



Reserve Bank of India
Tonk Road, Jaipur

Notice inviting e-Tender

Tender for awarding Contract for Integrated Facility Management Services at the Bank's Main Office Building at Rambagh Circle, Staff and Officers' quarters at Gandhi Nagar, Jaipur from April 1, 2020 to June 30, 2021.

Online Tenders in two parts by **E-Tendering** process are invited for awarding Integrated Facility Management Services at **the Bank's Main Office Building at Rambagh Circle, Staff and Officers' quarters at Gandhi Nagar, Jaipur from April 1, 2020 to June 30, 2021**. The work is estimated to cost Rs. 2,20,12,100/- for 15 months excluding taxes.

2. Online tenders will be available for view /download to all bidders from 03.00 PM of December 09, 2019. The Bidders who do not submit Earnest Money Deposit (EMD) along with technical bid will not be considered for opening of Part-I of tender. MSME firms are exempted from submission of EMD amount. However, they will be required to submit a proof of holding MSME status. The Bidders who do not comply with the eligibility criteria and fails to secure minimum prescribed score i.e 50 marks, in technical evaluation will not be considered for opening of their Part-II financial bid tender.

3. The EMD paid by NEFT (proof) shall be submitted in sealed cover (or through email – estatedeptjaipur@rbi.org.in) addressed to The Regional Director, Reserve Bank of India, Rambagh Circle, Tonk Road Jaipur so as to reach us by 11:00 AM on January 24, 2020 **superscripted** as "EMD for Integrated Facility Management Services at **the Bank's Main Office Building at Rambagh Circle, Staff and Officers' quarters at Gandhi Nagar) from April 1, 2020 to June 30, 2021**

4. All the documents relating to eligibility criteria should be uploaded on MSTC site. Same will be downloaded after bid opening date for examination by the Bank.

5. A pre-bid meeting (off-line mode) of the intending Bidders will be held on December 31, 2019 at 11.00 AM at Reserve Bank of India, Rambagh Circle, Tonk Road, Jaipur.

6. After examination, if any of the Bidder is not found to possess the required eligibility, their tenders will not be accepted by the Bank for further processing.

7. Part I of the tenders will be opened on-line at **03:00 PM on January 24, 2020** in the presence of the authorized representative of the Bidders who choose to be present. Part-II (Price bid) of the eligible Bidder shall be opened on a subsequent date which will be intimated to the Bidders in advance

8. The Bank is not bound to accept the lowest tender and reserves the right to accept either in full or in part any tender. The Bank also reserves the right to reject all the tenders without assigning any reason there for.

Jaipur
Date :

Regional Director, RBI, Jaipur

SCHEDULE OF TENDER (SOT)

a. e-Tender no	RBI/Jaipur/Estate/92/19-20/ET/220
b. Mode Of Tender	e-Procurement System (Online Part I - Techno-Commercial Bid and Part II - Price Bid through www.mstcecommerce.com/eprochome/rbi)
c. Date of NIT available to parties to download (Notice for Inviting Tender)	December 9, 2019 after 15.00 Hrs.
d. Clarification, if any, may be sent to estatedeptjaipur@rbi.org.in	Last date of receipt – December 23,2019 upto 15.00 Hrs.
d. Pre-Bid meeting	December 31, 2019 at 11.00 Hrs.
e. Date of placing minutes of the pre-bid meeting on RBI web page	January 3, 2020
e. Earnest Money deposit	Rs. 4,40,242/- to be remitted through NEFT (Details in Annex V) The details of transaction have to be provided to estatedeptjaipur@rbi.org.in . MSME are exempted from depositing EMD amount. EMD A/c No.8692299, Account name RBI Jaipur, IFSC Code:RBIS0JPPA01 (0=Zero)
f. Last date of submission of EMD	Date January 24, 2020 up to 11.00 Hrs.
g. Date of Starting of e-Tender for submission of on line Techno-Commercial Bid and price Bid at www.mstcecommerce.com/eprochome/rbi	Date December 9, 2019 from 15.00 Hrs
h. Date of closing of online e-tender for submission of Techno-Commercial Bid & Price Bid	Date January 24, 2020 up to 14.00 Hrs.
i. Date & time of opening of Part-I (i.e. Technical Bid) Part-II Price Bid: Date of opening of Part II i.e. price bid shall be informed separately	January 24, 2020 up to 15.00 Hrs.
Transaction Fee	Payment of transaction fees will be paid online through MSTC payment gateway.

Important instructions for E-procurement

Bidders are requested to read the terms & conditions of this tender before submitting online tender.

1	<p>Process of E-tender :</p> <p>A) Registration: The process involves vendor's registration with MSTC e-procurement portal which is free of cost. Only after registration, the vendor(s) can submit his/their bids electronically. Electronic Bidding for submission of Technical Bid as well as Financial 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 Personal Computer/Laptop connected with Internet. MSTC is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).</p> <p>SPECIAL NOTE: The Technical and Price bid has to be submitted on-line at www.mstcecommerce.com/eprochome/rbi</p> <p>1). Vendors are required to register themselves online with www.mstcecommerce.com → e-Procurement → PSU/Govtdepts → Select RBI Logo- >Register as Vendor -- Filling up details and creating own user id and password → Submit.</p> <p>2) Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form. In case of any clarification, please contact RBI/MSTC, (before the scheduled time of the e- tender).</p> <p>Contact person (RBI): Shri Dharmendra Azad, AGM – dazad@rbi.org.in (Mobile – 9829097283) Shri Amit Khandelwal, AGM – amitkhandelwal@rbi.org.in (Mobile – 8800770119)</p> <p><i>Contact person (MSTC Ltd)</i> Shri Vikas Agrawal, Asst. Manager – vagrawal@mstcindia.co.in Mobile-9004311440 Shri Pankaj Chhipa, Asst. Manager- pkchhipa@mstcindia.co.in Mobile- 8802813737</p> <p>B) System Requirement:</p> <p>i) Windows 7 or above Operating System ii) IE-7 and above Internet browser.</p> <p>To disable "Protected Mode" for DSC to appear in The signer box following settings may be applied.</p> <p><input type="checkbox"/> Tools => Internet Options => Security => Disable protected Mode If enabled- i.e, Remove the tick from the tick box mentioning "Enable Protected Mode". <input type="checkbox"/> Other Settings: Tools => Internet Options => General => Click On Settings under "browsing history/Delete Browsing History" => Temporary Internet Files => Activate "Every time I Visit the Webpage".</p> <p>To enable ALL active X controls and disable 'use pop up blocker' under Tools→Internet Options→ custom level (Please run IE settings from the page www.mstcecommerce.com once)</p>
2	The Technical Bid and the Price Bid shall have to be submitted online at http://www.mstcecommerce.com/eprochome/mstc . Tenders 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 & Financial Formats without any ambiguity.
4	<p>Special Note towards Transaction fee:</p> <p>The vendors shall pay the transaction fee using "Transaction Fee Payment" Link under "My Menu" in the vendor login. The vendors have to select the particular tender from the event dropdown box. The vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, the vendor shall generate a challan by filling up a form. The vendor shall remit the transaction fee amount as per the details printed on the challan</p>

	<p>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.</p> <p><u>Transaction fee is non-refundable.</u></p> <p>A vendor will not have the access to online e-tender without making the payment towards transaction fee. The transaction fees paid are not refundable.</p> <p><u>NOTE</u></p> <p>Bidders are advised to remit the transaction fee well in advance before the closing time of the event so as to give themselves sufficient time to submit the bid.</p>
5	<p>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).</p>
6	<p>E-tender cannot be accessed after the due date and time mentioned in NIT.</p>
7	<p>Bidding in e-tender :</p> <p>a) Vendor(s) need to submit necessary Transaction fees to be eligible to bid online in the e-tender. Transaction fees are non-refundable.</p> <p>b) The process involves Electronic Bidding for submission of Technical and Financial Bid.</p> <p>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/Government Depts→ Login under RBI→My menu→ Auction Floor Manager→ live event →Selection of the live event</p> <p>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.</p> <p>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 be filled up and then vendor should click on "save" to record their Commercial bid. Then once both the Technical bid & Commercial bid has been saved, the vendor can click on the "Final submission" button to register their bid.</p> <p>f) Vendors are instructed to use Attach Doc button to upload documents. Multiple documents can be uploaded.</p> <p>g) In all cases, vendor should use their own ID and Password along with Digital Signature at the time of submission of their bid.</p> <p>h) During the entire e-tender process, the vendors will remain completely anonymous to one another and also to everybody else.</p> <p>i) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.</p> <p>j) All electronic bids submitted during the e-tender process shall be legally binding on the vendor. Any bid will be considered as the valid bid offered by that vendor and acceptance of the same by the Buyer will form a binding contract between Buyer and the Vendor for execution of supply.</p> <p>k) It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.</p> <p>l) Buyer reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.</p> <p>m) No deviation of the terms and conditions of the tender document is acceptable. Submission of bid in the e-tender floor by any vendor can be considered Successful on acceptance of terms & conditions of the tender.</p>

8	Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.
9	No deviation in terms and conditions of Technical and Commercial are allowed.
10	The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof.
11	Vendors are requested to read the vendor guide and see the video in the page www.mstcecommerce.com/eprochome to familiarize them with the system before bidding.



E-Tender for awarding Contract for Integrated Facility Management Services at the Bank's Main Office Building at Rambagh Circle, Staff and Officers' quarters at Gandhi Nagar from April 1, 2020 to June 30, 2021.

Part -I

Name of Bidder: _____

Address: _____

This document is the property of Reserve Bank of India (RBI). It may not be copied, distributed or recorded on any medium, electronic or otherwise, without the RBI's written permission thereof, except for the purpose of responding to RBI for the said purpose. The use of the contents of this documents, even by the authorized personnel / agencies for any purpose other than the purpose specified herein, is strictly prohibited and shall amount to copyright violation and thus, shall be punishable under the Indian Law.

Disclaimer

Reserve Bank of India, Rambagh Circle, Tonk Road, Jaipur (the Bank) has prepared this tender document. The information is provided to prospective Bidders to enable them to bid for **Tender for awarding Contract for Integrated Facility Management Services at the Bank's Main Office Building at Rambagh Circle, Staff and Officers' quarters at Gandhi Nagar from April 1, 2020 to June 30, 2021.**

This tender is neither an agreement with any party, nor invitation to any party to perform work of any kind. The purpose of this tender is to share requirements of the Bank with all interested parties in order to enable them to submit their Bid. **While the Bank has taken due care in the preparation of the information contained herein, the Bank does not claim that the information is exhaustive. Respondents to this tender are required to make their own inquiries and they should not rely solely on the information in tender. The Bank is not responsible if no due diligence is performed by the Respondents.** The Bank reserves the right not to proceed with this tender, 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 tender further with any respondent. No reimbursement of cost of any type or on any account will be paid to persons or entities submitting their Bid.

Section – I

Eligibility Criteria & Important Information

1.1	Name of the work: Tender for awarding Contract for Integrated Facility Management Services at the Bank's Main Office Building at Rambagh Circle, Jaipur, Staff and Officers' quarters at Gandhi Nagar, Jaipur from April 1, 2020 to June 30, 2021.
<p>Integrated Facility Management (IFM) refers to a method of consolidating all facility services and functions i.e. Plumbing, Carpentry, Electrical, Gardening, Cleaning etc. under one outsourced team of experts. Working with an Integrated Facility Service provider the responsibility of all supporting service functions is in the hands of the outsourcing agency. The Integrated Facility Service provider manages all service deliveries, administration, training, operational management, integration, innovation and provides strategic support to the client organization.</p>	
1.1.1	Eligibility criteria:
(a)	Bidder should be a company registered under Companies Act or Partnership firm registered under Indian Proprietorship Act. Copy of the Memorandum and Articles of Association/Certificate of Incorporation/ Partnership Deed/ similar other relevant documents should be submitted as part of Technical Bid
(b)	Registrations: Bidder must have registration under GST, Employee State Insurance Act, Provident Fund, Labour laws (if applicable). Bidder must submit Copy of PAN, GST Registration certificate, certificate for registration under Employee State Insurance Act, certificate for EPF registration, registration under labour laws (if applicable) as part of Technical Bid .
(c)	<p>Bidder must have at least 3 years of experience as on 31-12-2019 in providing <u>Integrated Facility Management Services or similar nature of services</u> **within the criteria given below:</p> <ul style="list-style-type: none">a) Three completed works each costing not less than 40% of the estimated cost of the contract i.e. 40% of Rs.2,20,12,100/- ORb) Two completed works each costing not less than 50% of the estimated cost of the contract i.e. 50% of Rs.2,20,12,100/- ORc) One completed work costing not less 80% of the estimated cost of contract i.e. 80% of Rs.2,20,12,100/-. <p>Details of work experience shall be supported by work orders duly signed by the competent authority.</p> <p>A client-wise list of work(s), year(s) of execution of work (s) awarded, and actual value of executed work(s), reasons for delay (if any), names and full contact details of the officers/ authorities/ departments under whom the work(s) was/were executed should be furnished as per Annex – II</p> <p>Client Reports (as per the format given in Annex III) duly signed by appropriate authority showing the details of work carried out must be enclosed along with technical Bid.</p> <p>Note: In respect of Departments other than Government Departments/Public sector Undertakings apart from the certificates mentioned above the TDS certificates (Form 26 AS) issued by Income Tax department matching with the payments related to the work executed shall also be enclosed.</p>
(d)	The details along with documentary evidence of previous experience of similar nature of work, if any, of carrying out works for the Reserve Bank of India/Central Government Establishment/State Government/Public Sector undertaking at any center should also be given.

(e)	Should have average annual turnover of Rs. 200 lakh or more during the last three financial years ending March 31, 2019 Copies of the Income Tax Clearance Certificates/ Income Tax Assessment orders/ IT Returns along with latest audited final accounts of the business of the Bidder duly certified by a Chartered Accountant or certificate of turnover issued by a Chartered Accountant should be enclosed as proof of their credit worthiness and turnover for the last three years.
(f)	Bankers' solvency certificate of value not less than Rs. 200 lakh as per the pro forma given in Annex IV along with the technical Bid.
(g)	The Bidder should have minimum work force of 100 labours (unskilled/skilled labours) .The Bidder should furnish documentary evidence in support of their claim of having the required workforce on their payroll (PF Statement), Payroll/ESIC Statement.

