

भारतीय रिज़र्व बैंक, स्टेशन रोड, पान बाजार, गुवाहाटी में एनेक्स भवन सहित मुख्य कार्यालय भवन, भारतीय रिज़र्व बैंक ऑफिसर्स कॉलोनी, क्रिश्चियन बस्ती, जी.एस. रोड, गुवाहाटी में आवासीय क्वार्टर और आरबीआई स्टाफ क्वार्टर, झु नारंगी रोड, गुवाहाटी में हाउसकीपिंग और सफाई सेवाएं प्रदान करने के लिए अनुरक्षण संविदा।

भारतीय रिज़र्व बैंक, गुवाहाटी स्टेशन रोड, पान बाजार, गुवाहाटी में अपने मुख्य कार्यालय भवन (एनेक्स भवन सहित), भारतीय रिज़र्व बैंक ऑफिसर्स कॉलोनी, क्रिश्चियन बस्ती, जी.एस. रोड, गुवाहाटी में आवासीय क्वार्टर और आरबीआई स्टाफ क्वार्टर, झु नारंगी रोड, गुवाहाटी में बॉशरूम, शौचालयों और संबंधित क्षेत्रों/स्थान (वाषक अनुरक्षण संविदा के तहत) की स्वच्छता/स्वच्छता के रखरखाव के लिए सफाई सेवाएं प्रदान करने के लिए 01 जुलाई, 2022 से 31 मार्च, 2023 तक की अवधि के लिए पूर्व-योग्यता मानदंडों को पूरा करने वाली पात्र फर्मों / ठेकेदारों से ई-निविदा आमंत्रित करता है।

2022-2023 के लिए कार्य की अनुमानित लागत (12 महीने के लिए जीएसटी छोड़कर)	2022-2023 के लिए बयाना राशि (अनुमानित लागत का 2%)
₹ 1,28,93,484/- (एक करोड़ अठाईस लाख तिरानबे हज़ार चार सौ चौरासी रुपये मात्र)	₹ 2,57,870/- (दो लाख सतावन हज़ार आठ सौ सत्तर रुपये मात्र)

ई-टेंडर जमा करने की अंतिम तिथि 26 मई, 2022 को 15:00 बजे तक है। अधिक जानकारी के लिए, कृपया आरबीआई की वेबसाइट <https://www.rbi.org.in> पर "निविदा" अनुभाग पर जाएं और निविदा अपलोड करने के लिए कृपया <https://www.mstcecommerce.com> पर एमएसटीसी वेबसाइट पर जाएं और पंजीकरण करें। कृपया यह भी ध्यान दें कि आगे परिशिष्ट / शुद्धिपत्र केवल आरबीआई की वेबसाइट पर प्रकाशित किया जाएगा।

स्थान: गुवाहाटी

दिनांक: मई 06, 2022

क्षेत्रीय निदेशक
भारतीय रिज़र्व बैंक
गुवाहाटी

Maintenance Contract for providing Housekeeping and Cleaning Services at Reserve Bank of India, Main Office Building including Annex Building at Station Road, Pan Bazar, Guwahati; Residential Quarters at RBI Officers' Colony, Christian Basti, G.S. Road, Guwahati and RBI Staff Quarters at Zoo Narengi Road, Guwahati

Reserve Bank of India, Guwahati invites e-tender for providing Cleaning Services for maintenance of cleanliness/ hygiene of washrooms, toilets and related areas/ space (Under Annual Maintenance Contract) at its Main Office Building (including Annex Building) at Station Road, Pan Bazar, Guwahati; Residential Quarters at RBI Officers Colony, Christian Basti, G.S.Road, Guwahati and RBI Staff Quarters at Zoo Narengi Road, Guwahati from eligible Firms/ Contractors fulfilling the pre-qualification criteria, for the period from **July 01, 2022 to March 31, 2023**.

Estimated cost of the work for 2022-2023 (exc. GST for 12 months)	Earnest Money Deposit for 2022-2023 (2% of Estimated Cost)
₹ 1,28,93,484/- (Rupees One Crore and TwentyEight Lakh Ninety Three Thousand Four Hundred and Eighty Four only)	₹ 2,57,870/- (Rupees Two Lakh Fifty Seven Thousand Eight Hundred and Seventy only)

The last date for submission of e-tender is **May 26, 2022 up to 15:00 hrs**. For further details, please visit "Tender" Section at RBI's website <https://www.rbi.org.in> and for uploading the tender please visit and register on MSTC website at <https://www.mstcecommerce.com>. Please also note that further Addendum / Corrigendum will only be published on RBI website.

Place: Guwahati

Date: May 06, 2022

**Regional Director
Reserve Bank of India
Guwahati**

DISCLAIMER

Reserve Bank of India, Guwahati, has prepared this document to give background information on the work 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 any of their respective officers, employees 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 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 any of their respective officers, employees. Reserve Bank of India reserves the right not to proceed with the work or to change the configuration of the work, 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.

अनुरक्षण संविदा (01 जुलाई, 2022 से 31 मार्च, 2023 तक की अवधि के लिए) : भारतीय रिज़र्व बैंक, स्टेशन रोड, पान बाजार, गुवाहाटी में एनेक्स भवन सहित मुख्य कार्यालय भवन, भारतीय रिज़र्व बैंक ऑफिसर्स कॉलोनी, क्रिश्चियन बस्ती, जी.एस. रोड, गुवाहाटी में आवासीय क्वार्टर और आरबीआई स्टाफ क्वार्टर, झु नारंगी रोड, गुवाहाटी में हाउसकीपिंग और सफाई सेवाएं प्रदान करने के लिए।

निविदा भाग - एक

निविदाकर्ता का नाम - _____

निविदाकर्ता का पता - _____

जमा करने की अंतिम तिथि - _____

**Maintenance Contract (For the period June 01, 2022 to March 31, 2023):
Housekeeping and Cleaning Services at Reserve Bank of India, Main Office
Building including Annex Building at Station Road, Pan Bazar, Guwahati;
Residential Quarters at RBI Officers Colony, Christian Basti, G.S. Road,
Guwahati and RBI Staff Quarters at Zoo Narengi Road, Guwahati**

निविदा भाग - एक

Name of the Tenderer - _____

Address of the Tenderer - _____

Last date of Submission - _____

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निविदा आमंत्रण सूचना

(केवल ई-खरीद के माध्यम से)

निविदा की अनुसूची(एसओटी)

	विभाग का नाम	भारतीय रिज़र्व बैंक
	ई-निविदा संख्या	आरबीआई/गुवाहाटी/एचआरएमडी/4/22-23/ET/54
1	कार्यों का विवरण	<p>यहां स्थित बैंक की संपत्तियों के वाशरूम, शौचालय और संबंधित क्षेत्रों/स्थान आदि में सफाई सेवाएं प्रदान करने और सफाई/स्वच्छता के रखरखाव के लिए वार्षिक रखरखाव अनुबंध:-</p> <p>i) भारतीय रिज़र्व बैंक, स्टेशन रोड, पान बाजार, गुवाहाटी (एनेक्स बिल्डिंग सहित मुख्य कार्यालय भवन);</p> <p>ii) आरबीआई ऑफिसर्स कॉलोनी, क्रिश्चियन बस्ती, जी.एस.रोड, गुवाहाटी में आवासीय क्वार्टर</p> <p>iii) आरबीआई स्टाफ कॉलोनी, झु नारंगी रोड, गुवाहाटी में आवासीय क्वार्टर</p>
	निविदा का तरीका	ई-प्रोक्योरमेंट सिस्टम (ऑनलाइन भाग I - तकनीकी-वाणिज्यिक बोली और भाग II - मूल्य बोली) https://www.mstcecommerce.com के माध्यम से
2	अनुमानित लागत	₹ 1,28,93,484/- (जीएसटी को छोड़कर) 09 महीने की अवधि के लिए
3	बयाना राशि	₹ 2,57,870/- (अनुमानित लागत का 2%) [एनईएफटी के माध्यम से भारतीय रिज़र्व बैंक, गुवाहाटी के खाते में खाता संख्या - 8692299, आईएफएससी - आरबीआईएस0जीडब्ल्यूपीए01 में आपके नाम / कंपनी का

Tender document for providing Cleaning Services of Washrooms/Toilets at RBI, Guwahati (Main Office Building, Annex Building; RBI Residential Colony at G.S.Road, Christian Basti, Guwahati and Zoo narengi Road, Guwahati

		नाम / एनईएफटी लेनदेन टिप्पणियों में निविदा के नाम का उल्लेख करते हुए जमा किया जाना है]
4	उद्धृत दरों की वैधता	प्रारंभ में एक (01) वर्ष के लिए (एक बार में एक वर्ष की अवधि के लिए आपसी सहमति और शर्तों पर नवीनीकृत और विस्तारित किया जाना है लेकिन तीन साल से अधिक नहीं)।
5	निष्पादन गारंटी	₹ 6,44,674/- (अनुमानित लागत का 5%)
6	पार्टियों के लिए एनआईटी की अंतिम तिथि डाउनलोड करने के लिए	26 मई 2022 15:00 बजे
7	लेनदेन शुल्क	MSTC को जमा किया जाने वाला शुल्क https://www.mstcecommerce.com
8	ऑनलाइन प्री बिड मीटिंग का शेड्यूल	16 मई 2022 को 14:00 बजे (ऑनलाइन)
9	एमएसटीसी वेबसाइट पर ऑनलाइन जमा करने के लिए ई-निविदा शुरू होने की तिथि	06 मई 2022 11:00 बजे
10	आरबीआई, गुवाहाटी को ईएमडी जमा करने की अंतिम तिथि	26 मई 2022 15:00 बजे
11	तकनीकी-वाणिज्यिक बोली और मूल्य बोली जमा करने के लिए ऑनलाइन ई-निविदा को बंद करने की तिथि	26 मई 2022 15:00 बजे
12	भाग I अर्थात् तकनीकी-वाणिज्यिक बोली खोलने की तिथि और समय	27 मई 2022 11:30 बजे
13	भाग II अर्थात् मूल्य बोली के खुलने की तिथि और समय	नियत समय में सूचित किया जाएगा

