



**RESERVE BANK OF INDIA**  
**Human Resource Management Department**  
**Belapur**

**Date of Publishing: February 18, 2021**

**Name of Work: Providing Visiting Officer Flats' (VOF) services on room night basis to the visiting officers of Reserve Bank of India**

Reserve Bank of India, Post Box No.15, Sector 10, Plot No.3, H. H. Nirmaladevi Marg, CBD Belapur, Navi Mumbai - 400 614 invites e-Tender under Two-Bids System (Technical & Financial Bid) from all eligible bidders for the captioned work. Tender document can be downloaded from February 18, 2021 at 3.00 PM to March 11, 2021 at 6.00 PM under the "Tender" Section at RBI's website ([www.rbi.org.in](http://www.rbi.org.in)). The tenderers should electronically submit their proposal, as per the instructions regarding e-Tender, along with all the supporting documents on or before March 11, 2021 up to 06.00 PM. The tenderers shall submit their tender proposal along with Earnest Money Deposit (EMD) of ₹34,000/- (Rupees Thirty-four thousand only), as prescribed in the tender document. The Technical Bids (Part I) will be opened electronically on March 12, 2021 at 11.00 AM at Reserve Bank of India, Sector-10, Plot No. 3, H. H. Nirmaladevi Marg, CBD Belapur, Navi Mumbai-400614. In the event of any date indicated above being declared a holiday, the next working day shall become operative for the respective purpose mentioned herein. Financial Bids (Part II) of only those bidders, who are found to be eligible on evaluation of their Part I documents, etc; as prescribed in the tender, will be opened on a later date, after intimating them.

Details of the proposed work are as under:

Estimated Cost of Work	₹17,00,000/- (Rs. Seventeen lakhs only)
Earnest Money Deposit	₹34,000/- (Rs. Thirty-four thousand only),
Last date/time for submission of Tender	March 11, 2021 up to 6:00 PM
Date/time of opening of Part - I Tender	March 12, 2021 at 11:00 AM

(Shri Jaikish)  
Chief General Manager  
Reserve Bank of India, CBD Belapur  
Navi Mumbai



**Reserve Bank of India  
Human Resource Management Department  
Belapur Office  
Navi Mumbai**

**E - Tender for providing Visiting Officer Flats' (VOF) services on room night basis to the visiting officers of Reserve Bank of India, Post Box No.15, Sector 10, Plot No.3, H. H. Nirmaladevi Marg, CBD Belapur, Navi Mumbai - 400 614**

**Tender No. - RBI/Belapur/Estate/373/20-21/ET/569**

Reserve Bank of India, Belapur Office invites E-tenders under Two – Bid system (Technical & Financial bid) on the captioned subject.

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](http://www.mstcecommerce.com)) is March 11, 2021.**

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

**Chief General Manager  
Belapur, Navi Mumbai**

## **DISCLAIMER**

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

2. The information is not intended to be exhaustive. Interested parties are required to make their own inquiries and respondents will be required to confirm in writing that they have done so and they do not rely only on the information provided by Reserve Bank of India in submitting the e-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.

3. 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.

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### IMPORTANT INSTRUCTIONS FOR E-TENDER:

This is an e-procurement event of Reserve Bank of India (RBI), Belapur. The e-procurement service provider is MSTC limited. Bidders / vendors are requested to read the terms & conditions of this tender before submitting their online tender.

#### 1. 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 will be done online. The vendor should possess Class III signing type digital certificate. Vendors are to make their own arrangement for bidding from a Desktop Computers/ Laptops/ other digital device connected with Internet. MSTC/RBI is not responsible for making such arrangements. (Bids will not be recorded without Digital Signature).

#### SPECIAL NOTE:

BOTH THE TECHNICAL BID AND FINANCIAL BID HAVE TO BE SUBMITTED ON-LINE at [www.mstcecommerce.com/eprochome/rbi](http://www.mstcecommerce.com/eprochome/rbi)

1) Vendors are required to register themselves online with the website following the link [www.mstcecommerce.com](http://www.mstcecommerce.com) → e-Procurement → PSU/Govt. Depts. → Select RBI Logo → Register as Vendor → Filling up details and creating own user id and password → Submit.

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

In case of any clarification, please contact MSTC, before the scheduled time of e-Tender.

#### Contact Person (MSTC Ltd):

1.	Ms. Archana Juneja, Assistant Manager	<a href="mailto:archana@mstcindia.co.in">archana@mstcindia.co.in</a>	9990673698
2.	Ms. Rupali Pandey, Assistant Manager	<a href="mailto:rpandey@mstcindia.co.in">rpandey@mstcindia.co.in</a>	9458704037
3.	Mr. Abhishek Kr. Kanaujia, Executive	<a href="mailto:akkanaujia@mstcindia.co.in">akkanaujia@mstcindia.co.in</a>	9930119718
4.	Centralized MSTC Helpdesk for Vendors Helpdesk at MSTC Mumbai for Vendors		033-22901004  022-22870471  022-22886266

**Contact Person (RBI, Belapur)**

1	Shri Rakesh Kumar Verma, AGM	<a href="mailto:rkverma@rbi.org.in">rkverma@rbi.org.in</a>	022-27523007/ 9969921965
2	Shri Kunal K Landge, AM	<a href="mailto:klandge@rbi.org.in">klandge@rbi.org.in</a>	022-27523077/ 8668822051
3	Ms. Shanu Garg, Assistant	<a href="mailto:shanugarg@rbi.org.in">shanugarg@rbi.org.in</a>	022-27523055/ 7021942332
4	Shri Anurag D Lothe, Assistant	<a href="mailto:anuraglothe@rbi.org.in">anuraglothe@rbi.org.in</a>	022-27523077/ 9970040108

**B) System Requirement for inviting online tender:**

- I. Windows 7 or above Operating System
- II. IE-7 and above Internet Explorer
- III. Signing type digital signature
- IV. Latest updated JRE 8 (x86 Offline) software to be downloaded and installed in the system

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

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

**Other Settings:**

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

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 <https://www.mstcecommerce.com> once).

2. The Technical Bid and the Financial bid shall have to be submitted online at [www.mstcecommerce.com/eprochome/rbi](http://www.mstcecommerce.com/eprochome/rbi). Bids will be opened electronically on specified date and time as given in the Tender.
3. All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity.

**Special Note towards Transaction fee:**

4. 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.
5. 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 tender 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. Bidding in e-Tender:**

- a) 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 (Reserve Bank of India, Belapur).
- b) The process involves Electronic Bidding for submission of Technical and Financial bid.
- c) The vendor(s) who have submitted transaction fee can only submit their Technical Bid and Financial bid through internet in MSTC website following the link [www.mstcecommerce.com](http://www.mstcecommerce.com) → e- procurement → PSU/Govt depts → Login under RBI → My menu → Auction Floor Manager → live event → Selection of the live event.
- d) The vendor(s) should allow running JAVA application. This exercise has to be done immediately after opening of Bid floor. Then they have to fill up Common terms/Commercial specification and save the same. After that click on the Technical bid. If this application does not run, then the vendor will not be able to save/submit / their/ his Technical bid.