1.2 Important Information:

Estimated cost of the work (inclusive of cost of labour, material and other services)	Rs.2,20,12,100/- for 15 months (calculation as per Annexure – VI)
Earnest Money Deposit (EMD)	EMD of. Rs. 4,40,242/- by way of a NEFT using details given in ANNEX V
Performance Bank Guarantee	Performance Bank Guarantee (Clause 4.11 in Section IV)
Power of Attorney	Shall be submitted in favour of the person signing the tender documents in case of accompany.
Payment condition	Refer Clause 4.6 in Section IV
Penalty	As specified in Clause 4.5 in Section IV
Validity of the tender	90 days from the date of opening of technical Bid
All disputes arising shall be subject to the jurisdiction of courts in	Jaipur
Address for dispatching the Bank Guarantee	Regional Director, Reserve Bank of India, Estate Department, Rambagh Circle, Tonk Road, Jaipur

1.3 The Bank reserves the right to accept or reject any or all Bids without assigning any reasons and also reserves the right to relax any of the terms and conditions. No Bidder shall have any cause of action or claim against the Bank for rejection of his Bid.

1.4 All information submitted in response to this tender shall be the property of Reserve Bank of India and it shall be free

Regional Director, RBI Jaipur

Section II

Detailed Scope of Works

Name of work: Integrated Facility Management Service (IFMS) in Bank's Main Office Building at Rambagh Circle, Staff and Officers' Quarters at Gandhi Nagar, Jaipur

1. Area of work: The Bank's Main Office Building at Rambagh Circle, Staff and Officers' quarters at Gandhi Nagar, Jaipur. The Bank's Staff and Officers' quarters at Gandhi Nagar comprises of flats, VOFs, Single room accommodations, dispensary, caretaker's office, community hall, Gymnasium etc. This work is the facility management for the entire colony which includes all types of routine, preventive, periodical, corrective and break down maintenance works generally of the following nature:

1. Cleaning of flats/blocks (general and common area)
2. Gardening Work
3. Plumbing and sanitary installations
4. Electrical installations
5. Carpentry work
6. Daily operation and maintenance of Organic Waste Convertor (OWC)
7. Supervision of Annual Maintenance Contracts

2. Details of flats and other area where work to be carried out -

S. No.	Flats Details	Nos.
a)	No. of flats in Officers' Quarters No. of flats in Staff Quarters	102 258
b)	Visiting Officer's Flats (VOFs)-Common Area	22
c)	Total Single Room accommodations	06
d)	Gymnasium :	02
e)	Dispensary:	02
f)	Welfare Office	02
g)	Caretaker Office/ Enquiry Office	02
h)	Caretaker's Store	02
i)	Community Hall	03
j)	JE office	01
k)	Gardening Area 1. Main Office Building, Tonk Road Jaipur 2. RBI Officers Quarters, Gandhi Nagar Jaipur 3. RBI Staff Colony, Gandhi Nagar, Jaipur	3700 Sq. Meter 11545 Sq. Meter 25935 Sq. Meter
NOTE: 1. Above status may inter-change, however overall no. of flats will remain the same.		

3. Details of Manpower- Contractor shall deploy four experienced technically qualified supervisor (having diploma in engineering with 3 year experience or graduate engineer with 1 year experience in the field of Civil/Electrical Engineering related works along with skilled/semiskilled labour(s) as stated under. The technical supervisor shall carry active mobile phone available at site for taking instruction from Bank's Engineer/s / Colony Caretaker / Security Officer or any person deputed by the Bank and supervise the work at site and also deploy **minimum** manpower as under-

Sr. No.	Particulars	Highly skilled	Skilled	Semi - skilled	Unskilled
1	Supervisor (Technically qualified)	03			
2	Supervisor for AMCs (Technically qualified)	01			
3	Plumbing work		04	04	
4	Carpentry Work		04	04	
5	Electrical Work		12	06	
6	Cleaning workers		-		16
7	Gardening Workers		03		18
	Total	04	23	14	34

4. The Bank reserve the right to seek additional manpower or reduce the workforce as indicated above whenever necessary.

Role of Supervisor

Providing services of four well-qualified technical supervisor for IFMS one each in the Main Office building of the Bank, two for colonies and one supervisor for AMCs. They may be assigned any other work by the Bank's Engineer or any other person deputed by the Bank to look after general maintenance of the Main Office building and two colonies, on all week days including Saturdays, Sundays and holidays from 7.30 AM to 3.30 PM with one hour lunch break and one day weekly off, which will be decided by the Bank. The supervisor will ensure timely attending of complaints lodged through mobile App or in the complaint registers maintained at Caretaker's office or colony gate. He will provide necessary help to the Bank's engineer in taking measurements of various works and also supervise the works of other contractors in the colony as and when required.

Gardening

i. The services as detailed below will be required to be rendered at the **Bank's Main Office Building at Rambagh Circle, Staff and Officers' quarters at Gandhi Nagar, Jaipur**

ii. **Maintenance of Green Areas**

The scope of this tender is as under –

a. Maintenance of existing gardening and horticultural work already done to develop green areas in the Bank's Main Office Building, Staff and Officers' quarters at Gandhi Nagar, Jaipur.

b. The work involves day to day watering, trimming, weeding and carrying out other maintenance related activities by providing all the necessary consumable materials and by deploying unskilled/skilled labours with required tools and equipment and maintaining various plants like, shrubs, hedges, ground covers, trees, grass lines, lawn areas, indoor potted plants, etc. as required at site and as directed by the Bank's authorized officials.

c. The work also includes uprooting / cutting and removing wild grass and all other undesirable plants, weeds, etc. growing anywhere inside the premises of the Bank, Officers Colony and Staff colony and pruning of trees whether standing in Bank's properties or leaning into Bank's properties from time to time as required at site and as directed by the Bank .

d. The work also involves removal of all the waste materials generated on account of garden maintenance work from the Bank's properties and satisfactory disposal thereof at authorized municipal dumps outside the said premises.

e. New Plants – The work involves plantation and maintenance of new plant/sapling at desired place/places. Cost of new plant/sapling will be reimbursed by the Bank subject to prior approval of the rates plants, sapling etc by the Bank's official

f. Maintenance of vertical garden and periodic changes in the patterns of vertical garden.

g. Successful bidder will be responsible for weekly monitoring of garden and green patches in the bank's premises. Successful bidder should meet the Bank's official at periodic interval or as and when desired by the Bank.

h) Daily shredding the garden waste i.e., dry leaves, green wood, bamboo etc., by shredding machine provided by the Bank. The shredded waste generated by the machine may be put in manure pit regularly to create manure (Waste Management Plant). Utilizing the generated manure in Garden Area.

i) Maintenance of Green House constructed in RBI Staff Quarters, Gandhi Nagar, Jaipur

j) Any related work as advised by bank's authorized officials.

iii. **Application of Manure and Pesticides** - The plants, flower beds, potted plants and green area shall be provided with approved pesticides and filling with approved garden soil mixed with Bio Organic/ processed manure in standard proportion/as per the manufacturer's specification at least once in a quarter so as to ensure the satisfactory growth and maintenance of entire green areas, plants, shrubs, flower beds, potted plants, hedges, etc. In case the Successful Bidder fails to ensure the same, the work will be got done by the Bank through its other agencies in the field at the risk and cost of the contractor and the cost so incurred by the Bank will be recovered from the monthly bills of contractor. The cost of Manure and Pesticides and soil will be reimbursed to the Successful Bidder separately, for which prior approval for the same has to be obtained from the Bank. The Bank, however, will be at liberty to get it done from any other agency and the Successful Bidder will not have any say in that matter.

iv. Periodic Trimming of Trees and Anti-termite Treatment –

- a) The Successful Bidder will have to periodically undertake trimming of trees.
 - b) The Successful Bidder will have to carry out eco-friendly termite treatment to the trees once in a year or as directed by the Bank, the cost of which will be reimbursed by the Bank subject prior approval of the rates of termite treatment
 - c) The cost of eco-friendly termite treatment soil will be reimbursed to the Successful Bidder separately, for which prior approval has to be obtained from the Bank. The Bank, however, will be at liberty to get it done from any other agency and the Successful Bidder will not have any say in that matter.
 - d) The Successful Bidder will also be required to do necessary liaising with the neighbouring property owners/ concerned municipal authorities for trimming/cutting and removal of fully decayed trees.
 - e) The health and growth of the plants and lawns is the prime concern of the Bank and if not found satisfactory it may lead to imposing of penalty at the discretion of the Bank. The damaged plants / lawns etc., may be got replaced at the risk and cost of the Successful Bidder at the sole discretion of the Bank. The Bank's decision in this regard shall be final and binding on the Successful Bidder.
 - f) The Successful Bidder shall have to jointly photograph the existing works with Bank's authorized officials at the time of taking over the same for maintenance. A soft copy of all such photographs shall be submitted to the Bank by the Successful Bidder immediately before taking over the maintenance of existing gardening, horticultural and indoor potted plants. All such works shall be maintained throughout the AMC period.
 - g) The mortalities of potted plants /plants in the nursery at the time of taking over will have to be replaced free of cost.
 - h) The Successful Bidder shall keep separate set of tools, tackles, hose pipes, hand-operated or power-operated lawn mower etc. for each property of his own, required for the proposed AMC work. The water sources are provided at various convenient locations in the premises and the Successful Bidder shall maintain the desired length of leak proof hose pipe at site for adequate day to day watering. The Successful Bidder shall immediately bring any shortfall in the water availability to the notice of the Bank.
- v. In case of potted plants, the Successful Bidder shall maintain the potted plants kept in premises/colonies and place them at prominent locations. Potted plants kept indoors may be replaced weekly with alternate available potted plants in green house/elsewhere. The Successful Bidder should maintain the existing potted plants in good health and shall undertake to replace / replenish the decayed or dead plants with plants of the same variety at its own cost during the contract period. In case of failure to do so, the cost of such plants will be recovered from the monthly bills of IFMS contractor.
- vi. The Successful Bidder shall arrange for carefully uprooting and weeding out wild grass and wild growth to get rid of the rootstock, as required at site by deploying required number of workmen as per quantum of work, stacking the same, clearing the area specifically around the existing trees and shrubs, etc. and disposing all the waste vegetation, removal of wild grass and unwanted materials etc. from the Bank's premises as directed by the Bank's authorized officials. The disposables shall not be burnt in any case.
- vii. Landscaping - The Successful Bidder may also be required to landscape areas within the **Bank's Premises at Rambagh Circle Tonk Road, Staff and Officers' quarters at Gandhi Nagar, Jaipur** as may be directed by the Bank's authorized officials. The cost of such landscaping will be reimbursed to the Successful Bidder separately provided prior approval of the Bank for incurring the expenditure has been obtained. The Bank, however, will be at liberty to get it done from any other agency.

- viii. The Successful bidder will have to maintain the landscape created in future.
- ix. Taking out of any materials shall be as per the Bank's security procedure. Work passes for all the workmen shall be duly obtained from the Security Officer.
- x. The materials like garden earth, manure and pesticides shall have got to be approved from the Bank's officials before putting it to use. Any rejected materials shall be immediately removed from the site at the cost of the Successful Bidder.
- xi. The Successful Bidder shall have to arrange the required connection from the Bank's source of Supply of water / electricity without any extra claim from the Bank
- xii. Purchase / Repairing of the Successful Bidder's tools / machine / equipment shall be the sole responsibility of the Successful Bidder only.
- xiii. The Successful Bidder shall equip each unskilled labours with a dress, a cap, gum boots and other safety precautionary items at the Successful Bidder's cost.
- xiv. The Successful Bidder shall arrange for a First Aid Kit and other statutory utilities like provision of drinking water, etc. at its cost.
- xv. The Successful Bidder may also be required to arrange for removal of bee-hives from trees/plants in any of the properties at no extra cost.
- xvi. **Removing of Dead or Fallen Tree** - Carefully cutting, removal and disposal of wooden parts of dead and/or fallen tree in **Bank's Premises, Staff and Officers' quarters at Gandhi Nagar, Jaipur**
- xvii. The Successful Bidder should maintain the **Hydroponics** and Bonsai in the **Bank's Premises, Staff and Officers' quarters at Gandhi Nagar, Jaipur** as and when required.
- xviii. **Removing of extra branches** -Trimming of trees once in a year and / or as directed by Bank's authorized officials in **Bank's Premises, Staff and Officers' quarters at Gandhi Nagar, Jaipur**
- xix. Successful Bidder will have to furnish a certificate as per the format given in Annex VII along with monthly bill.
- xx. Maintenance of green wall (Vertical garden) and green house

OPERATION OF ORGANIC WASTE CONVERTER

1. The contract is for day to day operation of organic waste converter plant installed in the premises of Reserve Bank Staff quarters at Gandhinagar (Jaipur) for processing the waste collected from the Reserve Bank Staff quarters and Officers 'quarters at Gandhinagar.
2. The successful bidder should deploy manpower for operation of the plant for an average working period of 2 to 3 hours on a daily basis.
3. The manpower deployed shall report to the authorised officials of the Bank and shall be available at a specified place in the premises to take instructions. In case of failure to depute the workers, proportionate deduction as per the rates quoted shall be effected from the bills.
4. The working period of the manpower shall be assessed by the successful bidder independently.
5. The waste collected will be made available at the plant for processing. The waste shall be sorted/segregated into suitable form (as prescribed by the supplier of the unit) for feeding the machine.

All type of non-degradable materials /waste like plastic covers, paper, metal pieces, pins, nails, PVC, wood shavings/pieces, rubber, napkins, glass pieces, cloth, e-waste, coconut shells and husk and all other inorganic materials not suited for processing shall be removed (cleaned wherever required) and stacked/stored at a designated place. These materials shall be removed/carted away periodically to a safe place away from the Banks' premises in consultation with the caretaker of the Bank.