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

	Name of Department	Reserve Bank of India
	E-Tender No.	RBI/Guwahati/HRMD/4/22-23/ET/54
1	Description of Works	Annual Maintenance Contract for providing Cleaning Services and Maintenance of Cleanliness/hygiene at Washrooms, Toilets and related areas/space, etc. of Bank's properties located at:- i) Reserve Bank of India, Main Office Building including Annex Building Station Road, Pan Bazar Guwahati; ii) Residential Quarters at RBI Officers Colony, Christian Basti, G.S.Road, Guwahati iii) Residential Quarters at RBI Staff Colony, Zoo Narengi Road, Guwahati
	Mode of Tender	e-Procurement System (Online Part I - Techno-Commercial Bid and Part II - Price Bid) through https://www.mstcecommerce.com
2	Estimated Cost	₹ 1,28,93,484/- (Excluding GST) for a period of 12 Months
3	Earnest Money Deposit	₹ 2,57,870/- (2% of Estimated Cost) [To be deposited through NEFT in favour of Reserve Bank of India, Guwahati in the A/c No. - 8692299, IFSC – RBIS0GWPA01 mentioning your Name/ Company Name/ Name of tender in NEFT transaction remarks]
4	Validity of Quoted Rates	Initially for One (01) year (to be renewed and extended on mutual terms and conditions for a period of one year at a time but not beyond three years).
5	Performance Guarantee	₹ 6,44,674/- (5% of Estimated Cost)
6	Last Date of NIT available to parties for Download	May 26, 2022 at 15:00 hrs

Tender document for providing Cleaning Services of Washrooms/Toilets at RBI, Guwahati (Main Office Building, Annex Building; RBI Residential Colony at G.S.Road, Christian Basti, Guwahati and Zoo narengi Road, Guwahati

7	Transaction Fees	Fees will be submitted to MSTC https://www.mstcecommerce.com
8	Schedule of online Pre bid meeting	May 16, 2022 at 14:00 hours (online)
9	Date of Starting of e-Tender for Online submission on MSTC website	May 06, 2022 at 11:00 hrs.
10	Last Date of Submission of EMD to RBI, Guwahati	May 26, 2022 at 15:00 hrs
11	Date of Closing of Online E-tender for submission of Techno-Commercial Bid & Price Bid	May 26, 2022 at 15:00 hrs.
12	Date and Time of Opening of Part I i.e. Techno-Commercial Bid	May 27, 2022 at 11:30 hrs.
13	Date & Time of Opening of Part II i.e., Price Bid	Will be communicated in due course.

Forwarding Letter

Date:

To

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

Dear Sir,

Annual Contract for providing Cleaning Services of Wash Rooms/ Toilets and related areas/space of Reserve Bank of India, Main Office Building including Annex Building, Station Road, Pan Bazar, Guwahati; Residential Quarters at RBI Officers' Colony, Christian Basti, G.S.Road, Guwahati and RBI Staff Quarters at Zoo Narengi Road, Guwahati

The Reserve Bank of India, hereby, invites you to tender for the above work.

2. The tender forms can be downloaded from <http://www.rbi.org.in> and <https://www.mstcecommerce.com>. Your tender, duly filled-in and e-signed should be submitted by e-tendering only through <https://www.mstcecommerce.com> not later than 15:00 hrs on May 26, 2022.

3. In order to explain the scope of work, other details and to clarify any issues/ queries raised by the bidders, a Pre-bid meeting shall be arranged on May 16, 2022 at 14:00 Hours in the MSTC portal (online).

The bidders are advised to peruse the tender and visit the site(s) and submit any matter requiring clarification to the Bank latest by 11:00 hrs. on May 26, 2022. All the bidders are advised to attend the Pre- bid meeting in their own interest. The Bank discourages the stipulation of any additional conditions by the tenderer. However, in case the tenderer wishes to include any condition while tendering for the work, he will have to submit the same along with Part-I of tender separately. Earnest Money Deposit shall be deposited through NEFT in favour of Reserve Bank of India as per the instructions mentioned in the Tender Notice. Date of opening of Part-II will be intimated on a later date.

On the scheduled date of opening of the tenders, presence of tenderers or their authorized representatives is optional. The clarifications/conditions etc., if any, will be examined and after discussions with all the tenderers, the conditions that are acceptable to the Bank will be intimated to the tenderer. The tenderer shall withdraw all his conditions, which are not acceptable to the Bank and, if advised by the Bank, can in lieu quote a percentage above or below or at par with their tendered amounts

Tender document for providing Cleaning Services of Washrooms/Toilets at RBI, Guwahati (Main Office Building, Annex Building; RBI Residential Colony at G.S.Road, Christian Basti, Guwahati and Zoo narengi Road, Guwahati

already submitted. The quoting of such a percentage above or below or at par with their tendered amount shall have a definite bearing on the condition/s the tenderers have to withdraw or additional benefit liable to be received as per conditions accepted by the Bank.

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

5. Bank reserves the right to accept or reject any or all the tenders, either in whole or in part, without assigning any reasons for doing so.

Yours faithfully,

Regional Director,
Reserve Bank of India
Guwahati

IMPORTANT INSTRUCTIONS FOR E-PROCUREMENT

Bidders 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 will be done over the internet. The vendor should possess Class III signing type digital certificate. Vendors are to make their own arrangement for bidding from a P.C. connected with Internet. MSTC is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).

SPECIAL NOTE:

THE TECHNICAL BID HAS TO BE SUBMITTED ON-LINE at 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 → 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 RBI/MSTC, before the scheduled time of e-Tender.

Contact person (Reserve Bank of India, Guwahati):

i) Smt. Shruti Gautam,
Assistant General Manager
Reserve Bank of India, Guwahati
E-mail ID: shrutigautam@rbi.org.in,
Phone no: 8882160054

ii) Shri Ravindra Mahto
Assistant Manager,
Reserve Bank of India, Guwahati
E-mail ID: ravindramahto@rbi.org.in
Phone no: 8581832812

Tender document for providing Cleaning Services of Washrooms/Toilets at RBI, Guwahati (Main Office Building, Annex Building; RBI Residential Colony at G.S.Road, Christian Basti, Guwahati and Zoo narengi Road, Guwahati

Contact person (MSTC Ltd): MSTC Technical Help Desk-0361-2221199

1.	Prashant Chitranjan	pchitranjan@mstcindia.co.in	0361-2221199	--
2.	Subhajit Ray	sray@mstcindia.co.in		7501524754

B) System Requirement:

- 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. 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.

Tender document for providing Cleaning Services of Washrooms/Toilets at RBI, Guwahati (Main Office Building, Annex Building; RBI Residential Colony at G.S.Road, Christian Basti, Guwahati and Zoo narengi Road, Guwahati

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.

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 Notice Inviting Tender.

7. Bidding in e-Tender:

a) Vendor(s) need to submit necessary EMD, Tender fees (if any) and Transaction fees (If any) to be eligible to bid online in the e-Tender. Tender fees and Transaction fees are non-refundable. No interest will be paid on EMD. EMD of the unsuccessful vendor(s) will be refunded by the tender inviting authority.

b) The process involves Electronic Bidding for submission of Technical and Commercial Bid.

Tender document for providing Cleaning Services of Washrooms/Toilets at RBI, Guwahati (Main Office Building, Annex Building; RBI Residential Colony at G.S.Road, Christian Basti, Guwahati and Zoo narengi Road, Guwahati

- c) The vendor(s) who have submitted transaction fee can only submit their Technical Bid and Commercial Bid through internet in MSTC website www.mstcecommerce.com → e- procurement → PSU/Govt depts → Login under RBI → My menu → Auction Floor Manager → live event → Selection of the live event.
- d) The vendor should allow running JAVA application. This exercise has to be done immediately after opening of Bid floor. Then they have to fill up Common terms/Commercial specification and save the same. After that click on the Technical bid. If this application is not run, then the vendor will not be able to save/submit his Technical bid.
- e) After filling the Technical Bid, vendor should click 'save' for recording their Technical bid. Once the same is done, the Commercial Bid link becomes active and the same has to filled up and then vendor should click on "save" to record their Commercial bid. Then once both the bids have been saved, the vendor can click on the "Final submission" button to register their bid.
- f) Vendors are instructed to use Attach Doc button to upload documents. Multiple documents can be uploaded.
- g) In all cases, vendor should use their own ID and Password along with Digital Signature at the time of submission of their bid.
- h) During the entire e-Tender process, the vendors will remain completely anonymous to one another and also to everybody else.
- i) The e-Tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above. 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.
- 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) 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.
- 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 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 has the right to cancel this e-Tender or extend the due date of receipt of bid(s) without assigning any reason thereof.
- o) Vendors are requested to read the vendor guide and see the video in the page <https://www.mstcecommerce.com/eprochome> to familiarize them with the system before bidding.
- p) No deviation to the technical and commercial terms & conditions are allowed.
- q) Submission of bid in the e-tender floor by any vendor confirms his acceptance of terms & conditions for the tender. Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.