- e) After filling the Technical bid, vendor(s) should click 'save' for recording his/ 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(s) should click on "save" to record his/ their Financial bid. Then once both the Technical bid and Financial bid have been saved, the vendor(s) can click on the "Final submission" button to register their bid.
- f) Vendor(s) is/ are instructed to use Attach Doc button to upload documents. Multiple documents can be uploaded.
- g) In all cases, vendor(s) should use his/ their own ID and Password along with Digital Signature at the time of submission of bid.
- h) During the entire e-Tender process, the vendor(s) will remain completely anonymous to one another and also to everybody else.
- i) The e-Tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned. All electronic bids submitted during the e-Tender process shall be legally binding on the vendor(s). Any bid will be considered as valid bid offered by that vendor and acceptance of the same by Reserve Bank of India will form a binding contract between Reserve Bank of India and the Vendor for execution of supply.
- j) It is mandatory that all the bids are submitted with Digital Signature Certificate, otherwise the same will not be accepted by the system.
- k) Reserve Bank of India 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.
- l) 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 the terms & conditions of the tender.
- m) Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.
- n) The tender inviting authority (Reserve Bank of India, Belapur) has the right to cancel this e-Tender or extend the due date of receipt of bid(s) without assigning any reason thereof.
- o) For more details, vendor may refer to the **Vendor Guide** and **FAQ** available at [www.mstcecommerce.com/eprochome](http://www.mstcecommerce.com/eprochome) to familiarize him/ them with the system before bidding.



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

1	Description of Works	E - Tender for providing Visiting Officer Flats' services on room night basis (500 room nights) to the visiting officers of Reserve Bank of India, Post Box No.15, Sector 10, Plot No.3, H. H. Nirmaladevi Marg, CBD Belapur, Navi Mumbai - 400 614
2	E-Tender no	<b>RBI/Belapur/Estate/373/20-21/ET/569</b>
3	Period of Contract	<b>April 01, 2021 to March 31, 2022</b>
4	Estimated Cost	<b>₹ 17,00,000/- (Rupees Seventeen Lakh Only)</b>
5	Earnest Money Deposit	<b>₹34,000/- (2% of Estimated Cost)</b> To be deposited by the successful bidder through NEFT in favour of Reserve Bank of India, Belapur <b>Details of NEFT-</b> <b>Beneficiary Name: Reserve Bank of India</b> <b>Beneficiary Account No. - 186003001</b> <b>IFSCCode – RBIS0NMPA01 (R B I S Zero N M P A Zero One)</b> [Note: Mention Name/ Company Name of the vendor in NEFT transaction remarks]
6	Validity of Quoted Rates	One year. The agreement may be considered for further renewal for maximum two years (one year at a time) at the Bank's sole discretion and at the mutually agreed terms and conditions between the parties.
7	Mode of Tender	e-Procurement System (Online Part I – Technical Bid and Part II - Financial bid) through <a href="http://www.mstcecommerce.com/eprochome/rbi">www.mstcecommerce.com/eprochome/rbi</a>
8	Date of NIT available (viewing of Tender) to parties for download	<b>February 18, 2021 at 3:00 PM</b>
9	Pre bid Meeting	<b>February 25, 2021 at 3:00 PM at Reserve Bank of India, Post Box No.15, Sector 10, Plot No.3, H. H. Nirmaladevi</b>

		<b>Marg, CBD Belapur, Navi Mumbai - 400 614</b>
10	Transaction Fees	Payment of Transaction fee through MSTC Gateway/NEFT/RTGS in favour of MSTC Limited as advised by M/s MSTC Ltd.
11	Date of Starting of e-Tender for Online submission on MSTC website	<b>February 19, 2021 at 11:00 AM</b>
12	Last Date of Submission of EMD to RBI, Belapur	<b>March 11, 2021</b>
13	Date of Closing of Online e-tender for submission of Technical & Financial bid	<b>March 11, 2021 at 6:00 PM</b>
14	Date and Time of Opening of Part I i.e. Technical bid	<b>March 12, 2021 at 11:00 AM</b>
15	Date & Time of Opening of Part II i.e. Financial bid	The Part-II bid of such of those tenderers, which are found eligible after scrutiny of the Part - I (Technical Bid) of the tenders only will be opened. Such bidder(s) will be intimated regarding date of opening of Part- II through email.

**Chief General Manager  
Reserve Bank of India  
CBD Belapur  
Navi Mumbai**

**PART I**

**Tender Document of invitation for providing Visiting officers Flats (VOF) on room night basis to the visiting officers of Reserve Bank of India, Post Box No.15, Sector 10, Plot No.3, H. H. Nirmaladevi Marg, CBD Belapur, Navi Mumbai - 400 614**

**Name of the Tenderer:** \_\_\_\_\_

**Address:** \_\_\_\_\_

\_\_\_\_\_

**Timeline of online submission: February 19, 2021 to March 11, 2021**

**Date of opening of Tender (Part-I): March 12, 2021 (11:00 AM)**

### Pre-Eligibility Criteria

Criteria	Requirement
1. Duration of Past experience	Should have a minimum 3 years of experience in the field of providing accommodation service (including lodging, boarding, restaurant facilities etc.) to Government/Semi-Governments/PSUs, Banks, MNCs, as on March 31, 2020. Tenderers should furnish their Client list showing the details of work carried out by them during the last 3 years. The list shall include details such as Name of Client, Value of Work executed, Date of Starting and Finishing of the work, Reasons for delay, if any, etc. The Tenderer should submit documentary evidence in support of minimum experience of 3 years.
2. Yearly Turnover	Should have an average annual turnover of <b>100%</b> of the Estimated Cost ( <b>Rupees Seventeen Lakh only</b> ) or more during the last three financial year ended March 31, 2020. A Certificate from Chartered Accountant (CA), along with the Balance Sheet, duly certified must be mandatorily submitted along with the tender. Any tender document without the Balance sheet and a CA certificate regarding the turnover will be rejected.
3. Service Set up	Certificate in support of having a minimum 3- Star rated hotel having full-fledged service set up of not less than 75 double-bedded rooms owned by the tenderer for the job specified in the Tender documents in Navi Mumbai/Mumbai should be uploaded. (To be uploaded in e-tendering portal)
4. Details of Company/ Firm/ Agency	The full particulars of the Company/Firm/Agency/ in details are required to be submitted. In case of a company, the certificate of registration, Memorandum 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 case of a partnership firm, the partnership deed, power of attorney, if any and particulars of all the partners constituting the firm and in case of an agency or proprietorship, the particulars of the individual/individuals involved therein along with the names(s) and address(es) etc. are to be submitted.

