender documents can be downloaded from the website [https://www.rbi.org.in/Scripts/BS\\_ViewTenders.aspx](https://www.rbi.org.in/Scripts/BS_ViewTenders.aspx) from December 30, 2020. The tender can only be submitted online through e-tendering at <https://www.mstcecommerce.com/eprochome/rbi> from December 31, 2020 (10:00 AM) to January 21, 2021 (10:00 AM). Part-I of the tender will be opened on MSTC website on January 21, 2021 at 15:00 PM.
3. The Bank reserves the right to reject any or all the tenderers without assigning any reason thereof.

**Regional Director**



**भारतीय रिजर्व बैंक / RESERVE BANK OF INDIA**  
**शिष्टाचार एवं सुरक्षा कक्ष / PROTOCOL AND SECURITY CELL**  
**चंडीगढ़ / CHANDIGARH**

**भारतीय रिजर्व बैंक, चंडीगढ़ में बैंक कार्यालय  
में रखरखाव कार्मिक प्रदान करने हेतु अनुबंध के लिए ई-  
निविदा**

**E-Tender for Providing Housekeeping Staff at the  
Office Premises of Reserve Bank of India,  
Chandigarh**

**आरबीआई/ चंडीगढ़/अन्य/10/20-21/ईटी/386**  
**RBI/Chandigarh/Others/10/20-21/ET/386**

## **DISCLAIMER**

Reserve Bank of India, Protocol and Security Cell, Chandigarh (hereafter called “the Bank”), has prepared this document to give background information on the contract to the interested parties. While the Bank has taken due care in the preparation of the information contained herein and believes it to be in order, neither the Bank nor any of its authorities or agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, expressed or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

The information is not intended to be exhaustive. Interested parties are required to make their own inquiries and respondents will be required to confirm in writing that they have done so and they do not rely only on the information provided by the Bank in submitting the tender. The information is provided on the basis that it is non-binding on the Bank or any of its authorities or agencies or any of their respective officers, employees, agents or advisors. In case of conflict of meanings between Hindi and English versions of the document, interpretation of English version will prevail.

The Bank reserves the right not to proceed with the contract or to change the configuration of the contract, to alter the time table reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest. No reimbursement of cost of any type will be made to person or entities expressing interest.



Reserve Bank of India, Chandigarh  
Protocol and Security Cell

E-Tender for Providing Housekeeping Staff at the Office Premises of RBI Chandigarh

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## Section-I

### SCHEDULE OF e-TENDER (SOT)

1.	Name of the Department	Protocol and Security Cell, Reserve Bank of India, Chandigarh
2.	e-Tender no.	RBI/Chandigarh/Others/10/20-21/ET/386
3.	e-Tender name	E-Tender for Providing Maintenance and Housekeeping Staff at the Office Premises of Reserve Bank of India, Chandigarh
4.	Mode of Tender	e-Procurement System Online (Part I - Technical Bid and Part II – Financial Bid through <a href="https://www.mstcecommerce.com/eprchome/rbi/">https://www.mstcecommerce.com/eprchome/rbi/</a> )
5.	Estimated value of tender (including Taxes)	Rs 50 Lakh (Rupees Fifty Lakh only)
6.	Date of Tender available for downloading and start of bidding on MSTC website	December 31, 2020 (1000 Hrs)
7.	Date of Pre-bid Meeting at P&S Cell, RBI Chandigarh	January 07, 2021 (1100 Hrs)
8.	Earnest Money Deposit (EMD)	₹ 1,00,000/- (One Lakh Rupees only), through NEFT only  Beneficiary Name: Reserve Bank of India, Chandigarh Beneficiary Ac No: 186003001 IFSC: RBIS0CGPA01 (5 <sup>th</sup> and 10 <sup>th</sup> digits are Zero)
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12.	Date & Time of opening of Part-II i.e. Financial Bid	Part-II (Financial Bid) of only those bidder(s) whose Part-I (Technical Bid) is found acceptable by the Bank will be opened electronically. Such bidder(s) will be intimated regarding date of opening of Part-II (Financial Bid) through valid email given by them.
13.	Transaction Fee	Transaction fee, as applicable, will be paid to M/s MSTC Ltd. facilitating the online tender process

## **Section-II**

### **Important Instructions Regarding E-tender**

This is an e-procurement event of Reserve Bank of India, Chandigarh. The e-procurement Service Provider/ Agency/ Vendor is MSTC Limited. You are requested to read and understand the Notice Inviting Tender and subsequent Corrigendum, if any, before submitting your online tender.

#### **Process of E-tender:**

1. **Registration**: The process involves Vendor's registration with MSTC e-procurement website which is free of cost. Only after registration, the Vendors can submit their bids electronically. Electronic Bidding for submission of Technical Bid as well as Financial Bid over the internet will be done. Service Provider / Agency / Vendor should possess Class-III signing type digital certificate. Vendors are to make their own arrangement for bidding from a Personal Computer connected with Internet. MSTC / RBI, Chandigarh is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature)

**SPECIAL NOTE**: THE TECHNICAL BID AND THE FINANCIAL BID HAVE TO BE SUBMITTED ON-LINE ONLY AT

[https://www.mstcecommerce.com/eprochome/rbi/buyer\\_login.jsp](https://www.mstcecommerce.com/eprochome/rbi/buyer_login.jsp)

(a) Vendors are required to register themselves online with [www.mstcecommerce.com](http://www.mstcecommerce.com) → eProcurement → PSU / Govt.Depts → RBI. Register as Vendor by filling up details and creating own user id and password → Submit.

(b) Vendors will receive a system generated mail confirming their registration in their email which has been provided while filling the registration form.

In case of any clarification, please contact MSTC / RBI, Chandigarh, (before the scheduled time of the e-tender).

#### **MSTC Contact Person**

MSTC Helpdesk number: 033-2290-1004

Website Address: "<https://mstcindia.co.in/content/contact.aspx>"

→ then search "Chandigarh Region"

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

#### **Contact person at RBI Chandigarh**

(i) Shri Gaurav Kumar Bajpai, Assistant Manager, P&S Cell, Reserve Bank of India, Email: [sharvankumar@rbi.org.in](mailto:sharvankumar@rbi.org.in), Phone No.: 0172- 2702271 Extn 1038

(ii) Shri Dharmender Singh, AGM (P&S), Reserve Bank of India, Email: [dsmajoka@rbi.org.in](mailto:dsmajoka@rbi.org.in), Phone No.: 0172- 2720525

## 2. **System Requirement:**

- a. Windows XP-SP3 & above / Windows 7 Operating System
- b. IE-7 and above Internet browser
- c. Signing type digital signature
- d. JRE-7 update 9 and above software to be downloaded and installed in the system.
- e. To disable “Protected Mode” for DSC to appear in the signer box following settings may be applied.
  - i. Tools > Internet Options > Security > Disable protected Mode If enabled- i.e., Remove the tick from the tick box mentioning “Enable Protected Mode”. Other Settings:
  - ii. Tools > Internet Options > General > Click on Settings under “browsing history/ Delete Browsing History” > Temporary Internet Files > Activate “Every time I Visit the Webpage”.
- f. To enable ALL active X controls and disable ‘use pop up blocker’ under Tools > Internet Options > custom level (**Please run IE settings from the page [www.mstcecommerce.com](http://www.mstcecommerce.com) once**)
- g. For more details, vendor may refer to Service Provider / Agency / Vendor **Guide** and **FAQ** available at [www.mstcecommerce.com/eprhome](http://www.mstcecommerce.com/eprhome).

3. The Technical Bid and the Financial Bid shall have to be submitted online at [https://www.mstcecommerce.com/eprhome/rbi/buyer\\_login.jsp](https://www.mstcecommerce.com/eprhome/rbi/buyer_login.jsp). Tenders will be opened electronically on specified date and time as given in the tender.

4. All entries in the tender shall be entered in online Technical & Financial / Price formats without any ambiguity.

5. **Special Note towards Transaction fee:** The vendors shall pay the transaction fee using “Transaction Fee Payment” Link under “My Menu” in Service Provider / Agency / Vendor login. The vendors have to select the particular tender from the event dropdown box. Service Provider / Agency / Vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, Service Provider / Agency / Vendor shall generate a challan by filling up a form. Service Provider / Agency / 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, Service Provider / Agency / 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 Service Provider / Agency / Vendor shall be receiving a system generated mail.



**Transaction fee is non-refundable.** A vendor will not have the access to online e-tender without making the payment towards transaction fee.

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

6. Information about tenders / corrigendum uploaded shall be sent by email only during the process till finalization of tender. Hence the vendors are required to ensure that 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).

7. E-tender cannot be accessed after the due date and time mentioned in NIT (Notice Inviting Tender).

8. **Bidding in E-tender:**

- a. Vendor(s) need to submit necessary Earnest Money Deposit (EMD) and Transaction fees (If ANY) to be eligible to bid online in the e-tender. Transaction fees is non-refundable. No interest will be paid on EMD. EMD of the unsuccessful vendor(s) will be refunded by the tender inviting authority.
- b. The MSE registered bidders are not exempted from payment of EMD.
- c. The process involves Electronic Bidding for submission of Technical and Financial / Price Bid.
- d. The vendor(s) who have submitted transaction fee can only submit their Technical Bid and Financial Bid through internet in MSTC website [www.mstcecommerce.com](http://www.mstcecommerce.com) → eprocurement → PSU/Govt. Depts → Login under RBI → My menu → Auction Floor Manager → live event → Selection of the live event.
- e. Service Provider / Agency / 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 Service Provider / Agency / Vendor will not be able to save / submit his Technical bid.
- f. After filling the Technical Bid, vendor should click 'SAVE' for recording their Technical bid. Once the same is done, the Financial Bid link becomes active and the same has to be filled up and then vendor should click on "SAVE" to record their financial bid. Once both the Technical bid & Financial bid have been saved, Service Provider / Agency / Vendor can click on the "Final submission" button to register their bid.
- g. Vendors are instructed to use '**Attach Doc**' button to upload documents. Multiple documents can be uploaded.

- h. In all cases, vendors should use their own ID and Password along with Digital Signature at the time of submission of their bid.
  - i. During the entire e-tender process, the vendors will remain completely anonymous to one another and also to everybody else.
  - j. The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.
  - k. 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 Service Provider / Agency / Vendor for execution of supply.
  - l. It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.
  - m. RBI, Chandigarh 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.
  - n. 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.
9. Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.
10. No deviation to the Technical and Financial Terms & Conditions is allowed.
11. 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.
12. Vendors are requested to read Service Provider/Agency/Vendor guide and see the video in the page [www.mstcecommerce.com/eprochome](http://www.mstcecommerce.com/eprochome) to familiarize themselves with the system before bidding.