Place:

Date :

Signature and Seal of Tenderer

Address:

Pre-Qualification Criteria

Criteria	Requirement
1. Duration of Past experience	<p>a) Should have a minimum 3 years of experience as on March 31, 2021. Applicant 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 Start and Finish of the work, Reasons of delay, if any, etc. The Applicant should submit documentary evidence in support of minimum experience of 3 years.</p> <p>b) The vendor should be providing services in any of the following segments (i) Four Star Hotels or above, (ii) International/ Domestic Airports, (iii) Shopping Malls, (iv) Reputed/ Public/ Private Sector banks/ enterprises. Should produce the copies of work orders from clients mentioned above.</p>
2. Yearly Turnover	The vendor should have had an average annual turnover of 100% of the Estimated Cost or more during the last three financial year ending as on March 31, 2021. A Chartered Accountant (CA) certificate, 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 as regards the turnover will be rejected.
3. Service Set up	Certificate in support of having a full-fledged service set up in Guwahati should be uploaded. (To be uploaded in e-tendering portal)
4. Composition of the firm	Full particulars (whether vendor is an individual, or a partnership firm, or a company etc.) of the composition of vendor in detail should be uploaded along with name(s) and address (es) of the partners, copy of the Articles of Association / Power of Attorney / any other relevant document.
5. Creditworthiness of the Contractor	Copies of the Income Tax Clearance Certificates / Income Tax Assessment Orders along with the latest final accounts of the business of the vendor duly certified by a Chartered Accountant should be uploaded in proof of their creditworthiness and turnover for last three years (To be uploaded in the e-tendering portal)
6. Name and Address of the	Written information about the names and addresses of their bankers along with full details, like names, postal addresses, e-mail IDs,

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Banker and their present contact executive	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 the Bank in case it is so needed) should be uploaded .
7. Details of Bank Accounts	Full particulars of their bank accounts, like account No., type, date of opening, etc., should be given.
8. Name and Address of the Clients and their present contact executive	Written information about the names and addresses of their clients like e-mail IDs, telephone numbers, fax numbers, etc., should be submitted.
9. Details of Works	The Client wise names of the work executed, awarded, actual cost of executed works, names, addresses and of contact details of officers/ authorities/ departments under whom the works executed should be furnished.
10. Documents to be uploaded in the portal	<ul style="list-style-type: none"> a) Audited annual financial statements (for F.Y. 2018-19, F.Y. 2019-20 and F.Y. 2020-21). b) Income Tax Returns of last three financial years i.e., F.Y. 2018-19, F.Y. 2019-20 and F.Y. 2020-21. c) List of Clients. d) Bankers certificate in the prescribed format (Annex I). e) Client Feedback from top three existing clients (Annex II) f) Certificate of Incorporation. g) Copy of the PAN, TIN and GST Registration wherever applicable. h) Copies of Registration Certificates of the Company/ firm/ agency issued by the relevant authority. i) Copies of E.P.F Registration Certificate and E.S.I registration certificates. j) Signed copy of the declaration in the prescribed format (Annex-III) k) Any other document/s required to be submitted, as mentioned above or as demanded by the Bank.

TERMS AND CONDITIONS

Terms and condition for providing Cleaning Services of Wash Rooms /Toilets and related areas/space of Main Office Building including Annex Building, Station Road, Pan Bazar, Guwahati; Residential Buildings at RBI Officers' Colony, G.S.Road, Christian Basti, Guwahati and RBI Staff Quarters at Zoo Narengi Road, Guwahati

I. PERIOD OF CONTRACT

The contract would initially be valid till March 31, 2023 unless earlier terminated in accordance with the termination clause. The contract may be renewed and extended on mutual terms and conditions for a period of one year at a time but not more than twice.

II. WORKING HOURS

- a. The vendor is required to deploy their staff on all six working days of the week except Sunday and Holiday at the Bank's MOP and on all days except Monday at Bank's residential quarter at G.S. Road. Special Cleaning drives will be undertaken on Saturdays (Excluding 2nd and 4th Saturdays) of other areas of the Bank in consultation with Caretaker. Bank reserves the right to seek deployment of vendor's staff on select holidays also, in case the need arises, with prior intimation.
- b. The working Hours of the Staff deployed are required to be staggered in shifts between 07:30 am and 5.15 pm in consultation with Bank's Care Taker & Security Managers and the vendor has to ensure that sufficient number of staff are present at all times. Further, the vendor shall deploy his persons in such a way that they get weekly rest.
- c. The supervisor will also do a continuous hourly check of the work being done by the vendor's staff. **He / She should check the washrooms at regular hourly intervals and maintain a log book of the same.** The Log book will be put up daily to the Bank's Caretaker and Security Manager the next day and will be scrutinised and verified by them.

III. GENERAL TERMS & CONDITIONS

1. The vendor has to deploy a minimum of 50 persons [Forty seven (47) workers/ cleaning staff and Three (03) Supervisors] every day. Few female cleaning staff may be engaged for cleaning female washrooms. The number of cleaning staff may undergo change during the currency of the contract, as per requirement. The vendor shall increase or reduce the number of staff as directed by the Bank.

2. The agency shall deploy his personnel only after obtaining the Bank's approval duly submitting details of these personnel. The vendor will refrain from making frequent changes in deployment of staff. However, in case of need, before changing staff, the Vendor shall give prior information and seek permission of the Bank to do so.
3. The vendor should ensure that the staff deployed are medically fit and free from contagious diseases.
4. It is the responsibility of the vendor to ensure that the minimum required strength (as mentioned in para 1) of staff is deployed on all days except on the weekly off and Holiday and whenever specifically instructed to do on holidays.
5. The vendor shall engage men/women **aged between 21-40 years**, physically fit and duly trained for the job, capable enough to perform their duties to the satisfaction of the Bank. Supervisor should not be over 45 years of age.
6. The vendor shall ensure that the entire workforce deployed exhibit good etiquette, are properly groomed, have good communication skills, courtesy, and maintain adequate personal hygiene and discipline.
7. In case any of vendor's personnel(s) deployed under the contract is (are) absent, a **substitute arrangement of similar standard shall be provided by the vendor immediately**. In case non-provisioning of the substitute, the Bank reserves the right to impose a penalty equal to double the amount of daily wages of the absent personnel and the same shall be deducted from the vendor's bills.
8. In case it is observed that the vendor's personnel is/ are repeatedly late in reporting for work or leave the premises without completing their work and before scheduled timings, Bank reserves the right to impose a monetary penalty upto the amount equal to the admissible daily wage.
9. **Penalty** - In case any complaint is received regarding misconduct/misbehaviour of vendor's personnel, or of poor quality of work, a penalty of ₹ 2000/- for each such incident shall be levied and the same shall be deducted from vendor's pending/subsequent bill. Further, it shall be obligatory upon the vendor to remove the said personnel from the site immediately after being notified by the Bank.

10. Every employee so engaged by the vendor shall wear neat and tidy uniform having firm's name and logo, shoes/sandals and a badge bearing his/her name, while on duty. These are to be provided by the vendor at its own cost.
11. The Bank has the right to ask for the removal of any person of the vendor, who is not found to be competent and orderly in the discharge of his duty.
12. The vendor should have a service set up at Guwahati.
13. The vendor shall not engage any sub-vendor or transfer the contract to any other person in any manner.
14. The vendor shall obtain **Police Verification Report** on character and antecedents of its personnel and other details relating to age, educational qualifications, name and permanent address, contact numbers to be provided under this contract along with their passport size photographs before engaging them for duty in Bank's Main Office Building including Annex Building and its Residential Colony. A certificate to the effect that Police Verification of all employees deployed in the services of the Bank has been done and are available with the firm, needs to be submitted within one month of start of the contract to the Bank. Bank can verify these at any point of time during the contract duration. **This is a mandatory condition of the tender.**
15. Vendor should ensure that **all persons deployed are insured** as per the extant Government guidelines, for which no extra payment will be made by the Bank. A certificate to this effect along with supportive documents shall be submitted to the Bank by the vendor. The Bank will not be liable for any damages/injuries to persons as a part of execution of this contract. All liabilities arising out of accident or death while on duty shall be borne by the vendor.
16. The vendor and its staff shall take proper and reasonable precautions to preserve from loss, destruction, waste or misuse the areas of duty or any other area within the Bank / Residential premises given to them by the Bank and shall not knowingly lend to any person or company any of the effects of the Bank under its area of responsibility.
17. The vendor shall be responsible to maintain all property and equipment of the RBI provided to it. Any damage or loss caused by vendor's personnel to the Bank in whatever shape would be recovered from the vendor.

18. In the event of any loss occasioned to the Bank, as a result of any lapse on the part of the vendor, the said loss shall be claimed from the vendor up to the value of the loss. The decision of the RBI, Guwahati will be final and binding on the vendor.