5. Credit worthiness of the Contractor	Copies of the Income Tax Clearance Certificates / Income Tax Assessment Orders along with creditworthiness certificate from the bankers with a copy of the latest final accounts of the business of the bidder duly certified by a Chartered Accountant should be <b>uploaded</b> as proof of their creditworthiness and turnover for last three financial years ended March 31, 2020. <b>(To be uploaded in the e-tendering portal)</b>
6. Name and Address of the Banker and their present contact executive	Written information about the names and addresses of the bankers of tenderers along with full details, like names, postal addresses, e-mail IDs, telephone nos. (Landline and mobile), fax nos., etc., of the contact executives (i.e. the persons who can be contacted at the office of their banker by RBI in case it is so needed) should be uploaded. <b>(Annex-II to be filled and uploaded in the e-tendering portal)</b>
7. Details of Bank Accounts	Full particulars of the bank accounts of the tenderers like the bank branch address, IFS Code, account no and type, when opened, etc., should be submitted (uploaded).
8. Names and Addresses of the Clients and their present contact executives	Written information about the names and addresses of the clients like e-mail IDs, telephone numbers, fax numbers, etc., should be uploaded.
9. Details of Work	The Client wise type of the work executed, awarded, actual cost of executed work, names, addresses and contact details of officers/ authorities/ departments under whom the work was executed should be furnished/ uploaded.
10. Documents to be submitted/ uploaded	<ul style="list-style-type: none"> <li>a) Trade License</li> <li>b) Registration under shops &amp; Establishment Act</li> <li>c) Feedback from clients <b>(Annex-III)</b></li> <li>d) List of type of rooms available</li> <li>e) Audited or Chartered Accountant certified statement of accounts for the last 3 accounting years.</li> <li>f) Copies of Income Tax Return filed with the Income Tax Department for the last three years.</li> <li>g) Copies of applicable tax registrations. viz PAN, TIN, GST, etc.</li> </ul>

	<p>h) Copies of Registration Certificates of the Company/ firm/ agency issued by the relevant authority.</p> <p>i) Copies of E.P.F Registration Certificate and E.S.I registration certificates, if any.</p> <p>j) Solvency Certificate and Credit Worthiness Certificate issued by the tenderer's bankers specifically for this work for an amount equivalent to the estimated cost of the present work, indicating financial soundness of the tenderer.</p> <p>k) Details of the Bank Account held by them in a scheduled bank in India.</p> <p>l) Duly signed and stamped Technical Bid (Part- I) Form.</p> <p>m) Duly signed and stamped copies of Scope of Work and Terms &amp; Conditions of the Agreement (each page should be signed and stamped) given in <a href="#">Annex I</a>.</p>
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**Note:**

1. No deviations / conditions shall be stipulated by the Tenderer in both technical and Financial bids. Conditional tenders will not be accepted and will be summarily rejected.
2. Any amendment(s) / corrigendum / clarifications with respect to this tender shall be uploaded on the website / e-portal only. The tenderer should regularly check the above website / e-portal for any Amendment / Corrigendum / Clarification on the above website.
3. RBI may obtain reports on the past performance of the tenderer from his/ their clients and evaluate the said reports as per the evaluation criteria before opening of the Part- II of the tenders. If any tender is not found to possess the required eligibility for participating in the tendering process at any point of time and /or his/ their performance reports received from his/ their clients and /or his bankers' report are found unsatisfactory, RBI reserves the right to reject his tender offer and his EMD will be returned. RBI is not bound to assign any reason for doing so.
4. RBI is not bound to accept the lowest tender and reserves the right to accept either in full or in part any tender and also reserves the right to reject all the tenders without assigning any reasons thereof.

## INSTRUCTIONS TO TENDERERS

### 1. Clarification of Tender Document

A tenderer requiring any clarification of this document shall contact the Bank in writing at the email addresses [klandge@rbi.org.in](mailto:klandge@rbi.org.in)/ [shanugarg@rbi.org.in](mailto:shanugarg@rbi.org.in)/ [anuraglothe@rbi.org.in](mailto:anuraglothe@rbi.org.in). The tenderer shall submit points/conditions/questions/clarifications, if any, in writing, to the mentioned email address on or before **February 25, 2021 upto 14:00 Hrs**. Issues, if any will be clarified by email/telephone. No further clarifications/doubts will be entertained after the said date and time.

### 2. Documents comprising the Tender

The Tender shall comprise of the following:

1. Notice Inviting e-tender
2. Technical Bid Details
3. Financial bid Details
4. Earnest Money Deposit (EMD) through NEFT to following A/c:

Account No.	186003001
IFS Code	RBIS0NMPA01

**Note-** Please read 5th and 10th letter of IFS Code as “Zero”

5. Format of Agreement to be entered into between the successful bidder and the RBI.

### 3. Period of Validity of Tenders

- a) The tender shall be valid for a period of Ninety (90) days from the date of opening of tender.
- b) In exceptional circumstances, prior to the expiration of the tender validity period, RBI may request tenderers to extend the period of validity of their tender. The requests and the responses shall be made in writing.

### 4. Submission, Sealing and Marking of Tenders

- a) Tenderers submitting tenders electronically shall follow the electronic tender submission procedures specified in the instructions regarding E-Tender.
- b) The tenderers shall submit their technical bid as well as the Financial bid in prescribed format along with copies of necessary documents as indicated in the tender document. E-Tender with all information shall be submitted on or before the prescribed time and date.
- c) If desired / prescribed information is not submitted, RBI will assume no responsibility for rejection of tender.

**5. Deadline for Submission of Tenders**

- a) Tenders must be filled online through e-tendering process mentioned in this document, not later than the date and time indicated in this document.
- b) RBI may, at its discretion, extend the deadline for the submission of e-tenders by amending the Tender Document.

**6. Late Tenders**

No Tender after the deadline shall be allowed on the e- portal.

**7. Tender Opening**

Part I will be opened on the specified date mentioned in Schedule of Tender in the presence of those tenderers/ their authorized representatives who choose to be present. Part II bid of those vendors who qualify the requirements of technical conditions/details (part I) will only be considered for opening. Opening of Part II will be intimated to the qualified vendors separately by E-mail/Telephone Call. The decision of RBI in this regard will be final.

**8. Bid Evaluation Criteria**

The Technical Bids shall be evaluated based on the available documents submitted by the bidder on MSTC and as per technical bid evaluation criteria. (Note: Information relating to the evaluation of Tenders shall not be disclosed to tenderers or any other persons not officially concerned with such process until information on Contract award is communicated to all tenderers.)

**9. Clarification of Tenders**

- a) To assist in the examination, evaluation, comparison of the tenders and qualification of the tenderers, RBI may, at its discretion, ask any tenderer for a clarification regarding its tender, allowing a reasonable time for response. Any clarification submitted by a tenderer that is not in response to a request by RBI shall not be considered. RBI 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 RBI in the evaluation of the tenders.
- b) If a tenderer does not provide clarifications regarding its tender by the date and time set in the RBI's request for clarification, its tender shall be liable to be rejected. In any event no deviation shall be entertained.

