



**RESERVE BANK OF INDIA
HUMAN RESOURCE MANAGEMENT DEPARTMENT
Jaipur**

NOTICE INVITING TENDER (NIT)

(Only through e-procurement)

SCHEDULE OF TENDER (SOT)

Reserve Bank of India, Jaipur invites e-tender for '**Annual Maintenance Contract for Catering, Housekeeping and Maintenance Services of Visiting Officers' Flats and Transit Holiday Homes at Bank's Staff Quarters, Gandhinagar, Jaipur**'.

The e-tendering shall be done through the e-tendering portal of MSTC Ltd (<http://mstcecommerce.com/eprochome/rbi>). All eligible and interested companies / agencies / firms must register themselves with MSTC Ltd through the above-mentioned website to participate in the e-tendering process. The Schedule of e-tender is as follows:

1	E-Tender No.	RBI/Jaipur/HRMD/48/22-23/ET/406
2	Date of NIT available to parties	November 16, 2022
3	Date of Starting of e-Tender for submission of online Technical Bid and Financial Bid at www.mstcecommerce.com/eprochome/rbi	November 16, 2022 from 1400 hrs
4	Last date of submission of EMD	December 15, 2022 up to 1400 hrs
5	Date of closing of online e-tender for Part I & Part II	December 15, 2022; 1400 hrs
6	Date & time of opening Technical Bid (Part I) of tender	Part-I – December 15, 2022 at 1500 hrs
7	i) Earnest Money Deposit	i) Through NEFT of Rs. 1,02,000 (Rupees One Lakh Two Thousand Only) to following a/c A/c Name – NEFT-INWARD RECEIVED A/C No. – 186003001 IFSC- RBIS0JPPA01 on or before December 15, 2022 (by 1400 hrs). EMD submitted by the unsuccessful bidders would be returned after finalization of tender and award of job to the successful bidder.

	ii) Tender Fees	EMD submitted by successful bidders would be returned after submission of Bank Guarantee.
	iii) Transaction Fee	ii) NIL
		iii) Payment of transaction fee through MSTC payment gateway/ NEFT/RTGS in favour of MSTC limited, as applicable
8	Date of opening of Financial Bid	To be conveyed later by e-mail

Applicants intending to apply will have to satisfy the Bank by furnishing documentary evidence in support of their possessing required eligibility and in the event of their failure to do so, the Bank reserves the right to reject their bids. E-tenders without EMD will not be accepted under any circumstances.

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.

Any amendments / corrigendum to the tender, if any, issued in future will only be notified on the RBI Website and MSTC Website as given above and will not be published in the newspaper.

Regional Director
Reserve Bank of India
Jaipur



**RESERVE BANK OF INDIA, Human Resource Management Department,
Tonk Road, Near Rambagh Circle, Jaipur-302 004**

E-Tender Notice

November 16, 2022

Event No.RBI/Jaipur/HRMD/48/22-23/ET/406

Annual Maintenance Contract for Catering, Housekeeping and Maintenance Services of Visiting Officers' Flats and Transit Holiday Homes at Bank's Staff Quarters, Gandhinagar, Jaipur

Reserve Bank of India, Jaipur invites E-tenders in Part I and Part II on MSTC website (www.mstcecommerce.com/eprochome/rbi) for Annual Maintenance Contract for Catering, Housekeeping and Maintenance Services of Visiting Officers' Flats and Transit Holiday Homes at Bank's Staff Quarters, Gandhinagar, Jaipur for work costing approximately Rs. 51 lakhs.

Date of publication of notice inviting e-tender in newspaper, RBI website and MSTC portal is November 16, 2022.

For more details, please visit Tenders link on our website <https://www.rbi.org.in>.

The last date for submission of e-tender on MSTC portal (www.mstcecommerce.com) is December 15, 2022.

The Bank reserves the right to reject any tender without assigning any reason thereof.

Regional Director
Reserve Bank of India
Jaipur

DISCLAIMER

Reserve Bank of India, Human Resource Management Department, Jaipur, has prepared this document to give background information on the Contract to the interested parties. While Reserve Bank of India has taken due care in the preparation of the information contained herein and believes it to be in order, neither Reserve Bank of India nor any of its authorities or agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

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

Reserve Bank of India reserves the right not to proceed with the 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 paid to persons or entities expressing interest.