6. Operation of the machine and peripherals for processing of organic waste as prescribed by the supplier of the machine on a day to day basis.
7. Collection and stacking of output from the machine at a designated place.
8. Cleaning of the floor of the machine room and surroundings including the machine and the peripherals etc.
9. The method of operation and daily maintenance of the machine prescribed by the supplier of the machine shall be strictly adhered to.
10. The manpower engaged by the contractor will be trained by the company personnel for 2 days. Additional personnel shall be got trained, if necessary, for engaging on emergency.
11. The wheel barrow required for the carriage of waste will be provided by the Bank and the Contractor shall exercise reasonable care while using the same.
12. The power and water required for the operation will be supplied by the Bank. However, reasonable care shall be taken for the use of water and power judiciously and in the operation of outlet points/fittings.
13. Daily consumables like microbial culture (Bioculum), odour control (Sanitreat) and absorbing media (Saw dust/coconut pith) will be arranged by the Bank and transportation within city limit, delivery and safe custody shall be arranged by the Contractor. The approximate consumption of the daily consumables prescribed by the supplier of the machine is given below. The Contractor shall ensure the same for which a log shall be maintained at site. Indent for the supply of the above consumables shall be placed well in advance with the Bank by the Contractor to avoid downtime in operation.

Sl.	Name of the consumable	Approximate consumption
1	Microbial culture (Bioculum)	01 gm per kg of Waste
2	Odour control (Sanitreat)	01 gm per kg of Waste
3	Absorbing media (Saw dust/coconut pith)	15-20% of waste quantity

14. Any malfunctioning / breakdown of the machine, difficulty in operation shall be brought to the notice of the supplier of the machine/Bank officials immediately to avoid possible downtime.
15. The workers shall be provided with all necessary protective areas like hand gloves, goggles, mask, covered shoes, apron etc. by the Contractor. The workers shall undergo medical examination on quarterly basis under a Registered Medical Practitioner and suitable remedial measures shall be taken by the Contractor, of prescribed /found necessary.
16. Alternate arrangements shall be made for the operation of the plant, while allowing weekly off or holidays for the regular workers.

Manpower Requirement for Gardening Work

S No		Skilled Labour	Manpower Requirement – Unskilled labour
1	Gardening - RBI Officers' and Staff Quarters	02	12
2	Gardening – Main Office Building	01	06
	Total	03	18

Electrical Work

1. Area of work:

The work is for the following locations which includes all types of routine, preventive, periodical maintenance works of Electrical installations.

- a) Bank's Premises at Rambagh Circle, Tonk Road, Jaipur
- b) Bank's Officers' Quarters at Gandhi Nagar Jaipur which includes residential flats and common areas (No. of flats - 102)
- c) Bank's Staff Quarters at Gandhi Nagar Jaipur which includes residential flats and common areas (No. of flats- 258)

2. Scope of services to be rendered under the contract shall broadly include the following items of Electrical Maintenance work:

- a) Daily Checking and cleaning of Diesel Generator Sets, Transformers, Oil circuit breakers, Air circuit breakers and all Power Panels at Bank's main office building, officers colony and staff colony for its proper functioning and maintaining the log books.
- b) Daily Checking and cleaning of Solar Power Plant etc. for its proper functioning
- c) Attending to day to day maintenance of electrical complaints received from Caretaker, Protocol and Security Officer, office staff and residents of quarters.
- e) Liaison with local authorities of electric supply for reporting power failures in case of emergencies.
- f) Checking of all the water pumps, starter panels and motors of Main Office building, Officers Colony and Staff Colony for its proper functioning and repairing, if required.
- g) Checking of exhaust, wall mounted, pedestal and ceiling fans once in a year and repairing, if required.
- h) Quarterly Preventive maintenance of all the switches, MCBs, fuses, cable terminals. Meter panels, Sub Power Panels etc. in all the flats, staircase, street lights, pump room etc. after thorough checking of the entire system including insulation. This includes the corrective measures in the defective/ loose terminals at office premises officers/staff quarters and shall be recorded in register.
- i) Maintenance of lights/ fans etc. in the Bank's Premises, Officers' Quarters and staff quarters including pathway lights, common area lights etc.
- j) Regular checking and cleaning of cables, ceiling fans, geysers, UPS and battery, energy meter panels etc. and repairing, if required.
- k) Checking and repairing the starter connection for tightness on routine basis.
- l) Checking and repairing of street lights and periphery Lightings and make it good immediately.
- m) Checking of fountain motors, garden lights, street lights, substation etc. Daily work of switching-on/off of lights in office building and colonies whenever required.
- n) The Successful Bidder shall be responsible for preventive & breakdown maintenance of all installations of the Bank's main office premises and officers and staff quarters through the same electricians. The electrician will attend the complaint which are not advised but required for safety after getting the prior approval from the Bank's officials.
- o) Whenever a particular equipment goes out of order, the fact shall be brought to the notice of the Bank's Electrical Engineer immediately. If the material is required to be replaced, material may be issued by Banks Electrical Engineer available in stock. The complaints at residence quarters shall be attended through shift wireman as and when required.
- p) The list is only indicative. Any maintenance work not specifically mentioned above but required for the healthy operation of the system concerned and for the satisfaction of the occupant/complainant will be considered in part of scope of work.

3. Special Conditions:

- 1) If any staff is on leave or absent from the prescribed minimum strength, the Successful bidder should provide replacement immediately with equally qualified & experienced person.
- 2) Service / Maintenance Report/Call Sheet shall be maintained in each case duly countersigned by user/complainant
- 3) The successful bidder's workforce should attend to the breakdown call immediately. Major/minor complaints shall be attended immediately. The Firm has to depute Staff/Technicians on all weekdays including Sunday/Bank holidays or in case of emergency/for very essential work/breakdown etc., without extra charges/payment

4) The Successful bidder shall depute electrician of proven capability with required HT/LT license. Successful bidder will be held responsible for any mischief / damages that may take place in the office / Residential colonies on account of workmen's negligence

5) The electrician's license / Successful bidder's license copy wherever applicable and their contact Telephone Nos. and Cell Nos. shall be submitted to the Bank

6) The Successful bidder should visit the Bank's office and meeting may be held with the concerned authority at least once in a Quarter or as & when required to sort out the problems faced by the Bank/Successful bidder/staff

Note: **Any material required for repair/replacement/maintenance of the electrical installation will be supplied by the Bank**

7) The Successful Bidder shall be responsible for providing necessary tools required for day-to-day electrical maintenance at no extra cost.

8) The bidder should provide a mobile handset with SIM card to the electricians working in shifts on which he is available round the clock and can be contacted 24 x 7 hrs. No extra charges shall be paid by the bank for mobile handset and recharge of SIM card.

9) Electricians shall have duty timings as per the schedule or as directed by the Bank's Engineers time to time.

10) The bidder shall furnish bio-data along with passport size photograph of the person deployed for the work. In case of absence of regular electrician an alternative electrician shall be authorized by the bidder to carry out the maintenance work with the bidder's signature duly authenticated.

11) The bidder should take the workman compensation policy for the actuals no. of Electrician to be deployed at site in the joint names (Bank's name should be mentioned first) before commencement of work.

12) The service contract charges will be inclusive of insurance charges etc.

13) Bank will not be responsible for any additional claim i.e.: tax/insurance charges/any charges raised due to accident/mishap.

14) The amount claimed by the bidder for the service contract will be inclusive of liaison charges with State Electricity Board/Company for getting the electrical work clearance if any during the currency of contract.

15) Agency is required to give prompt service. Bidder shall attend the complaint lodged in complaint book/mobile/desktop application preferably within 1 hours from the time of lodgment of the complaint. However, for major electrical work, agency shall complete the job as directed by the Bank. In case of inordinate delay beyond the stipulated time, Bank has a right to levy a penalty for each unattended complaint.

16) The Successful bidder shall furnish bio data along with the copy of HT/LT License, recent passport size photograph, mobile no. etc. of the person deployed for the work. In case of absence of regular technician/semiskilled Technician, the alternate person shall be authorized by the Successful bidder to carry out the maintenance work with the Successful bidder's signature duly authenticated. The Successful bidder will be required to work after obtaining necessary entry pass issued by the competent authority as appointed by the Bank. All such staff should have photo identify cards with address, duly signed by the authorized signatory of the Successful bidder

The Bank reserves the right to ask bidder to supply additional manpower as required by the Bank depending upon site requirement for execution of the work mentioned in the scope of work at the same rate as regular electricians.

Duties of Electrician

Providing services of experienced licensed Electrician (in the category of skilled /semi skilled) on daily basis i.e. 24x7x365 days to attend day to day electrical complaints lodged through Mobile/desktop application or in the register kept in the Caretaker's office or at colony gate, maintaining electrical installations in serviceable, clean and hygienic conditions. The rate shall include the cost of all required tools & plants, all consumables like electric tape, nails, screws, PVC gutties, wooden gutties, wires up to 2.0 m length, etc. all complete as required at site or as directed by the Bank's Engineer or any other person deputed by the Bank.

4.Details of Manpower- Bidder shall deploy Licensed Electricians with active mobile phone available at site for taking instruction from Bank's officials//colony caretaker and responsible for all the properties/works within this contract. Further, minimum manpower deployment for Bank's property is as under-

Manpower Requirement

Description of Work	Minimum manpower requirement	
	Skilled	Semi skilled
Bank's Premises - Electrical maintenance work, substation & bullion lift operation	<ul style="list-style-type: none"> - One Liftman and one wireman in general shift - 6 days in a week- Total work force-2 - Three wireman, one in each shift for sub-station throughout the week i.e. 07 days –Total Workforce-3 - One wireman will act as a reliever- Total workforce-1 	01 in general shift
RBI Officers' and Staff Quarters - Electrical maintenance work Shift timings – 06.00 AM to 2.00 PM 02.00 PM to 10.00 PM 10.00 PM to 06.00 AM	Officer Colony – (2) one wireman in two shifts.- Total Workforce-2 Staff Colony – (2) One wireman in two shifts- Total Workforce-2 One wireman in night shift for both the colonies – Total Workforce-1 One wireman will act as a reliever- Total Workforce-1	Officer Colony – one helper in two shifts – total workforce - 2 Staff Colony – one helper in two shifts – total workforce - 2 One helper will act as a reliever – total workforce - 1
SUB-TOTAL	12	06

Note:

- a. The emergency works when the workers will have to continue to work till the emergency is over. The weekly holiday should be given to the workers in consultation with the Bank. .
- b. Electricity and water shall be given to agency at nearest available point free of cost by the Bank but all the other arrangements have to be made by the successful bidder at their own.
- c. In case of any electrician of the successful bidder found to be giving poor workmanship, disobeying instruction of the Bank and misbehavior etc. the agency will replace such person(s) from the work as directed by the Bank.

PLUMBING/SANITARY

1. Area of work:

The work is for Bank's Premises, Rambagh Circle, Staff and Officers' Quarters Gandhi Nagar which includes all types of routine, preventive, periodical maintenance works generally of Plumbing and sanitary installations.

2. Details of Manpower:

Bidder shall deploy Plumbers/Helpers at site for taking instruction from Bank's officials//colony caretaker/Supervisor.

3. Scope of services to be rendered under the contract shall broadly include the following items of work:-

(A) Plumbing and Sanitary

Providing and making necessary arrangement to attend the sanitary & plumbing related routine / periodic / preventive maintenance/ breakdown, plumbing/sanitary complaint works by engaging services of minimum 4 experience plumber and 4 semi skilled plumber for Bank's Premises, Staff and Officers' Quarters, Gandhinagar. Maintaining the installations in serviceable, clean and hygienic conditions for proper habitation of Bank's properties including periodic cleaning of sewer lines/manholes/septic tanks, storm water drains, fountains etc. by deploying additional manpower as and when required without any extra charge.

i. Works to be attended on daily basis.

- a) Removal of blockages in soil waste line, gully/ nahani traps, manholes, inspection chambers, bottle traps, sinks, wash hand basin, urinals, water closets and the removal of debris outside the Bank's Premises without any cost.
- b) Replacement of washers including the cost of washers for bib taps, pillar taps, stop cocks, rubber gaskets for flushing cisterns and plunger washers for low level flushing tanks.
- c) Repairing of flushing systems CI/PVC/any other make porcelain, fordham including removal of siphons, bells, float valves, provision of cotter pin plunger washers, nut and bolts for siphon, 'S' hooks, nakucha for the Ball-cock etc. including removal and re-fixing of tanks with new accessories of appropriate sizes.
- d) Disconnecting and reconnecting plumbing connection in case of water heaters, geysers, coolers, electrical gadgets, whenever such electrical gadgets are required to be replaced/repared.
- e) Cementing of joints of various drainages lines, gaps between wash basins, sinks and that of walls, pointing of joints of tiles of floors and dados, cementing of loose tiles, floors and dados, including re-fixing the same with white cement and matching pigment.
- f) Re-fixing of loose fixtures and fittings including supporting brackets such as wash basins, sinks, flushing cistern, drain boards, towel rods, mirrors, glass shelves, soap holders, nahani traps, gratings and any other fixtures and fittings as existing in the properties including removal of existing fittings/fixtures without causing any damage. Grouting of new wooden gutties in cement mortar and refixing with new screws; removing where necessary.
- g) Disconnecting and reconnecting suction and delivery connection of water pumps whenever the pumps are required to be taken away for repairs/replacement. Removal of air locks from suction lines/delivery lines as and when required.
- h) All installations will be routinely checked and preventive maintenance will be provided whenever necessary.
- i) The complaints registered by the resident in the complaint book maintained with the Bank via mobile/desktop application will be checked daily and all complaints will be attended promptly. After satisfactory completion, the signature shall be obtained from respective resident or their representative.
- j) Daily operation of fountains.
- k) Cleaning of Water Logging areas (as and when basis)
- l) Maintaining water meter reading register on daily basis & put up to Bank's officials.
- m) Liaison with local authorities, if required.
- n) Any other related works as desired by the Bank.

ii. Works to be attended on fortnightly basis.

- a) Thorough cleaning of fountain at Staff and officers Quarter, Gandhinagar

b) Removal of the debris collected due to the plumbing work.

iii. Works to be attended on monthly basis.

- a) Cleaning of Terrace, Chajja, jali, etc.
- b) Cleaning the vegetation from the buildings wherever appear.
- c) To uproot any wild growth on and around the buildings/structures within the colony/ compound with necessary cost of acid etc. wherever required.
- d) Keeping the rain water outlets on terraces, canopies, free of debris, foreign materials, etc. to ensure quick flow of water from terraces etc.

iv. Works to be attended on half yearly basis.