**10. Signing of Contract**

The successful tenderer shall execute an agreement with RBI on Non-Judicial stamp paper of appropriate value within 10 days of award of work. The stamp duty and cost associated with the agreement shall be borne by the successful tenderer. However, the issue of intimation of award of work by RBI shall be considered as a binding contract, as



though such an agreement has been executed and all the terms and conditions contained in this tender document including the draft agreement shall apply.

#### **11. Disclaimer**

- a) Though adequate care has been taken while preparing this document, the tenderers shall satisfy themselves that the document is complete in all respects. Intimation of any discrepancy shall be given to RBI immediately. If no intimation is received from any tenderer within seven (7) days from the date of notice inviting e-tender, it shall be considered that this document is complete in all respects.
- b) RBI reserves the right to modify, amend or supplement this document including all formats and Annex.
- c) While this document has been prepared in good faith, neither RBI nor its employees or advisors will make any representation or warranty, express or implied, or accept any responsibility or liability, whatsoever, in respect of any statements or omissions herein, or the accuracy, completeness or reliability of information, and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this document, even if any loss or damage is caused by any act or omission on their part.

**Note-** The tenderers may visit the site before quoting the rates to assess the quantum of work.

**PART I – TECHNICAL BID**

From,

.....  
 .....  
 .....

To

Chief General Manager  
 Reserve Bank of India  
 Post Box No.15,  
 Sector 10, Plot No.3,  
 H. H. Nirmaladevi Marg,  
 CBD Belapur, Navi Mumbai - 400 614

SI. No.	Particulars	Details to be filled in by the Tenderer
1	Name of the Tenderer	
2	a) Type of Tenderers – (whether Proprietorship / Partnership / LLP / Pvt. Ltd./ Ltd. Company) b) Date of Establishment c) Details of Registration (Firm, Company etc.), d) Registering Authority, Date, Number etc. (not applicable in the case of a sole proprietorship). <b>Please enclose relevant documents in support of the same</b>	
3.a	Name of the proprietor/ partners/ directors of the Tenderer with designation Succession plan (identifying legal representative) in case bidder is individual or proprietorship.	
3.b	Authorized person of the tenderer to make commitment to the Bank. (Name, designation, contact details including telephone/fax/e-mail)	
4	Regd. Office / Business Address of the Tenderer along with Telephone No., Mobile No., Fax No. and e-mail.	

	<p>a) Whether having own office in Navi Mumbai/Mumbai/Thane/Panvel</p> <p>b) Address of the local office at Navi Mumbai/Mumbai/Thane/Panvel</p> <p><b>Please enclose relevant documents in support of the same.</b></p>	
5	<p><b>Work Experience</b> – Details of work experience as per the requirement in the Pre-Eligibility Criteria and Terms and Conditions supported by work orders, documents and certificates. The details along with documentary evidence of previous experience, if any, of similar services at any office of Reserve Bank of India or Government/ Semi – Government/ Public Sector Undertakings/ Banks/ MNCs should also be given.</p>	
6	<p>Names and Addresses of the existing clients along with their full details. The feedback from top three existing clients is required to be uploaded as per format attached with this tender document (<a href="#">Annex-II</a>).</p>	
7	<p>Copies of Audited Balance Sheet as well as P &amp; L A/c statement for last 3 years (indicating separately turnover through supply of vehicles on hire) certified by a Chartered Accountant.</p>	
8	<p>Income Tax Returns of last three Financial years –</p> <p>F.Y. 2017-18,</p> <p>F.Y. 2018-19 and</p> <p>F.Y. 2019-20</p> <p><b>(Self-Attested Copy to be submitted)</b></p>	
9	<p>Whether the organization is registered under shops &amp; Establishment Act and has necessary licenses to run Hotel Services</p>	

	including licenses under Food Safety and Standards Act 2006? <b>Please enclose the Registration Certificate.</b>	
10	Names and Addresses of the bankers. The bankers Certificate regarding creditworthiness of the tenderer is to be given by the banker on their letter head through e-mail as per format attached with this tender document. <b><u>(Annex-I)</u></b>	
11	The Bank Account (IFS Code and Account Number) where payments would be received by the organization of the tenderer.	

**Copies of Documents required to be submitted for Technical Bid:**

- a) Trade License to run lodging and boarding (Hotel) business including licenses under Food Safety and Standards Act, 2006
- b) Registration under shops & Establishment Act
- c) Copies of Registration Certificates of the Company/ firm/ agency issued by the relevant authority.
- d) List of Clients and Feedback from top three existing clients.
- e) Audited annual financial statements for last 3 years i.e. F.Y. 2017-18, F.Y. 2018-19 and F.Y. 2019-20.
- f) Income Tax Returns for last three financial years i.e. F.Y. 2017-18, F.Y. 2018-19 and F.Y. 2019-20.
- g) Copies of applicable tax registrations. viz PAN, TIN, GST, etc.
- h) Copies of E.P.F Registration Certificate and E.S.I registration certificates, if any.
- i) Receipt for the payment of Earnest money Deposit (EMD) amount to the Bank.
- j) Solvency Certificate issued by the tenderer's bankers specifically for this work for an amount equivalent to the estimated cost of the present work, indicating financial soundness of the tenderer.
- k) Details of the Bank Account held by them in a scheduled bank in India.
- l) Any other document/s required to be submitted, as mentioned above or as demanded by the Bank.

m) Duly signed and stamped copies of Scope of Work and Terms & Conditions of the Agreement (each page should be signed and stamped) given in [Annex I](#).

**DECLARATION**

**(To be submitted in the Technical Bid on the Letter head of the tenderer, duly signed by its authorized signatory)**

1. The information provided by me/us is/ are true to the best of my/ our knowledge and if any information is found incorrect or false, I/ we may be debarred from the tender process/ being awarded the contract.
2. I/ We agree to abide by all the terms and conditions stipulated by RBI as mentioned in the tender documents.
3. I/ We also agree that our tender will remain valid for acceptance by the RBI for a period of 90 days from the date of opening of the tender and this period of validity can be extended for such further periods as may be mutually agreed upon between RBI and us in writing. I/ We also agree to keep the earnest money valid during the entire period of validity of tender.
4. I/ We understand that RBI, Belapur reserves the right to accept or reject any or all of the tenders either in full or in part without assigning any reason thereof.
5. I/We understand that the price quoted shall only be in Indian rupees and inclusive of all applicable charges and taxes excluding GST.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2021.

For and on behalf of M/s \_\_\_\_\_

Signature:

Name:

Seal of the Tenderer

The Bank reserves the right to call for proof/ verification of any or all of the above mentioned particular.