RESERVE BANK OF INDIA
HUMAN RESOURCE MANAGEMENT DEPARTMENT
Jaipur

NOTICE INVITING TENDER (NIT)

(Only through e-procurement)

SCHEDULE OF TENDER (SOT)

The dates for the tender are as per the timeline given below:

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SECTION-I

Important Instructions Regarding E-tender

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

You are requested to read and understand the Notice Inviting Tender and subsequent Corrigendum, if any, before submitting your online tender.

Process of E-tender:

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

SPECIAL NOTE: THE TECHNICAL BID AND THE FINANCIAL BID HAS TO BE SUBMITTED ON-LINE ONLY AT <http://www.mstcecommerce.com/eprochome/rbi/>

1) Vendors are required to register themselves online with www.mstcecommerce.com → e-Procurement → PSU / Govt.Depts → Select RBI Logo → Register as Vendor by filling up details and creating own user id and password → Submit.

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

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

Contact person (MSTC):

Shri Vikas Agrawal, Deputy Manager – vagrawal@mstcindia.co.in; Tel: 0141- 2742208

Shri Pankaj Chhipa, Deputy Manager - pkchhipa@mstcindia.co.in; Tel: 0141- 2742208

Helpline – 079690 66600

Contact person (RBI Jaipur): Assistant General Manager, HRMD, Reserve Bank of India, Rambagh Circle, Tonk Road, Jaipur, Rajasthan-302 004; Tel: 0141- 2572194, 2562060, 2570229; email: hrathore@rbi.org.in; Mobile – 9828243163

B) System Requirement:

2. Windows 7 or above Operating System
3. IE-7 and above Internet browser.
4. Signing type digital signature
5. Latest updated JRE 8(x86 Offline) software to be downloaded and installed in the system.

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

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

Other Settings:

- 1 Tools => Internet Options => General => Click On Settings under “browsing history/ Delete Browsing History” => Temporary Internet Files => Activate “Every time I Visit the Webpage”.

To enable ALL active X controls and disable ‘use pop up blocker’ under Tools→ Internet Options→ custom level (**Please run IE settings from the page www.mstcecommerce.com once**)

For more details, vendor may refer to the **Vendor Guide** and **FAQ** available at www.mstcecommerce.com/eprhome

10 The Technical Bid and the Financial Bid shall have to be submitted online at www.mstcecommerce.com/eprhome/rbi. Tenders will be opened electronically on specified date and time as given in the tender.

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

12 Special Note towards Transaction fee:

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

Transaction fee is non-refundable.

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.

5. Information about tenders /corrigendum uploaded shall be sent by email only during the process till finalization of tender. Hence the vendors are required to ensure that their corporate email I.D. provided is valid and updated at the time of registration of vendor with MSTC. Vendors are also requested to ensure validity of their DSC (Digital Signature Certificate).

6. E-tender cannot be accessed after the due date and time mentioned in NIT (Notice

inviting tender).

7. Bidding in E-tender:

i) Vendor(s) need to submit necessary 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.

ii) The process involves Electronic Bidding for submission of Technical and Financial/Price Bid.

iii) 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 → e-procurement → PSU/Govt. depts → Login under RBI → My menu → Auction Floor Manager → live event → Selection of the live event.

The vendor should allow running JAVA application. This exercise has to be done immediately after opening of Bid floor. Then they have to fill up Common terms/Commercial specification and save the same. After that click on the Technical bid. If this application is not run then the vendor will not be able to save/submit his Technical bid.

iv) 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 has been saved, the vendor can click on the "Final submission" button to register their bid.

v) Vendors are instructed to use "Attach Doc button" to upload documents. Multiple documents can be uploaded.

vi) In all cases, vendor should use their own ID and Password along with Digital Signature at the time of submission of their bid.

vii) During the entire e-tender process, the vendors will remain completely anonymous to one another and also to everybody else.

viii) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.

ix) All electronic bids submitted during the e-tender process shall be legally binding on the vendor. Any bid will be considered as the valid bid offered by that vendor and acceptance of the same by the Buyer will form a binding contract between Buyer and the Vendor for execution of supply.

x) It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.

xi) Buyer reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.

xii) No deviation of the terms and conditions of the tender document is acceptable. Submission of bid in the e-tender floor by any vendor confirms his acceptance of terms & conditions for the tender.

8. Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.

9. No deviation to the technical and financial terms & conditions are allowed.

10. The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof.

11. Vendors are requested to read the vendor guide and see the video in the page www.mstcecommerce.com/eprochrome to familiarize them with the system before bidding.

**RESERVE BANK OF INDIA
HRMD, Jaipur**

Annual Maintenance Contract for Catering, Housekeeping and Maintenance Services of Visiting Officers' Flats and Transit Holiday Homes at Bank's Staff Quarters, Gandhinagar, Jaipur

ESTIMATED VALUE OF THE WORK: Rs. 51,00,000/-

A. Work Requirements

The maintenance work to be performed by the vendor at RBI Staff Colony, Gandhi Nagar, Jaipur is as detailed below:

Establishment Details	Work Expected	Minimum Manpower Requirement
26 VOFs (including 04 executive VOFs) and 08 THHs having bedroom, drawing room, dressing room, toilet and balcony.	<ol style="list-style-type: none"> 1. Reception arrangements, maintenance, cleaning and upkeep of given establishments, related activities, etc. 2. Operation, maintenance and supervision of kitchen and dining hall. 3. Cleaning/Washing of curtains, linen, blankets, upholstery, kitchen equipment and cutlery/crockery supplied to the rooms/kitchen by the Bank. 4. Provision/supply of welcome kit (as per Annex-II), mineral water, newspapers (English or Hindi), tea/ Coffee/sugar/milk sachets etc. to every VOF and THH on reimbursement basis. 5. Drinking water is provided by Bank through dealer. 6. Cleaning and refilling of Drinking water dispenser(s). 7. Any other services such as laundry etc. on mutually agreed terms and conditions. 	<p>One skilled supervisor and Two skilled chefs/cooks having experience in hospitality industry (preferably highly reputed hotels)</p> <p>12 helpers / attendants cum room cleaners.</p> <p>The contractor needs to ensure high standard of maintenance, upkeep and cleanliness of the establishment, hygiene and cooking quality.</p>

The vendor will ensure payment of minimum wages to its employees as notified by Ministry of Labour and Employment from time to time. If needed, in addition to 15 persons as specified above, more number of persons may be engaged on requirement basis for whom minimum wages will be paid as per calculation in [Annex IV](#).

Note: 1. A room will be provided to the contractor for storage etc. Storage room also needs to be maintained by contractor.

2. Maintenance of electrical, plumbing and carpentry installations in the rooms and kitchen/dining hall will be done by RBI.

3. The contractors may visit the site or contact VOF/THH Desk in RBI Jaipur if they so desire before quoting their rates to assess the quantum of work.

B. Pre-qualifications for Tender

Only those contractors/firms who fulfil the following prequalification criteria needs to tender:

1. Minimum 3 years' experience in the field of housekeeping and catering at Government/PSUs/Companies/Hotels.

2. Should have carried out minimum one similar work costing individually not less than 80% of Estimated Tender value.

or

Should have carried out minimum two similar works costing individually not less than 50% of Estimated Tender value.

or

Should have carried out minimum three similar works costing individually not less than 40% of Estimated Tender value.

or

Should have experience in running a minimum 3 star hotel having kitchen and dining facilities (for 2 preceding years).

3. Tenderer should have minimum annual turnover of Rs 51.00 lakh per annum and the same may be supported by audited or CA certified statement of accounts.
4. Tenderer should have applicable tax registrations (PAN, GSTIN etc.) supported by documentary evidence.
5. Tendering firms/companies should have bank account in scheduled commercial bank/s.

C. Issue and Submission of Tender

E-tenders are invited from housekeeping and catering contractors in two parts, viz, **Part I - Technical and Commercial** and **Part II - Price Bid**.

In the event of intending tenderers' failure to satisfy the Bank on fulfilment of the prequalification criteria, the Bank reserves the right to reject the applications without assigning any reasons thereof. Incomplete tenders or without proper documentary evidence etc. will be outrightly rejected by the Bank and the same shall not be challenged in any Court of Law.

The application forms and other terms and conditions are available at our website www.rbi.org.in under the link "Tender".

The contract shall be valid for one year and upon satisfactory performance will be renewable for two more years i.e. total three years from the commencement of contract.