- a) Cleaning of drains/ sewer lines including removal of sludge from manholes and septic tank, road gully, etc. inside the Premises up to Municipal Manhole (including removal of debris and disposing the same out of the Premises) complying with all statutory norms.
- b) The plumbing/sanitary installations in the vacant flat to be inspected on half yearly basis and report to be submitted.
- c) Cleaning of storm water drain.

(B) The cost of following items of work should also be included in the quoted rates:

The rate quoted shall also include all types of consumables e.g. cost of washers of bib cock/ angle cock/flush cock, Teflon tape and all the tools etc., as required at site.

Note: Any material required for repair/replacement/maintenance of the plumbing work will be supplied by the Bank excepting what is mentioned above at (B)

Duties of Plumber:

Providing services of experienced plumber and helper with required tools and consumables on all week days including Saturdays, Sundays and holidays from 08.00 AM to 16.00 PM for attending sanitary and plumbing works as per the scope of work given in the tender document of routine nature including preventive maintenance and breakdown repairs etc. Their scope of work includes repairs to water supply and drainage pipelines, taps, wall mixtures, sink-mixtures, traps, flushing cisterns, WCs, wash-basins, urinals, water meters, float valves, gate valves, sluice valves, etc.; fixing of sanitary & plumbing fittings {cost of plumbing fittings will be paid separately at Standard Approved Rates (SARs) of the Bank or at market rates with allowable profit and overheads for non SAR items}, removal of blockage of traps, WCs, Sewer lines, air blockage to water supply lines or any other works related to sanitary & plumbing installations in the colony, etc., all complete as directed.

2. Service contract in respect of the above works shall be excluding the cost of material like fittings, fixtures, pipes, clamps, etc. However, it shall include the cost of all consumables / perishable materials like spun yarn, putty, cotton thread, washers etc., necessary tools & plants, services of experienced plumber/labour whenever required for day-to-day maintenance and attending to repairs, preventive maintenance, replacements, etc.

3. Pre-monsoon cleaning of sunshades, surface drains, rain water pipes, chajjas, gully traps, storm water drains, khura/ mouth of rain water pipes at terraces, etc. once in a year to obviate blockage to free flow of rain water etc.,

4. Operating and servicing of all types of valves once in 6 months.

5. Inspection of water tanks (OH and UG), toilets, kitchen, etc. to be done once in 6 months and reporting to the concerned staff of Bank.

Manpower Requirement

Description of Work	Minimum manpower requirement	
	Skilled	Semi Skilled
Main Office Building - Plumbing/Sanitary maintenance work	01	01
RBI Staff Quarters - Plumbing/Sanitary maintenance work	01	01
RBI Officers' Quarters- Plumbing/Sanitary maintenance work	01 01 Plumber will act as reliever	01 01 Helper will act as reliever
SUB-TOTAL	4	4

CARPENTRY

1. Area of work:

The work is for the Bank's Premises, Rambagh Circle, Staff and Officers' Quarters at Gandhinagar which includes all types of routine, preventive, periodical maintenance works generally of Carpentry & interior works. The contractor is advised to visit the site before quoting their rates to assess the quantum of work.

2. Details of Manpower:

Successful Bidder shall deploy carpenter with active mobile phone available at site for taking instruction from Bank's officials//colony caretaker/Supervisor and responsible for all the properties/works within this contract.

3. Scope of services to be rendered under the contract shall broadly include the following items of work:-

(A) Carpentry work

The services rendered under the contract shall include the following item of work without claiming any extra cost:

Providing and making necessary arrangement to attend the carpentry related routine / periodic / preventive maintenance works in respect of Bank's Premises, Staff and Officers' Quarters to be performed by carpenter and helper respectively to attend routine/ preventive / breakdown carpentry/civil complaints & maintaining the installations in serviceable, clean and hygienic conditions for proper habitation of Bank's properties such as oiling/ repairing/ replacement of doors/ windows/ wooden/ metallic items, gate, repairs to cloth hanging system etc. including deploying extra manpower if necessary for name plates, numbers/ lettering work, POP false ceiling repair, steel window related works, modular kitchen related works, repairs of letter boxes, modification of window opening/grill for air-conditioner etc. & other related works. The rate shall include the cost of nails & screws, adhesive, putty, incl. tools & plants etc., all complete as required at site, all complete as required at site as directed by the Bank.

i) Works to be attended on daily basis.

- a. Removing and re-fixing the loose hard-ware items with necessary screws as required at site etc. complete.
- b. Replacement of worn out wooden beading, any wooden members, broken glass panes of door and window shutters and any damaged hardware fitting etc.
- c. The complaints registered by the resident in the complaint book maintained with the Bank/Caretaker/mobile/desktop application will be routinely checked daily and all complaints will be attended promptly. After satisfactory completion the signature shall be obtain from respective resident or their representative.
- d. Fittings/ fixtures and other materials procured with the approval of Bank will be paid as per Bank's SAR or at reasonable rate approved by the Bank for carpentry works.
- e. Removal of debris created due to Carpentry work to be taken and dumped in the Corporation Garbage bin or disposed of outside Bank's premises at appropriate place as per statutory norms.
- f. Shifting of furniture within the Bank's Premises/colonies.
- g. Attending to all the preventive maintenance works.
- h. Fixing of curtain rods, mosquito net cleaning, etc.
- i. The carpentry fittings/fixtures in the vacant flat to be inspected on half yearly basis and report to be submitted.
- j. Any other related works as instructed by Bank's officials.
- k. Minor repair of doors/windows, modular kitchen, latches/handles, tables/drawers, chairs etc./sofas, beds and almirahs. The cost of the material will be paid separately as per Standard Approved Rates of the Bank or at market rates with allowable profit in case of non SAR items.

ii) Works to be attended on fortnightly basis.

- a) Inspection of office premises and submitting the report of major defects.

iii) Works to be attended on call basis.

- e) Servicing/repairing of table drawers, checking chairs, etc.

iv) Works to be attended on half yearly basis.

- f) Greasing and oiling to hinges etc.
- g) Servicing of door closures.
- h) Servicing of floor springs.

4. The cost of following items of work should also be included in the quoted rates:

- a) Work shall be carried out at all height; no extra payment shall be paid for scaffolding etc.
- b) Consumables like tapes, nuts, nails, bolts, glands/ thimbles, lead wires etc.

Note: Any material required for repair/replacement/maintenance in the carpentry work will be supplied by the Bank excepting what is stated above in para 4

Duties of the Carpenter/Semi Skilled helper

Providing services of experienced carpenter and helper with required tools and consumables on all week days from 08.00 AM to 16.00 PM in the **Bank's residential colonies and on all working days in the office building** for attending day to day complaints of carpentry work. The works may be related to attending the complaints recorded by the colony residents in complaint register/s kept in the Caretaker's Office or at the main gate of the colony. Removal of debris generated from carpentry works under the scope of this AMC. The service contract shall include the cost of scaffolding, T&P, consumables like nails, screws, washers, PVC or wooden gutties, adhesives, sand paper, paints, lubricant/oil, etc., all complete as directed.

Manpower Requirement

Description of Work	Minimum manpower requirement	
	Skilled	Semi-skilled
Main Office Building - Carpentry/joinery/ labour for shifting of small material maintenance work	01	01
RBI Staff Quarters - Carpentry/joinery maintenance work	01	01
Main Office Building - Carpentry/joinery maintenance work	01 01 Carpenter will act as reliever	01 01 Helper will act as reliever
SUB-TOTAL	4	4

General Cleaning of the Residential Colonies

[A] Area of work: Staff and Officers' Quarters at Gandhi Nagar consists of 41 blocks, RD's office, junior engineer's office, community halls, Dispensaries, Caretaker offices, security guard rooms, pump room, Electric sub-station, shaded car parking, scooter parking and Common/Peripheral Area in both the colonies. This work also includes cleaning and housekeeping activity in the area of work.

Periodical cleaning and maintenance of flats and premises (7 working days in a week):

The services rendered under the contract shall include the following items of work like daily, weekly, monthly, quarterly cleaning without claiming any extra cost.

Carrying out the general maintenance and cleaning works on daily basis (including Saturdays, Sundays and Holidays) to complete the work to the entire satisfaction of the Bank. The periodical cleaning and maintenance of flats and the premises includes the following details:

Note: The labours shall be utilized for cleaning works as below and technical supervisor has to supervise entire work including cleaning, carpentry, plumbing & sanitary & electrical works.

1. Daily cleaning:

- I. Collecting the day to day garbage from the flats, dispensary, caretaker's office with Toilet, Welfare offices, Gymnasium Room, community hall, service roads, plinth protection of the all buildings etc., all complete as required at site as directed by the Bank. Brooming and mopping from rooftops to ground floors and in the area outside the flats on each floor including hand railings and stair cases landing
- II. Keeping the premises clean by sweeping all open area of the premises including internal roads, car/scooter parking area, path ways and removal of debris out of the Bank's premises etc., all complete as required at site as directed by the Bank.
- III. Cleaning the entire staircase for all the building blocks by using broom from ground floor to terrace including landing, lobby and hand rails etc., all complete as required at site as directed by the Bank.
- IV. Proper sweeping & moping of the entire dispensary floor, platform, dusting and cleaning of table, chairs etc. mostly at the time of its opening. Brooming of internal roads, gardens, water fountain and playgrounds.
- V. Cleaning and dusting of community halls, gyms, RD's office, Caretaker offices, Junior Engineer Office, dispensaries and cabins of security guards and few other identified properties/offices. All wooden/glass doors, furniture, glass windows, water drinking area along with electrical fittings, Computer, printer/scanner, fax, telephone etc. wherever installed in these offices.**
- VI. Collect daily waste from each flat (estimated 390 flats) and put it in the garbage container of Jaipur Municipal Corporation outside the colony. (Between 8am to 1pm)
- VII. Empty all the dustbins placed in the general area and put the garbage in the garbage container of Jaipur Municipal Corporation outside the colony.
- VIII. Care shall be taken not to throw / splash water on sensor based plumbing fixtures, like auto-flush for urinals and pillar taps to Wash Hand Basins. In case of damage due to negligence of the housekeeper, the cost of replacement will be borne by the contractor at Bank's sole discretion.
- IX. The cleaning of baths & toilets of dispensary, caretaker's office, Gym toilet , Engineer's site office, common toilets & community hall and few other identified properties/offices includes the spotless cleaning, by using the required cleaning tools & plants with approved R category products (1 to 9) from TASKI/DIVERSEY, cloths, brush etc., all complete as required at site as directed by the Bank for the following areas:
 - a) Entire floor of bath and toilets,
 - b) Entire area dado/ wall tiles of bath, toilets, & lobby areas (near wash basin),
 - c) Wash hand basin of bath & toilet areas,

All the Indian WCs & Western WCs of bath/toilet area, mirrors, glass shelves and medicine box etc., of bath/toilets & lobby areas.

2. **Weekly cleaning: General Cleaning of the flats**

- a) Mopping of the staircases, community hall, Caretaker office, Gymnasium, by using cleaning material as directed from ground floor to terrace (all building blocks) including landing / lobby etc., all complete as required at site as directed by the Bank. Extensive Mopping of community halls, gyms, Caretaker offices, Junior Engineer Office, dispensaries and all the toilets related to them.
- b) Extensive cleaning of all building terraces.
- c) Cleaning of parking sheds and awnings in Bank's Premises, Staff and Officers' quarters at Gandhi Nagar, Jaipur as and when required.
- d) Cleaning of chimneys installed in residential colonies.

3. **Once in a month cleaning:**

1. Removal of cobwebs from the common area like external walls and inaccessible spots by brooms including the cleaning of terraces of all the building blocks etc., all complete as required at site as directed by the Bank.
2. Cleaning of inside of vacant flats entirely to keep the same in habitable conditions as required at site, as directed by the Bank.

4. **Once in six months cleaning:**

i) Cleaning of entire surface drains, covered drains and deep drains, sewer chambers, gully traps chambers, etc. preferably in the month of **May & October**.

ii). The underground as well as overhead water storage tanks in the Bank's properties shall be cleaned once in every 6 months, preferably in **September/October and February/ March**. When such cleaning works are to be taken up in the Bank's Residential Colonies, the residents shall be informed of cleaning operations well in advance so as to facilitate them to store water during the period of non-supply of piped water.

Checking the things for working order

Daily checking shall be done in order to ensure that all the equipment in the toilets like Taps /Sinks /Geyser/Flush /Shower/Soap container etc. are in working condition. If not then, the position shall be reported to the Caretaker/Estate Department. Complaints regarding civil, electrical, plumbing etc. observed in the toilets must be resolved on the same day. Record of all the works carried out during the day and having got the same Any other cleaning as advised by Designated Bank Officer/ACT relating to sweeping/ cleaning / disposing of debris, etc. at the work site. The contractor is also required to clean bank colonies any area as informed by the care taker/Assistant Manager, Maintenance/Security officer.

Scope of the work for General Cleaning

Carrying out daily cleaning of the colony (including Saturdays, Sundays and Holidays) to the satisfaction of the Bank. The periodical cleaning and maintenance of flats and colony premises shall include the following works:

i) Collecting day to day garbage from all the occupied flats, dispensary, Single Rooms, Caretaker's Office, Gym room, etc. and disposal of garbage out side Bank's premises and dumping into the garbage bins placed by the MCD in the vicinity of the colony etc., all complete as required at site or as directed by the Bank's engineer or any other person deputed by the Bank.

ii) Keeping the premises clean by broom sweeping of the entire open area of the premises except lawn area but including internal roads, car parking area, path ways, community hall, Welfare Office, Gym Room etc., and removal of garbage out side of the Bank's premises and dumping into the garbage bins placed by the Jaipur Municipal Corporation in the vicinity of the colony.

iii) Proper cleaning of the entire staircase for all the building blocks by using broom from ground floor to terrace including landing, lobby and moping of hand rails etc., all complete as required at site as directed by the Bank.

iv) Proper cleaning of the dispensary at the time of opening of the dispensary including dusting of furniture and moping of entire floor area including cleaning of toilet and bathroom by using approved cleaning materials, as required at site as directed by the Bank's Medical Officers (BMO/BMC).

v) The cleaning of baths & toilets of caretaker's office, dispensary welfare office, Gym room, community hall, and common toilets includes the spotless cleaning, by using the required cleaning tools & plants (like brush duster etc.) With Harpic, Colin or any other approved quality cleaning material detergent, soaps & acids etc., all complete as required at site as directed by the Bank's engineer or any other person deputed by the Bank.