**Section-III**  
**General Instructions to Bidders (GITB)**

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## General Instructions to Bidders

<b>A. General</b>	
<b>1.Scope of Tender</b>	<p>1.1 The Bank invites E-tenders from the eligible reputed housekeeping services providing agencies for providing manpower (men/womwn) for housekeeping activities at the Office Premise of RBI, Chandigarh The Estimated value of contract for the contract period is ₹ 50 Lakh (Rupees Fifty Lakh only) including GST. Important instructions regarding E-tender have been provided at Section 2 of this tender document.</p> <p>1.2 Details of number of maintenance and housekeeping staff required is provided in <a href="#">Annexure-I</a>. The Bank reserves the right to increase/ decrease the required number of Housekeeping staff.</p> <p>1.3 More details of Scope of Work and Services, details of Housekeeping Staff required for providing services are detailed in <a href="#">Annexure-II</a>.</p>
<b>2. Prohibited Practices</b>	<p>2.1 The Bank requires that tenderers, suppliers, agencies, interested in having business relationship with the Bank, observe the highest standard of ethics during the period of contract / engagement. In pursuance of this policy, the Bank:</p> <p>(a) defines, for the purposes of this provision, the terms set forth below as Prohibited Practices:</p> <p>(i) “corrupt practice” means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;</p> <p>(ii) “fraudulent practice” means any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;</p> <p>(iii) “coercive practice” means impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party; and</p> <p>(iv) “collusive practice” means an arrangement between two or more parties designed to achieve an improper purpose, including influencing improperly the actions of another party;</p> <p>(b) will reject a proposal for award if it determines that the tenderer recommended for award has engaged in prohibited practices in competing for the tender in question;</p> <p>(c) may declare a tenderer ineligible, either indefinitely or for a stated period, if, at any time, the Bank determines that the</p>

	<p>tenderer has engaged in prohibited practices in competing for, or in executing the contract;</p> <p>2.2 Furthermore, tenderers shall be aware of the provisions stated in Section V (General and Specific Conditions of Contract).</p>
<p><b>3. Eligible Tenderers/ Eligibility Criteria</b></p>	<p>The Agency participating in the bidding process should have been registered as a company/firm/proprietor with the statutory body concerned. In the case of a company, the Certificate of Incorporation and Certificate of Commencement of Business, Memorandum of Association and Article of Association of the company and other relevant documents and particulars of all the directors and responsible officials are required to be submitted. In the case of a partnership firm, the partnership deed, power of attorney, if any and particulars of all the partners constituting the firm; and in the case of an Agency or Proprietorship, the particulars of the individual/individuals involved therein along with the name(s) and address(es), etc., are required to be submitted. During the duration of contract, the agency shall maintain the registrations/licenses valid by renewing, wherever applicable. Bidders intending to apply will have to satisfy the Bank by furnishing documentary evidence in support of their possessing required eligibility and in the event of their failure to do so, the Bank reserves the right to reject their bid. The bidders participating in the tender need to authorise an official to sign the tender documents and upload them on MSTC. The authorisation letter to this effect needs to be uploaded on MSTC web site.</p> <p>The basic minimum requirements to qualify to participate in the tender are as follows:</p> <p>3.1 <b>Experience.</b> (a) The agency must be providing or provided housekeeping staff / services in any of the following segments (i) Five Star Hotels or above, (ii) International/ Domestic Airports, (iii) Metro Railway Stations, (iv) Luxury Shopping Malls, (v) Reputed Public/Private Sector banks/enterprises, (vi) Educational Institutions/ Campuses/ Hostels, etc.</p> <p>(b) should have minimum 05 years of experience of executing works in any of the above-mentioned places upto the last day of the month previous to the month when tender was invited (i.e. November 30, 2020). Applicant should furnish their client list showing the details of work carried out by them during the last 05 years as per <a href="#">Annexure-XII</a>. At least one completion certificate/ work order/copy of agreement to be compulsorily uploaded to establish that the company is in housekeeping business on or before December 01, 2015.</p>

3.2 **Minimum years of each completed work.** (a) Experience of having successfully completed above mentioned works should be of any of the following amount:

i) One similar work costing not less than 80% of the estimated cost (i.e. 40 lakh and above)

or

ii) Two similar works individually costing not less than 50% of the estimated cost (i.e. 25 lakh and above)

or

iii) Three similar works each costing not less than the amount equal to 40% of the estimated cost (i.e. 20 lakh and above)

(b) Client reports for satisfactory completion/performance are to be uploaded as per [Annexure-X](#) towards establishing minimum eligibility. Labour Licenses obtained for clients (whose performance certificates have been submitted towards establishing minimum eligibility) need to be compulsorily submitted if 20 or more manpower was supplied.

(c) The other satisfactory completion/performance certificates (i.e. other than those submitted towards establishing minimum eligibility) are to be uploaded separately towards scoring as per Evaluation Matrix (Part B of Section-IV)

3.3 **Location of the office.** The tenderer should have an office/ Sub office in Chandigarh/ Mohali/ Panchkula tricity. Full address along with the details of a contact person should be provided.

3.4. **Annual Turnover.** Should have a minimum annual turnover of Rs. 50 Lakh (Rupees Fifty lakh only) from manpower supply activities during the last 03 years i.e., up to March 31, 2020. The housekeeping staff/service should compulsorily be a part of the overall services rendered. The document regarding this needs to be certified by a chartered accountant as per [Annexure-XII](#)

3.5. **ISO Certification, SA 8000, OHSAS 18001.** The bidder should have at least one of the following certifications: ISO-9001 / SA-8000 / OHSAS-18001 / ISO 45001

3.6. **ESIC, EPFO Registration.** The Agency must be registered with ESIC and EPFO.

3.7 **Certificate of Registration of Establishment.** The Agency should be in possession of a valid certificate of registration of Establishments under Punjab Shop and Commercial

	<p>Establishments Act 1958 from Chandigarh Labour Administration and any other applicable Act such as Labour Department under Contract Labour (R&amp;A) Act 1970 and Contract Labour (Regulation and Abolition) act, Factories Act, etc.</p> <p><b>3.8 Banker Details and Banker's Financial Credibility Certificate.</b> Written information about the names and address of the Bankers with full details like names, present contact / postal addresses, e-mail IDs, telephone (landline and mobile) nos., etc. of the contact executives (i.e. the persons who can be contacted at the office of their bankers by the Bank, in case it is so needed) should be furnished as per <a href="#">Annexure-XI</a>.</p> <p>The Agency should furnish the above-mentioned certificate issued by the applicant's banker, specifically for the work, for an amount equivalent to annual value of the work estimated to be Rs. 50.00 Lakh (Rupees Fifty lakh only).</p>
<p><b>B. Contents of Tender Document</b></p>	
<p><b>4. Sections of Tender Document</b></p>	<p>4.1 The Tender Document consists of two parts which include all the Sections indicated below and should be read in conjunction with any Article/Section issued in accordance with general Instructions to bidders.</p> <p style="text-align: center;"><u>Tendering Procedures (Part-I)</u></p> <ul style="list-style-type: none"> <li>• Section-I: Schedule of Tender</li> <li>• Section-II: Important Instructions regarding E-Tender</li> <li>• Section-III: General Instructions to Bidders</li> <li>• Section-IV: Evaluation / Selection Criteria</li> <li>• Section-V: General and Specific Conditions of Contract (<a href="#">Annexure-I to IV</a>)</li> <li>• Section-VI: Standard Formats (<a href="#">Annexure-V to XII</a>).</li> </ul> <p style="text-align: center;"><u>Tendering Procedures (Part-II)</u></p> <ul style="list-style-type: none"> <li>• Section VII: Financial Bid</li> </ul>
<p><b>5. Clarification of Tender Document, Pre-Bid Meeting</b></p>	<p>5.1 The Pre-Bid meeting will be conducted on January 07, 2021 at 1100 hrs at P&amp;S Cell, RBI, Sector - 17, Chandigarh 160017. The tenderers shall submit queries, if any, about the tender in writing, to reach the Bank's email address: <a href="mailto:pscellcharo@rbi.org.in">pscellcharo@rbi.org.in</a> before January 06, 2021. The authorised representative of the tenderers can participate in the pre-bid meeting.</p>

	5.2 Bidders may also get the issues clarified telephonically or through e-mail on or before the date of pre-bid meeting. Additional contact numbers and e-mail addresses are mentioned at para-1 of Section-II of this document.
<b>6. Amendment of Tender Document</b>	<p>6.1 At any time prior to the deadline for submission of Tenders, the Bank may amend this document by issuing amendments / corrigendum on RBI website (<a href="http://www.rbi.org.in">www.rbi.org.in</a>) and MSTC website.</p> <p>6.2 Any amendments / corrigendum issued shall be a part of this document.</p> <p>6.3 To give prospective tenderers reasonable time to take any / all amendments / corrigendum into account in preparing their Bids, the Bank may, at its discretion, extend the deadline for the submission of Tenders.</p>
<b>C. Preparation of Tenders</b>	
<b>7. Cost of Tendering</b>	7.1 The tenderer shall bear all costs associated with the preparation and submission of its Tender, and the Bank shall not be responsible or liable for those costs, regardless of the conduct or outcome of the Tendering process.
<b>8. Documents Comprising the Tender</b>	<p>8.1 The Tender shall comprise the following documents:</p> <ul style="list-style-type: none"> <li>• Tender Notice</li> <li>• Technical Bid Details</li> <li>• Financial Bid Details</li> <li>• Earnest Money Deposit</li> <li>• Performance Bank Guarantee to be furnished after award of contract by the successful tenderers.</li> <li>• Contract Agreement (after award of contract by the successful tenderers).</li> </ul>
<b>9. EMD as Tender Security and Transaction Fee</b>	<p>9.1 Tenderers need to submit necessary EMD and Transaction fees to be eligible to bid online in the e-tender. Transaction fees are non-refundable. No interest will be paid on EMD. EMD of the unsuccessful vendor(s) will be refunded by the tender inviting authority. EMDs of successful bidder can be converted to Security Deposit and the balance of security deposit has to be deposited by the successful bidder. EMD can be returned to the successful bidder on submission of Performance Bank Guarantee of specified amount.</p> <p>9.2 Tenders without EMD will not be accepted under any circumstances. MSE tenderers are also not exempted from depositing EMD.</p>