Opening of Tender

Part I of the tenders will be opened on **December 15, 2022 (1500 hrs)**. Price bid (Part II) of only such of those tenderers who are found eligible after scrutiny of their Part I of the tenders will be opened for which date and time will be intimated. It is expected from the tenderers to remain present themselves during the opening of Part I and Part II of the tenders.

D. The scopes of work involved are as under:

i) RECEPTION ARRANGEMENTS, MAINTENANCE AND UPKEEP OF VOF and THH:

1. All guests (on per booking basis) should be provided with a welcome kit containing items as per [Annex II](#) on arrival at VOF and THH, which will be reimbursed by the bank based on occupancy record.
2. The attendant receiving the guests should be minimum intermediate with at least two years' experience in hospitality field and should be fluent in Hindi. He and his attendants should display their identity card.

3. The vendor and his staff should be courteous and polite.
4. The vendor and his staff will be responsible for cleanliness in rooms, ethical treatment to guests and workers.
5. The vendor and his staff has to be proactive in solving the infrastructural and human problems. He will personally be responsible for handling the house keepers entrusted with the cleaning of rooms.
6. Should ensure that all electrical, plumbing, furniture, linen, blankets etc. are always in proper order through constant checking of the works carried out by the house keepers.
7. Should interact with the guests in the rooms and enquire personally or through telephone regarding their comfort and assist them regarding tourist information, if requested for.
8. Laundry and other services to be provided to the guests on mutually agreed terms and conditions.
9. First aid kit should be available at the reception counter.
10. The contractor has to maintain various registers viz. Check-in/check-out register, use of welcome kit register, lunch / dinner booking register, supply of newspaper register etc.
11. The contractor has to obtain feedback from the visitors and it should be submitted to Bank.
12. Arrangement of porting of luggage to and fro from gate to room and vice versa is to be made by the attendant.

ii) OPERATION, MAINTENANCE AND SUPERVISION OF KITCHEN AND DINING HALL FOR CATERING

1. Food served will be north Indian/ south Indian dinner/lunch/ breakfast items.
2. Hygiene in the kitchen should be of the highest standard.
3. The contractor should ensure that timely and good quality food is served to guests either in rooms or in the dining hall and the dining tables are properly cleaned.
4. The contractor should ensure that all the utensils, crockery, kitchen equipment are cleaned and are in working order.
5. The contractor has also to ensure that any leftover food items and garbage should be disposed of properly on the same day. Any kind of leftover items or garbage should not be disposed of in the drains. Drains / pipelines should not be blocked or tempered with.
6. The employees engaged by the contractor for serving, shall wear uniform with logo of the company inscribed on it. They should also wear white apron, hand gloves while serving. They are also to wear nameplates.
7. Bank shall provide cooking / storage space, utensils, crockery items, electricity and LPG connection. However, cost of LPG refilling, raw materials will be borne by the contractor.

iii) SUPPLY OF CLEANING MATERIALS AND CLEANING OF LINEN, UPHOLSTRY, KITCHEN EQUIPMENT AND CUTLERY/CROCKERY

1. Should use quality cleaning material only
2. Should provide all cleaning devices like brooms, swabs etc

3. Should carry out washing/cleaning of linen after every change of occupancy, or on every second day or if demanded for by guest if stained. They should be properly ironed.

iv) PROVISION OF WELCOME KITS, MINERAL WATER, NEWSPAPERS, TEA/COFFEE/ SUGAR/MILK SACHETS are on reimbursement basis.

Welcome kit should contain the following items: -

Sl. No.	Name of item	Minimum Cost(Rs)	Quantity per Room	Indicative Brand
1	Tooth brush	*	1	Colgate, Oral B, etc.
2	Tooth paste	*	1	Colgate, Pepsodent etc
3	Bath Soap	*	1	Lux, Breeze etc
4	Toilet Soap (liquid)	*	1	Dettol, Savlon etc
5	Coconut oil (Pouch)	*	1	Parachute etc
6	Comb (Small)	*	1	
7	Shaving Cream (Brushless)	*	1	Godrej, Gillette etc
8	Disposable Razor	*	1	Gillette
9	Shampoo Pouch	*	1	Sunsilk, All Clear etc

All items should be provided in a transparent zip lock pouch.