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

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

21. The Bank shall not be under any obligation for providing employment to any of the worker of the vendor after the expiry of the contract. The Bank does not recognize any employee employer relationship with any of the workers of the vendor. If the vendor provides employment to any ward of the employee of the RBI, the same must be immediately reported to the Bank and without the permission of the Bank the concerned person shall not be, in any case, deployed at any of the work area as stipulated in the contract. If any violation of the clause comes to the notice of the Bank, the same shall be viewed seriously and appropriate action may taken against the vendor.

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

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

24. The Vendor will maintain a register in which day to day deployment of personnel will be maintained. While raising the bill, the deployment particulars of the personnel engaged during each month, shift wise, if any, duly countersigned by Care Taker and Security Manager should be shown.

25. The Bank will not provide accommodation to the vendor neither in the Bank's premises nor elsewhere.

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

27. **Payment of Minimum Wages:** The vendor shall ensure payment of Minimum Wages to the workmen employed by it through their Bank Account only and shall maintain a register of wages paid and shall issue a wage slip to every workman employed by it and obtain their signature or thumb impression on the wage slips. In addition, it has to provide essential amenities like drinking water, first aid facility etc. to its employees as per Contract Labour (Regulation and Abolition) Act, 1970. Also, it shall keep the Principal Employer *i.e.* Bank indemnified against all the actions that may be initiated against the Principal Employer by the Statutory Authorities for his failure to pay such wages and to provide the essential amenities.

28. **Escalation clause:** The rates shall also be firm and valid for a tenure of the contract from the issue of work order and shall not be subject to exchange variations, labour condition, material cost fluctuation, fluctuations in railway freights or any conditions whatsoever. In case, whenever there is increase in minimum wages notified by Government of India, the firm shall pay the wages in addition to the existing wages for the tenure of the contract. The increase in the contract amount during renewal of AMC shall be allowed as per the approved formula for price escalation based on indices. Minimum rates of wages (plus VDA) will be revised as per the Notification issued by the Chief Labour Commissioner (Central), Ministry of Labour & Employment from time to time *i.e.*, 1st April and 1st October every year. The upward revision of wages shall be taken into consideration by the Bank during the renewal of the said contract *i.e.*, after the completion of the said contract subject to satisfactory performance of the firm as per the terms of the contract.

29. The vendor shall obtain a license as contemplated under Contract Labour (Regulation and Abolition) Act, 1970 or any other law as applicable, failing which it alone would be responsible for actions/ proceedings ensuing thereto. The Bank shall not be held responsible for any act, commissions or omissions of the vendor and shall in no way be made liable to the labourers engaged by the Vendor.

30. The vendor shall indemnify and keep indemnified the Bank against all losses and claims, damages or compensation for breach of any provisions of the Payment of

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Wages Act, 1936, Minimum Wages Act, 1948, Contract Labour (Regulation and Abolition) Act, 1970 or any other labour law/statute in force in this regard. The vendor only shall be responsible for liabilities, if any, in this regard.

31. The Bank prefers that the Vendor should pay its deployed staff salary at-least by tenth of every month by means of NEFT/RTGS/ Cheque and for this purpose a bank account should be maintained by their staff.

32. The Vendor should submit a certificate every month along with the invoice of previous month stating that the salary to all his staff deployed in the Bank have been paid complying all Govt. Rules and Regulations and according to Minimum Wages Act, 1948. Without this certificate, the payment of the bill may be withheld and will not be processed.

33. The proof of remittance of statutory contribution of PF (Employer and Employee) and ESI to the appropriate vendor, for those workers deployed by the Vendor to execute the contract work in the Bank, must be provided by the selected Vendor to the Bank every month along with the claim bill, failing which the claim bill shall not be settled.

34. The payment to the vendor for the work done/service provided shall be made on monthly basis subject to the following:

- a. The work has been satisfactorily executed, as per the Terms & Conditions of the contract, for the month for which the vendor raises the bill.
- b. The disbursement of the wages to the workers has already been done by the vendor for the month for which the payment to the vendor is under consideration.
- c. Written records for having made these payments may be asked by the Bank at any time for its verification.

Note: Any subsequent increase in salary/minimum wages of workmen during period of the contract due to increase in minimum wages by Central Government will be considered by the Bank.

35. The Bank will deduct Income Tax at Source under Section 194-C of Income Tax Act, 1961 from the payment to be made to the vendor at the prevailing rates as income tax on the income comprised therein. Any other statutory deductions, if required shall also be made as applicable.

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

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

38. **Sexual Harassment:** The Vendor shall be solely responsible for full compliance with the provisions of "the Sexual Harassment of Women at Work Place (Prevention, Prohibition and Redressal) Act, 2013. In case of any complaint of sexual harassment against its employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Vendor and the Vendor shall ensure appropriate action under the said Act in respect to the complaint. Any complaint of sexual harassment from any aggrieved employee of the Vendor against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.

The Vendor shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.

39. The Vendor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the vendor, for instance any monetary relief to Bank's employee, if sexual misconduct by the employee of the vendor is proved.

40. The Vendor shall ensure that no employee of the vendor will enter or remain in the Bank's premises beyond the specified time limits unless absolutely necessary for fulfilling vendor's obligations and with permission of the Caretaker/Bank Security officials.

41. **Non-Disclosure Clause:** The Vendor shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure / systems/ equipment etc., which may come to the possession or knowledge of the Vendor during the course of discharging contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. The Agency 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 Vendor shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Bank. The Vendor 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 the Vendor and the Bank shall be entitled to claim damages and pursue legal remedies. The Vendor shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The Vendor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.

42. **Force Majeure:** Notwithstanding anything else contained in this document, neither party shall be liable for any delay in performing its obligations hereunder if such delay is caused by circumstances beyond its reasonable control (including without limitation any delay caused by the acts of Governments, acts of God, natural or social calamities, strikes, riots in any region, network failure, terrorist attack, war (declared and undeclared) provided however that any delay by the supplier of the Party so delaying shall not relieve that Party from liability for delay except where such delay is beyond the reasonable control of the supplier concerned.

43. **Notice for Termination of Contract**

In the event of any breach of any terms and conditions of the agreement (to be entered into between the Bank and the successful vendor) by the vendor, the Bank shall be entitled to terminate the agreement by giving a short notice in writing.

IV. ARBITRATION

(a) Any dispute and/or difference arising out of or relating to the contract (to be entered into between the Bank and the successful vendor) will be resolved through joint discussion of the authorised 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 Regional Director, Reserve Bank of India, Guwahati.

(b) The award of the sole Arbitrator shall be final and binding on all the parties. The arbitration proceeding's shall be governed by Indian Arbitration and Conciliation Act, 1996 as amended from time to time.

(c) 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 the arbitration and payment to the Vendor shall continue to be made in terms of the contract.

(d) The agreement (to be entered into between the Bank and the successful vendor) shall be subject to the jurisdiction of the **Hon'ble High Court of Gauhati at Assam.**

V. AWARD OF CONTRACT

(a) The Bank will award the contract to the successful evaluated bidder as per fulfilment of all the terms and conditions to this tender.

(b) The Bank will communicate the decision through a "Letter of Offer".

(c) The successful bidder will be required to execute a contract within a period of 14 days from the date of issue of Letter of Offer.

(d) The successful bidder shall be required to furnish a Performance Bank Guarantee within 14 days of receipt of "Letter of Offer" for an amount equivalent to 5% of Estimated Cost in favour of Regional Director, RBI, Guwahati.

(e) The Performance Bank Guarantee shall remain valid for a period of Sixty (60) days beyond the date of completion of all contractual obligations.

(f) In case the contract period is extended further, the validity of Performance Bank Guarantee shall also be extended by the successful bidder accordingly.

(g) The successful bidder shall mention, in the prescribed Proforma, the number of personnel including supervisor it proposes to deploy on day to day basis, for the smooth execution of the work.

(h) The successful bidder shall mention the list of cleaning equipment, major tools that he proposes to use and cleaning materials required in smooth execution of work.



मानव संसाधन प्रबंध विभाग, गुवाहाटी
Human Resource Management Department, Guwahati

I/We have read the General Information, Scope of Work, Terms & Conditions explicitly mentioned above and accept the same to execute the contract, if awarded.

SIGNATURE & SEAL OF THE APPLICANT

(Please sign at the bottom of all pages)

PART I – TECHNICAL BID

From,

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

To

Regional Director
Reserve Bank of India
Station Road, Pan Bazar
Guwahati – 781 001

Sl. No.	Particulars	Details to be filled in by the Tenderer
1	Name of the Organisation	
2	(a) Type of organisation – (whether Proprietorship / Partnership / LLP / Pvt. Ltd./ Ltd. Company) (b) Date of Establishment (c) Details of Registration (Firm, Company etc.), Registering Authority, Date, Number etc. (not applicable in the case of a sole proprietorship). Please enclose relevant documents in support of the same	
3	Name of the Proprietor/ Partners/ Directors of the Organisation with Designation	
4	Regd. Office/ Business Address of the organisation along with Telephone No., Mobile No., Fax No. and e-mail. (a) Whether having own office in Guwahati (b) Address of the local office at Guwahati. (c) Name of the authorised official and his/ her telephone number. Please enclose relevant documents in support of the same.	