	<p>9.3 Transaction fee is non-refundable. A vendor will not have the access to online e-tender without making the payment of transaction fee.</p> <p>9.4 EMD shall be forfeited if the bidder withdraws his bid during the period of tender validity or fails to execute the contract or award of work.</p> <p>9.5 Intending tenderer has to deposit a sum of ₹1,00,000/- (Rupees One Lakh only) as EMD with the Reserve Bank of India, Protocol and Security Cell, Chandigarh-160017 before January 21, 2021 (1000 hrs).</p> <p>By NEFT to following A/c: Beneficiary Name: Reserve Bank of India, Chandigarh Beneficiary Ac No: 186003001 IFSC: RBIS0CGPA01 (5<sup>th</sup> and 10<sup>th</sup> digits are Zeroes)</p> <p><b>Please Write “EMD for Tender for Housekeeping Staff” in narration</b></p> <p>NOTE: Bidders are advised to remit the transaction fee well in advance before the closing time of the event so as to give themselves sufficient time to submit the bid.</p>
<p><b>10. Letter of Tender</b></p>	<p>10. The tenderer shall submit the Tender using the class 3 digital signature via e-tendering process without any alterations. All blank spaces shall be filled in with the information requested.</p>
<p><b>11. Documents Establishing the qualifications of the Tenderer</b></p>	<p>11. To establish its qualifications to perform the Contract in accordance with Section-III (Para 3), the tenderer shall provide the information in the format prescribed in the annexures to Section-V &amp; VI (Standard Formats).</p>
<p><b>12. Visit to Department</b></p>	<p>12. The bidder is required to provide Housekeeping services and is advised to visit and acquaint himself with the operational system. The costs of visiting shall be borne by the bidder. It shall be deemed that the agency has undertaken a visit to the Department and is aware of the operational conditions prior to the submission of the tender documents.</p>
<p><b>13. Period of validity of Tenders</b></p>	<p>13.1 The validity of tender along with the prices shall be 90 days from the last date of the submission of tender.</p> <p>13.2 In exceptional circumstances, prior to the expiration of the Tender validity period, the Bank may extend the period of validity of their Tenders subject to feasibility of mstcecommerce website. The request and the responses shall be made in writing.</p> <p>13.3 The Tenderer shall not cancel or withdraw the tender during this period or change the quoted rates.</p>

<b>D. Submission and Opening of Tenders</b>	
<b>14. Submission, Sealing and Marking of Tenders</b>	<p>14.1 Tenderers submitting Tenders electronically shall follow the electronic Tender submission procedures specified in the Instructions regarding E-Tender.</p> <p>14.2 The tenderers may submit their online Technical and Financial Bid, (competitive rates) along with copies of necessary documents as prescribed at <a href="#">Annexure-VI</a> of Part-I and <a href="#">Annexure-XIV</a> of Part II respectively. E-Tender with all information shall be submitted on or before the prescribed time and date. Incomplete Tenders will be summarily rejected.</p> <p>14.3 The tenderers shall quote rates inclusive of all components factored as mentioned in <a href="#">Annexure-XIV</a>.</p> <p>14.4 If desired / prescribed information is not submitted, the Bank will assume no responsibility for rejection of Tender.</p>
<b>15. Deadline for Submission of Tenders</b>	<p>15.1 Tenders must be filled online through e-tendering process mentioned in this document, not later than the date and time indicated in this document.</p> <p>15.2 The Bank may, at its discretion, extend the deadline for the submission of Tenders by amending the Tender Document.</p>
<b>16. One Bid per Bidder</b>	<p>16. Each bidder shall submit only one tender either by himself or as a partner in joint venture. If a bidder or if any of the partners in a joint venture participate in more than one bid, the bids are liable to be rejected.</p>
<b>17. Late Tenders</b>	<p>17. No Tender after the deadline shall be allowed on the website.</p>
<b>18. Tender Opening</b>	<p>18.1 The Bank shall open the Tender (Part-I) electronically on the notified date. Part-II will be opened for those bidders who qualify in Part-I. Date of opening of Part-II will be notified by email to the successful bidders on their valid email address.</p> <p>18.2 The tender documents which do not comply with the conditions prescribed in the tender form will be summarily rejected.</p> <p>18.3 Conditional bids will also be summarily rejected.</p>
<b>E. Examination of Tenders</b>	
<b>19. Confidentiality</b>	<p>19.1 Information relating to the evaluation of Tenders shall not be disclosed to tenderers or any other person not officially concerned with such process until information on Contract award is communicated to all tenderers.</p>
<b>20. Clarification of Tenders</b>	<p>20.1 To assist in the examination, evaluation, comparison of the Tenders and qualification of the tenderers, the Bank may, at</p>

	<p>its discretion, ask any tenderer for a clarification of its Tender, allowing a reasonable time for response. Any clarification submitted by a tenderer that is not in response to a request by the Bank shall not be considered. The Bank's request for clarification and the response shall be in writing. No change in the prices or substance of the Tender shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the Bank in the evaluation of the Tenders.</p> <p>20.2 If a tenderer does not provide clarifications of its Tender by the date and time set in the Bank's request for clarification, its Tender shall be liable to be rejected.</p>
<b>F. Tender Evaluation and Comparison</b>	
<b>21. Evaluation of Tenders</b>	21. The Bank shall use the evaluation criteria indicated in Section IV.
<b>22. Qualification of the Tenderer</b>	22. The Bank shall determine, to its satisfaction, whether the selected tenderer meets the qualifying criteria in accordance with Section III (Para 3).
<b>23. Bank's Right to Accept Any Tender, or to Reject Any/All Tender (s)</b>	<p>23.1 The Bank reserves the right to accept or reject any tender, or to annul the Tendering process or to reject all Tenders at any time prior to award of contract, without thereby incurring any liability to tenderers or assigning any reason thereof. Further the conditional bids shall be rejected out-rightly.</p> <p>23.2 The Bank is not bound to accept the lowest tender and reserves the right to accept any tender either in full or in part. The Bank also reserves the right to reject all the tenders without assigning any reason thereof.</p>
<b>G. Award of Contract</b>	
<b>24. Award Criteria</b>	24. The Bank shall shortlist the tenderer based on the evaluation criteria detailed in Section IV (Evaluation Criteria).
<b>25. Notification of Award</b>	<p>25.1 The tenderer who qualifies the Technical Evaluation and is L1 with valid rates in Financial Bid shall be awarded the tender.</p> <p>25.2 Until a formal contract is prepared and executed, the notification of award shall constitute a binding Contract. The successful tenderer shall take over entire work on the date as specified by the Bank</p>

<p><b>26. Signing of Contract</b></p>	<p>26. The successful tenderer shall execute an agreement with the Bank on Non-Judicial stamp paper of value as applicable within 15 days of award of work. The stamp duty shall be borne and paid by the agency. However, the issue of intimation of award of work by the Bank shall be considered as binding contract, as though such an agreement has been executed and all the terms and conditions shall apply on this contract. The agreement and rates will be initially valid for a period of twelve months, (i.e. April 01, 2021 – March 31, 2022), in first year and extendable up to two more years subject to annual review of the performance of the agency(s) by the Bank and mutual consent.</p>
<p><b>27. Performance Security</b></p>	<p>27.1 The successful tenderer shall furnish along with the contract the Performance Bank Guarantee (PBG) towards performance security of ₹2,50,000/- (Two Lakh Fifty Thousand Five Rupees only) as per the format placed at <a href="#">Annexure-XIII</a></p> <p>27.2 This PBG has been calculated for twelve months of tender value and shall be submitted by the bidder from its banker with a validity of 60 days more than the contract period. In the case of extension of contract, the PBG has to be resubmitted by the bidder for the renewed contract period.</p> <p>27.3 Failure of the successful tenderer to submit the PBG of ₹2,50,000/- (Two Lakh Fifty Thousand Five Rupees only) or to sign the contract shall constitute sufficient grounds for the annulment of the award, forfeiture of the EMD and blacklisting of such tenderer.</p> <p>27.4 The PBG shall be released without interest after 2 months of completion of the contract period only after being satisfied of the successful completion of the contract and no liabilities from the agency or its employees. In case of any complaint or pending dues, the PBG shall be discharged only after adjusting all dues, liabilities, etc.</p>

## Section-IV: Evaluation/ Selection Criteria

### A. Technical Bid Evaluation

1.	<p>1.1 First, Part-I (Technical bid) will be evaluated. Tenderers shall furnish information for Technical Evaluation as per Standard Formats in Section VI.</p> <p>1.2 Supporting documents for the various items indicated in the checklist (<a href="#">Annexure-VI</a>) should be submitted for Technical evaluation.</p> <p>1.3 The Bank shall scrutinize the information and documents submitted by the tenderer vis-à-vis eligibility criteria and evaluate the feedback from bankers, existing clients. The Bank may include the findings of site visit, if any.</p> <p>1.4 To assist in the examination, evaluation, comparison of the Tenders and qualification of the tender, the Bank may, at its discretion, ask any bidder for any clarification of its Tender, allowing a reasonable time for response. Any clarification submitted by a bidder, that is not reasonable to the Bank shall not be considered. The Bank's request for clarification and the response shall be in writing. No change in the prices or substance of the Tender shall be sought, offered, or permitted.</p> <p>1.5 If a bidder does not provide clarifications of its Tender by the date and time set in the Bank's request for clarification, its Tender shall be liable to be rejected.</p> <p>1.6 Scoring of marks will be based on criteria mentioned in Part B of this section (Section IV) and other prequalification criterion prescribed in the Terms and Conditions of the contract.</p> <p>1.7 The financial bids of all the technically qualified firms/agencies/bidders will be opened for financial evaluation. The work will be awarded to a bidder as per financial/price bid evaluation as per the terms and conditions mentioned in the Part II (Financial Bid) of the tender. In case the quoted amounts in the financial bids of more than one agencies becomes same, then the work will be awarded to the agency which gets the higher score in Technical evaluation (Evaluation Matrix).</p> <p>1.8 The Bank is not bound to accept the lowest tender and reserves the right to accept either in full or in part any tender. The Bank also reserves the right to reject all the tenders without assigning any reason thereof.</p>
2.	<p>2.1 The members of the Evaluation Committee may conduct site visits to assess the quality and other aspects of the existing contracts of bidders as per the above criteria.</p> <p>2.2 A list of such places i.e. complete address details of clients in Chandigarh along with contact details of the contact person should be provided.</p>

## B. Evaluation Matrix

### Internal Evaluation Parameters Set by the Bank and Score thereof

Sr. No.	Evaluation Parameter	Weightage
1.	<b>Average Turn Over in last 03 years</b>	
a.	₹ 02 crore and above	10
b.	Above ₹ 01 crore but less than ₹ 02 crore	7
c.	Above ₹50 Lakh but less than ₹ 01 crore	5
2.	<b>Average Net Profit in last 03 years</b>	
a	₹ 50.0 lakh and above	10
b	Above ₹ 10.0 lakh but less than ₹ 50.0 lakh	7
c	Less than ₹ 10.0 lakh	5
3.	<b>Number of years in housekeeping/manpower supply services business</b> (as on 31 March 2020)	
a	10 years and above	10
b	More than 05 years but less than 10 years	7
c	05 years	5
4.	<b>Quality Related Certificates (as on 31 Mar 2020)</b>	
a	ISO 9001 / SA 8000 / OHSAS 18001 / ISO45001 (obtained within last 05-10 Years)	10
b	ISO 9001 / SA 8000 / OHSAS 18001 / ISO45001 (obtained within last 05 Years)	7
5.	<b>Type of incorporation of the agency</b>	
a	Limited Company	10
b	Proprietorship/Partnership Firm	8

6.		<b>Number of housekeeping/other manpower deployed by the agency</b>	
	a	500 or above	10
	b	More than 200 but less than 500	7
	c	Less than 200	5
7.		<b>Client Certificate for deployment of housekeeping/other manpower</b>	
	a	More than 02 works with minimum 80% of the contract value “or” More than 04 works with minimum 50% of the contract value “or” More than 06 works with minimum 40% of the contract value	10
	b	01-02 works with minimum 80% of the contract value “or” 02-04 works with minimum 50% of the contract value “or” 03-06 works with minimum 40% of the contract value	7

Scores will be allocated to the bidders as per the criteria mentioned in the above-mentioned evaluation matrix. In case the quoted amounts of two or more bidders in the financial bids become equal and lowest, then the work will be awarded to the agency which gets the higher score as per evaluation matrix.