Note:

a) The contractor should submit the necessary acknowledgement only in the printed format.

b) The rates shall include all type of materials such as broom, duster, urinal screens, approved quality cleaning items /R1 products etc. or any other materials which is necessary for satisfactory completion of work.

Contractors are advised to visit the various sites for understanding the detailed scope of work before submitting their tenders and confirming to the terms and conditions.

General Cleaning of the Flats

Weekly cleaning:

The cleaning of toilets of all the occupied officers flats (each flat having 1/2 toilets) with required approved R category, for spotless cleaning by using the required cleaning tools & plants etc., all complete as required at site as directed by the Bank for the following areas:

- e) Entire floor of bath and toilets,
- f) Entire dado/ wall tiles of bath, toilets, & lobby areas (near wash basin),
- g) Wash hand basin near bath & toilet areas,
- h) All the Indian WCs & Western WCs of bath / toilet area, mirrors, glass shelves and medicine box etc., of bath/toilets & lobby areas.
- i) All grill gates including grills on walls surroundings the Staff and Officers' Quarters
- j) Extensive cleaning of the entrance gates.

Note : There are 102 flats in officers colony

4. Cleaning on fortnightly basis

Washing of stairs with water (available from nearby flats).

Note ; There are 17 blocks in officers colony and 24 blocks in staff colony

Cleaning of ceilings, Fans, windows, window panes, exhaust fans of community halls, gyms, Caretaker offices, Junior Engineer Office, dispensaries and guards cabins in both the colonies.

5. Once in three months cleaning: (All occupied Officers' flats)

i) Moping & cleaning of the door & window's shutters/frame/grill, ceiling fans, wall fans, exhaust fans, light fittings etc. with soaked clean cloth in detergent and also cleaning all the fittings & fixtures with soft clean wet cloth of all the officer occupied flats, dispensary, gym., caretakers' office by using ladders/ stools etc., as required at site as directed by the Bank.

ii) Removal of cobwebs from the walls, ceilings, pelmets, curtain rods, grills & MS nets of windows and doors by using ladders/ stools etc., as required at site as directed by the Bank for all the officers occupied flats, Gym, Caretaker's office etc.

iii) Removal & re-fixing in positions of all the mosquito nylon mesh/nets of windows & ventilators, after proper cleaning, washing, drying etc., all complete as required at site, of all the officer occupied flats, dispensary, Gym and caretaker's office etc.

Cleaning and Housing keeping includes: Mopping and Brooming of floor preferably with R-1/ Green products.

Dusting: Dusting includes dusting with wet and dry cloth of all fixtures like doors of wood/glass/glass window panes, ply woods, stair case, hand rest, stairs on wall, dustbins, water dispensers, nets on walls, ventilation blades etc. all type of fixtures of woods, glass, stones.

Note ; There are 102 flats in officers colony

Manpower Assessment – Maintenance Activity

S. No	Type of AMC	Unskilled
1	Cleaning – RBI Officers’ Quarters	10
2	Cleaning – RBI Staff Quarters	06
	Total	16

Roles and Responsibilities of AMC Supervisor

1. The Bank has entered into several Annual Maintenance Contracts (AMCs) with various firms/vendors for maintenance of electrical equipment and other dead stock items.
2. The supervisor will be responsible for resolving the complaints lodged by the residents/officials of the Bank with respective AMC holder.
3. The Supervisor will be responsible for ensuring periodic preventive maintenance of various dead stock items through AMC holder.
4. The Supervisor will be responsible for maintenance of records pertaining to various preventive maintenance schedule, complaints etc.
5. The Supervisor will escalate the complaints lodged by the resident/bank officials to the respective AMC holder.
6. In the event of unsatisfactory resolution of complaints by the respective AMC/Service provider, the supervisor may escalate the same to the concerned bank officials.
7. List of AMCs will provided to the AMC supervisor with relevant details.

General Conditions of the contract

The following Registers shall be maintained by the Successful bidder.

- i. Attendance Register
 - ii. Routine/preventive/periodic maintenance work register (Soft and hard form)
 - iii. Any other log books as directed by the officials of the Bank.
1. Above registers shall be inspected by the Bank's officials for their verification.
 2. Providing of all essential tools to his staff for day to day maintenance & emergency.
 3. Providing of all safety equipment's, material to his staff.
 4. Providing **safety shoes, insulated gloves, raincoats, caps, umbrellas, torch, Mobile phone etc.** to his all staff.
 5. Provide necessary training to his staff on quality, safety & technology.
 6. Submission of Quarterly Report on Preventive / periodic maintenance in the prescribed format.
 7. If any staff is on leave/absent, the Successful bidder should provide replacement immediately with equally qualified & experienced person.
 8. The Bank reserves the right to ask Successful bidder to supply additional manpower as required by the Bank depending upon site requirement for execution of the work mentioned in the scope of work without any additional cost.
 9. Manpower deployed should not be in Low Medical Category i.e. should be physically fit in all respects. Medical fitness will be considered as per fresh medical fitness certificate from Registered Medical practitioner with qualification not less than MBBS as produced for verification by the Contractor.
 10. The manpower deployed by the Bidder during the currency of the Contract shall not work in any other organisation or shall not be deployed by the Bidder at any other organisation. If any such instance comes to the notice of the Bank during the agreement period, the Bank shall have the right to impose suitable penalty on the Bidder, which will be recovered from its monthly bills or security deposit or any other dues of the Bidder. Bank shall have the right to ask for a suitable replacement in such a case.
 11. Persons deployed under the contract should be between 18 and 50 years of age. If the person is above the age of 50 years the same be approved by the bank.
 12. The manpower deployed should be able bodied and trained persons with good health and clean record.
 13. It shall be the responsibility of the successful Bidder to provide full uniform (summer and winter both) along with the name plate/identity card to the manpower deployed to perform their duties. The identity cards shall be produced on demand by any authority of the Bank or of the Government.
 14. The Bidder will introduce to the person authorized by the bank for the operation of the agreement by the Bank, for verification and satisfaction before their deployment and the Bidder shall furnish the complete particulars / bio-data of personnel with passport size color photo, duly attested by a Gazetted Officer, before deployment.
 15. The Bank reserves the right to advise the Bidder to remove any personnel found not discharging his duties satisfactorily or of doubtful character and it will immediately remove such person / persons and provide replacement.
 16. The duty points for the personnel deployed by the Bidder will be decided by the Bank through its Officer-in-Charge or any person so authorized in this regard and the Bidder will have to abide by such direction.
 17. It may be distinctly understood that there shall not be any absenteeism by the personnel. In case of absenteeism, if any, replacement personnel will have to be provided by the Bidder. The replacement personnel should be able to join his duty within two hours, failure to do so would render the Bidder liable to pay the damages at double the rate of the wages and suitable deductions will be made from monthly bills of the Bidder. Such replacement personnel shall also be subject to meeting the required standards.

18. The Bidder shall ensure that the manpower deployed, while on the premises of Bank or while carrying out their obligations, observe the standards of cleanliness, decorum, safety, good behavior and general discipline laid down by the Bank or its authorized agents and the Bank shall be the sole judge as to whether or not the Bidder and /or the manpower deployed have observed the same.
19. The Bidder shall provide a day of rest to the manpower deployed as per applicable statutes.
20. The Bidder shall obtain a licence under Contract Labour (Regulation and Abolition) Act, 1970 or any other law, as applicable from time to time, failing which the Bidder alone would be responsible for actions/proceedings ensuing thereto. The Bank shall not be held responsible for acts, commissions or omissions of the Bidder and shall in no way be made liable to the persons deployed by the Bidder.
21. All liabilities arising out of any legal dispute, accident etc. shall be borne/ paid by the Bidder and the Bank shall not be liable in any manner whatsoever.
22. The Bank shall not be responsible for payment of any compensation for death of or injury or accident to any of the manpower deployed which may arise out of and in the course of their duties and employment. It is agreed and understood that the Bidder shall alone be liable to pay such damages or compensation to the persons deployed. The contractor will be responsible for taking all safety standards for its personnel deployed at the banks premises/colonies.
23. **Contractors are advised to quote their rates after visiting the office and staff colony and understanding the volume and complexity of work as given in scope of work stated in Part-I.**
24. The labours engaged with plumbers, carpenters, and electrician shall also be utilized as helpers for attending day to day complaints/maintenance cleaning works, if needed.
25. Cleaning material means (Harpic, Colin, diluted acid, detergent of approved quality, CP brass fittings cleaning materials like glitz etc.).
26. The rates shall be applicable for attending complaints at all heights, floors, levels and the contractor has to make his own arrangements of ladder /scaffolding, etc. required to attend day to day complaints with all safety standards and the entire cost will be borne by the successful bidder.
27. The payment of bills will be made on monthly basis after certification by the Caretaker /Junior Engineer /Assistant Manager or any other person authorized by the Bank for this purpose.
28. An amount of ₹1500/- and ₹1200/- per day will be deducted for absence of the plumber, carpenter, electrician & helpers/labours respectively from monthly bills of the contractor and ₹ 2,000/- per day for the supervisor.
29. All the complaints /works shall be attended in time. Necessary recovery may be made by the Bank if the complaints are not attended by the contractor in reasonable time. Details of the penalty clause is given in Para 4.5
30. The payment for all other major materials to be replaced by the Contractor as per the direction of Bank Engineer shall be paid separately on the Bank's Standard Approved Rate (SAR).
31. **Successful bidder will have to provide a user friendly mobile/computer application for facilitating complaint lodgment by the residents of colonies and other concerned official. Successful bidder should update the status of complaint on his application software. The price quoted should be inclusive of the cost of mobile/computer application and its maintenance.**
32. **Successful bidder should ensure that as and when required by the Bank, they may hire the services of gardening consultant from external agency. Bank shall pay separately for the consultancy service.**

Section III

General instructions to Bidders

3.1	Tender Document:
3.1.1	Tender shall consist of this document having Ten (10) Sections along with any annexures, schedules etc. issued by the Bank for the purpose.
3.1.2	Bidders are advised to study all sections of tender documents thoroughly. Submission of Bid shall be deemed to have been done after careful study and examination of the tender documents with full understanding of its implications.
3.1.3	Bidders are advised to use only the forms (tender books) uploaded on MSTC portal. In case the tenders are submitted from downloaded tender forms from the website, if any change/modification thereto is found subsequently, such tenders are liable for disqualification. However, if they desire to submit additional information, they may do so on their own letter head/paper. Each page of the tender forms shall be signed and returned.
3.1.4	Eligibility criteria shall be as per clause 1.1.1 in Section I of the tender document
3.2	Amendment to tender document
3.2.1	At any time prior to the deadline for the submission of Bids, the Bank may, for any reason, whether at its own initiative or in response to a clarification or query raised by a prospective Bidder, modify the tender by an amendment.
3.2.2	Any such amendment will be hosted on the Bank's website https://www.rbi.org.in only. The addendum (s) issued will form part of the tender documents.
3.2.3	In order to afford prospective Bidders reasonable time for preparing their Bids after taking into account such amendments, the Bank may, at its discretion, extend the deadline for the submission of Bids.
3.3	Preparation of Bid : Tender in prescribed form shall be submitted in two parts – Part I Technical Bid and Part II Financial Bid
3.3.1	Technical Bid
	Part-I of the tender will contain Bank's standard conditions (not Price Bid) for the proposed work, tender's covering letter and the EMD (Rs 4,40,242/-) 2% of the estimated amount. MSME firms are exempted from payment of EMD.
(i)	Sections I to X are part of technical Bid.
(ii)	Bidder must fill all the details specified in various sections.
(iii)	EMD shall be part of Technical Bid.
(iv)	The tender documents must be filled in English If any of the documents is missing or unsigned, the tender may be considered invalid by the Bank at its discretion.
3.3.2	Financial Bid: Part-II of the tender will contain Bidder's price Bid only

(i)	Currency of Bid: Bid prices shall be quoted in Indian Rupees only. Rates quoted should include all costs associated with the work including any out of pocket / mobilization expenses, all taxes (except GST), charges, levies, cess, insurance, transportation, other Govt. Taxes, uniform for the employees, mobile handset to the supervisor mobile/desktop application etc. As indicated above, the rates quoted must be excluding GST, which will be paid separately as per the government directives.
(ii)	The rate should be quoted strictly in line with the price schedule leaving no column blank whatsoever to avoid any ambiguity. Bids (Rates quoted)
(iii)	If any columns of the price schedule are found blank then the tender of the respective Bidders shall be treated as non-responsive, and will be summarily rejected by the Bank
3.3.3	It will be imperative on the part of each Bidder to fully acquaint himself with all the local conditions and factors, which would have any effect on the performance of the contract and cost of the items. No request for the change of price shall be entertained, on account of any local condition or factor once the offer of the Bank is accepted by the Bidder. This, however, excludes any changes in minimum wages/government levies which are payable statutorily and may be allowed subject to satisfaction of the Bank.
3.4	Bids shall remain valid for acceptance by the Bank for the period indicated in clause 1.2 of Section I . This period may be further extended, if required, by mutual consent.
3.5	Earnest Money Deposit (EMD) / Bid security :
3.5.1	The Bidders shall deposit EMD of Rs. 4,40,242 by NEFT with their Bid. EMD A/c No.8692299, Account name RBI Jaipur , IFSC Code:RBIS0JPPA01 (0=Zero)
3.5.2	EMD shall be in form of a NEFT . No interest on EMD shall be paid.
3.5.3	Bids not accompanied by EMD, shall be treated as non-responsive, and will be rejected by the Bank at its discretion
3.5.4	The EMD of unsuccessful Bidders shall be returned by the Bank after award of work to Successful Bidder.
3.5.5	The EMD of the Successful Bidder shall be returned after submission of a fresh Performance Bank Guarantee as per clause 4.11.
3.6	EMD shall be forfeited if the Bidder:
(i)	makes misleading or false representations in the forms, statements and attachments submitted, suppressed any material information, details of any legal proceedings pending in the court which might otherwise would have created any impact on the eligibility criteria;
(ii)	withdraws his Bid during the period of Bid validity, or
(iii)	has been blacklisted by any government agency and the blacklist is still in force.
3.7	Procedure for Submission of Bids
	Interested Bidders / Agencies shall upload the tenders in prescribed form in two parts. Part-I tender will contain the Bidders' covering letter, Bidders' additional conditions, if any, and documents as indicated in Annex.
3.7.1	Technical Bid
(a)	Prices should not be indicated/included in the Technical Bid.
(b)	EMD shall be part of Technical Bid
3.7.2	Financial Bid
	No conditions should be indicated in the Financial Bid.
3.8	No conditional/optional quote shall be accepted.
3.9	Bidders shall not be permitted to alter or modify their Bids after receipt of Bids.