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5	Work Experience – Details of work experience as per the requirement in the 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 or the Reserve Bank of India at any center or Government/ semi – Government/ Public Sector undertakings/ Banks/ MNCs should also be given.	
6	Whether average annual business turnover of last three financial years is 100% of the Estimated Cost. Supporting documents should be enclosed in proof of turnover (CA certificate)	
7	Income Tax Returns of last three Financial years – F.Y. 2018 – 19, F.Y. 2019 – 20 and F.Y. 2020 – 21 (Self-Attested Copy to be submitted)	
8	Whether registered with Labour Department under the Contract Labour (R & A) Act, 1970 and Contract Labour (Regulation and Abolition) Central Rules, 1971. If yes, indicate the date of registration. (A copy of Certificate/ Registration to be submitted).	
9	Name and Address of the Banker. The Bankers' Certificate regarding financial standing of the tenderer is to be given by the banker on its letter head and uploaded on the portal as per format attached with this tender document. (Annex – I)	
10	Name and Address of the existing clients along with full details. The feedback from top three existing clients is required to be uploaded in the MSTC portal in the prescribed format. (Annex II)	
11	The Bank Account (IFS Code and Account Number) where payments would be received by the organisation.	

Copies of Documents required to be uploaded on the MSTC portal for Technical Bid:

- Audited annual financial statements (for F.Y. 18-19, F.Y. 2019-20 and F.Y. 2020-21).

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- b) Income Tax Returns of last three financial years i.e., F.Y. 18-19, F.Y. 2019-20 and F.Y. 2020-21.
- c) List of Clients.
- d) Bankers' certificate in the prescribed format ([Annex I](#)).
- e) Client Feedback from top three existing clients ([Annex II](#))
- f) Certificate of Incorporation.
- g) Copy of the PAN, TIN and GST Registration wherever applicable.
- h) Copies of Registration Certificates of the Company/ firm/ agency issued by the relevant authority.
- i) Copies of E.P.F Registration Certificate and E.S.I registration certificates.
- j) Signed copy of the declaration in the prescribed format ([Annex-III](#))
- k) Any other document/s required to be submitted, as mentioned above or as demanded by the Bank.

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

Technical Evaluation Matrix

The following technical evaluation criterion will be considered to evaluate the technical competence of the Tenderer. Tenderers will be required to furnish documentary evidence in support of their claims on the following parameters:

S. No	Description of Evaluation Criterion	Marks	Remarks
1.	Pan India Presence: The Tenderer will be allotted 01 mark each for having presence in different states, limited to maximum of 10 states	10	
2.	International Presence: The Tenderer will be allotted 01 mark each for submitting valid proof of International operations, however, limited to maximum of 10 Countries	10	
3.	Experience: Tenderer will be awarded 01 mark each for providing satisfactory Housekeeping services in RBI Offices limited to maximum 10. Agencies Blacklisted in other RBI offices will be disqualified.	10	
4.	Experience: The Tenderer will be awarded 01 mark each for submitting valid proof of relevant past experience in (i) Four Star Hotels or above, (ii) International/ Domestic Airports, (iii) Shopping Malls, (iv) Central Govt./ PSUs/Banks where minimum no. of vendor's staff provided were 50.	10	
5.	Tenderer will be awarded 01 mark each for having provided satisfactory housekeeping services in large residential colonies (more than 250 units per colony) Pan India. Residents Welfare Association (RWA) letter of colony certifying satisfactory services to be submitted. Limited to maximum 10	10	
	Total Marks	50	

The technical bid and the price bid will be weighed in a 50:50 ratio.

The bid will be awarded to the Tenderer who is having higher overall score.

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INSTRUCTIONS TO TENDERERS

1. Pre- Bid Meeting

- a) Tenderers requiring any clarification of this document shall contact the Bank in writing at the email address mentioned in this document or raise enquiries during the pre-Bid meeting.
- b) The tenderers' designated representatives are invited to attend a Pre-Bid meeting on May 26, 2022 at 14:00 hrs online (on the MSTC portal). The purpose of the meeting will be to clarify issues and to answer questions that may be raised at that stage.
- c) The tenderers shall submit questions, if any, in writing, to reach the Bank's email address mentioned in this document, not later than one day before the date of the pre-Bid meeting.
- d) Non-attendance at the Pre-Bid meeting will not be a cause for disqualification of a tenderer.

2. Documents comprising the Tender

The Tender shall comprise the following:

- Notice Inviting e-tender
- Technical Bid Details
- Financial Bid Details
- Earnest Money Deposit through NEFT to following A/c:

A/c Number	8692299
IFS Code	RBIS0GWPA01

- Performance Bank Guarantee to be furnished after award of contract by the successful bidder.
- Contract Agreement.

3. Period of Validity of Tenders

- a) The tender validity period shall be Ninety (90) days from the date of opening of tender.

Tender document for providing Cleaning Services of Washrooms/Toilets at RBI, Guwahati (Main Office Building, Annex Building; RBI Residential Colony at G.S.Road, Christian Basti, Guwahati and Zoo narengi Road, Guwahati

b) In exceptional circumstances, prior to the expiry of the tender validity period, the Bank may request tenderers to extend the period of validity of their tender. The request and the responses shall be made in writing.

4. Submission of Tenders

a) Tenderers have to submit the tenders electronically and shall follow the electronic tender submission procedures specified in the Instructions regarding E-Tender.

b) The tenderers shall submit their Part II – Financial Bid in the online portal ONLY. The Financial bid in the tender document is for illustrative purpose only. The scanned copies of the necessary documents as indicated in the tender document shall be uploaded in the portal. E-Tender with all information shall be submitted on or before the prescribed time and date.

c) If desired / prescribed information is not submitted, the Bank 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) The Bank 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. Tenderers are advised to consider the tentative monthly consumption of the items and labour cost, while quoting the rates. However, the Bank will not give any commitment on the tentative average monthly consumption.

8. Tender Opening

The Bank shall open the tender electronically on the notified date. Part - I (Technical Bid) of the tender will be opened in the presence of those tenderers/their authorized representatives who choose to be present. Part-II (Financial Bid) of only those tenderers who qualify/are found suitable after scrutiny of Part-I (Technical Bid) by the Bank will be opened on a subsequent date which will be intimated to all the eligible tenderers in advance by Courier/E-mail/Telephone call. The decision of the Bank in this regard will be final.

9. Bid Evaluation Criteria

The Technical Bids shall be evaluated based on the available documents submitted by the bidder on the MSTC portal.

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(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)

10. Clarification of Tenders

- a) To assist in the examination, evaluation, comparison of the tenders and qualification of the tenderers, the Bank 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 the Bank shall not be considered. The Bank's request for clarification and the response shall be in writing. No change in the prices or substance of the tender shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the Bank in the evaluation of the tenders
- b) If a tenderer does not provide clarifications of its tender by the date and time set in the Bank's request for clarification, its tender shall be liable to be rejected.

11. Signing of Contract

The successful tenderer shall execute an agreement with the Bank on Non-Judicial stamp paper of value not less than ₹100/- within 14 days of award of work. The stamp duty shall be borne and paid by the successful tenderer. However, the issue of intimation of award of work by the Bank shall be considered as binding contract, as though such an agreement has been executed and all the terms and conditions shall apply on this contract.

12. Performance Bank Guarantee

- a) The successful tenderer shall furnish along with the contract, a Performance Bank Guarantee (PBG) of an amount equivalent to 5% of Estimated Cost in accordance with the Proforma given in [Annex-IV](#). The PBG shall be valid for a period of Sixty (60) days after the expiry of contract period. The EMD of such tenderer will be returned on receipt of PBG.
- b) Failure of the successful tenderer to submit the Performance Bank Guarantee of an amount equivalent to 5% of Estimated Cost or to sign the Contract shall constitute sufficient grounds for the annulment of the award, forfeiture of the EMD and blacklisting of such tenderer.
- c) The PBG shall be released without interest after two months of completion of the contract period only after being satisfied of the successful completion of the contract and no liabilities from the successful tenderer or its employees. In case of any

complaint or pending dues, the Performance Bank Guarantee will be treated as security deposit and shall be discharged only after adjusting all dues, liabilities, etc.

13. 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 this office 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) The Bank 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 the Bank nor their employees or advisors 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.

DETAILED SCOPE OF WORK.

A. Bank's Main Office Premises

1. Daily cleaning of BMOP including peripheral areas, annex building and security area.
2. Daily sweeping and wet mopping of all floor.
3. Sweeping and mopping of all staircases, lifts and lift lobbies in the premises.
4. Sweeping of frontal drive way, parking area and complete peripheral area of the Bank premises.
5. Cleaning of Wash Rooms/Toilets and related areas / space within the Reserve Bank of India, Main Office Building including Annex Building on all working days (Approximately 50 Nos. of Toilets to be cleaned at **hourly intervals**, from Monday to Saturday (Excluding 2nd and 4th Saturday) between 07:30 AM to 5.15 PM and any additional cleaning, if required.
6. Cleaning of toilet pots, seats/urinal pots, platform, sink, wash basins, tiles, taps, floor, racks, glass mirrors, hand driers, exhaust fans, etc.
7. Rigorous sweeping, washing, mopping and scrubbing the floors and wall dado, plumbing and sanitary fittings & fixtures, glazed ventilators inside the toilets;
8. Cleaning of walls and keeping ceilings free from cobwebs, dirt, stains, etc.
9. Cleaning of accessories provided in the wash rooms like buckets/mugs/soap cases, etc.
10. Cleaning of windows, window panes, grills, doors, ventilators, exhaust fans, ceiling, etc.
11. Removing the cobwebs, stains, dirt from wall, ceiling, pelmet and inaccessible spots.
12. To ensure that all the accessories/ equipment in the toilets in Main Office Building like Taps /Sinks /Geyser/Flush /Shower / other sanitary fittings, etc., are in working condition and if not, then report it to Caretaker designated by the Reserve Bank of India. Complaints regarding civil, electric, plumbing, etc., observed in the wash rooms/ toilets must be resolved by reporting to Caretaker/AMC persons/Estate Department.
13. Flushing system of all toilets are to be checked at regular intervals every day and in case of any complaint the matter to be reported to Care Taker and Estate Department.
14. Dusting/ cleaning of tables, chairs and desks in each department daily. All cubicles, aluminium panels, doors, grills, staircase railings, counters of Banking hall and other similar surfaces to be cleaned daily.
15. Dusting/cleaning of turnstiles, etc.