Rates, quantity and quality for welcome kit will be decided mutually. Two bottles of 1000 ml Mineral Water (Bisleri, Aquafina etc.) per day or refilling of kettle/Jug, supplied by the Bank, are to be provided in VOFs and THHs. Newspaper (Hindi and English in VOFs and Hindi in THH) to be provided daily.

Tea/Coffee/Sugar/Milk Sachets (2 each) to be provided on first day and as and when demanded.

The list of items and rates will be decided by the Bank and subject to review periodically. Payment will be made on reimbursement basis as per occupancy.

v) Food and Beverages: The indicative menu for breakfast, lunch and dinner is given below:

Sl No.	Item	Menu
1.	Breakfast	Bread slices with butter, jam/jelly, ii) Omlette with Bread and sauce, iii) poori-sabzi, iv) stuffed parantha (vegetable) with curd, v) South Indian dish Idli /uttapam vi) Oat Masala vii) Corn Flakes etc.
2.	Lunch & Dinner (Veg/ Non-veg)	Chapatti, Rice, Dal, one dry vegetable and one vegetable with curry, papad, curd, pickle, salad, sweet/dessert Chicken/ Mutton/Fish (preparations/ dishes)
3.	Tea/Coffee /Buttermilk	

- Standard and special rates for menu of breakfast/lunch/dinner may be decided mutually after negotiations, based on items to be covered in the menu.

Lunch /dinner/breakfast orders will be taken from guests and food served to them at appropriate times. Only quality ingredients like spices, tea coffee etc should be used in preparation. The rates of breakfast / dinner / lunch may be reviewed periodically at discretion of the Bank. Beverages like soft drinks and packet items will be charged on MRP. The charges will be collected by the supervisor from the guests. The rates may be revised periodically at discretion of the Bank.

Important points to be noted:

1. No alcoholic drinks are permitted / to be made available to the guests by the contractor.
2. Non guests not to be allowed access to VOF/THH/dining room facilities.
3. Supervisor need to check identity proof of officer/employee/retired officer/staff allowed staying in the VOF / THH. The contractor should also ensure that only persons approved in the list will be allowed to stay in the VOF / THH.

vi) MAINTENANCE OF ELECTRICAL, PLUMBING AND CARPENTRY INSTALLATIONS

Plumber, carpenter and electrician attends to complaints in respective area. The VOF/THH attendant has to lodge the complaint for rectification of problem immediately through register maintained. The contractor has to ensure that:

1. Electrical problems in rooms and kitchen including replacement of bulbs/tube lights etc has been rectified.
2. Electrical gadgets like TVs, fridge, AC, Oven units are in working condition.
3. Water is available in rooms and pumping operation has been carried out, if required
4. All plumbing fittings, toilets, cisterns are functioning satisfactorily
5. Water level in over head tank is adequate
6. All windows, doors, latches bolts, locks in rooms are in working condition.
7. Calls made in this regard by guests have been attended.

E. General Terms and Conditions

1. The successful bidder will submit a Performance Bank Guarantee of **Rs. 2,55,000/-** before awarding/placing work order.
2. The employees appointed by the contractor should be provided with appropriate uniform and should wear identity card of the company.
3. Employees appointed should be able-bodied, fit and subjected to medical tests annually, as suggested by Bank's Medical Officer. The cost of the medical examination will be borne by the contractor. The contractor shall have to arrange for, within a month of taking over the work, annual medical health check-up from any Government hospital and police verification of employees engaged. These medical certificates should also be submitted as and when any new worker is employed by the contractor. The contractor should not employ any worker having adverse police records or serious or contagious disease.
4. Bank reserves the right to demand change of any employee/worker if warranted. The contractor shall not change/replace worker very frequently and take a prior permission/consent before doing so.
5. In case of leave of any personnel, it will be the responsibility of the contractor to ensure uninterrupted service/substitute arrangement in the VOF/THH. However, frequent changes in the personnel may be avoided.
6. The contractor shall maintain all registers as required by the Regional Labour Commissioner and should furnish the same to the Bank or its representative as and when required.
7. The contractor shall ensure compliance to all the obligations arising under the Contract labour (Regulation and Abolition) Act, 1970, Minimum Wages Act, Workmen's compensation Act, 1923 and other labour laws prevailing in the country. In the event of any liability arising on account of any breach or non-compliance of statutory requirements by the contractor, the Bank will have the right to reimburse itself by way of adjustment from the contractor's pending bills or otherwise

recover it through available legal means, to the extent of the loss suffered by it as a consequence of the same.