3.10	Receipt of Bids - The Bids will be accepted till the schedule time and date as given in “schedule of tender”.
3.11	Opening of Technical Bid
	The Technical Bids will be opened on the scheduled time and date as referred to Schedule of Tender (SoT) at Reserve Bank of India, Tonk Road, and Jaipur. The Bidders or their authorized representatives may be present, if they so desire.
3.12	Scrutiny of Technical Bid
3.12.1	The Technical Bid shall be evaluated as per the procedure indicated in special condition of contract (Section IV).
3.12.2	After evaluation of the Technical Bids, the Financial Bid of only short-listed Bidders will be opened. The decision of the Bank on technical suitability of the offer shall be final and shall not be called into question.
3.12.3	The Bank shall obtain reports on the past performance of the Bidder from his clients and Bankers. The Bank shall evaluate the said reports before opening of the Part-II of the tenders. If any Bidder is not found to possess the required eligibility for participating in the tendering process at any point of time and/or his performance reports received from his clients and/or his Bankers report are found unsatisfactory, the Bank reserves the right to reject his offer even after opening of Part-I of the tender. The Bank is not bound to assign any reason for doing so.
3.13	Opening of Financial Bid
	The financial Bids of the short-listed Bidders will be opened later and such short-listed Bidders will be intimated about the date and time accordingly. The short-listed Bidders or their authorized representatives may remain present for opening of financial bids, if they so desire.
3.14	Scrutiny of Financial Bid
	The Financial Bid shall be evaluated as per the procedure indicated in Section IX.
3.15	The Bank reserves the right to accept any Bid and to reject any or all Bids
	Notwithstanding anything mentioned above, the Bank reserves the right to accept or reject any Bid at any time prior to award of Contract without thereby incurring any liability to the affected Bidder or Bidders. The Bank may not assign any reason for rejection of any or all Bids. The Bank reserves the right to cancel/annul the selection process, at any stage prior to the award of the contract on account of the following:
(a)	in case no Bid is received
(b)	occurrence of any event due to which it is not possible to proceed with the selection process
(c)	an evidence of a possible collaboration/collusion/mischief on part of Bidders, impacting the competition and transparency of the selection process,
(d)	any other reason, which in the opinion of the Bank necessitates the cancellation of the selection process
(i)	On occurrence of any such event, the Bank shall notify all the Bidders within 7 days or any reasonable time of such decision. The Bank shall also promptly return the EMD submitted by the Bidders within reasonable time of issue of such notice. The Bank is not obligated to provide any reason or clarification to any Bidder on this account. Liability of the Bank under this clause is restricted to returning the EMD and no other reimbursements of costs/ expenses of any type shall be made by the Bank on this account.

(ii)	The Bank further reserves the right to re-tender the process or get the work done by a Government agency or Quasi Government agency if the Bank is of the opinion that the Bids received are not economically or otherwise feasible or not acceptable due to reasons in sub clauses (a) to (d) above.
3.16	Disputes
	All disputes arising shall be subject to the jurisdiction of the appropriate court as indicated in Clause 1.2 and will be governed by the relevant statutory provisions in force in India
3.17 (a)	<p><u>Minimum wages</u></p> <p>Rates quoted by the Bidders should be in accordance with the provisions of Contract Labour (Regulation and Abolition) Act, 1970 / Minimum Wages Act. The Successful Bidder shall ensure payment of minimum wages to the workmen employed by them. Payment should be made through NEFT to their Bank account/s and Successful bidder shall maintain a register of wages and shall issue a wage slip to every workman employed by them and obtain their signature or thumb impression on the wage slips. In addition, they have to provide essential amenities like drinking water, first aid facility etc. to their employees as per Contract Labour (Regulation and Abolition) Act, 1970.</p> <p>Salary of the employees shall be disbursed through NEFT only to their bank account and a copy of the NEFT payment and bank details shall be produced with the bill to be submitted to the Bank for payment to the Vendor. No cash payment by the company/Successful Bidder shall be made to their employees.</p> <p>The total wages payable to the skilled/unskilled labour shall include Minimum Wages and Statutory dues (Basic + Variable dearness Allowance), <u>Bonus, Employees Provident Fund & Employees state insurance corporation (ESIC).</u></p>
(b)	The Successful Bidder has to give undertaking on Non Judicial Stamp Paper of applicable value before the award of the work that it undertakes to actually pay wages to all the labourers of all descriptions to be engaged by it for completion of that particular job/work at the rate which is not less than minimum wages under CLRA Act and also keep the Principal Employer indemnified against all the actions that may be initiated against the Principal Employer by the Statutory Authorities for the Successful Bidder's failure to pay such wages and provide the essential amenities.
(c)	The Successful Bidder shall indemnify and keep indemnified the Bank against all losses and claims, damages or compensation for breach of any provisions of the Payment of Wages Act, 1936, Minimum Wages Act, 1948, Contract Labour (Regulation and Abolition) Act, 1970 or any other labour law/statute in force in this regard. The Successful Bidder only shall be responsible for liabilities, if any, in this regard.
(d)	The Bank will also insist, to the Successful Bidder for Bank account payment details of labourers and it will furnish the Bank account details of engaged labourers as proof of payment on enquiry.
3.18	<p>Insurance: The Successful Bidder shall take an "all risk policy" for the contract value and workmen compensation policy for the workers engaged in the work. The Successful Bidder shall indemnify the Bank for any loss or damage that occurs to persons or building or third party while executing the work. <u>Third party liability in the Successful Bidder's "all risk policy" shall be minimum Rs. 2 lakh per person for any one accident or occurrence and 5.00 lakh in respect of damage to property for any one accident or occurrence.</u></p> <p><u>Note: These policies shall be valid till the currency of the work. If the Successful Bidder does not provide these policies, the Bank reserves the right to take the above insurance policies themselves and recover the cost thereof from the bill of the Successful Bidder.</u></p>

3.19	<p>Signing of Contract Agreement</p> <p>The General instructions to the Bidders and special conditions, conditions hereinbefore referred to, Conditions of Contract and Technical Specifications enclosed with the tender documents, the subsequent correspondence exchanged between the Bank and the Bidder and the work order placed shall be the basis of the final contract to be entered into with the Successful Bidder. On receipt of intimation from the Bank of the acceptance of his/their tender, the Successful Bidder shall be bound to implement the Contract and within 14 days thereof, the Successful Bidder shall sign an agreement in accordance with the draft agreement. Notwithstanding the signing of the agreement, the written acceptance by the Bank, of a tender in itself will constitute a binding agreement between the Bank and the person so tendering, whether such contract is or is not subsequently executed. The cost of necessary stamp paper as per Stamp Act for execution of the agreement shall be borne by the Successful Bidder. The format of Articles of Agreement is provided at Section X. The Successful Bidder shall not sublet any portion of the contract without the permission of the bank. In case of breach of these conditions, the Bank may serve a notice in writing on the successful Bidder rescinding the contract whereupon the security deposit shall stand forfeited to the Bank, without prejudice to its other remedies against the successful Bidder.</p>
3.20	<p>Right to Accept Part Tender: The Bank reserves the right to accept the tender either in whole or in part.</p>

Place:

(Signature of the Bidder with stamp)

Section IV:

Special Conditions of the contract

4.1.	Technical and Financial bids will be evaluated as per the details provided in Section IX
4.1.1	Technical Bid :
	The Bank would examine and evaluate received Technical Bids, as per the proposal submitted by the Bidders in line with the Bank's requirement mentioned in Scope of Work at Section II. Technical Bids will be evaluated on the basis evaluation matrix given in section IX. All the Bidders who secure 50% marks in Technical Evaluation will be eligible for opening of their Financial Bid.
4.1.2	Financial Bid :
(a)	Financial Bid will also be evaluated on the basis of quoted cost of works as per the Scope of Work for providing the required complement of skilled/unskilled and supervisory personnel set out in this tender and carrying out the work as specified in Section II and Section IX of Scrutiny of Offers. The Quoted price in financial bid shall also include overheads, cost of uniform to personnel engaged, mobile charges to supervisor, profit etc. The bidder is expected to quote an amount higher than the estimated price per month, arrived by the bank, to cover all the expenses on services to be provided to us. Any amount quoted below or equal to our estimated minimum amount may be rejected as it will not be compensating the minimum statutory payments along with a reasonable margin for the business to be viable (Annexure VI).
(b)	If there is a discrepancy between the amount expressed in words and figures, the amount in words shall prevail, subject to sub clauses 'b' and 'c' above.
4.2	Renewal of contract
	The service contract shall be valid from April 1, 2020 to June 30, 2021 and it may be further renewed for Two years (One year at a time) subject to satisfactory performance.
4.3.1	Non-disclosure
	The Successful Bidder 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 Successful Bidder 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 Successful Bidder shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under the contract or to comply with applicable laws. The Successful Bidder 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 Successful Bidder shall indemnify the Bank for any loss suffered by it as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Successful Bidder and the Bank shall be entitled to claim damages and pursue legal remedies. The Successful Bidder 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 Successful Bidder's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.
4.3.2	Successful Bidder shall provide identity cards to its employees or agents who shall be doing the subject job at the Bank's premises. All the employees and agents should bear the identity card at all the times they are working in Bank's premises.

4.4	The Successful Bidder shall 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 Bank's Premises. A copy of the Aadhaar card of such persons along with police verification report will be furnished to the Bank before their deployment in the Bank's premises.
4.5	Penalty
	<p><u>Gardening:</u> The health and growth of the plants and lawns shall be the prime concern of the Successful bidder and if the performance is not found satisfactory/directions given by Bank are not executed in reasonable time, it may lead to imposing penalty ranging between 0.1% to 1% of the monthly Bill amount of the entire contract at the discretion of the Bank. The damaged plants / lawns etc. shall be got replaced at the risk and cost of the AMC contractor at the sole discretion of the Bank. The Bank's decision in this regard shall be final and binding on the Successful bidder.</p> <p><u>Electrical/ Carpentry /plumbing work:</u> The complaints lodged by the residents of the colonies /authorized officials of the bank should be attended promptly within 1 hours, failing which a penalty clause as enumerated below will be invoked. Any delay in attending to complaint beyond one hour from the time of lodgment of the complaint shall attract penalty which shall not be less than Rs. 500 per incidence. The penalty amount will be recovered from the monthly bill raised by the contractor.</p> <p><u>Cleaning:</u> Any deficiency in services such as non-cleaning of specified area, non-wearing of prescribed uniform, less number of cleaning rounds, less manpower, non-using of machines or approved cleaning material etc., is observed or brought to notice of the office, an amount of Rs. 500/- will be recovered per instance from the monthly bill as penalty for deficiency in services and in any case, it will not be refunded to the contractor, in future. The bank's decision in this regard shall be final.</p> <p><u>Bank reserves the right to waive off such penalty, if the cause of deficiency in the service is found to be beyond the control of the successful bidder. The Bank's decision in this regard shall be final.</u></p>
4.6	<p>Payment Conditions:</p> <p>The charges quoted will cover the cost of manpower deployed, administrative expenses, uniform of the employees and machinery/equipment, deployed for efficient rendering of services and shall be payable on monthly basis subject to submission of invoice and subject to satisfactory performance. The payment thereon will be made after the same is duly certified by the Bank's Officers that the services have been provided satisfactorily and after deducting all statutory dues/taxes, etc.</p> <p>Salary of the employees shall be disbursed through NEFT only to their Bank account and a copy of the NEFT payment shall be produced to the Bank with the submission of the bill for payment to the vendor.</p>
4.7	<p>Force Majeure:</p> <p>The Bidder/Successful Bidder shall not be liable for forfeiture of its EMD/ Security Deposit (Performance Bank Guarantee - PBG) or for payment of liquidated damages or termination for default, if the delay in performance or other failure to perform its obligations under the contract is a result of an event of Force Majeure. For purposes of the clause, "Force Majeure" means an event beyond the control of the Bidder/Successful Bidder and not involving the Bidder's/Successful Bidder's fault or negligence and not foreseeable. Such events may include wars or revolutions, fires, floods, epidemics, quarantine restrictions, freight embargoes etc. The Bank will decide whether delay or failure on the part of the Bidder/Successful Bidder was the result of an event beyond his control or not. The decision of the Bank in this regard should be final and binding on the Bidder/Successful Bidder and will not be open to question before any court / forum in any proceedings.</p>
4.8	Termination for Default

4.8.1	The Bank may, without prejudice to any other remedy for breach of contract, by a one month written notice of default sent to the Successful Bidder and upon the Successful Bidder's failure and/or neglect to propose and/or execute any corrective action to set right the default, terminate this AMC Contract in whole or in part, in case of the following:
(i)	If the Successful Bidder fails to deliver any or all of the items of work as specified in the Tender document within the time period(s) specified in the Contract; Or
(ii)	If the Successful Bidder fails to perform any other obligation(s) under the Contract.
4.8.2	On termination of the Contract for default, the Security Deposit (PBG-Performance Bank guarantee) of the Successful Bidder will be forfeited.
4.8.3	On termination of the Contract for default, action will be taken to blacklist the Successful Bidder.
4.8.4	The Bank has right to go to court of law in case of breach of the terms and conditions as specified in the tender document.
4.8.5	Termination for Insolvency: The Bank may at any time terminate the Contract by giving written notice to the Successful Bidder, without compensation to the Successful Bidder, if the Successful Bidder becomes Bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which the Bank is or will be entitled to take or seek.
4.10	Patents: The Successful Bidder shall indemnify the Bank against all claims in respect of patent rights and shall defend all actions arising from such claims and shall itself pay all royalties, license fees, damages cost and charges of all and every sort that may be legally incurred in respect thereof.
4.11	Performance Bank Guarantee (PBG): On award of contract, the Successful Bidder shall furnish an amount equal to 5% (Five percent) of the contract value in the form of a Performance Bank Guarantee as per Annexure I from any Scheduled Bank in the form prescribed by the Bank (which will be submitted along with letter of acceptance) towards security deposit for the due fulfillment of the contract. The Earnest Money Deposit furnished at the time of submission of tender will be returned thereafter. This Bank Guarantee towards security deposit shall be valid June 30, 2021. All compensation or other sums of money payable by the Successful Bidder to the Bank under the terms of this Contract may be deducted from the security deposit, if the amount so permits unless the Successful Bidder deposits such amounts in cash within ten days of issue of demand notice by the Bank.
4.12	Adherence to Safety Code:
	The Successful Bidder will have to adhere to the safety code as detailed below: a) The Successful Bidder shall follow the safety regulations as prescribed in the tender and Indian Standards. It shall provide necessary safety appliances to its employees as instructed by the Bank depending upon the nature of work. All model safety rules, issued by safety section, from time to time shall be strictly followed. b) First-aid appliances/kits, adequate supply of sterilized dressings and cotton wool, shall be maintained in a readily accessible place. c) The injured person shall be taken to a public hospital without loss of time, in cases where the injury necessitates hospitalization. d) Any person found under the influence of alcohol or any intoxicating drugs on duty is unfit for duty and should not be allowed to work. e) There may be venomous reptiles and insects in the green areas where AMC work is to be carried out. Utmost care shall be taken by the Successful Bidder throughout the contract period to prevent accidents.