**Section V**

**GENERAL AND SPECIFIC CONDITIONS OF CONTRACT**

**Annexure-I**

**Details of Housekeeping Staff Required**

<b>Place of Deployment</b>	<b>Male Staff</b>	<b>Female Staff</b>	<b>Total</b>
Office Building, RBI Chandigarh	14	06	20

1. The housekeeping staff are required to work from 07:30 AM to 15:30 PM or any other shift during day time not exceeding 08 Hours a day, as decided by the Bank.
2. The housekeeping staff will be required to work six days a week.



**Scope of Works and Services**

**1. Scope of Work for General Areas/Common Areas of Main Office Premises:**

- a) Agencies shall be responsible for all cleaning works such as sweeping and mopping of general area in each floor, passages and lobbies at all the floors, cleaning of each cabins located in all the floors at Office Building. Cleaning of tables, chairs and Desks in each departments/Section.
- b) Sweeping and moping of stair cases in Office Building, all the lifts and lift lobbies at all floors in Office Building.
- c) Sweeping and mopping of Banking hall on the ground floor, glass panes on counters of the Banking hall.
- d) Sweeping of frontal drive way, front parking, Basement and rear parking area and complete peripheral area of the Bank.
- e) Cleaning of store rooms, book vaults, etc., of all the departments of the Bank
- f) Cleaning of Conference Rooms and Board Room as per the requirement of the Bank.
- g) Cleaning of Canteen located at the fourth and ground Floor and carry out miscellaneous tasks in the canteen as per instructions of the Bank.
- h) Sweeping and mopping of Creche located in the Bank premises.
- i) Cleaning activity in the morning should start at 7.30 am or as decided by the Bank from time to time
- j) Special cleaning of specific areas in the Security Area as per the instructions of the Bank on Saturdays or holidays.
- k) The passages/veranda and staircases of the buildings shall weekly be washed with detergent, Lizol, Phenyle and others required cleaning materials. The sweeping and mopping shall be carried out both in the morning hours and afternoon. The Bank may increase the frequency of cleaning of these areas.
- l) Removing the cobwebs, stains, dirt from wall, windows, ceiling and such areas as required.
- m) Cleaning of areas around water dispensers/water purifiers installed at various locations in the Bank's premises.
- n) Sweeping and moping of Dispensary and corridors in the Building.

- o) Collection of garbage from all floors of Main Office Building and disposing it at the designated place for the same.
- p) Shifting & movement of furniture and other office equipment as and when required.
- q) Keeping the passages clean at all times even if it requires cleaning repeatedly
- r) Any special cleaning on Republic Day, Independence Day and Festivals to be carried out as per the instruction of the Bank.
- s) Continuous cleaning, maintenance of hygiene & mopping of floors and common area in the Bank to be done during office hours so that it retains a clean and dry look.
- t) Any damage or theft of fittings/fixtures will be brought to the notice of the Bank's Caretaker/ Security Officer immediately.

## **2. Scope of Work for Washrooms/ Toilets in Office Premise:**

- a) The housekeeping staff shall be responsible for cleaning of the washrooms/toilets, including toilet pots, seats/urinal pots, platform, sink, wash basins, tiles, floor, racks, glass mirrors, etc., in all the washrooms and toilets of the Main Office Building with detergent, Lizol, Phenyle, Harpic and others required cleaning materials.
- b) Thorough sweeping, washing, mopping and scrubbing the floor and wall dado inside the toilets. Washing of toilet floors and tiles with suitable ceramic tiles cleaning chemicals every day.
- c) Cleaning of walls of Washrooms/Toilets and keeping ceilings free from cobwebs, dirt, stains, etc.
- d) Cleaning of windows, window panes, grills, doors, ventilators, ceiling, wall dado, plumbing and sanitary fittings & fixtures, glazed ventilators, etc.
- e) Removing the cobwebs, stains, dirt from wall, ceiling, pelmet and inaccessible spots.
- f) Cleaning of accessories provided in the wash rooms like Buckets/mugs/soap cases, etc.
- g) The required frequency of cleaning the washrooms/toilets would be once per hour in a day (every hour during office hours) or as per need.
- h) Flushing system of all toilets are to be checked at regular interval every day.
- i) Dustbins kept in the washroom and surrounding area shall be emptied on regular basis at designated places.
- j) Cleaning all the nickel parts of sanitary fittings, taps, etc., and always keep them in a sparkling condition.

k) The soap dispenser in the washrooms should be topped up regularly with the liquid soap for hand wash.

l) To ensure on a daily basis that all the accessories/ equipment in the toilets like Taps /Sinks /Geyser/Flush /Shower / other sanitary fittings, etc., are in working condition and if not, then report it to Care Taker. Complaints regarding civil, electric, plumbing, etc., observed in the wash rooms/ toilets must be resolved by reporting to Care Taker /AMC persons/Estate Department.

m) Any other instructions passed by the Bank security officers from time to time.

3. Cleaning material shall be supplied by the Bank.

**Terms and Conditions of the Contract**

1. **Agreement:** On receipt of intimation from the Bank regarding acceptance of tender, the successful Tenderer shall be bound to sign the formal Contract Agreement within fifteen days, in accordance with the draft agreement and the Schedule of Conditions. However written acceptance by the Reserve Bank of India of a tender will constitute a binding contract between the Bank and the person so tendering, whether such formal agreement is or is not subsequently executed within the stipulated period of Fifteen days. Unless the Contract Agreement is signed, no payment shall be entertained by the Bank. The agreement shall be executed in duplicate. One copy will remain in the custody of Employer and the second set of copy will remain in the custody of Agency. The Agreement shall be made on necessary stamp paper and the cost of necessary stamp duty on both the documents shall be borne solely by the Agency.

2. **Duration of Contract & Review:** The contract is valid from April 01, 2021 to March 31, 2022 and can be continued if the treatment and workmanship is found satisfactory. The contract may be renewed and extended on mutual terms and conditions for a period of one year at a time but not more than two years.

3. **Earnest Money Deposit:** EMD of the successful Tenderer /Bidder shall be returned on receipt of the Performance Bank Guarantee and will not carry any interest.

4. **Performance Bank Guarantee:** The Agency has to provide Performance Bank Guarantee in the form of irrevocable Bank Guarantee issued by a scheduled Bank in the prescribed proforma as given in [Annexure XIII](#) of the tender document within 14 days of the award of the tender.

5. **Deductions from EMD/Performance Bank Guarantee:** All compensation or other sums of money payable by the agency to the Bank under the terms of this Contract may be deducted from the dues payable / performance Bank Guarantee if the amount so permits, and Agency shall, unless such deposit as become otherwise payable, within ten days after such deduction make good the amount so deducted.

6. **Working Hours**

a) All Housekeeping Staff should report to the Bank's Caretaker at office premise. The working Hours of the Staff will be for 8 hours per day (including 30 minutes lunch break) and are required to be staggered in shifts between 7.30 am and 6.30 pm on a day for 6 days in a week, **26 days in a month** in consultation with Bank's Caretaker & Security Managers and the Agency has to ensure that agreed number of staff are present at all times.

b) The agency is required to deploy their staff on all six working days of the week except Sunday and Holiday. Special Cleaning drives will be undertaken on Saturdays of other areas of the Bank in consultation with Caretaker. The Bank reserves the right to seek deployment of agencies staff on select holidays also, in case the need arises, with prior intimation. They will be suitably compensated with additional amount

equivalent to their extra work. In/out attendance will be marked for the contract workers in the attendance register at the time of entry/exit, which is to be ensured by the vendor. The register will be put up to the Bank's caretakers on a daily basis. However, Bank reserves the right to bring some variation in working hours for some workers if required. Also, in case of an emergency the workers will have to continue to work till such time the emergency is over as per the directions issued by authorized person of the Bank. The vendor will have to provide proper uniform with company name written/embossed to all housekeeping staff deployed at office premises.

## 7. **GENERAL TERMS & CONDITIONS**

(i) The agency has to deploy 20 trained and experienced housekeeping staff (**14 Males & 06 Females**). With prior intimation, the Bank may increase/decrease the number of housekeeping staff with other terms and conditions remaining same.

(ii) The agency shall duly submit the mandatory documents of these personnel like identity proof, police verification certificate, EPF/ESI/Bank account details, etc., prior to deployment of their personnel and obtain the Bank's approval. Before changing the staff, the agency shall give prior information and seek permission of the Bank to do so. The agency needs to submit the mandatory documents in respect of the person replacing the outgoing.

(iii) The agency should ensure that the staff deployed is medically fit and free from contagious diseases. The company will submit the medical fitness certificate at the time of deployment and thereafter the medical fitness certificates are to be submitted every six months/whenever asked by the Bank.

(iv) It is the responsibility of the agency to ensure that the agreed strength of staff is deployed on all days except Sundays and Holidays and whenever specifically instructed to do on holidays.

(v) The agency shall engage trained and experienced men/women whose age preferably be between 21 and 45 years who are duly experienced for the job, and are fit and able to perform their duties.

(vi) The agency shall ensure that the employees deployed in the Bank premises observe the standards of cleanliness, decorum, security, safety, good behaviour and general discipline laid down by the Bank or its authorized agents. The Bank shall be the sole judge as to whether or not the Agency and/or his employees have observed the same.

(vii) In case any of agency's personnel(s) deployed under the contract is (are) absent, a substitute shall be provided by the agency immediately. In case of absence without providing a substitute, the Bank reserves the right to impose a penalty equal to the daily wages (along with normal deduction for the absence) of the absent personnel and the same shall be deducted from the agency's bills.

(viii) In case it is observed that the agency's personnel is/ are repeatedly late in reporting for work or leave the premises without completing their work and before scheduled timings, the Bank reserves the right to impose a monetary penalty as per

the penalty clause at [Annexure-IV](#). The Bank may advise the agency to replace the employee.

(ix) In case any complaint is received regarding misconduct/misbehaviour of agency's personnel, or of poor quality of work, penalty for each such incident shall be levied and the same shall be deducted from agency's pending/subsequent bill. Further it shall be obligatory upon the agency to remove the said personnel from the site immediately after being notified by the Bank.

(x) Every employee so engaged by the agency shall wear company I-Card, uniform having firm's name and logo, shoes/sandals and a badge bearing his/her name, while on duty. These are to be provided by the agency at its own cost.

(xi) The Bank has the right to ask for the removal of any person of the agency, who is not found to be competent and orderly in the discharge of his/her duty.

(xii) The agency shall not engage any sub-agency or transfer the contract to any other person in any manner.