8. The payment of wages, and essential amenities as provided under Sections 16 to 21 in Chapter V of the CLRA Act under the heads "Welfare and Health of Contract Labour", which relates to providing the facility of canteens & rest rooms in certain cases, drinking water, first-aid facility etc. are required to be complied with by the principal employer in respect of the workmen/contract labour under such contractors. The possibility of the principal employer being called upon to provide the amenities in case the same is not complied with by the contractor cannot be ruled out. However, under the CLRA Act there are provisions for recovery of the expenses incurred by the principal employer from the contractor.

9. The authorised representative of the contractor shall provide documentary evidence with the monthly bill as per minimum wages act.

10. The catering and maintenance services shall be provided as per the Bank's requirements and quality specifications as mentioned in the rate schedule, and the same may be inspected on periodical basis by the Human Resource Management Department of the Bank.

11. During the service, any damage to the crockeries /other property of the Bank shall be borne by the contractor.

12. Quotation should be submitted online and relevant documents to be uploaded online. If any of the documents is missing or unsigned, the tender may be considered invalid by the Bank at its discretion.

13. Before uploading, kindly ensure that each of the tender documents is signed by the person or person submitting the tender in token of his/their acquainted himself/themselves. Any tender with any of the documents not signed will be rejected. The tender submitted on behalf of a firm shall be signed by the authorised partners of the firm. Otherwise the tender may be rejected by the Bank.

14. The site of work shall be cleaned and waste shall be removed from the premises of the Bank daily.

15. Contractor shall ensure that proper cleanliness is maintained in the premises and material shall be stored in a good & hygienic manner.

16. The Bank, may at its discretion, terminate the contract giving one month's notice if services provided are not found to be satisfactory. Failure to abide by the statutory requirements may lead to termination of the contract.

17. The contract may be terminated by either party giving to the other two months' notice by registered post AD or payment of amount equivalent to two months' maintenance charges as given in (ii) above in lieu thereof. Such termination shall not affect the right or the obligations of the parties arising as a result of or in consequence of any act done prior thereto.

18. Bank has the right to levy penalty and even terminate the contract if there is deterioration in any kind of services, quality of food stuff, raw material, hygiene, etc. In case of any dispute in this regard, the decision of the bank will prevail. Depending on the severity, the penalty to be paid by the contractor may be up to 20% of the eligible payment.

19. The Bank shall be entitled to recover from the contractor or deduct from the bills or any amount due from the bank to the contractor, any amount that the bank may be compelled to pay, under the law, on account of any default by or negligence of the contractor or his employees or agents.

20. Any dispute arising on account of the contract shall be subject to the jurisdiction of the courts at Jaipur.

21. Awarding of contract shall not be construed by the contractor or his workers as any kind of employment in the bank or claim on any property/ infrastructure provided by the bank.

22. The contract, if awarded to the contractor to run the said VOF/THH is personal in character and cannot be assigned or transferred by the contractor to any other person. If it is done the Bank has the right to terminate the contract without any prior notice.

23. **Terms of Payment:** Payment shall be made on monthly basis. Income Tax, Surcharge & Education Cess (as applicable) will be deducted at source in terms of Income Tax Act and a certificate for the same will be issued to the contractor.

24. **Augmentation of VOF / THH by the Bank:** In case during the currency of the Agreement between the Bank and the Contractor, more flats/rooms made available by the Bank for the purpose of use as VOF / THH for its existing/retired employees and their dependents, the contract amount will be enhanced based on the average of maintenance charges per flat/room.