16. Cleaning of Conference rooms and Board Room, store rooms, Officers' lounge, dining room, staff canteen, kitchen, recreation club premises, dispensary, Gymnasium, etc.
17. Cleaning of areas around water dispensers/water purifiers installed at various locations in the Bank's premises.
18. The passages, veranda and staircases of the buildings shall be washed weekly with detergent or any other required cleaning material and mopped dry.
19. Any special cleaning on Republic Day, Independence Day and festivals to be carried out as per instruction of the Bank.
20. Continuous cleaning, maintenance of hygiene and mopping of floors and common areas of the Bank premises during office hours to ensure clean and dry look throughout the day.
21. Ensuring usage of rubber gloves and rubber boots by housekeepers while moping and washing floors.
22. Monthly cleaning/clearing of open drains and removal of sediments.
23. Periodically, undertake special cleaning drives in BMOP to clean Gymnasium, Executive Area, Staff Canteen, OLDR, RD's Office, VC room, Board Room, Vaults/CVPS/SBS, toilets, as required by the Bank.
24. Weekly once cleaning of toilets, washrooms and wash basins of Resident Security Officer's flat and Resident Engineer's flat in Bank's premises.
25. Quarterly deep cleaning of Resident Security Officer's flat and Resident Engineer's flat in Bank's premises- removal of cobwebs, cleaning of ceiling fans, light fittings, pelmets/curtain rods, windowpanes, plastic wiremesh, netlon, etc. Agency has to maintain record of the same, obtain signatures from the allottee and produce the same along with bill.

B. G S Road Colony

1. Daily sweeping/brooming of common areas.
2. Daily wet mopping of staircases all blocks.
3. Daily removal of garbage from all flats and re-supplying fresh garbage bags in all garbage bins.
4. Daily thrice cleaning of common washrooms.
5. Weekly once cleaning of toilets, washrooms and wash basins of all flats.
6. Weekly washing of parking lots, staircases and removal of cobwebs.
7. Weekly washing of all garbage bins.
8. Monthly cleaning of all open drains and water channels including removing of sediments.
9. Monthly removal of weeds from common areas and rooftops.
10. Monthly cleaning of all rooftops.

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Human Resource Management Department, Guwahati

11. Monthly cleaning/wet mopping of all flat surfaces including overhangs, wall benching, wall tops, doors, gates and other such peripherals installed in the colony.
12. Quarterly deep cleaning of all flats - removal of cobwebs, cleaning of ceiling fans, light fittings, pelmets/curtain rods, windowpanes, plastic wiremesh, netlon, etc. Agency has to maintain record of the same, obtain signatures from the allottee and produce the same along with bill.
13. Deep cleaning of all vacant flats/Single rooms and Sharing Accomodations before allotment, once the flat has been made habitable.

C. Zoo Narengi Road Colony

1. Daily sweeping/brooming of common areas.
2. Daily cleaning of dispensary, Badminton court, community area, mandir and passages and roads & common toilets.

1. **Materials to be used:** Contractor shall use cleaning material as provided by the Bank so that the said premises remain in hygienic and healthy condition. The agency shall give monthly indent to the Bank specifying the material required in the following month.

2. The agency should use good quality and advanced machines as deemed fit to ensure state of the art cleaning such as automated mopping machine, scrubbing machines, vacuum cleaner, ladder, etc. Use high speed jet to clean the commodes, pans, washbasins, urinal pots, soap dispensers.

3. **Garbage removal and Disposal:** All the dustbins of the office premises (MOB, GS Road colony and all common/ peripheral areas of MOB/GS Road colony) are to be washed and lined with colour-coded bags, as provided by the Bank, in the morning. Dust bins kept in the washroom and surrounding area shall be emptied at regular intervals and dumped at designated places.

The agency will arrange for disposal of garbage at such a place as may be permissible by the Bank. The manpower engaged should be trained in management of garbage (bio-degradable, non- degradable and recyclable waste) also so that waste disposal is carried out properly without affecting the environment as per Government pollution control norms and guidelines in this regard.

4. The agency has to deploy minimum 50 persons (03 Supervisor & 47 cleaning personnel to ensure cleaning at Bank's MOP (except Sunday and Holiday) and Bank's Residential Quarters at G.S. Road (every day except Monday). Agency may include

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Human Resource Management Department, Guwahati

few female cleaning personnel to clean the female washrooms in office premises. The Office building shall remain closed on Sunday and Holidays and if any work is required in any specific area during these days, it will be informed in advance. The Supervisor will have to be present on all the working days (excluding 2nd and 4th Saturday) to supervise cleaning work at MOP and Bank's Residential quarters.

5. The agency must provide one dedicated mobile phone (with active SIM card) with adequate balance to the Supervisor. This mobile phone will remain with the Supervisor on duty (both shifts). The same mobile number will be circulated in the office.

6. The cleaning services shall cover all the toilets in the Bank's Main Office Building including Annex Building (approx. 50 Nos.) and all the flats in the Bank's Residential Colony at RBI Officers' Colony, G.S. Road, Christian Basti, Guwahati (Approx. 100 flats) which needs to be cleaned/maintained by the agency.

7. Cleaning of washrooms/general toilets in the Bank's MOP has to be conducted from 7.30 am to 5.15 pm on a regular basis and as required/directed in between. The dry floors in toilets need to be maintained. Display board indicating "Caution- Wet floor - cleaning in progress" must be displayed while the cleaning is in progress in the MOP.

8. A Supervisor should be available during the working hours. The Supervisor will also continuously supervise the work being done by the agency staff. He / She should check the washrooms every hour during office hours and maintain a log book of the same. A daily job card is to be displayed in the washroom for the Banks' caretakers to monitor the cleanliness on his visit to the washroom to sign in the job card. The Log book will be periodically scrutinised and verified by the Bank's authorised officials.

9. Log book/ registers/ records for the jobs carried out on daily, weekly and monthly basis will be maintained by the supervisor and will be countersigned by the Banks' authorised officials at regular intervals and finally at the end of each month.

10. The cleanliness will be periodically checked by the Bank's designated officials based on certain objective criteria which are decided to measure level of cleanliness and the agency has to abide by those criteria. These are as follows:

- (i) Extent of shine, presence of dust, pan and gutkha stains, spillage of water or other liquids, bird droppings etc. on floors, tiled walls, doors and windows.
- (ii) Dust, dirt marks or cobwebs etc. on roof, window grills etc.

- (iii) Finger or palm marks, dust and gutkha stain on glass panes of windows or doors and mirror.
- (iv) Stain, cleanliness and odour in Wash-basin, WC Seats.
- (v) Dryness and shine on floor.
- (vi) Cleanliness of sanitary fittings.
- (vii) Cleanliness of floor area in front and around washrooms.
- (viii) Cleaning of drinking water point and Aqua Guard area.

(Annex-I)

**Banker's certificate (from a Scheduled Commercial Bank)
(To be uploaded by the Tenderer along with the Tender)**

1. Name of the company/agency/firm:
2. Composition of the company/agency/firm (whether Partnership/ Private Limited/ Proprietorship/ Public Limited):
3. Name of the Proprietor/ Partners/ Directors of the company/ agency firm:
4. Name of the Banker:
5. Name of the Branch and complete postal address:
6. Name and job title of the contact person along with his/her Telephone No(s), E-mail etc.
7. Type of Account:
8. Account no:
9. IFSC:
10. Turnover of the firm for the last 3 financial years (year wise).
 - a. 2020-2021,
 - b. 2019-2020,
 - c. 2018-2019
10. Credit facility/ Overdraft facility enjoyed by the company/agency/firm:
11. Dealings:
12. The period from which the company/agency/firm has been banking with the bank:
13. Any other Remarks:
14. You may also kindly forward your opinion whether the above company/agency/firm is considered financially sound to be entrusted with the contract for works estimated to cost ₹ 91 Lac per annum (approx).

This is to certify that to the best of our knowledge and information Ms./Sri..... having marginally noted address, a customer of our bank are/is respectable and can be treated as good for any engagement up to a limit of Rs..... (Rupees).

This certificates issued without any guarantee or responsibility on the Bank or any of the officers.

Signature & Seal
(For the Bank)

Place:
Date:

Note:

- i. Banker's certificates should be on letter head of the bank
- ii. In case of partnership firm, certificate to include names of all partners as recorded with the bank.