**Criteria for Technical Bid Evaluation**

- I. Two-bid system will be followed where the Technical Bid and Financial bid will be evaluated separately
- II. The Technical Bid evaluation shall be done based on the following criteria:

**In the technical evaluation, each bidder will be assigned marks, out of 100, as per the criteria below:**

1	<b>Star Rating of Hotel</b>	<b>Max. 15 Marks</b>
	I. 3-Star Hotel	5
	II. 4-Star Hotel	10
	III. 5-Star Hotel	15
2	<b>Total no. of double bedded rooms</b>	<b>Max 20 Marks</b>
	I. More than 125 double bedded rooms	20
	II. More than 100 and up to 125 double bedded rooms	15
	III. More than 75 and up to 100 double bedded rooms	10
3	<b>Number of Years in Operation</b>	<b>Max. 10 Marks</b>
	I. From 3 years and up to 7 years	5
	II. More than 7 years	10
4	<b>Annual Turnover (Last three Financial Years i.e. 2017-18, 2018-19 and 2019-20)</b>	<b>Max. 10 Marks</b>
	I. ₹17 lakhs and up to or equal to ₹30 lakhs	5
	II. More than ₹30 lakhs	10
5	<b>Client's Feedback</b>	<b>Max. 20 Marks</b>
	I. Poor	0
	II. Satisfactory	05
	III. Good	10
	IV. Very Good	15
	V. Outstanding	20
6	<b>Proximity/ Distance of Hotel from RBI, Post Box No.15, Sector 10, Plot No.3, H. H. Nirmaladevi Marg, CBD Belapur, Navi Mumbai - 400 614</b>	<b>Max. 15 Marks</b>
	I. Less than or equal to 3 Kms	15
	II. More than 3 Km and less than or equal to 5 Km	10
	III. More than 5 Km and less than or equal to 9 Km	5
7	<b>Other amenities such as Gymnasium, Swimming pool, Banquet Hall, Car Parking.</b>	<b>Max. 10 Marks</b>
	I. Availability of two amenities	5
	II. Availability of all four amenities	10

**Note:** Proposals scoring minimum of 60 marks out of total 100 marks, as per the table above shall only be considered for further evaluation in the Financial bid. The Bank reserves the right to relax or the minimum criteria without giving any reason(s) whatsoever. However, the technical bid criteria is of qualifying nature only for participation in Financial bid.

**Scope of Work and Terms and Conditions of the agreement**

1. The Hotel shall at all times during the contract period, from the receipt of written or verbal order/ notice to the effect from the Bank, provide as many rooms as may be required by the Bank.
2. The order/ notice so given, shall be so complied with whether or not it is necessary to work outside ordinary business hours or on days recognized as "public holidays" under the Negotiable Instruments Act, 1881 or any other Act or Notification of the Government of India or Government of Maharashtra / Government of Goa.
3. Any notice (other than urgent notices) given under Clause 1 may be countermanded by the Bank on its giving a notice of such countermand either in writing or verbally or by telephone not less than 24 hours before the hour of booking and the Hotel shall be entitled to no payment of remuneration and compensation in respect thereof.
4. In urgent cases, certified as such by the Bank, and a three hours' notice in lieu of 24 hours' notice shall be complied with accordingly by the Hotel
5. If any time the Bank, finds that through the default of the Hotel owing to insufficiency or delay or failure to provide rooms for requested number of nights to the officials of Bank in due time, it shall be open to the Bank to cancel the requisition and get the work done in any manner, making the Hotel liable for any extra charge involved therein (is upgraded room is provided).
6. Room tariff will be rent plus applicable taxes per room per night basis.
7. Tax structure – As applicable (to be borne by Bank)
8. Check-in and check-out time will be 12:00 Noon and will be accounted as one night stay for the purpose of billing. A special privilege of 2 hours relaxation during check-in/out time.
9. Room should be deluxe double-bedded room with standard amenities like central air-conditioning, attached bathrooms / toilets, hot & cold water facility, channel music, direct dial phone, colour television, refrigerator, guest chairs, geyser etc. No extra charges will be paid for the above amenities and the cost should be included in the charges quoted by the agency. In case of complaint about the non-availability of required things, a penalty upto 25% of bill amount will be deducted from the relevant bill.
10. Room stay on Double occupancy.
11. Complimentary extra bed/ Mattress for additional 3<sup>rd</sup> and 4<sup>th</sup> persons staying in the same room
12. Tea / coffee maker along with adequate number of tea / coffee / milk / sweetener sachets in the room with replenishment every day. Complimentary packaged drinking water (viz. Kinley / Bailey / Bisleri), one (1) litre each, for all the four persons staying in the same

room per day. Complimentary Fruit Basket for every room. The fruit basket will be proportionately increased in size, as per the number for persons staying in the same room

13. Free Internet service (Wi-Fi) in the room.
14. Welcome drink on arrival.
15. The rooms should be properly disinfected / sanitized before allotment of the room to the officials of the Bank. Staff deputed in Hotel Service should be free from any symptoms for Covid-19 and shall produce a medical certificate periodically every 30 days or as may be specified by the Bank.
16. The room shall be provided with the complimentary buffet breakfast at Tenderer's Restaurant for 3 persons. Breakfast for the fourth person, staying in the same room, will be will be charged at reasonable rate (charges to be specified in Technical bid).
17. The Tenderer should have its office in Navi Mumbai/Mumbai.
18. No parking charges will be recovered from the officials of Bank visiting the hotel.
19. The hotel should not depute any person who is suffering from communicable disease for hotel services and may deploy them only after they are treated/cured of such disease.
20. If the hotel's employees commit any breach of terms and conditions mentioned above or render unsatisfactory service in the opinion of the Bank, the agreement shall be liable for summary termination forthwith without any notice or any compensation in lieu thereof.
21. The bill shall be submitted/ produced to Human Resource Management Department, Reserve Bank of India, Post Box No.15, Sector 10, Plot No.3, H. H. Nirmaladevi Marg, CBD Belapur, Navi Mumbai - 400 614 on fortnightly basis the payment of which will be made by Reserve Bank of India, Belapur office through NEFT.
22. Without prejudice to above, the contract will be terminated on last day of contract period or with a notice of one month on either side, during the contract. However, during the notice period, the tenderer shall be bound to provide the services, if so required by the Bank.
23. The successful tenderer shall execute an agreement with the Bank on stamped paper within 10 days of receipt of letter of acceptance. However, the issue of letter of acceptance by the Bank shall be considered as binding contract, as though such an agreement has been executed and all the terms and conditions contained in the tender document including the draft agreement shall apply. Normally, the tender will be valid up to one year for the period from April 01, 2021 to March 31, 2022. The contract may be renewed after expiry for a further period of two years (one year at a time) at Bank's discretion subject to satisfactory performance by the contractor. The stamp duty and associated cost for execution of the agreement shall be borne and paid by the tenderer.