(xiii) The agency shall obtain **Police Verification Report** on character and antecedents of its personnel and other details relating to age, educational qualifications, name and permanent address, contact numbers are to be provided under this contract along with their passport size photographs before engaging them for duty in Bank's Main Office Building. A certificate to the effect that Police Verification of all employees deployed in the services of the Bank has been done and are available with the firm, needs to be submitted before the start of the contract with the Bank. The Bank can verify these at any point of time during the contract duration.

(xiv) The agency should ensure that all persons deployed are insured, for which no extra payment will be made by the Bank. The Bank will not be liable for any damages/injuries to persons as a part of execution of this contract. All liabilities arising out of accident or death while on duty shall be borne by the agency.

(xv) The agency and its staff shall take proper and reasonable precautions to preserve from loss, destruction, waste or misuse the areas of responsibility given to them by the Bank and shall not knowingly lend to any person or company any of the effects of the Bank under its area of responsibility.

(xvi) The agency shall be responsible to maintain all property and equipment of the Bank provided to it. Any damage or loss caused by the agency's persons to the Bank in whatever shape would be recovered from the agency.

(xvii) In the event of any loss occasioned to the Bank, as a result of any lapse on the part of the agency, the said loss shall be claimed from the agency up to the value of the loss. The decision of the Regional Director, RBI Chandigarh will be final and binding on the agency.

(xviii) Under extremely exceptional circumstances the Bank may advise the agency to ask the housekeeping staff to stay inside the Bank premises. During the stay of the

staff in the Bank premises, the accommodation and meals will be provided by the Bank. No additional wages will be payable by the Bank for this purpose.

(xix) Any liability arising out of any litigation or any act of the agency's personnel shall be directly borne by the agency including all expenses/fines. The concerned agency's personnel shall attend the court as and when required.

(xx) If any money shall, as the result of any instructions from the Labour authorities or claim or application made under any of the Labour laws or Regulations, be directed to be paid by the Bank, such money shall be deemed to be payable by the agency to the Bank within fifteen days. The Bank shall be entitled to recover this amount from the agency by deduction from money due to the agency.

(xxi) The agency shall indemnify and hold the Bank harmless from and against all claims, damages, losses and expenses arising out of, or resulting from the works/services under the contract provided by the agency.

(xxii) The Bank shall not be under any obligation for providing employment to any of the worker of the agency after the expiry of the contract. The Bank does not recognize any employee employer relationship with any of the workers of the agency.

(xxiii) If as a result of post payment audit any overpayment is detected in respect of any work done by the agency or alleged to have been done by the agency under the Tender, it shall be recovered by the Bank from the agency.

(xxiv) In the event of any provisions of the contract requiring modification after the agreement has been signed, the same shall be made in writing and signed by the Bank represented by its authorised officer and the Agency or its authorized representative. Such modifications will not be effective until the same have been signed by both the parties.

(xxv) The Agency will maintain a register in which day to day deployment of personnel will be maintained. While raising the bill, the deployment particulars of the personnel engaged during each month, shift wise, if any, duly countersigned by the Caretaker and the Security Manager should be shown and monthly attendance sheet has to be submitted with monthly bill. The agency has to give an undertaking regarding payment of wages as per Govt. rules and laws in force.

(xxvi) The Bank will not provide accommodation to the agency in its premises for any purpose.

(xxvii) In the event of termination of the contract for any reason whatsoever, the agency/ or persons employed by it shall not be entitled to any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.

(xxviii) The agency shall ensure payment of minimum wages to the workman employed by it through their bank accounts and obtain their signatures or thumb impressions on the wage slips. The wage disbursement summary record along with corresponding debit entries in the agency's bank account and the signed wage slips shall be submitted to the Bank after every payment is made to the workmen. In addition, the agency shall

provide essential amenities like first aid facility, etc., to its employees as per Contract Labour (Regulation and Abolition) Act, 1970. The agency has to give undertaking on Non Judicial Stamp paper of applicable value before the award of the work that he undertakes to actually pay wages to all the labourer of all descriptions to be engaged by him for completion of that particular job/work at the rate which is not less than the rate prescribed under minimum wages under CLRA Act, 1970 and also keep the principal employee indemnified against all the actions that may be initiated against the principal employer by the Statutory Authorities for his failure to pay such wages and provide the essential amenities.

(xxix) The agency shall obtain a license as contemplated under Contract Labour (Regulation and Abolition) Act 1970 or any other law as applicable, failing which he alone would be responsible for actions/proceedings ensuring there to. The Bank shall not be held responsible for acts, commissions or omissions of the agency and shall in no way be made liable to the labourers engaged by the agency.

(xxx) The agency shall indemnify and keep the Bank indemnified 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, the Employees Provident Fund (and Miscellaneous Provisions) Act, 1952, Payment of Bonus Act, 1965 or any other rules/regulations/statute that may be applicable. The agency only will be responsible for liabilities, if any, in this regard.

(xxxi) The Bank prefers that the agency shall ensure that housekeeping staff deployed in the Bank premises are having Saving Bank Accounts and should pay its staff salary by 10th of every month by means of NEFT/RTGS without waiting for the clearance of the bill from RBI, Chandigarh and submit the proof of payment along with monthly bills.

(xxxii) The Agency must submit a certificate every month along with the next month invoice from the second month itself that the Salary to all his staff deployed in the Bank have been paid complying all Govt. Rules and Regulations and according to Minimum Wages Act 1948. Without this certificate, the bill payment will not be processed.

(xxxiii) The agency must submit the proof of depositing employees' contribution towards PF/ESI/Salary, etc., of each employee on monthly basis.

(xxxiv) The payment to the agency for the work done/service provided shall be made on monthly basis subject to the following:

- (a) The work has been satisfactorily executed, as per the Terms & Conditions of the contract, for the month for which the agency has raised the bill.
- (b) The disbursement of the wages to the workers has already been done by the agency for the month for which the payment to the agency is under consideration.
- (c) Written records for having made these payments are to be compulsorily submitted to the Bank along with monthly bills.

(xxxv) The Bank will deduct Income Tax at source under Section 194-C of Income Tax Act., from the agency at the prevailing rates of such sum as income tax on the



income comprised therein. Any other statutory deductions, if required shall also be made as applicable.

(xxxvi) The agency shall comply with the provisions of the Factories Act 1948, Contract Labour ( Regulation and Abolition) Act 1970, Child Labour (Prohibition and Regulation ) Act 1986, ESI Act 1948, Workmen’s Compensation Act 1923, Employees Provident Fund and Miscellaneous Provisions Act 1952, Minimum Wages Act 1948, Payment of Wages Act 1936, Payment of Bonus Act 1965, Payment of Gratuity Act 1972, Maternity Benefit Act 1961 and the Rules where under or any other Laws and Rules as may be applicable to the contract workmen from time to time. The Agency shall produce registers and records and comply with other directions issued by the Bank for compliance of the statutory provisions.

(xxxix) The agency shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same. The agency shall submit copies of acknowledgements evidencing filing of returns every year and shall keep the Employer fully indemnified against liability of tax, interest, penalty, etc., of the agency in respect thereof, which may arise.

(xxxx) Working Penalty: As mentioned in [Annex IV](#).

#### 8. **Sexual Harassment:**

- a) The Agency shall comply with the provisions of “**The Sexual Harassment of Women at Work Place (Prevention, Prohibition and Redressal) Act, 2013**”. In the case of any complaint of sexual harassment against its employee within the premises are brought to notice of the Bank, the Bank will undertake action that may deem fit, including criminal proceedings and Termination of contract/agreement.
- b) Any complaint of sexual harassment from any aggrieved employee of the Agency against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.
- c) The Agency shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the Agency, for instance any monetary relief to Bank’s employee, if sexual violence by the employee of the Agency is proved. The Agency shall be responsible for educating its employees about prevention of sexual Harassment at work place and related issues.

9. **Clarification:** In all the cases of omissions and/ or doubts or discrepancies in any item or specification, a reference shall be made to the Employer whose elucidation, elaboration or decision shall be considered as authentic. The Agency shall be held responsible for any errors that may occur in the work through lack of such reference and precaution.

10. That the Bank shall not be responsible for payment of any compensation for death of or injury or accident to any of the Cleaning Staff which may arise out of and in the course of their duties and employment. It is agreed and understood that the Agency shall alone be liable to pay such damages or compensation to such housekeeping Staff and their families.

11. That all precautions shall be taken by the Agency towards the safety of its employees deployed at the Bank and it will be the sole responsibility of the Agency towards any untoward incident i.e. compensation, etc., to its employees.

12. Arbitration:

- (a) Except where otherwise provided for in the contract all questions and disputes relating to the meaning of the Scope of Work, Terms & Conditions, herein before mentioned and as to the quality of service or as to any other question, claim, right, matter or thing whatsoever in any way arising out of or relating to the contract, Scope of Work, Terms & Conditions, instructions, orders or otherwise concerning the works or the execution of/ failure to execute the same whether arising during the progress of the contract or after the completion thereof shall be referred to the sole arbitration of the Regional Director , Chandigarh or to the sole arbitration of some other person appointed by the Regional Director, RBI, Chandigarh willing to act as such arbitrator. The case referred to arbitration shall be other than those for which the decision of the General Manager/ Dy. General Manager (HRMD) is expressed in the contract to be final and conclusive. There will be no objection, if the arbitrator so appointed an employee of the Bank is and that he had to deal with the matters to which the contract relates and that in the course of his duties as such he had expressed views on all or any of the matters in dispute or difference. The arbitrator to whom the matter is originally referred being transferred by vacating his office or being unable to act for any reason, such Regional Director, RBI, Chandigarh as aforesaid at the time of such transfer, vacation of office or inability to act, shall appoint another person to act as arbitrator in accordance with the terms of the contract. Such person shall be entitled to proceed with the reference from the state at which it was left by his predecessor.
- (b) Subject as aforesaid the provision of the Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof and the rules made there under and for the time being in force shall apply to the arbitration proceeding under this clause.
- (c) It is a term of the contract that the party involved in arbitration shall specify the dispute or disputes to be referred to arbitration under this clause together with the amount or amounts claimed in respect of each such dispute.
- (d) The arbitrator(s) may from time to time with consent of the parties enlarge the time, for making and publishing the award.
- (e) The work under the Contract shall, if reasonably possible, continue during the arbitration proceedings and no payment due to be payable to the Agency shall be withheld on account of such proceedings.

- (f) The Arbitrator shall be deemed to have entered on the reference on the date he issues notice to both the parties fixing the date of the first hearing.
- (g) The Arbitrator shall give a separate award in respect of each dispute or difference referred to him.
- (h) The venue of arbitration shall be such place as may be fixed by the Arbitrator in his sole discretion.
- (i) The award of the arbitrator shall be final, conclusive and binding on all parties to this contract. In case of any unresolved dispute between the Agency and the Bank, it shall fall in the jurisdiction of the District Courts, Chandigarh / Punjab & Haryana High Court, Chandigarh.

(13) **Jurisdiction of court:** This agreement is subject to jurisdiction of the District Courts, Chandigarh / Punjab & Haryana High Court, Chandigarh.