4.13	<p>Abiding by the provisions of Sexual Harassment of Women (Prevention, Prohibition and Redressal) Act, 2013 at work place:</p> <p>The Successful Bidder shall be solely responsible for full compliance with the provision of ‘Sexual Harassment for women at work place (Prevention, Prohibition & Redressal) Act, 2013’. In case of any complaint of sexual harassment against its employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Successful Bidder the Successful Bidder shall ensure appropriate action under the said Act in respect of the complaint.</p> <p>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.</p> <p>The Successful Bidder shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employee of the Successful Bidder, for instance any monetary relief to Bank’s employee, if sexual violence by the employee of the Successful Bidder is proved.</p> <p>The Successful Bidder shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.</p> <p>The Successful Bidder shall provide a complete and updated list of its employees who are deployed within the Bank’s premises</p>
------	--

I/We hereby declare that I/We have read and understood all the above instructions/conditions and the same will remain binding upon me/us in case the above mentioned Contract is entrusted to me/us. I/we also note that this letter will form part of the contract document and that the contents of this letter shall be supplemental to the conditions in the tender and not in derogation thereof except to the extent specifically provided herein.

Place:

(Signature of the Bidder with stamp)

Date :	Name

Section V

Form of Tender

Place:
Date:

**The Regional Director
Reserve Bank of India
Tonk Road
Jaipue**

Tender for awarding Contract for Integrated Facility Management Services at the Bank's Main Office Building, Staff and Officers' quarters at Gandhi Nagar, Jaipur from April 1, 2020 to June 30, 2021.

Sir,

Having examined the requirements, conditions and schedule of quantities relating to the captioned work and having visited and examined the site of the works and also having acquired the requisite information relating thereto as involving the tender, I/We hereby offer to take up the **Annual Maintenance Contract for providing Integrated Facility Management Services at the Bank's Main Office Building, Staff and Officers' quarters at Gandhi Nagar, Jaipur from April 1, 2020 to June 30, 2021.**

2. We also agree that our tender will remain valid for acceptance by the Bank for 90 days from the date of opening of the tender and this period of validity can be extended for such period as may be mutually agreed between the Bank and us in writing. We also agree to deposit the EMD amount of Rs -----/- through NEFT

3. Should this Tender be accepted, I/we hereby agree to abide by and fulfill all the terms and conditions of the Tender and in the event of any default thereof, to forfeit and pay to you or your successors, or assignees or nominees such sums of money as are stipulated in the conditions contained in the tender document and the Articles of Agreement together with the written acceptance of the Contract.

4. I/We understand that you reserve the right to accept or reject any or all the tender either in full or in part without assigning any reason therefor.

Dated this ____ day of ____ 2019.

For and on behalf of M/s _____

(Signature with seal)

Name _____

Designation _____

Place _____

Date _____

(Certified true copy of the Power of Attorney of the above signatory should be enclosed).

Witnesses

(1) Signature with _____
name, address and date _____

(2) Signature with _____
name, address and date _____

Section – VI:

Documents to be uploaded by the bidder with Technical bid on MSTC website

Sr. No	Documents to be furnished
1	Copy of MOU (in case of company)
2	Copy of Article of Association (in case of company)
3	Partnership deed (in case of partnership firm)
4	Firm or proprietorship registration certificate
4	MSME registration certificate (in case of MSME)
5	GSTN registration Certificate
6	ESIC registration Certificate
7	EPFO registration Certificate
8	PAN Card copy
9	Registration of Labour law certificate
10	Details of turnover for the last three year as per the format given in Annexure II A duly signed by the Chartered Account
11	Bank solvency certificate for 100% contract value work as per format given in Annex IV
12	IT returns certificate for the last 3 years (2016-17, 2017-18 and 2018-19)
13	Proof of total existing work force – PF statement
14	Copy of first work order received by the company/firm after the date of incorporation/execution of partnership deed
15	List of contracts awarded in the past to bidder company/firm containing following details <ul style="list-style-type: none">➤ Name of the company➤ Total annual value of contract➤ Details of documentary evidence furnish upon
16	Copy of any certification i.e. ISO etc. obtained by the bidder.
17	A certificate from Chartered Account certifying the profit earned by (Profit After Tax) during the last three financial year as per the format given in Annexure II A .

Section VII

Details of Bidder

Sr. No.	Particulars	To be filled by Bidder
1.	Whether sole proprietorship or partnership Bidder or company	
2.	Names of the proprietor/ partners / Directors of the Bidder along with photograph	Please affix your photograph here.
3.	Address of the Bidder	
	Telephone /Mobile	
	Email	
	Fax	

The details of Bidder's Banker:

Sr. No.	Particulars	To be filled by Bidder
1	Name of the Bank	
2	Branch Address	
3	IFSC Code (cancelled cheque may be enclosed)	
4	Telephone and fax number	
5	Name of the contact person	
6	Amount of credit facility / overdraft facility enjoyed by Bidder from the Bank	
7	The period from which the Bidder has been Banking with Bank	
8	Bank Account Number (must be a current account)	
9.	Type of A/c	
10	Account Holder Full Name	
11	Permanent Account Number (PAN).	

I/we hereby agree and confirm to disburse the salary of the employees through NEFT directly into their Bank account and also accept the payment in respect of the above works, if awarded to our firm /company, through NEFT.

Signature of Bidder with stamp/date

Section VIII

Commercial Conditions

Estimated cost of Work is Rs. 2,20,12,100/-

Sr. No.	Description	Bank's	Acceptance of Bank's terms (YES/NO)
1	Validity of Tender	90 days	
2	EMD	EMD Rs 4,40,242/- to be remitted using NEFT (UTR number to submitted along with the Technical Bid).	
3	Terms of payment	Payment will be made on Monthly basis subject to submission of invoice. The payment thereon will be made after the same is duly certified by the Bank's Officers that the services have been provided satisfactorily and after deducting all statutory dues/taxes, etc.	
4	Scope of work	As per specifications in Section II of the tender	
5	Penalties	As specified in Section IV of the tender	
6	Performance bank guarantee (to be submitted by the Successful Bidder) at the time of award of the work	As per clause 4.11 of tender	

Place

Date

Seal of the Bidder

Signature of Bidder

Name:

Designation:

Section – IX:

Scrutiny of Offers

Scrutiny of Bids will be in three stages as under:

(a) Eligibility Criteria:

The Bank will first scrutinize the eligibility of the Bidders as per “qualification criteria” (Refer para. 1.1.1) of the Section – I of the Tender Document. The decision of the Bank in this regard shall be final and no further correspondence in this regard will be entertained.

Proposals meeting all the “qualification criteria” will then be assessed and scored against the Technical Evaluation criteria as explained below.

Sr. No.	Discription	Maximum Marks	Documents to be furnished
A	<u>Financial Turnover</u> 1. Average Turnover during the last three financial year (2016-17, 2017-18, 2018-19) 2.5 Crores - 5 Mark 2. For every additional average turnover of Rs. 5 Crores above 2.5 Crores – 1 Mark	20	Certificate from Chartered Accountant certifying annual turnover figures of the firm/company.
B	<u>Experience in the field of Facility Management Services</u> Three years' experience- 5 marks Experience of 4 years and above- 2 Mark for each year above 3 years)	20	Copy of the first work order received after the date of establishment of the company/firm.
C	<u>Existing workforce of Unskilled/Semi Skilled/Skilled work force:</u> 1. Less than 100 : 0 marks 2. 101 to 300 : 5 marks 3. 301 to 500 : 10 marks 4. 501 to 1000 : 15 marks 5. 1001 and above : 20 marks	20	Copy of latest PF statement.
D	<u>No. of contracts executed, Yearly value of which is above 1 crore after establishment of the company/firm:</u> <u>1 Contract - 3 marks</u> <u>2 Contracts - 5 marks</u> <u>3 Contracts- 7 marks</u> <u>4 and above contracts -10 marks</u>	10	Copy of Form 26 AS issued by the Income Tax department for the relevant years.
E	<u>Experience of executing similar contracts in RBI/ Central Government Establishment/State Government Establishment/ Public Sector Undertaking</u>	5	Submit a copy of work order issued by the respective authority.
F	<u>Whether the company/Firm is having ISO or any other international accreditation Certificate</u> <u>1. Since last one year i.e from December 2018- 3 marks</u> <u>2. Since last three years i.e from December 2014- 5 marks</u> <u>3. Since last five year i.e from December 2016- 10 marks</u>	10	Submit copy of ISO certification/ International accreditation certificate etc.

G	<u>Whether the company/firm have earned profit (Profit after Tax) during any of the previous three financial years i.e., 2016-17, 2017-2018, 2018-19</u>	5	Submit a certificate issued by the Chartered Accountant
H	<u>Past performance</u> The background check will be done on the basis of feedback report obtained from third party	10	A committee of the bank officers will evaluate the past performance and background of the firm.

(b) Technical Evaluation:

The Bank will scrutinize the offers and evaluate the technical Bids based on the evaluation matrix given above. The Bidders who secure 50 and above marks in Technical evaluation matrix will qualify in Technical Evaluation. Only Bidders who qualify in Technical Evaluation will be short listed for Commercial Evaluation i.e., opening of Part II of their Tender. The decision of the Bank in this regard will be final.

(c) Financial Evaluation:

The Bank will open and scrutinize the financial bids of the technically qualified Bidders only. The Financial Bids will have to be submitted in the format as per Part II. The calculation arrived by the Bank will be final and will be binding on the Bidders.

(d) Final Evaluation:

There would be a weightage of 60% to the Technical Evaluation score and 40% for the Financial Bid. The maximum marks (total score) for Technical Evaluation and Financial Bid each would be 100. It would be normalized as under for each Bidder:-

$$\text{Total Score} = 0.6 \times T(s) + 0.4 \times F(s)$$

Where;

$$F(s) = (LP / BP) \times 100$$

Where:

- T(s) stands for Technical Evaluation score out of 100 for the Bidder.
- F(s) stands for percentage of a Bidder's Commercial price compared to the lowest Quoted price among the Bidders whose Financial Bids are opened.
- BP stands for Bidder's price.
- LP stands for lowest price among all the Bidders.

The proposals will be ranked in terms of Total Scores arrived at as above by adding the technical and financial scores. The proposal with the highest Total Score will be considered first for award of contract and will be invited for contract finalization. If there is a tie on the total score, the tie shall be broken by considering the higher technical score.

Example: **A** Bids for Rs 175 and scores 70 in the Technical Evaluation

B Bids for Rs 150 and scores 35 in the Technical Evaluation

C Bids for Rs 200 and scores 80 in the Technical Evaluation

Since B has scored below **50** in the technical evaluation, so B will not be considered for financial evaluation.

$$Fs(\mathbf{A}) = 0.6 * 70 + 0.4(175/175)*100 = 82$$

$$Fs(\mathbf{C}) = 0.6 * 80 + .04 (175/200)*100 = 83$$

So bidder **C** with highest total score (83) will be selected

Section X

Draft Articles of Agreement

This Agreement made on this _____ day of _____ 2019 between Reserve Bank of India, having its office at Reserve Bank of India, Rambagh Circle, Tonk Road, Jaipur (Hereinafter referred to as the "**Bank**") which expression shall unless it is repugnant to the context or meaning thereof deemed to include its affiliates, successors and assigns of the ONE part

And

M/s _____, having its office at _____ herein after referred to as the "**Successful Bidder**") which expression shall unless it is repugnant to the context or meaning thereof deemed to include his heirs, representatives, administrators and assigns of the OTHER part.