24. The rates offered by the tenderer and on acceptance by the Bank, will remain valid, for a period of 12 months, thereafter they may be reviewed at the time of renewal of the contract provided any major changes occur in labour laws or Government decision affecting service charges etc or any other revision in taxes (excluding GST).
25. For deficiencies in services and serious inconvenience caused to the Bank and its officers and their family members staying in the hotel, penalty not exceeding 25% of the estimated bill for the relevant instance may become leviable. However, the Bank will levy it only after giving due notice. In case of dispute an appeal may be made to the Officer-In Charge, Reserve Bank of India, Belapur whose decision shall be final in the matter. The amount so levied shall be appropriated from any amount due and payable to the tenderer.
26. The tenderer will also have to make alternate arrangements in case of unavailability of room. In case of failure, the tenderer will be responsible to compensate all expenses incurred in this regard. Decision of the Bank in this regard will be final and binding on the tenderer. Such compensation may be in addition to any penalty levied under paragraph 25 above. Penalty and compensation, if any, shall be appropriated/ deducted from the subsequent bill/s of the tenderer.
27. The tenderer should ensure that there will be no room for complaints from any quarters.
28. The successful bidder shall ensure full compliance with tax laws in India with regard to this contract and shall be solely responsible for the same. The successful bidder shall keep RBI fully indemnified against liability of tax, interest, penalty etc. of the successful bidder in respect thereof, which may arise.
29. The tender has been invited for providing minimum 500 room nights on actual usage basis towards VOF services for visiting officers of the Bank.
30. Bill/s will be paid for actual number of room night/s used by the officers of the Bank and their family members.
31. In case the reserved pool of room nights is exhausted before the end of the period of agreement and if the Bank wishes to avail of the service of more number of room nights, the tenderer will provide additional room nights over and above the reserved room nights on the existing terms and conditions and at the existing rate, if required by the Bank.
32. Adherence to Statutory Requirements: Tenderer shall comply with the provision of Contract Labour (Regulation & Abolition) Act, 1970, the Contract Labour (Regulation and Abolition) Central Rules, 1971, the Minimum Wages Act 1948, Employee State Insurance Act, 1948, Payment of wages Act 1936, Employees' Compensation Act 1923, The Employee's Provident Fund Act (Miscellaneous Provisions) 1952, Payment of Bonus Act 1965, Employer's Liability act 1938, Employment of Children Act 1938; Maternity Benefit Act 1961 to the extent these acts are applicable, and/or any other

rules/regulations and/or statutes that may be applicable to them and as amended from time to time. Bank reserves the right to call for proof of such compliance whenever deemed necessary and the Contractor shall abide by the same. The Contractor shall be solely responsible for any violation of provision of the above mentioned legislative enactments or any other statutory provisions and shall further keep the Bank indemnified from all acts of omission, fault, breaches and / or any claim, demand, loss, injury and expense arising out from the non-compliance of the aforesaid statutory provisions. In case of Contractor's failure to fulfill any of the obligations hereunder and / or under the said Acts/rules/ regulations/ or any bye-laws or rules framed under or any of these, the Bank shall be entitled to recover any of such losses or expenses, which it may have to suffer or incur on account of such claims, demand, loss or injury from the subsequent bill/s of the tenderer.

33. Sexual Harassment: The successful bidder shall be solely responsible for full compliance with the provisions of "the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013". In case of any complaint of sexual harassment against its employees within the Hotel premises, the complaint will be filed before the Internal Complaints Committee constituted by the successful bidder or the Committee constituted by the Government having the jurisdiction and it shall ensure appropriate action under the said Act in respect to the complaint. The bidder shall keep the Bank apprised of the action taken against such person. The bidder shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.
34. Any complaint of sexual harassment from any aggrieved workmen of the successful bidder against any employees of RBI shall be taken cognizance of by the Regional Complaint Committee of RBI, Belapur. The successful bidder shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.
35. The successful bidder shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the successful bidder, for instance any monetary relief to the RBI employee, if sexual misconduct by the employee of the successful bidder is proved.
36. The successful bidder shall ensure that none of its employee enters or remains in the RBI's premises beyond the specified time limits unless absolutely necessary for fulfilling successful bidder's obligations and with permission of the Caretaker/ Security officials of RBI.
37. Non-Disclosure Clause: The successful bidder shall not disclose directly or indirectly any information, materials and details of RBI's infrastructure/ systems/ equipment etc.,

which may come to the possession or knowledge of the successful bidder during the course of discharging contractual obligations in connection with the agreement to be entered into with RBI, to any third party and shall at all times hold the same in the strictest confidence. The successful bidder shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The successful bidder 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 RBI. The successful bidder shall indemnify RBI for any loss suffered by RBI as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the successful bidder and RBI shall be entitled to claim damages and pursue legal remedies for the same. The successful bidder shall take all appropriate actions with respect to its employees to ensure that the obligations of nondisclosure of confidential information under this clause are fully satisfied. The successful bidder's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement to be entered into with RBI for whatever reason.

38. Notice for Termination of Contract -The contract to be entered into with the Bank can be terminated by either party by giving one month's notice. However, in case of breach of terms and conditions of the agreement, the Bank reserves right to terminate the contract without any notice or without any claim for compensation and the Contractor shall be liable to risk and cost in such a situation. However, during the notice period, the tenderer shall be bound to provide the services, if so required by the Bank.

39. Arbitration-

Any dispute and/or difference arising out of or relating to the contract to be entered into with RBI will be resolved through joint discussion of the authorized representatives of the concerned parties. However, if the disputes are not resolved by joint discussions, then the matter will be referred for adjudication to a sole Arbitrator to be appointed by the Officer - In - Charge, Reserve Bank of India, Belapur. In case the parties do not agree upon the sole arbitrator, each party shall appoint one arbitrator, and the two appointed arbitrators, shall appoint the third arbitrator who shall act as the presiding arbitrator.

The award of the sole Arbitrator shall be final and binding on all the parties. The arbitration proceedings shall be governed by Indian Arbitration and Conciliation Act, 1996 as amended from time to time and the arbitration shall be held at Belapur, Navi Mumbai.

The cost of Arbitration shall be borne by the respective parties in equal proportions. During the pendency of the arbitration proceeding and currency of contract, neither party shall be entitled to suspend the work/service to which the dispute relates on account of

continuation of the arbitration procedure and payment to the successful bidder shall continue to be made in terms of the contract.

The agreement to be entered into with RBI shall be subject to the exclusive jurisdiction of the Courts in Navi Mumbai.

#### 40. AWARD OF CONTRACT

- I. RBI will award the contract to the successful bidder on fulfilment of all the terms and conditions of this tender.
  - II. RBI will communicate its decision to award the contract through a "Letter of Offer".
  - III. The successful bidder will be required to execute an agreement within a period of 10 days from the date of issue of the said Letter of Offer.
41. Among the tenders received, the lowest rate quoted by any tenderer will be accepted by the Bank as the agreed rate during the contract period.
42. The tender submitted shall be signed by the competent authority of the organization. In case of partnership firm, it shall be signed by all the partners of the firm or by a partner who has the necessary authority on behalf of the firm to enter into the proposed contract. In case of a company, it shall be signed by a competent authority/ by a person having power of Attorney. Otherwise the tender may be rejected by the Bank.
43. Except under cases of circumstances beyond the control of the Bank, the payment of bills will be made within fifteen days and not later than thirty days of production of bills (complete in all respect). Payments will be made through electronic mode. The successful bidder should furnish mandate/s for NEFT. Bank will deduct applicable tax at source.
44. The rate quoted shall only be in Indian rupees and inclusive of all charges and applicable taxes excluding GST.