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Annex II

Client's Report

(On Client's Letter Head) Performance details of the Firm: M/sLocated 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	Yes/ No
5	Reason for delay (if any)and whether any penalty/liquidated damage, if any, was imposed on the firm	
6	Comments on capabilities of the firm (indicate grading)	
a	Quality of Service 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?	Yes/ No
8	Any other information in your view will help us in making our decision.	

Name & Signature of the Reporting Officer (with Office Seal)

Place:

Date:

DECLARATION

Annex - III

(To be submitted in the Technical Bid on the Letter head of the company, duly signed by authorised signatory)

1. The information provided by me/us is 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 the terms and conditions stipulated by the Bank.
3. I/ We also agree that our tender will remain valid for acceptance by the Bank for a period of 90 days from the date of opening of the tender and this period of validity can be extended for such periods as may be mutually agreed upon between the Bank 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 the Reserve Bank of India, Guwahati reserves the right to accept or reject any or all of the tenders either in full or in part without assigning any reason thereof.

Dated this _____ day of _____ 2022.

Signature:

Name:

Seal of the Contractor:

Annex- IV

Proforma for Performance Bank Guarantee

(On Non-Judicial Stamp Paper of appropriate value purchased in the name of the issuing bank)

Place: _____

Date: _____

The Regional Director
Reserve Bank of India
Station Road, Pan Bazar
Guwahati

Dear Sir,

Contract for providing Cleaning Services of Wash Rooms/ Toilets and related areas/ space of Reserve Bank of India, Main Office Building including Annex Building, Station Road, Pan Bazar, Guwahati; Residential Quarters at RBI Officers Colony, Christian Basti, G.S.Road, Guwahati and Rbi Staff Quarters at Zoo Narengi Road, Guwahati

WHEREAS

Reserve Bank of India, having its Central Office at Shahid Bhagat Singh Road, Mumbai, through its office at Reserve Bank of India, Station Road, Pan Bazar, Guwahati (hereinafter called "the RBI") has awarded the Contract for the captioned work (hereinafter called the "Contract") to M/s.....(Name of the Contractor) (Hereinafter called "the said Contractor", which expression shall include its successors and assigns).

AND Whereas the Contractor is bound by the said Contract to submit to Reserve Bank of India, Guwahati a Performance Bank Guarantee for a total amount of (Rupees only) for the due fulfilment by the said Contractor of the terms and conditions contained in the contract. We,(Name of the Bank), (hereinafter called "the Bank"), at the request of M/s, the Contractor, do hereby undertake to pay to the Reserve Bank of India, an amount not exceeding

₹as Performance Guarantee for due fulfilment of terms and conditions of the contract.

NOW THIS GUARANTEE WITNESSETH

1. We..... (Name of the Bank) do hereby agree with and undertake to RBI, their Successors, Assigns that in the event of the RBI coming to the conclusion that the Contractor has not performed his obligations under the said conditions of the contract or have committed a breach thereof, which conclusion shall be binding on us as well as the said contractor; we shall on demand by the RBI, pay without demur to the RBI, a sum of Rs. (Rupees only) or any lower amount that may be demanded by the RBI. Our guarantee shall be treated as equivalent to the Performance Guarantee Amount for the due performance of the obligations of the Contractor under the said Contract, provided, however, that our liability against such sum shall not exceed the sum of Rs. (Rupees only). 2. We also agree to undertake to and confirm that the sum not exceeding Rs. (Rupees only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the RBI on receipt of a notice in writing stating that the amount is due to them and we shall not ask for any further proof or evidence and the notice from the RBI shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. The Bank shall pay to RBI any money so demanded notwithstanding any dispute/disputes raised by the Contractor in any suit or proceedings pending before any Court, Tribunal or Arbitrator/s relating thereto and the liability under this guarantee shall be absolute and unequivocal. We undertake to pay the amount claimed by the RBI within a period of one week from the date of receipt of the notice as aforesaid. 3. We confirm that our obligation to the RBI under this guarantee shall be independent of the agreement or agreements or other understandings between the RBI and the Contractor.

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

We hereby further agree that –

a) Any forbearance or commission on the part of the RBI in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said Contract and/or hereunder or granting of any time or showing of any indulgence by the RBI to the Contractor or any other matters in connection therewith shall not discharge us in any way and our obligation under this guarantee. This guarantee shall be discharged only by the performance by the Contractor of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding Rs. (Rupees only). b) Our liability under these presents shall not exceed the sum of Rs. (Rupees only). c) Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents/clients or

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their obligations thereunder or by dissolution or change in the constitution of our said constituents. d) This guarantee shall remain in force upto (60 days beyond the Defect liability period) provided that if so desired by the RBI, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein. e) Our liability under these presents will terminate unless these presents are renewed as provided hereinabove on the or on the day when our said constituents comply with their obligations, as to which a certificate in writing by the RBI alone is the conclusive proof whichever date is later. Unless a claim or suit or action is filed against us within or any extended period, all the rights of the RBI against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

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

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

Signature and Seal of authorized Bank official

Name:

Designation

Stamp/ Seal of the Bank

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

Witness 1

Signature

Name

Address

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

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Office Building, Annex Building; RBI Residential Colony at G.S.Road, Christian Basti, Guwahati and
Zoo narengi Road, Guwahati

Articles of Agreement

THIS AGREEMENT is made at Guwahati on this.....day of.....
(Two Thousand and) between the Reserve Bank of India, Station Road, Pan Bazaar, Guwahati (having its Central Office at Shahid Bhagat Singh Marg, Mumbai and a body Corporate established under the Reserve Bank of India Act, 1934 hereinafter referred to as the “**Bank**” represented by its
(which expression shall include his successors in office and assignees) of the **FIRST PART**

AND

M/s.....having its Regd. Office athereinafter referred to as the “**Contractor**” represented by its Director and authorised signatory Shri (which expression shall mean and include its legal representatives and assignees and successors) of the **SECOND PART**

Whereas the Contractor is carrying on the business of providing Cleaning Services for Wash Rooms/ Toilets and related areas/ space and has adequate experience in such jobs for rendering such service.

2. The quoted charge of ₹ (RupeesOnly) covering the cost of manpower deployed for efficient rendering of services shall be payable on monthly basis subject to submission of invoice. The payment there on will be made after the same is duly certified by the Bank’s officials to the effect that the services have been provided satisfactorily, etc.

SI No	Category	Total Cost for engagement of 03 (Three) Supervisor and 47 (Forty Seven) Cleaners for 1 (One) month (Including Minimum Wages as per Central Govt., EPF, ESI and other Statutory Dues)	Service Charge for 1 (One) month	Total (for 1 (one) month)
1	03 (Three) Supervisor and 47 (Forty Seven) Cleaners			

3. The above charges are firm and subject to labour conditions, exchange variations or any other conditions whatsoever. The above charges exclude Goods and Services Tax.

4. The above charges includes service charges, insurance charges and any duty or other levy, whether existing or levied in future by the Central Government or any other state Government or any other Local Authority.
5. The Contractor shall be responsible for providing Services on regular basis as per the terms and conditions of the tender.
6. This agreement will initially be effective from July 01, 2022 to March 31, 2023

SERVICES TO BE RENDERED BY CONTRACTOR

The Contractor shall:

- i. Ensure that he/she deploys only adult, trained and competent persons who are physically fit and are capable for rendering Cleaning Services in the Bank's Main Office Building and Annex Building at Station Road, Pan Bazar, Guwahati; Bank's Residential Colony at Panchsheel Apartment, RBI Officers' Colony, G.S.Road, Christian Basti, Guwahati and RBI Staff Quarters, Zoo Narengi Road
- ii. Be responsible and liable for payment of salaries, statutory minimum wages for having any other legal dues to the persons who are employed by him/her for the purpose for rendering the services required by the Bank under this tender. Written records for having made these payments will be submitted on monthly intervals, for its verification.
- iii. Maintain neatly, completely and legibly registers, records, reports, and returns for inspection by various authorities at short notice.
- iv. The Contractor should pay the minimum wages stipulated by the Government of India, Ministry of Labour from time to time and submit monthly compliance certificate (with details of wages paid) on payment of minimum wages for the persons deployed in Banks premises.
- v. The service provider, as per the Child Labour (Prohibition and Regulation) Act, 1986, shall not engage a person below the age of 18 years.
- vi. The Contractor shall take all reasonable precautions to prevent any unlawful riot or disorderly conduct or acts of his employees so deployed and ensure preservation of peace and protection of persons and property of Bank.
- vii. The Earnest Money Deposit deposited by the Contractor shall be liable to be forfeited or appropriated in the event of unsatisfactory performance of the Contractor and /or loss/damage if any sustained by the Bank on account of failure or negligence of the workers deployed by him or in the event of breach of the agreement by the Contractor.
- viii. Provide information as required in respect of all his employees employed by him/her to enable the Bank to monitor compliance of P.F, ESI, etc.