(14) **Period of contract:**

- (a) The contract, if awarded shall be initially valid for a period of Twelve months from April 01, 2021 to March 31, 2022.
- (b) The Bank may extend the period of the contract for a further period of up to two years (one year at a time) on terms mutually agreed upon and subject to satisfactory performance of the housekeeping agency as assessed by the Bank.
- (c) Either party shall be at liberty to terminate the agreement by giving three clear calendar months' notice in writing.

(15) **Risk Clause**

Without prejudice to what is contained herein above, the Bank shall at its sole and absolute discretion, be entitled to terminate this agreement forthwith by written notice without assigning any reason and without payment of any compensation, if in the opinion of the Bank (which shall not be called in question by the Agency and shall be binding on the Agency) the Agency fails or refuse to implement this agreement to the Bank's satisfaction and/or.

- a) The Agency commits a breach of any terms and conditions of this agreement and/or.
- b) The Agency is adjudged an insolvent or a compromise is entered by him with his creditors or if distress or executions or other process is levied upon or receiver is appointed for any part of the assets or property of Agency and/or,
- c) For any reason whatsoever, the Agency becomes disentitled in law to perform his obligations under this agreement.
- d) There is any variation in the ownership/partnership or management of the Agency or his business without the prior approval in writing of the Bank to such variation.

- e) In the event of termination of this agreement for any reason whatsoever, the Agency/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.

Notwithstanding anything contained in any other clause, the Bank reserves the right to terminate the contract due to any failure on the part of the Agency in discharging its obligations under the contract or in the event of it becoming insolvent or going into liquidation. The decision of the the Bank about the failure on the part of the Agency shall be final and binding on the Agency. This termination can be done at a notice of 10 working days.

In the event of any failure on the part of the Agency, the Bank shall have the right, without any prejudice, to get the work done through any other alternate Agency at the risk and cost of the Agency. The additional cost, loss, if any incurred by the Bank would be recovered from the Agency.

**(16) Payment to the agency**

The charges quoted will cover the cost of the services of manpower deployed and shall be payable on monthly basis subject to submission of invoice and allied mandatory documents. The payment thereon will be made after the same is duly certified by the Bank's Officers that the services provided have been satisfactory and after deducting all statutory dues/taxes, etc. The payment would be made on monthly basis for actual shifts manned/operated by the personnel provided by the agency and based on the attendance sheets duly verified by security officer incharge of housekeeping/maintenance and other supporting documents. No other claim on whatever account shall be entertained by the Bank. The Agency will ensure that Housekeeping staff engaged by him must receive their entitled wages in time. In view of this, the following procedure will be adopted. The bills shall be submitted along with the following documents in respect of the contractual employees deployed at the Bank Chandigarh, mandatorily:

- (a) Current month Invoice Copy.
- (b) Current month Attendance sheet
- (c) Wage slips of previous month duly signed by the individual contract Labourers.
- (d) Previous month wage disbursement record (bank a/c debit statement along with summary report)
- (e) Previous month ESI remittance challan (if applicable) with consolidated and breakup details.
- (f) previous month EPF remittance challan, as applicable, with consolidated and breakup details.

- (g) It is to be ensured that all payment have to be made only through bank accounts, No cash payment should be made in any circumstances.
- (h) Proof of any other payment (bonus, etc.) made to the contractual employees.
- (i) A letter regarding disbursement of payment to respective Bank account to Housekeeping staff and declaration by the Vendor stating that the agency is adhering to the applicable forms under the Minimum Wages Act, 1948 (XI of 1948) and all the applicable rules under the Act issued by the Government of India from time to time, EPFO, ESIC (if applicable), Bonus and all other Act/Rules issued by the Government of India in connection with employment of labours.
- (j) Periodical returns submitted to Labour Commissioner, Shram Suvidha website, EPFO & ESIC within 07 days of filing (as and when submitted).

(17) The claims in bills regarding taxes and GST, if applicable, shall be necessarily accompanied by documentary proof pertaining to the concerned month's bill. A requisite portion of the bill / whole of the bill amount shall be held up till such proof is furnished, at the discretion of the Bank.

The Agency shall raise the bill on completion of every month and the payment shall be made, through NEFT only, within 15 days from the date of submission of complete bill with all supporting documents. However, the company shall pay the wages to the housekeeping staff by 10<sup>th</sup> of every month for the previous month without waiting for clearance of the bill from RBI, Chandigarh.

Before submission of the bill, the Agency shall ensure that the payment to persons deployed by the Agency has been made for the billed period. No request for making advance payment on any ground shall be entertained.

Under no circumstances the Agency is entitled to claim any charges over and above the charges prescribed in the terms of this contract.

Any future increase or decrease in these statutory rates like Minimum Wage, VDA, EPF, ESI, Bonus, GST, etc., by the appropriate authority will be binding on both the parties and will be paid by the Bank accordingly. Changes in rate, if any desired, may be discussed at the time of renewal of contract, if done.

(18) **Audit**

If as a result of post payment audit any overpayment is detected in respect of any work done by the agency or alleged to have been done by the agency under the tender, it shall be recovered by the Bank from the agency.

If any underpayment is discovered, the amount shall be duly paid to the agency by the Bank.

**(19) Subletting of Contract:**

Each bidder is required to confirm and declare with his bid that no agent, middleman or any intermediary has been, or will be, engaged to provide any services, or any other item or work related to the award and performance of this contract. If the Bank subsequently finds to the contrary, it reserves the right to cancel the contract immediately.

**(20) Non-Disclosure**

The agency and its staff shall not disclose, divulge, reveal or use for any purpose any information relating to the Bank, which would reasonably be considered to be private or proprietary to the Bank, the release of which could reasonably be expected to cause harm in any manner to the Bank, which the agency and/or its staff have obtained, except as authorized by the Bank or as required by law. This obligation on the part of the agency and its staff shall apply during the term of agreement and indefinitely after the term of agreement. The agency and its staff shall also not disclose directly or indirectly any information of [Annexure-I to XIV](#) and details of the Bank's infrastructure / systems/ equipment, etc., which may come to its possession or knowledge 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. It 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. It shall not publish, permit to publish, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Bank. It shall indemnify the Bank for any loss suffered by the Bank as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract and the Bank shall be entitled to claim damages and pursue legal remedies.

### Working Penalty Clause

**Withholding of Payments:** The Bank may withhold the payment to an extent that, it reasonably believes when, the Agency is in breach of the obligations as per this Agreement. If the breach is such that the same can be remedied, the Agency is given 07 (seven) days' notice for remedy of the deficiency. Once the service provider has cured the deficiency, the Bank will pay back the withheld amounts on this cause. It is clarified that, such withheld amount shall not earn any interest.

**Deductions from Payment:** The Bank may deduct from the Agency's bill, amounts on account of claims of penalty as per the mentioned Service Level Agreement (SLA), costs or claims, losses, damages, defective services carried out by the Agency, etc., directly incurred by the Bank ('The Direct Damages') that arise from the negligence of the Agency. In case the Agency fails to remedy the breach, as mentioned, the Bank has the discretion, without further notice, to deduct such amounts from the Agency's Bill, and this right is in addition to any other right available to the Bank under this Agreement.

**Operational Working Penalty:** Working penalty limiting to the operational requirements are specified as follows:

Sl No.	Service Level Agreement (SLA)	Failure Tolerance Level	Risk	Penalty per Month
	General			
1.	Staff found Missing from the duty	Zero	Medium	Minimum 0.3% to Maximum 3% of the bill value.
2.	Misbehaviour by the Housekeeping Staff with any employee / visitors, etc.,	Zero	High	Minimum 0.5% to Maximum 3% of the bill value.
3.	Misuse of the Bank property/ equipment.	Zero	Medium	Minimum 0.3% to Maximum 3% of the bill value.
4.	Proper Uniform with ID card at all the times.	Zero	Low	Minimum 0.2% to Maximum 2% of the bill value.

**Working Penalty (Statutory compliances):** Working penalty limiting to the statutory compliances are specified as follows:

S No	Statutory requirements	Failure Tolerance Level	Risks	Penalty per Month
1.	Shall comply with the statutory requirement regarding maximum number of hours of service of 8 hours per day.	Zero	High	Minimum 0.5% to Maximum 3% of the bill value.
2.	Deploying the employee beyond 8 hours in a day.	Zero	High	Minimum 0.5% to Maximum 3% of the bill value.
3.	Failure to deploy 100% Housekeeping staff.	Should not be less than 90% attendance on daily shift basis- (Zero)	High	Minimum 0.5% to Maximum 3% of the bill value.
4.	Failure to comply with the Applicable laws and maintaining the documents related to these	Zero	High	Minimum 0.5% to Maximum 3% of the bill value
5.	Deploying the Staff/ employees without giving weekly-off.	Zero	High	Minimum 0.5% to Maximum 3% of the bill value.
6.	Statutory fulfillment documents (EPF/ESI payment, salary disbursement etc,) to be provided on time i.e., along with monthly bills	Before 5th of every month	Medium	Minimum 0.3% to Maximum 3% of the bill value.

**Penalty per Month**

S L A		
	High Risk	Minimum 0.5% to a Maximum of 3% of the monthly bill value and not exceeding more than 5% of the total bill value.
	Medium Risk	Minimum 0.3% to a Maximum of 3% of the monthly bill value and not exceeding more than 5% of the total bill value.
	Low Risk	Minimum 0.2% to a Maximum of 2% of the monthly bill value and not exceeding more than 5% of the total bill value.

**Implementation:** The above-mentioned SLA is to be monitored by the Protocol & Security Cell, RBI, Chandigarh and to process the penalties if any.



## Section VI

### STANDARD FORMATS

***Scanned copy (PDF format), duly signed, must be uploaded while submitting e-tender online through MSTC E-Commerce website.***

**Annexure-V**

#### **Letter of Undertaking to be given on tenderer's letter head**

To  
The Regional Director  
Reserve Bank of India  
Chandigarh 160017

#### **E-Tender for Providing Housekeeping Staff at Office Premises of RBI, Chandigarh**

In response to the above and in full agreement with the terms and conditions as stipulated by Reserve Bank of India, Chandigarh:

(a) I/ We certify that before signing/uploading this bid, I/ We have read and fully understood all the terms and conditions of the tender laid down in tender document both Technical and Financial Bids in general and specifically the schedule of tender (Section-I), instruction regarding e-tender (Section-II), general instructions to bidders (Section-III) requirement of housekeeping staff ([Annexure-I](#)), scope of works ([Annexure-II](#)) terms and conditions of the contract ([Annexure-III](#)), the penalty clause ([Annexure-IV](#)) and Section-VII (Financial Bid) and agree to abide by them.

(b) I/We have understood the evaluation process to be followed by the Bank as mentioned in the [Annexure-IX](#), the conditions mentioned Section III/IV and evaluation matrix of the tender document. I / We also understand that the Regional Director, Reserve Bank of India, Chandigarh has the right to accept or reject my/ our tender bid without assigning any reasons whatsoever and his decision will be binding on me/us.