**I/ We have read the Scope of Work and Terms and Conditions of the agreement explicitly mentioned above and accept the same while executing the contract, if awarded.**

SIGNATURE & SEAL OF THE APPLICANT

Name:

Address:

(Please sign at the bottom of all pages)

**Part II****Financial bid****PRICED ITEMS TO BE INCLUDED IN THE COST OF WORK**

<b>Sr. No.</b>	<b>Description</b>	<b>Rate Per room per night inclusive of all applicable charges, levies, duties and taxes (other than GST).</b>
1	Providing Visiting Officers' Flats (VOF) for Visiting officers of Reserve Bank of India.	
	<b>Grand Total Amount in Words and Figures (This amount should be submitted in the Price Bid to be uploaded on MSTC Website)</b>	

Place:

Signature of the Applicant

Date:

(Seal)

**Annex-II****Details of Bankers**

Name of the Banker-	
Name of the Branch and its Complete Postal Address	
Name and job title of the Contact Person along with his/her Telephone No(s) and Fax No(s)., etc.	
Type of Account	
Account Number	
IFS Code	
Whether Credit facility / Overdraft Facility enjoyed by the bidder	
The period from which the bidder has been banking with the Banker	
Any other information which the bidder may like to furnish about its Banker	
<b>Authorized Signatory (With Name and Seal)</b>	

**Annex-III****Client's Report (To be uploaded in the Technical Bid)**

(On Client's Letter Head)

Performance details of the Firm: M/s ..... Located at.....

1	Work order/reference No. and Agreement Date	
2	Gross Value of the Contract (in Rupees)	
3	Date of commencement of Contract	
4	Whether the Service carried out as per agreement and the scope of the work entered with the Firm	
5	Reason for delay (if any) and whether any penalty, if any, was imposed on the firm	
6	<b>Comments on capabilities of the firm (indicate grading)</b>	
a	Quality of Security provided by the firm	Outstanding/Very Good/ Good/Satisfactory/Poor
b	Technical proficiency/competence	Outstanding/Very Good/ Good/Satisfactory/Poor
c	Integrity and reliability of the partners/proprietors of the firm	Outstanding/Very Good/ Good/Satisfactory/Poor
d	Integrity and reliability of the Personnel deployed	Outstanding/Very Good/ Good/Satisfactory/Poor
e	Dealings in the execution of the work, adherence to schedule and time	Outstanding/Very Good/ Good/Satisfactory/Poor
7	Did the firm go for arbitration?	
8	Any other information	

(Authorized signatory of the Client with Office Seal)

Place:

Article of Agreement

**This Agreement for providing rooms to visiting Officers of the Bank** is made at Navi Mumbai on this \_\_\_\_\_ day of \_\_\_\_\_ 2021.

**BETWEEN**

M/s. \_\_\_\_\_ a \_\_\_\_ star hotel located in \_\_\_\_\_, represented by its Managing Director, \_\_\_\_\_ hereinafter referred to as "The Hotel/ Contractor" (which expression shall unless excluded by or repugnant to the context be deemed to mean and include its Successor or Successors-in-interest and /or Assigns) of the ONE PART.

**AND**

Reserve Bank of India, a body corporate established under the Reserve Bank of India Act, 1934, having its Central Office at Fort, Mumbai and Regional Office at Belapur, Navi Mumbai, \_\_\_\_\_ represented \_\_\_\_\_ through \_\_\_\_\_ hereinafter referred to as "The Bank" (which expression shall unless excluded by or repugnant to the context be deemed to mean and include its Successor or Successors-in-interest and / or Assigns) of the OTHER PART.

**AND WHEREAS**

The Hotel/ Contractor is entitled / authorized to execute this Agreement of the whole or part of the \_\_\_\_\_ hereinafter referred to as the said Hotel.

**NOW**

The Bank being in need of accommodation to be used as "Visiting Officers' Flats", for its guests and officers / employees / their dependents (hereinafter referred to as "allottee") at Belapur approached the Hotel/ Contractor with a request to provide room / rooms for \_\_\_\_\_ room nights (on actual usage basis) @ ₹ \_\_\_\_\_/- (Rupees \_\_\_\_\_ only) per room per night exclusive of applicable taxes for a period of **one year** beginning from \_\_\_\_\_ to \_\_\_\_\_ in the said hotel.

**NOW THE AGREEMENT WITNESSETH AND IT IS HEREBY MUTUALLY AGREED AND DECLARED BY AND BETWEEN THE PARTIES AS UNDER:**

- 1) The terms and conditions contained in the tender document shall be read as part and parcel of this agreement. Both the Hotel/ Contractor and the Bank have mutually agreed to tariff and the amenities to be provided by the hotel more copiously explained in the **Schedule-A** of this agreement.
- 2) The Bank agrees to a minimum availment of \_\_\_\_\_ (in words) room nights (on actual usage basis) during the period of this agreement. However, the availment period may be extended by mutual understanding between the parties.



- 3) That in case the reserved pool of \_\_\_\_\_ room nights is exhausted before the end of the period of agreement and if the Bank wishes to avail of the service of more number of room nights, the Hotel/ Contractor will provide additional room nights over and above the reserved \_\_\_\_\_ room nights on the existing terms and conditions and at the existing rate, if required by the Bank.
- 4) The corporate credit limit will be a maximum of ₹ 1.00 lakh (Rupees one lakh only) or seven (7) days' time from receiving the bill whichever is earlier. The payment of bills raised on the Bank will be settled through NEFT mode and funds will be transferred to the Hotel/ Contractor's bank account directly by the Bank in favour of M/s. \_\_\_\_\_.
- 5) That all applicable taxes including central, state, local and other taxes will be charged as per Government directives / notifications, issued from time to time.
- 6) The Hotel/ Contractor shall provide and the Bank shall take the double-bedded Deluxe Rooms as per requirement.
- 7) That in case of allotment of higher category of room / rooms on the demand of the Bank / its allottee, then the difference of amount will be calculated and will be charged separately to the concerned the Bank / its allottee.
- 8) That the said difference of amount will be collected directly from the Bank / its allottee at the time of check-out.
- 9) That the charges towards any other service provided by the Hotel/ Contractor to the Bank / its allottee, which are not mentioned in **Schedule-A** of this agreement, will be collected directly from the Bank / its allottee at the time of check-out.
- 10) That the Bank shall submit the request for room booking through e-mail at \_\_\_\_\_ / fax no. \_\_\_\_\_.  
The reservation/confirmation of rooms will be arranged by the Hotel/ Contractor subject to availability and the same shall be conveyed by the Hotel/ Contractor to the Bank within 24 hours of the receipt of request received for room booking.
- 11) That in case of any cancellation of room, the Bank will inform the Hotel/ Contractor at least 24 hours in advance. In the event of failure to do so, the Hotel/ Contractor will apply retention charges on the said bookings.
- 12) The Hotel shall be responsible for providing rooms in safe and good condition. The Hotel shall indemnify and keep the Bank indemnified against any claim arising out of loss/ damage to life or property caused to the allottee or his family members due to negligence of the Hotel or its staff/employee.
- 13) The Bank / its allottee will use the said rooms properly and all the damages / losses will be borne by the Bank. The details of the damages and the estimated cost will be sent by the Hotel/ Contractor to the Bank which will be compensated by the Bank

without any delay provided the details of the damages are reported in writing within 24 hours of occurrence by the Hotel/ Contractor.