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- ix. Ensure that all persons employed by him/her, purpose for rendering the services required by the Bank, are insured with Government of India recognized insurance Companies, for which no extra payment will be made by the Bank. The Contractor shall be responsible for any injury or damages to any persons, animals or any other things.
- x. Ensure that his/her employees, while on the premises of the Bank or while carrying out their obligation, observe the standards of cleanliness, decorum, security, safety, good behaviour and general discipline laid down by the Bank or its authorized agents and the Bank shall be the sole judges as to whether or not the Contractor and/or his employees have observed the same.
- xi. Personally and exclusively supervise for employee sufficient supervisory personnel, exclusively to supervise the work of its Cleaning Staff so as to ensure that the service rendered are carried out to the satisfaction of the Bank.
- xii. Ensure that no Employee of the Contractor will enter or remain in the Bank premises beyond the Contractors obligations and with Bank's permission.
- xiii. Be liable for any damage caused to the Bank on its premises on any part there of or to any fixtures or fittings there of or any property of the Bank and there in by any Act, omission, default or negligence of the employee of the Contractor or his employee or agents.
- xiv. Supply identity cards to his/her employees or agents who shall be doing the subject job at the Bank's premises. All the employees and agent should bear the identity card for all the times they are working in Bank's premises.
- xv. Provides distinct uniform to his/her employees or agent different from the Bank's employees. The uniform should have the logo of the agency and shall be kept neat, tidy and in a wearable condition.
- xvi. Obtain police verification report on character and antecedents of its personnel and other details relating to age, educational qualification, name and permanent address to be provided under this contract along with their passport size photographs before engaging them for duty in Banks premises.
- xvii. Only able bodies, physically fit, well trained, literate, disciplined and honest personnel preferably between the age of 21 and 40 years shall be deployed.

STAMP DUTY

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

OTHER LIABILITIES/INDEMNITIES.

- i) The Contractor shall ensure payment of minimum wages to the workman employed by him/them and obtain their signature or thumb impression on the wage slip in the presence of the Bank's authorized officer assigned for this work. The register shall be submitted to the Bank after every payment to the workmen. In addition, he/they have to provide essential amenities like drinking water, first aid facility etc. to its employees as per Contract Labour (Regulation and Abolition) Act, 1970. The agency/Contractor has to give undertaking on Non judicial Stamp paper of applicable value before the award of the work that he undertakes to actually pay wages to all the labourer of all descriptions to be engaged by him for completion of that particular job/work at the rate which is not less than the one prescribed under minimum wages under CLRA Act, 1970 and also keep the principal employee indemnified against all the actions that may be initiated against the principal employer by the Statutory Authorities for his failure to pay such wages and provide the essential amenities.
- ii) The Contractor shall obtain a license as contemplated under Contract Labour (Regulation and Abolition) Act 1970 or any other law as applicable, failing which he alone would be responsible for actions/proceedings ensuring there to. The Bank shall not be held responsible for acts, commissions or omissions of the Contractor and shall in no way be made liable to the labourers engaged by the Contractor.
- iii) **Non-Disclosure Clause:** - The Contractor shall not disclose directly or indirectly any information, materials and details of Bank's infrastructure/ systems/ Standard Operating Procedures /equipments etc., which may come to the possession or knowledge of the Contractor during the course of discharging its contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. The Contractor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Contractor shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the employer. The Contractor shall indemnify the employer for any loss suffered by the employer as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Contractor and the employer shall be entitled to claim damages and pursue legal remedies.
- iv) The Contractor shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied.

- v) **The Contractor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.**
- vi) The Contractor shall indemnify and keep indemnified the Bank against all losses and claims, damages or compensation for breach of any provisions of the Payment of Wages Act, 1936, Minimum Wages Act, 1948, Contract Labour (Regulation and Abolition) Act, 1970, The Employees Provident Fund (and Miscellaneous Provisions) Act, 1952, Payment of Bonus Act, 1965 or any other rules/regulations/statute that may be applicable. The Contractor only shall be responsible for liabilities, if any, in this regards.
- vii) The Contractor shall comply with the provisions of **"The Sexual Harassment of Women at Work Place (Prevention, Prohibition and Redressal) Act, 2013"**. In case of any complaint of sexual harassment against its employee within the premises are brought to notice of the Bank, Bank will undertake action that may deem fit, including criminal proceedings and Termination of contract/agreement.
- viii) Any complaint of sexual harassment from any aggrieved employee of the Contractor against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.
- ix) The Contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the Contractor, for instance any monetary relief to Bank's employee, if sexual violence by the employee of the Contractor is proved. The Contractor shall be responsible for educating its employees about prevention of sexual Harassment at work place and related issues.
- x) That the Bank shall not be responsible for payment of any compensation for death of or injury or accident to any of the Cleaning Staff which may arise out of and in the course of their duties and employment. It is agreed and understood that the Contractor shall alone be liable to pay such damages or compensation to such Cleaning Staff and their families.
- xi) That all precautions shall be taken by the Agency towards the safety of its employees deployed at the Bank and it will be the sole responsibility of the Agency towards any untoward incident i.e. compensation etc., to its employees.
- xii) The contract shall be valid from July 01, 2022 up to March 31, 2023, as per laid down contractual obligations.

TERMINATION OF AGREEMENT:-

Without prejudice to what is contained herein above, the Bank shall at its sole and absolute discretion, be entitled to terminate this agreement forth with by written notice without assigning any reason and without payment of any compensation, if.

- i) In the opinion of the Bank (which shall not be called in question by the Contractor and shall be binding on the Contractor) the Contractor fails or refuse to implement this agreement to the Bank's satisfaction and/or.
- ii) The Contractor commits a breach of any terms and conditions of this agreement and/or.
- iii) The Contractor is adjudged an insolvent or a compromise is entered by him with his creditors or if distress or executions or other process is levied upon or receiver is appointed for any part of the assets or property of Contractor and/or.
- iv) For any reason whatsoever, the Contractor becomes disentitled in law to perform his obligations under this agreement and/or.
- v) There is any variation in the ownership/partnership or management of the Contractor or his business without the prior approval in writing of the Bank to such variation.
- vi) In the event of termination of this agreement for any reason whatsoever, the Contractor/or persons employed by him or his agents shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.

ARBITRATION

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

In Witness whereof the parties have set their respective hands at Guwahati on today for one and this Agreement in Duplicate is being signed on the day herein above written.

Signed and delivered by the within named

Signature
Name
Designation
Seal

For Reserve Bank of India, Guwahati

Signature
Name
Designation
Seal

In the presence of witnesses

Witness 1

Witness 2

PART II – FINANCIAL BID

Name of Work: Cleaning Services of the toilets/ Wash rooms and related areas in Bank's MOP including Annex Building at Station Road, Pan Bazar, Guwahati and Panchsheel Apartment, RBI Officers Colony, G.S. Road and Rbi Quarters at Zoo Narengi Road

Table 1: It is for illustrative purpose only and the same should not be submitted with Technical Bid. It should be submitted at online in MSTC Portal under the Section-Financial Bid.

NOTE: Wage component -The bidder should not quote rates for this component. Gross Wages of total employees for One month have been calculated by including Basic Wages (Minimum) (plus Variable Dearness Allowance) House Keeping Staff (Unskilled) and Supervisor (Skilled) according to Minimum Wages Act of Government of India, applicable Employees State Insurance (ESI), Employees' Provident Fund (EPF), and Bonus.

Service Charges Component- The bidder may quote his desired and reasonable amount in MSTC website subject to minimum 7% of the Wage Component.

Sl. No.	Description	Amount (₹)
A	Labour Cost for 03 Supervisors for 1 (One) month. (as per Table 2)	71,325.00
B	Labour Cost for 47 Cleaners for 1 (One) month. (as per Table 2)	8,41,864.00
C	Service Charge for 1 (One) month (Insurance charges (Workmen Compensation Policy, Contractors All Risk policy and Third-Party Liability Policy), Uniform charges, Cost of tools or any other expenses as applicable (minimum 7% of minimum wages as indicated in Serial No. 1 of Table 2)	
D	Contractor's Profit for 1 (One) month	
E	Total Cost for 1 (One) month (A+B+C+D)	
F	Total Cost for 1 (One) year (E*12)	

Bidders must keep in mind the following:

Tender document for providing Cleaning Services of Washrooms/Toilets at RBI, Guwahati (Main Office Building, Annex Building; RBI Residential Colony at G.S.Road, Christian Basti, Guwahati and Zoo narengi Road, Guwahati

- While quoting wage component if they quote lower than the minimum amount, they shall be liable for disqualification.
- While quoting Service Charges, they should include all expenditure on providing managerial supervisory/ administrative services to get the work done through their deployed Housekeeping Staff.
- Offering “zero”/ irrational/ unreasonable/ unworkable quotes shall be liable for disqualification.
- **The technical bid (marks awarded as per technical evaluation matrix) and the price bid will be weighed in a 50:50 ratio. The bid will be awarded to the Tenderer who is having higher overall score.**

Table 2: Calculation sheet for arriving rate per person per day inclusive of Basic Wages (Minimum) (plus Variable Dearness Allowance) according to Minimum Wages Act of Government of India, applicable statutory payments Employees State Insurance (ESI), Employees Provident Fund (EPF), and Bonus.

Sl. No.	Description	Cleaners (unskilled)	Supervisor (Skilled)
1	BASIC +VDA (w.e.f. April 1, 2022)	553.00	734.00
2	for 26 days on Sl. No. 1	14,378.00	19,084.00
3	EPF @ 13% on Sl. No. 2	1,869.14	2,480.92
4	ESI @ 3.25% on Sl. No. 2	467.29	620.23
5	Bonus @ 8.33% on Sl. No. 2	1,197.69	1,589.70
6	Total rate per person for 26 days (rounded off)	17,912.00	23,775.00

Signature and Seal of the Tendering Agency