(c) I/ We understand the minimum wages will be required to be paid as per the terms and conditions stipulated by the Central Government/ other authorities concerned from time to time. In addition, I/We also understand that all statutory payments like EPF /ESI /Bonus /Gratuity, also need to be paid as prescribed under various statutes by me / us and any other charges like uniform & accessories, etc., will also be borne by me/us. I/We will abide by all the statutory and obligatory requirements specified from time to time in various acts applicable in undertaking the service.

(d) I/ We fulfil the statutory registration requirements with corresponding government authorities in respect of Employees Provident fund/ Employees State Insurance, GST, Labour Department, etc., to undertake the work and all the documents submitted/uploaded in this behalf are genuine and valid.

(e) I/We have visited the place of deployment of the housekeeping staff and made ourselves fully aware of the requirements. If our bid is accepted, I/ We agree to deploy the housekeeping staff within 15 days or the date specified by the Bank while fulfilling all the other conditions of the Bank.

(f) The Earnest Money Deposit (EMD) of Rs. ₹ 1,00,000/- (One Lakh Rupees only) is submitted through online on Beneficiary Name: Reserve Bank of India, Chandigarh IFSC: RBIS0CGPA01, Account No.: 186003001. I/We fully understand that the EMD amount can be forfeited in case of failure to perform the work if awarded.

(g) On receiving the award of contract, I/We will furnish a Performance Bank Guarantee, as per [Annexure-XIII](#), in lieu of Security Deposit of ₹2,50,000/- (Two lakh Fifty Thousand rupees only) which shall be valid for the period mentioned in the said Annexure.

(h) I/ We also understand that the Performance Bank Guarantee ([Annexure-XIII](#)), in lieu of security deposit, shall be invoked in the event of failure on my/ our part to duly execute the work as per the agreement or in case of any breach attributable to me/ us of the terms and conditions.

Yours faithfully,

Date:

Authorized Signatory (With Name/Designation & Seal)

**Checklist for the Documents to be Uploaded on MSTC Website.**

Scanned copy of Original Documents to be uploaded online on MSTC website in PDF format while submission of E-tender (Each file size should not exceed 5 MB):

Sl. No.	Checklist	Reference	Standard formats, if any
1.	Earnest Money Deposit (NEFT of ₹ 1,00,000/- (One Lakh Rupees only) (upload scanned copy of deposit slip/NEFT proof etc)	Para 9 of section III	--
2.	Basic Information of the participating agency	--	<a href="#">Annexure-VII</a>
3.	Self-attested copy of valid Certificate of Incorporation/ MoA&AoA/Partnership deeds, as applicable, for companies/firms	Para 3 of section III and para 2 of <a href="#">Annexure-VII</a> and para 3 & 5 of Evaluation Matrix of Section IV	--
4.	Address/contacts/email of registered office	para 3 of Section III and in support of <a href="#">Annexure-VII</a>	--
5.	Address/contacts/email of local office	para 3.3, 3.7 of Section III and in support of <a href="#">Annexure-VII</a>	--
6.	Name (s) and address (es) of the proprietor/ partner/ director of the company	in support of <a href="#">Annexure-VII</a>	--
7.	Power of Attorney/authorisation with the seal of the company/firm in the name of the persons signing the tender documents.	para 3 of Section III	--
8.	Self-attested copy of the PAN card issued by the Income Tax Department	in support of <a href="#">Annexure-VII</a>	--
9.	Self-attested copy of Income-Tax Returns of the last 3 financial years (upto FY 2019-20)	para 1 of Evaluation Matrix of Section IV	--
10.	Self-attested copy of GST registration.	in support of <a href="#">Annexure-VII</a>	--

11.	Self-attested copy of EPFO registration	para 3.6 of Section III and in support of <a href="#">Annexure-VII</a>	--
12.	Self-attested copy of ESIC registration	para 3.6 of Section III and in support of <a href="#">Annexure-VII</a>	--
13.	Labour Registration from statutory authorities	para 3.7 of Section III and in support of <a href="#">Annexure-VII</a>	--
14.	Labour licenses obtained for other clients	3.2 (b) of Section III	--
15.	Letter of undertaking to Regional Director, RBI, Chandigarh containing acceptance general and specific terms and condition of the tender	--	<a href="#">Annexure-V</a>
16.	Audited balance sheet (Asset-Liability Statement and P&L Statement only) for last 3 years (FY 2017-18 onwards)	para 1 & 2 of Evaluation Matrix of Section IV	--
17.	CA certified turnover and net profit for last 3 years (FY 2017-18 onwards)	para 1 & 2 of Evaluation Matrix of Section IV	<a href="#">Annexure-XII</a> (table-I)
18.	Details of previous experience of similar works	<a href="#">Annexure-XII</a> and para 3.1 of Section III	<a href="#">Annexure-XII</a>
19.	Performance Certificate/Work order/Agreement towards establishing 05 years of work experience	para 3.1 (b) of section III	--
20.	Performance certificates from clients for establishing minimum eligibility	para 3.2 (a) of section III	<a href="#">Annexure-X</a>
21.	Performance certificates from clients for scoring as per Evaluation Matrix	para 7 of Evaluation Matrix of Section IV and para 3.2 (c) of section III	<a href="#">Annexure-X</a>
22.	Any one or more of the Certificates - ISO 9001 / SA8000 / OHSAS 18001 / ISO45001	para 3.5 of Section III and para 4 of Evaluation Matrix of Section IV	--
23.	EPF/ESI paid challan (only the page displaying number of employees) of Nov or Dec 2020	para 6 of Evaluation Matrix of Section IV	--

		and para 12 of <a href="#">Annexure-VII</a>	
24.	Read and understood - Evaluation Matrix	Evaluation Matrix of Section IV	--
25.	Banker details	Para 3.8 of Section III	<a href="#">Annexure-VIII</a>
26.	Financial Credibility Certificate from the Banker issued by the tenderer's banker specifically for this work for an amount of ₹50 Lakh or above	Para 3.8 of section III	<a href="#">Annexure-XI</a>
27.	Self-attested copies of litigations/civil suits/disputes, if any. Otherwise mention "nil" in <a href="#">Annexure-VII</a>	Para 13, 14 and 15 of <a href="#">Annexure-VII</a>	--
28.	Checklist of technical evaluation at RBI ( <b>with file names written</b> )	--	<a href="#">Annexure-IX</a>
29.	Any other information the tenderer wishes to furnish.	--	--

**Scanned copy (PDF format), duly filled, must be uploaded while submitting e-tender online through MSTC E-commerce website.**

**Annexure-VII**

**Basic Information of the Tendering Company/Firm  
(To be given on Tenderer's letter head)**

<b>Sl. No.</b>	<b>Particulars of company/agency/firm</b>	<b>Details to be filled by the company/agency/firm</b>
1.	Name of the company/agency/firm	
2.	Registration (firm/ company), Registration Authority, Date, Number, etc.	
3.	Type of Company whether, Proprietorship, Partnership, etc. (copy of Memorandum and Articles of Association and Partnership Deed in case of companies and firms respectively, Power of Attorney, etc.)	
4.	Name and address of the Proprietor/ Partners/ Director (s) of the Company	
5.	Registered office address and telephone number & email address,	
6.	Local Office address, telephone number & email address (Office address through which the work will be handled)	
7.	PAN Number	
8.	GST registration number	
9.	EPFO registration number	
10.	ESIC registration number	
11.	Labour registration number	
12.	Total staff deployed/ available on the role of the organization manpower on rolls as on Nov or Dec 2020	
13.	Indicate if involved in any litigation for last 5 years	
14.	Any civil suits pending in any of the orders executed, give details	
15.	Any disputes (including with statutory authorities) are pending and details of the stage of proceedings	
16.	Time required to place the service, if engaged. (Should be =< 15 days)	

Date:

Authorized Signatory (With Name/Designation & Seal)

**Scanned copy (PDF format), duly filled, must be uploaded while submitting e-tender online through MSTC E-commerce website.**

**Annexure-VIII**

**Details of Bankers  
(To be given on Tenderer's letter head)**

<b>Particulars</b>	<b>Banker</b>
Account No. and Type of Account	
Name of the Bank, Branch, IFS Code and its complete postal address	
Name and Job-title of the Contact Person along with his/her Telephone No(s) and Fax No.(s), etc.	
Whether Credit Facility/Overdraft facility availed by the agency.	
The period from which the agency has been banking with the Banker.	
Any other information which the vendor may like to furnish about its Banker.	

Date:

Authorized Signatory (With Name/Designation & Seal)

**Scanned copy (PDF format), duly filled, must be uploaded while submitting e-tender online through MSTC E-commerce website.**

**Annexure-IX**

**Checklist for Technical Evaluation at Bank**

<b>Sl. No.</b>	<b>Checklist</b>	<b>Submitted/ Not submitted</b>	<b>Uploaded File Name</b>	<b>Remarks by the Bank Official</b>
1.	Earnest Money Deposit (NEFT of ₹ 1,00,000/- (One Lakh Rupees only) (upload scanned copy of deposit slip/NEFT proof etc)			
2.	Basic Information of the participating agency			
3.	Self-attested copy of valid Certificate of Incorporation/ MoA&AoA/Partnership deeds, as applicable, for companies/firms			
4.	Address/contacts/email of registered office			
5.	Address/contacts/email of local office			
6.	Name (s) and address (es) of the proprietor/ partner/ director of the company			
7.	Power of Attorney/authorisation with the seal of the company/firm in the name of the persons signing the tender documents.			
8.	Self-attested copy of the PAN card issued by the Income Tax Department			
9.	Self-attested copy of Income-Tax Returns of the last 3 financial years (upto FY 2019-20)			
10.	Self-attested copy of GST registration.			
11.	Self-attested copy of EPFO registration			



12.	Self-attested copy of ESIC registration			
13.	Labour Registration from statutory authorities			
14.	Labour licenses obtained for other clients			
15.	Letter of undertaking to Regional Director, RBI, Chandigarh containing acceptance general and specific terms and condition of the tender			
16.	Audited balance sheet (Asset-Liability Statement and P&L Statement only) for last 3 years (FY 2017-18 onwards)			
17.	CA certified turnover and net profit for last 3 years (FY 2017-18 onwards)			
18.	Details of previous experience of similar works			
19.	Performance Certificate/Work order/Agreement towards establishing 05 years of work experience			
20.	Performance certificates from clients for establishing minimum eligibility			
21.	Performance certificates from clients for scoring as per Evaluation Matrix			
22.	Any one or more of the Certificates - ISO 9001 / SA8000 / OHSAS 18001 / ISO45001			
23.	EPF/ESI paid challan (only the page displaying number of employees) of Nov or Dec 2020			
24.	Read and understood - Evaluation Matrix			

25.	Banker details			
26.	Financial Credibility Certificate from the Banker issued by the tenderer's banker specifically for this work for an amount of ₹50 Lakh or above			
27.	Self-attested copies of litigations/civil suits/disputes, if any. Otherwise mention "nil" in <a href="#">Annexure-VII</a>			
28.	Checklist of technical evaluation at RBI ( <b>with file names written</b> )			
29.	Any other information the tenderer wishes to furnish.			