(Tender Application to be given on letter head of Firm/Company)

The Regional Director
Reserve Bank of India
Rambagh Circle, Tonk Road,
Jaipur-302 004

Date:

Dear Sir

Contract for Annual Maintenance Contract for maintenance(housekeeping) and catering services of Visiting Officers' Flats (VOF)/Transit Holiday Home (THH) in RBI Staff Colony at Gandhi Nagar, Jaipur

In response to the above tender and in full agreement with the terms and conditions as stipulated by Reserve Bank of India, Jaipur, I/We state as under:

- a. I/We understand the minimum wages will be required to be paid as per the terms and conditions stipulated by the Central Government from time to time / other authorities concerned from time to time. In addition, I/We also understand that all statutory payments like EPF /ESI /Bonus /Gratuity, etc., also need to be paid as prescribed under various statutes, by me / us.
- b. I/We also understand that the Regional Director, Reserve Bank of India, Jaipur has the right to accept or reject my/our application without assigning any reasons whatsoever and his/her decision will be binding on me/us.
- c. I / we have valid registration in respect of Employees Provident fund / Employees State Insurance / Service Tax etc., copies of the above are enclosed herewith.
- d. I/We warrant that I/We will comply with the municipal and other regulations relating to preparation and sale of food stuffs, beverages and refreshment and will obtain the necessary licenses and permits in this regard. I/We agree that I/We shall indemnify and keep the Bank indemnified from any claim or demand, action or proceeding, directly or indirectly resulting from or arising out of any breach or alleged breach of this warranty.

Yours faithfully,

Authorised Signatory
(Name & Seal)

Enclosures:

- 1) Part I (Technical Bid) along with prescribed documents
- 2) Part II (Price Bid)

Tender for Annual Maintenance Contract for maintenance(housekeeping) and catering services of Visiting Officers' Flats (VOF)/Transit Holiday Home (THH) in RBI Staff Colony at Gandhi Nagar, Jaipur

Part I - Technical and Commercial bid

From :

To : The Regional Director
Reserve Bank of India
Human Resource Management Deptt.
Rambagh Circle
Jaipur, Rajasthan

Sl. No.	Particulars	Details to be filled in by the company/ firm / agency
1.	Name of the company/ firm/ agency	
2.	Registered Office/business address of the company/ firm/ agency	
3.	Date of incorporation/constitution	
4.	Number of years of work experience details in Annexure I	
5.	Turn-over during past 3 years- Copies of the Income Tax clearance certificates / Income Tax Assessment along with the latest final accounts of the business duly certified by a Chartered Accountant should be enclosed.	2019-20 : 2020-21 : 2021-22 :
6.	Whether registered under the Contract Labour (Regulation and Abolition) Act 1970. If so, provide details of registration etc. (with supporting documents)	
7.	Bankers details to be given in Annexure II .	
8.	Banker's Certificate as per Annexure III .	
9.	Names and addresses of the clients and their present contact viz., e-mail ID, telephone and FAX numbers (who can be contacted at the office of the clients by the Bank, in case it is so needed).	
10.	Whether the company/firm/agency has personnel degree/diploma in hospitality at the supervisory level, if so, name of the personnel and qualification may be mentioned.	

Bank reserves the right to call for proof / do verification on any of the abovementioned aspects.

Date:

Place:

Signature
(Name and seal of the tenderer)

Maintenance(Housekeeping) and catering of Visiting Officer's Flat /Transit Holiday Home in Reserve Bank of India Staff Colony at Gandhi Nagar, Jaipur

Part II - Price bid

From :

To : The Regional Director
Reserve Bank of India
Human Resource Management Deptt.
Rambagh Circle
Jaipur, Rajasthan

Sr. No.	Work place-as per scope of work given in the tender	Amount@ (in figure and words) per Annum* For maintenance, cleaning and housekeeping (Inclusive of profit share)
1	Visiting Officers Flats and Transit Holiday Homes at RBI Staff Colony, Gandhi Nagar, Jaipur	

While tendering above rates, it may please be noted that below mentioned items either will be provided by the Bank or will be reimbursed separately, therefore, their cost **should not be added** in the price bid:

1. Minimum wages as per [annexure-IV](#) will be reimbursed by the Bank and may be changed according to minimum wages rates notified by CLC from time to time.
2. Maintenance of electrical, plumbing and carpentry installations in the rooms and kitchen/dining hall will be done by RBI.
3. Provision / supply of welcome kits, mineral water, newspapers, tea/coffee/sugar/milk sachets, etc. has to be made to every room (As per details given), the cost of which will be reimbursed by the Bank. Mineral water will be provided by the Bank.
4. Bank shall provide cooking / storage space, utensils, crockery items, electricity and LPG connection. However, cost of LPG refilling, raw materials will be borne by the contractor.
5. Cost of food (breakfast/lunch/dinner) served to the guests will be paid by the guest/s directly to the contractor.