- 14) The Hotel/ Contractor will collect ₹ 50.00 (Rupees fifty only) or more/ less as advised by the Bank per room per night basis from the allottee at the time of check out. This amount shall be adjusted by the Bank at the time of settlement of the bill concerned from the amount payable to the Hotel/ Contractor.
- 15) That if the Hotel/ Contractor or the Bank wishes to terminate the said agreement whatsoever be the reasons and made known to the other party, in such a case, the party / parties may serve at least one (1) month advance notice in writing and that in the event of immediate termination of the agreement, the Bank will pay for the services received till the termination of the agreement. During the notice period, the tenderer shall be bound to provide the services, if so required by the Bank.
- 16) That the Hotel/ Contractor agrees that the tariff of ₹ \_\_\_\_\_plus applicable taxes per room per night that will remain valid for the entire period the agreement remains in force. Any utilization of room(s) over and above \_\_\_\_\_room nights during the period of agreement will be paid by the Bank at the tariff as herein agreed.
- 17) That the Hotel/ Contractor will extend the usual facilities available with the Hotel/ Contractor viz. Money Transfer / Exchange facility, Doctor-on-call, In-house travel desk, Business centre services, internet access, car parking space, payment by credit card facilities etc to the Bank / its allottee as per the policies / rules framed by the Hotel/ Contractor from time-to-time and duly communicated to the Bank. The charge for such facilities has to be directly collected from the allottee at the time of check out.
- 18) The bill/s will be raised by the Hotel/ Contractor on fortnightly basis and to be forwarded to the Bank with relevant details along with the details of charges collected from the allottee @ ₹ 50.00 (Rupees fifty only) or more/ less as advised by the Bank per room per night at the time of check out.
- 19) The payment of bill/s raised by the Hotel/ Contractor on the Bank will be settled by the Bank within a period of 15 (fifteen) working days and not more than 30 Working days of the Bank from the date of receipt of bill/s without any discrepancy/inaccuracy by the Bank excluding the day of receipt of the bill/s. Bill/s will be paid for actual number of night/s occupied by the guests and officers / employees / their dependents of the Bank.
- 20) Abiding by the provisions of Sexual harassment of women at Workplace (Prevention, Prohibition and Redressal) act 2013.
  - a. The firm shall be solely responsible for full compliance with the provisions of Sexual Harassment of women at Work place (Prevention, Prohibition and Redressal) act, 2013. In case of any complaint of sexual harassment against its employee within the hotel premises or the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the firm and

the firm shall ensure appropriate action under said act in respect of the complaint.

- b. Any complaint of Sexual harassment from any aggrieved employee of the firm against any employee of the Bank shall, be taken cognizance of the Regional Complaints committee constituted by the Bank.
- c. The firm shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employee of the firm for instance any monetary relief to Bank's employee is sexual violence by the employee of the firm is proved.
- d. The firm shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues
- e. The firm shall provide a complete and updated list of its employees who are deployed within Bank's premises.
- f. The supplier shall be solely responsible for full compliance with the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) act 2013. In case of any complaint of sexual harassment against its employee or any official during the course of execution of contract, any such individual will be liable for disciplinary action under this act in respect of the said complaint.

21. The contractor shall not disclose directly or indirectly any information, materials, and details of the Bank's infrastructure/ systems/ equipment's etc. which may come to the possession or knowledge of the contractor, to any third party and shall all times hold the same in strictest confidence.

The contractor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligation under it or to comply with applicable laws.

The contractor shall not publish, permit to be published or disclose any particulars of works in any trade or technical paper or elsewhere without the previous written consent of the Bank/ Chief General Manager.

The contractor 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 on the part of contractor and the Bank shall be entitled to claim damages and pursue legal remedies.

The contractor shall take appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. Contractor's obligation with respect to non-disclosure of confidentiality will survive after the expiry or termination of this agreement for whatever reason.

The Hotel shall be liable to pay the appropriate and required stamp duty amount on the agreement in accordance with the Stamp laws in force in Mumbai/ Maharashtra. Any pecuniary liability incurred by the Bank either as additional stamp duty, penalty or otherwise due to inadequacy or inappropriateness of the stamp duty paid by Hotel shall devolve on the Hotel and the Bank shall be entitled to recover the amount from the Hotel.

In witnesses whereas the Hotel/ Contractor has caused these present a duplicate here of to be executed by the hand of \_\_\_\_\_ as the authorized official on behalf of the Hotel/

Contractor and the Bank has caused the same and the said duplicate to be executed by the hand of \_\_\_\_\_ an authorized official on behalf of the Bank on the day, month and year referred to herein above and written as hereinafter appearing.

SIGNED AND DELIVERED by the  
Within named the Hotel/ Contractor by hand of

SIGNED AND DELIVERED by the  
Within named The Bank by hand of  
Its authorized official

Reserve Bank of India  
Belapur, Navi Mumbai

In the presence of  
Witnesses:

**SCHEDULE - A**

- 1) Room Type – Deluxe double-bedded room with standard amenities like central air-conditioning, attached bathrooms / toilets, hot & cold water facility, channel music, direct dial phone, colour television, refrigerator, guest chairs, geyser etc.
- 2) Room tariff – ₹ \_\_\_\_\_/-plus applicable GST per room per night basis.
- 3) Tax structure – As applicable (to be borne by The Bank)
- 4) Room stay on Double occupancy
- 5) Check-in and check-out time is 12:00 Noon and will be accounted as one night stay for the purpose of billing. A special privilege of 2 hours relaxation during check-in/out time.
- 6) Welcome drink on arrival (Soft drinks/ Fruit Juice).
- 7) Complimentary extra bed/ Mattress for additional 3<sup>rd</sup> and 4<sup>th</sup> persons staying in the same room.
- 8) Complimentary buffet breakfast at the Hotel/ Contractor's Restaurant for 3 persons. Breakfast for the fourth person, staying in the same room, will be charged @ Rs. \_\_\_\_\_ (Rs. \_\_\_\_\_ only).
- 9) Tea / coffee maker along with adequate number of tea / coffee / milk / sweetener sachets in the room with replenishment every day.
- 10) Free Internet service (Wi-Fi) in the room.
- 11) Complimentary packaged drinking water (viz. Kinley / Bailey / Bisleri), one (1) litre each, for all the four persons staying in the same room per day.
- 12) Complimentary Fruit Basket for every room. The fruit basket will be proportionately increased in size, as per the number for persons staying in the same room.