I/We have read & understood the the checklist of documents to be uploaded as per [Annexure-VII](#) and checklist for evaluation at the Bank as per [Annexure-IX](#). We are mentioning the file names in this checklist and uploading online for all the points of this checklist.

Date:

Authorized Signatory (With Name/Designation & Seal)

**Authenticated scanned copy of this document (PDF format) issued by clients must be uploaded while submitting e-tender online through MSTC E-commerce website.**

**Annexure-X**

**(CONFIDENTIAL, WHEN FILLED)**

**CLIENT'S CERTIFICATE REGARDING PERFORMANCE OF  
COMPANY/AGENCY/FIRM PROVIDING HOUSEKEEPING SERVICES**

To  
Regional Director  
Reserve Bank of India (or) to whomsoever it may concern  
Sector - 17,  
Chandigarh 160017

<b>SI No.</b>	<b>Particulars</b>	<b>Comments</b>
1.	Name and address of the agency supplying housekeeping services	
2.	Place (s) where service is/was availed	
3.	Period of agreement and renewals, if any	
4.	Maximum number of personnel deployed at any point of time during the contract	
5.	Value of service (Total/year wise)	
6.	Comments regarding adherence of terms and conditions of contract	Satisfactory/Unsatisfactory
7.	Any penalty imposed or deductions made or litigations pending for non-adherence to the terms and conditions of contract	
8.	Overall performance	Satisfactory/Unsatisfactory
9.	Any other information	

Date:

Signature of client with seal  
Full address of the Client

***The performance/completion certificates obtained from other clients can be in any format other than the one specified above, but the certificates should mandatorily contain the information sought above. If the certificates uploaded are not able to establish the information sought above, those will not be accepted.***

**Authenticated scanned copy of this document issued by a scheduled bank must be uploaded (PDF format) while submitting e-tender online through MSTC E-commerce website.**

**Annexure-XI**

**FINANCIAL CREDIBILITY CERTIFICATE FROM THE BANKER**  
**(On the Scheduled Bank's Letter Head)**

To  
Regional Director  
Reserve Bank of India  
Chandigarh – 160017

We certify that M/s .....(name and address of the applicant) is/are maintaining a Savings Bank Account/Current Account (strike off whichever is not applicable) No. .... with us since ..... The said account is satisfactorily operated by ..... (name of the applicant). Their financial position for business operations in providing manpower for various services is good and they are capable of doing a turnover of Rs 50 Lakh (Rupees Fifty Lakh only) in providing manpower for various services.

This certificate is issued without any guarantee or responsibility on the bank of any of its offices.

For the bank with Name, Designation & Seal

**Scanned copy (PDF format), duly filled, must be uploaded while submitting e-tender online through mstcecommerce website.**

**Annexure-XII**

**Turnover and Experience Certificate**

Financial Year	Total number of house-keeping staff/ services provided	Turnover from house-keeping services (in Rs)	Total number of personnel (house-keeping staff + all other) deployed	Total turnover of the company (in Rs)	Net Profit	Remarks
2017-18						Upload IT return for each year and CA certificate
2018-19						
2019-20						

Value of each completed work experience of having successfully completed similar works during last 05 years

Sl. No.	Period of Work (example: 2015-16)	Name, address & Telephone number of the client (Govt. / Semi-Govt/ bank/ others)	No. of house-keeping staff deployed	Value of Work from the house-keeping services (in Rs)	Remarks
					Upload documentary proof as instructed at para 3.1 (b) of Section-III

Date:

Authorized Signatory (With Name/Designation & Seal)

**Proforma for Performance Bank Guarantee**

(On Non-Judicial Stamp Paper of appropriate value purchased in the name of the Issuing Bank)

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

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

To  
The Regional Director  
Reserve Bank of India  
Chandigarh

Dear Sir,

**Contract for Providing Housekeeping Services in Office Premises of Reserve Bank of India, Central Vista, Sector-17, Chandigarh – 160017**

WHEREAS

Reserve Bank of India, having its Central Office at Shaheed Bhagat Singh Road, Mumbai, through its office at Reserve Bank of India, Central Vista, Sector-17, Chandigarh – 160017 (hereinafter called "the RBI") has awarded the Contract for the captioned work (hereinafter called the "Contract") to M/s \_\_\_\_\_ (Name of the Contractor) (hereinafter called "the said Contractor", which expression shall include its successors and assigns).

AND

Whereas the Contractor is bound by the said Contract to submit to Reserve Bank of India, Chandigarh a Performance Bank Guarantee for a total amount of ₹ 2,50,000/- (Two lakh Fifty Thousand rupees only) for the due fulfilment by the said Contractor of the terms and conditions contained in the contract. We, .....(Name of the Bank), (hereinafter called "the Bank"), at the request of M/s ....., the Contractor, do hereby undertake to pay to the Reserve Bank of India, an amount not exceeding ₹2,50,000/- (Two lakh Fifty Thousand rupees only) as Performance Guarantee for due fulfilment of terms and conditions of the contract.

NOW THIS GUARANTEE WITNESSETH

1. We (Name of the Bank) do hereby agree with and undertake to RBI, their Successors, Assigns that in the event of the RBI coming to the conclusion that the Contractor has not performed his obligations under the said conditions of the Contract or have committed a breach thereof, which conclusion shall be binding on us as well

as the said Contractor; we shall on demand by the RBI, pay without demur to the RBI, a sum of ₹2,50,000/- (Two lakh Fifty Thousand rupees only) or any lower amount that may be demanded by the RBI. Our guarantee shall be treated as equivalent to the Performance Guarantee Amount for the due performance of the obligations of the Contractor under the said Contract, provided, however, that our liability against such sum shall not exceed the sum of ₹2,50,000/- (Two lakh Fifty Thousand rupees only).

2. We also agree to undertake and confirm that the sum not exceeding ₹2,50,000/- (Two lakh Fifty Thousand rupees only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the RBI on receipt of a notice in writing stating that the amount is due to them and we shall not ask for any further proof or evidence and the notice from the RBI shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. The Bank shall pay to RBI any money so demanded notwithstanding any dispute/disputes raised by the Contractor in any suit or proceedings pending before any Court, Tribunal or Arbitrator/s relating thereto and the liability under this guarantee shall be absolute and unequivocal. We undertake to pay the amount claimed by the RBI within a period of one week from the date of receipt of the notice as aforesaid.

3. We confirm that our obligation to the RBI under this guarantee shall be independent of the agreement or agreements or other understandings between the RBI and the Contractor.

4. This guarantee shall not be revoked by us without prior consent in writing of the RBI.

We hereby further agree that:

a) Any forbearance or commission on the part of the RBI in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said Contract and/or hereunder or granting of any time or showing of any indulgence by the RBI to the Contractor or any other matters in connection therewith shall not discharge us in any way and our obligation under this guarantee. This guarantee shall be discharged only by the performance by the Contractor of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding ₹ ₹2,50,000/- (Two lakh Fifty Thousand rupees only)

b) Our liability under these presents shall not exceed the sum of ₹2,50,000/- (Two lakh Fifty Thousand rupees only).

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

d) This guarantee shall remain in force up to Sixty (60) days beyond the contract period, i.e., upto May 31, 2022 for this contract) provided that if so desired by the RBI, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.

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

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

**For and on behalf of (Name of the Bank)**

**Signature and Seal of authorized Bank official**

**Name:**

**Designation**

**Stamp/ Seal of the Bank**

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

Witness 1

Signature .....

Name .....

Address .....

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



## **PART – II: FINANCIAL BID**

### **Section VII: Terms and Conditions of the Financial/Price Bid**

1. The bidders are required to calculate the minimum wages as per the latest central government wage guidelines applicable to Chandigarh.
2. The figures mentioned in the calculation sheet are taken as per the prevailing guidelines while preparing the tender and subject to change by notifications of the corresponding statutory authorities. The bidders should mention the rate of EPF/ESI/Bonus/GST figures (%) in column (3) of the Calculation Sheet of financial bid as per the prevailing rates published by statutory authorities and calculate the amounts accordingly.
3. Any future increase or decrease in these statutory rates like Minimum Wage, VDA, EPF, ESI, Bonus, GST, etc., by the appropriate authority will be binding on both the parties and will be paid by the Bank accordingly.
4. Service charges should be quoted keeping in mind the expenses involved in providing managerial/ supervisory/ administrative services to get the work done through deployed housekeeping staff and expenses towards uniforms and accessories, etc., as mentioned in the detailed terms and conditions of the tender document. The Bank will not entertain any claim regarding revision of this amount during the period of the contract under any circumstances.
5. The bidders shall submit the only amount as calculated at row number “j” (i.e. cost of 20 housekeeping staff for one month) of the Calculation Sheet in the Price Bid (Part-II) at MSTC website. The website will automatically calculate the total cost for twelve months.
6. A bidder being L1 merely by financial/price bid will not be sufficient ground for becoming eligible for award of contract. In case bidders fail to quote the correct figures in line with latest statutory guidelines, their financial/price bids are liable to be rejected.
7. After opening of financial/price bids online, the bidders shall submit the calculation sheet when called for by the Bank to check the validity of the amount quoted as per prevailing statutory rates and decide upon the award of contract. At this stage, no change/correction of amount submitted online will be allowed.

**CALCULATION SHEET****(Important: Do not upload the filled calculation sheet)**

Submit the amount as calculated at row number "j" (i.e. cost of 20 housekeeping staff for one month) of the Calculation Sheet in the Price Bid (Part-II) at mstcecommerce website. The website will automatically calculate the total cost for twelve months.

Sl. No.	Description	Rate in %	Amount
(1)	(2)	(3)	(4)
a.	Minimum wage + Variable Dearness Allowance for one person <b>(for 26 days/duties)</b>		
b.	Employer contribution of Employee State Insurance (ESI) including admin charges, if any (Not applicable if salary exceeds Rs 21000.00 or any other amount specified by ESIC from time to time)	(3.25% of "a" above)	
c.	Employer contribution of Employee Provident Fund (EPF) including EDLI and admin charges, if any (subject to maximum ceiling of Rs 15000.00 or any other amount specified by EPFO from time to time)	(13% of "a" above)	
d.	Bonus per month (Not applicable if salary exceeds Rs 21000.00 or any other amount updated by Bonus Act from time to time)	(8.33% of "a" above)	
e.	Sub Total (Sum of Serial "a" to "d")		
f.	Service Charges	(__% of "e" above)	
g.	Cost per person for one month (26 duties) (Sum of Serial "e" and "f")		
h.	GST (IGST or CGST+SGST)	(18% or any other percentage of "g" above)	
i.	Cost per person for one month (26 duties) with GST (Sum of Serial "g" and "h")		
j.	Cost for 20 housekeeping staff for one month (20 x "i")		(Quote this amount on MSTC website)
k.	Cost for 20 housekeeping staff for twelve months (12 x "j")		