* The prices quoted shall be deemed to have included all taxes viz., GST, Local levies, works contract tax etc., imposed by Central/ State Government/ Local Bodies. If the Tenderer fails to include such taxes and duties in the tender, no claim thereof will be entertained by the Bank afterwards. Rates should be quoted both in figures & words. Violation of this condition may lead to rejection of the quotation. **Indicative cost calculation towards payment of minimum wages is given at [Annex-IV](#).**

Note:

- The amount@ shall be the deciding factor subject to fulfilment of other terms and conditions.
- If quotations submitted by two or more firms are equal, firm having highest AVERAGE turnover of last three years would be considered as the successful bidder.

Date:

Place:

Signature
(Name and seal of the tenderer)

Annexure I
Details of previous experience

Sl. No.	Nature of service rendered	Name, address & Telephone No. of the client. (Govt./ Semi Govt. / bank / Pvt. Body	The name, full address & Telephone No. of the officer under whom the work was carried out	Number of persons deployed

Note : 1. Previous experience, if any, of carrying out works for the Reserve Bank of India at any centre should be given.

2. Experience should be supported by documentary evidence.

Signature of the applicant with Seal

Date :

Annexure II
Details of Banker/s
(To be given on applicant's letter head)

Name of the Branch and its complete postal Address	
IFSC code of the Branch	
Name and Job-title of the Contract Person along with his/her Telephone No(s) and Fax No.(s) etc.	
Type of Account and Account No.	
The period from which the service provider has been banking with the Banker.	
Any other information which the service provider may like to furnish about its Bankers:	

Authorised Signatory

(With name & Seal)

Date :

Annexure III

FORM OF BANKERS' CERTIFICATE FROM A SCHEDULED BANK (To be submitted by the Tenderer along with the Tender)

1. Composition of the firm : Partnership/ Private Limited/ Proprietorship/ Public Limited

2. Name of the Proprietor/ Partners/ Directors of the firm :

3. Turnover of the firm for the last 3 years (year wise):

5. Credit facility/ Overdraft facility enjoyed by the firm :

6. Dealings : Satisfactory / Unsatisfactory

7. The period from which the firm has been banking with the bank.

8. Any other remarks :

9. You may also kindly forward your opinion whether the above firm is considered financially sound worthy to be entrusted with the contract for works estimated to cost Rs 12 to14 lakhs per annum.

(Signature with
seal) For the
Bank
Date :

Note:

- 1) Bankers' certificates should be on letter head of the Bank.
- 2) In case of partnership firm, certificate to include names of all partners as recorded with the Bank.

Annexure IV

Sample Costs Calculation

Sr. No.	Description	Calculation	
		Cook and Supervisor (Skilled) i.e. 788 x 26 (A)	Waiter/Helper (Unskilled) i.e. 595 x 26 (B)
	Component		
1	Basic wages plus VDA X 26	20488	15470
2	ESIC (3.25% of Basic wages plus VDA)	666	503
3	EPF (12% of Basic wages plus VDA) * {Basic plus VDA is subject to maximum limit of Rs. 15,000/- per month for EPF Calculation}	1800	1800
4	Administrative Charges (0.5% of Basic wages plus VDA) {Basic plus VDA is subject to maximum limit of Rs. 15,000/- per month for EPF Calculation}	75	75
5	EDLI (0.5% of Basic wages plus VDA) {Basic plus VDA is subject to maximum limit of Rs. 15,000/- per month for EPF Calculation}	75	75
6	Bonus @8.33% of Basic + VDA	1707	1289
7	Sub-total	24811	19211
8	Reliever (1/6)	4135	3202
9	Total	28946	22413
10	Total wages (3 x A + 12 X B)	86837	268960
11	Total wages for a month	355797	
12	Total wages for a month including GST@18%	419840	
13	Total wages for 12 month	5038081.986	

@ Calculation is based on minimum wages notified by CLC w.e.f. 01.10.2022.

* Bonus will be paid at the end of the contract or half yearly at @8.33 of wages (फर्म द्वारा अपने कर्मिकों को 8.33% की दर से बोनस का भुगतान किया जाएगा। तत्पश्चात, बिल प्रस्तुत करने पर उक्त बोनस की राशि का भुगतान बैंक द्वारा फर्म को किया जायेगा।)