Whereas the Successful Bidder is carrying on the business of providing **Integrated Facility Management Services at the Bank's Main Office Building, Staff and Officers' quarters at Gandhi Nagar, Jaipur from April 01, 2020 to June 30, 2021.**

And whereas the Bank is desirous of availing services of the Successful Bidder for the above purposes as indicated in detail in letter no. _____ dated _____

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

NOW IT IS HEREBY AGREED BY AND BETWEEN THE BANK AND THE SUCCESSFUL BIDDER HERETO AS FOLLOWS

1. This agreement will come into effect from -----and will remain in force up to ----- or until it is terminated as per the terms herein after contained.
2. The quoted charges of Rs. _____ covering the cost of manpower deployed and machinery/equipment used for efficient rendering of services shall be payable on monthly basis subject to submission of invoice.
3. The payment thereon will be made after the same is duly certified by the Bank's officials to the effect that the services have been provided satisfactorily and after deducting all statutory dues/taxes, etc.
4. The above charges are firm and not subject to labour conditions, exchange variations or any other condition, except statutory requirements like minimum wages.
5. The above charges shall include Minimum wages to unskilled labours, VDA, EPF, ESIC, Bonus, Insurance charges and any other tax (excluding Goods and Services Tax - GST) and duty or other levy, whether existing or levied in future by the Central Government or any State Government or any Local Authority. GST will be paid as per actuals.
6. All quoted maintenance articles/equipment and material will be provided by the Successful Bidder. The cost of the any special work done or material procured shall be paid separately by the Bank.
7. The Successful Bidder shall be responsible for providing services on regular basis as per the terms and conditions of the tender and as per the Scope of Work and services to be rendered as mentioned in detail under Special Conditions of Contract of the tender.
8. The Successful Bidder shall ensure payment of minimum wages to the workmen employed by it and shall maintain a register of wages 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 & Abolition) Act, 1970. The Successful Bidder has to give undertaking on Non Judicial Stamp Paper of applicable value before the award of the work that it undertakes to actually pay wages and attendant benefits to all the labourers of all descriptions to be engaged by it for completion of that particular job/work at the rate which is not less than the minimum wages under CLRA Act and also keep the

Principal Employer indemnified against all the actions that may be initiated against the Principal Employer by the Statutory Authorities for the Successful Bidder's failure to pay such wages and provide the essential amenities. The Successful Bidder shall submit along with its monthly bills a copy of the receipts of the wages paid to the workers along with proof of depositing dues like PF, ESI contributions, bonus, etc failing which their bill will not be settled. The Successful Bidder will ensure compliance with applicable provisions of Minimum Wages Act (among others provisions relating to weekly-offs and payment of overtime wages), PF Act, ESIC Act, Payment of Bonus Act, 1965; Maternity Benefits Act, 1961, etc

9. The Successful Bidder shall be in possession of all the relevant documents, like license as contemplated under Contract Labour (Regulation & Abolition) Act, 1970 or certificate of registration with PF and Insurance authorities, any other law as applicable which shall be shown to the relevant authorities as and when required, failing which he alone would be responsible for actions/ proceedings ensuring thereto. The Bank shall not be held responsible for acts, commissions or omissions of the Successful Bidder and shall in no way be made liable to the labourers engaged by the Successful Bidder.
10. **Indemnity Clause:** The bidder agrees to indemnify and to keep RBI and its officers, employees, directors and representatives indemnified against all claims (including third party claims) actions, losses, damages, costs, expenses, charges including legal expenses which the RBI may suffer or incur on account of default on the part of bidder due to:
 - a) Violations of applicable laws, regulations, guidelines issued by the Government or other statutory authorities during the contract period; or
 - b) Breach or non-performance of the terms and conditions of the contract; or
 - c) Breach of the representations and warranties made by the bidder; or
 - d) Negligent or fraudulent act or omission by the bidder; or any third party for reasons attributable to the bidder.

The Bidder shall also keep the Bank indemnified against any claim from the staff of the bidder and it shall be the duty of the bidder to clearly inform his own personnel/staff that they shall have no claim whatsoever against the Bank and they shall not raise any industrial dispute, either directly and/or indirectly, with or against the Bank in respect of any of their service conditions or otherwise.

Further, the bidder shall at all times indemnify the Bank against all claims which may be made under the Workmen's Compensation Act, or rules thereunder or under any law or rules of compensation payable in consequence of any accident or injury sustained by any person in its employment for the purpose of this agreement. The bidder shall be solely responsible for the remuneration and other dues to its employees, as also for omissions/commissions done by them.

11. In case of any deficiency in services or any complaint remaining unattended the Bank may impose on the Successful Bidder penalty as contained in Section IV of the tender document.
12. The Successful Bidder 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 Successful Bidder 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 Successful Bidder shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Successful Bidder shall not publish, permit to 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 Successful Bidder 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 Successful Bidder and the Bank shall be entitled to claim damages and pursue legal remedies, apart from termination of contract, at its discretion.
13. The Successful Bidder 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 Successful Bidder's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.

TERMINATION OF AGREEMENT

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

- a. in the opinion of the Bank (which shall not be called in question by the Successful Bidder and shall be binding on the Successful Bidder) the Successful Bidder fails or refuses to implement this agreement to the Bank's satisfaction, and/or
- b. the Successful Bidder commits a breach of any terms and conditions of this agreement / tender, and/or
- c. the Successful Bidder is adjudged an insolvent or a compromise is entered by it with its creditors or if distress or execution or other process is levied upon or receiver is appointed for any part of the assets or property of Successful Bidder, and/or
- d. for any reason whatsoever, the Successful Bidder becomes disentitled in law to perform its obligations under this agreement, and/or
- e. There is any variation in the ownership/partnership or management of the Successful Bidder or its business without the prior approval in writing of the Bank to such variation.

15. In the event of termination of this agreement for any reason whatsoever, the Successful Bidder/or persons employed by it or its agents shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.

ARBITRATION

16. 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, the same shall be referred to arbitration under the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification thereof and the decisions of the Arbitrator/Panel of Arbitrators shall be final and binding on both the parties. Further such disputes, difference or questions, if any, shall be deemed to have arisen at Pune and only courts in Jaipur shall have jurisdiction to determine the same. The venue of arbitration shall be Jaipur, Rajasthan, INDIA.

That the several parts of this Contract have been read by the Successful Bidder and fully understood by the Successful Bidder.

If the Successful Bidder is a partnership or a proprietary concern	IN WITNESS WHEREOF the Bank and the Successful Bidder have set their respective hands to these presents and two duplicates hereof the day and year first herein above written.
If the Successful Bidder is a company	IN WITNESS WHEREOF the Employer has set its hands to these presents through its duly authorised official and the Successful Bidder has caused its common seal to be affixed hereunto and the said two duplicates hereof to be executed on its behalf, the day and year first hereinabove written.

I/we hereby agree and confirm to disburse the salary of the employees through NEFT directly into their Bank account and also accept the payment in respect of the above works, if awarded to our firm/company, through NEFT.

Signature Clause:

SIGNED AND DELIVERED by Reserve Bank of India, Rambagh Circle, Tonk Road, Jaipur

(Name and Designation)

In the presence of -

Witnesses –

1. _____

Address _____

2. _____

Address _____

SIGNED AND DELIVERED BY _____

In the presence of -

Witness -

1. _____

Address _____

2. _____

Address _____

THE COMMON SEAL OF _____

Was hereunto affixed pursuant to the resolutions passed by its Board of Directors at the meeting held on

In the presence of - Witness –

1. _____

2. _____

Annex I

If the Successful Bidder signs under common seal, the signature clause should tally with the sealing clause in the articles of association.

Directors who have signed these presents in token thereof in the presence of

1. _____

2. _____

If the Contract is signed by the hand of power of attorney, whether a company or

SIGNED AND DELIVERED BY -
the Successful Bidder by the hand of
Shri _____

Performance Bank Guarantee

(To be submitted 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,

Rambagh Circle

Tonk Road

Jaipur

Dear Sir,

Tender for awarding Contract for Integrated Facility Management Services at the Bank's Main Office Building, Staff and Officers' quarters at Gandhi Nagar, Jaipur from April 01, 2020 to June 30, 2021.

Bank Guarantee for PERFORMANCE SECURITY DEPOSIT

WHEREAS Reserve Bank of India, having its Central Office at Shahid Bhagat Singh Road, Mumbai, (hereinafter called "the RBI") and its Regional Office at Rambagh Circle, Tonk Road, Jaipur (hereinafter referred to as RO Jaipur) has awarded the Contract for the captioned project (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 we, _____ (Name of the Bank), (hereinafter called "the Bank"), are aware that an agreement dated _____ has been executed between the Reserve Bank of India and the contractor and in terms of clause _____ of the said agreement, the contractor is required to submit to RBI a Performance Security for a total amount of ₹. _____ (Rupees _____ only) (Amount in figures and words) for the due fulfilment by the said contractor of the terms and conditions contained in the contract.

AND Whereas, we, (Name of the Bank), at the request of M/s _____, the contractor, do hereby undertake to pay to the RBI an amount not exceeding Rs _____ as Performance Guarantee for due fulfilment of the 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 the 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, an amount that may be demanded by the RBI, subject to a maximum of Rs. _____ 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 upon us and shall not be questioned by us in any respect or manner whatsoever. We shall pay to RBI any amount so demanded notwithstanding any dispute/disputes raised by the Contractor either with the RBI or in any suit or proceedings raised/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 We further agree that the guarantee

herein contained shall continue to be enforceable till this sum due to the RBI is fully paid and claims satisfied or till the RBI discharges this Guarantee.

4. We further undertake not to revoke this guarantee during its currency without the previous consent in writing of the RBI.

5. We hereby further agree that –

a) RBI shall have the fullest liberty without affecting in any way the liability of the Bank under this guarantee, from time to time, to extend the time of performance by the Contractor. The Bank shall not be released from its liabilities under these presents by any exercise of RBI of the liberty with reference to the matter aforesaid. 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 to the satisfaction of RBI and in the event of their failure to do so, by payment of the sum not exceeding Rs. _____ (Rupees _____ only) by us.

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 their obligations thereunder or by dissolution or change in the constitution of our said constituents.

d) **This guarantee shall remain in force up to -----.**

e) The notice demanding payment can be issued by RBI on the following address of the issuing Bank.

i) Postal address

ii) Email address

iii) Facsimile

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 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 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).

List of Integrated Facility Management Services provided by the Bidder *

Sr. No.	Name of client	year(s) of execution of work (s) awarded	Actual value of executed work(s)	Names including mobile number/email id and full contact details of the officers/ authorities/ departments under whom the work(s) was/were executed

* Supporting document shall be furnished.

Place:

Signature and seal of the Bidder Date:

ANNEX II –A

Certificate by Chartered Accountant for Turn-over

Year	Turnover in Rs.	Profit after tax
2016-17		
2017-18		
2018-19		

Signature of CA with registration No.

CLIENT'S CERTIFICATE REGARDING PERFORMANCE OF SUCCESSFUL BIDDER

Name and address of the Client

Details of Works executed by Shri /M/s

1.	Name of work with brief particulars	
2.	Agreement No. and date	
3.	Agreement amount	
4.	Date of commencement of work	
5.	Stipulated date of completion	
6.	Actual date of completion	
7.	Details of compensation levied for delay (indicate amount) if any	
8.	Gross amount of the work completed and paid	
9.	Name and address of the authority under whom works executed	
10.	Whether the Bidder employed qualified Supervisor during execution of work?	
11.	i) Quality of work (indicate grading)	Outstanding / Very Good/ Good / Satisfactory / poor
	ii) Amt. of work paid on reduced rates, if any.	
12.	i) Did the Bidder go for arbitration?	
	ii) If yes, total amount of claim	
	iii) Total amount awarded	
13.	Comments on the capabilities of the Bidder.	
	a) Technical proficiency	Outstanding / Very Good/ Good / Satisfactory / poor

	b) Financial soundness	Outstanding / Very Good/ Good / Satisfactory / poor
	c) Mobilization of adequate T & P	Outstanding / Very Good/ Good / Satisfactory / poor
	d) Mobilization of manpower	Outstanding / Very Good/ Good / Satisfactory / poor
	e) General behavior	Outstanding / Very Good/ Good / Satisfactory / poor

Note: All columns should be filled in properly

“Countersigned”

Signature of the
Reporting Officer* with Office seal

*Officer of the rank of Superintending Engineer or equivalent

FORM OF BANKERS' SOLVENCY CERTIFICATE FROM A SCHEDULED BANK

(This should be enclosed with tender in an envelope sealed by the Banker)

This is to certify that to the best of our knowledge and information M/s.....
----- having address as reproduced below, 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 certificate is issued without any guarantee or responsibility on the Bank or any of the officers.

(Signature)
For the Bank

Note:

1. Bankers' certificates should be on letter head of the Bank, sealed in cover addressed to Regional Director, Reserve Bank of India, Rambagh Circle, Tonk Road, Jaipur.
2. In case of partnership Successful Bidder, certificate to include names of all partners as recorded with the Bank.

NEFT Details for effecting e-payments

Name of the Institution: Reserve Bank of India, Rambagh Circle, Tonk Road, Jaipur

1	Name of the Account Holder (as appearing in the Bank Account)	Reserve Bank of India, Rambagh Circle, Tonk Road, Jaipur
2	Account Number	8692299
3	Type of Account (Savings, Current etc.)	Current
4	NEFT/IFS Code	RBIS0JPPA01(0=Zero)
5	Name of the Account	RBI Jaipur

Estimated Cost Calculation based on Minimum Wages

IFMS Tender						
		a	b	c	d	
Sr. No.	Employees	Skilled/Semi-skilled/unskilled	Number of Employee	Minimum Wages Act 1948 as per September 23, 2019 notification	Days (for 15 months)	b*c*d
A	Experienced Plumber	Skilled	4	666	390	1038960
B	Experience Carpenter	Skilled	4	666	390	1038960
C	Electrical Maintenance work & substation & bullion lift in operations 05 (1 regular for working hour, 3 in shift for substation & one for bullion lift (cash area))	Skilled	12	666	390	3116880
D	Supervisor (Technically Qualified)	Highly Qualified	3	733	390	857610
E	Supervisor for AMC (Technically Qualified)	Highly Qualified	1	733	390	285870
F	Gardening Workers	Skilled	3	666	390	779220
G	Helper to plumber	Semi-skilled	4	569	390	887640
H	Helper to carpenter	Semi-skilled	4	569	390	887640
I	Helper to Electrician	Semi-skilled	6	569	390	1331460
J	Cleaning workers	Unskilled	16	503	390	3138720
K	Gardening Workers	Unskilled	18	503	390	3531060
L	Total Per Annum					16894020
M	Bonus @ 8.33% on L					1407271.87
N	PF @ 12.5 + ESIC @ 3.25 (15.75) on L					2660808.15
O	Total with BONUS, PF and ESIC (L+M+N)					20962100
P	Basic Cost					20962100
	Approximate Profit and Overheads					1050000
	Estimated Cost of tender for 15 months					22012100
	Estimated Monthly cost of tender					1467473

Minimum wages are calculated based on the wages prescribed by the Central Government with effect from October 1, 2019

PART- II

Part-II – Financial Bid

Integrated Facility Management (IFM) in Bank's Main Office Building at Rambagh Circle, Staff and Officers' quarters at Gandhi Nagar, Jaipur.

Contractors are advised to quote their rates after the sites visit confirming to the conditions and the detailed scope of work stated in Part-I.

Unpriced Bid

Item No.	Description of item
A	B
	The estimated cost per month for services as given in the tender document is Rs 14,67,473.00 (This amount is excluding GST) which includes minimum wages/statutory payments, overheads, a reasonable amount of profit, etc. The bidder is expected to quote an amount higher than the estimated price per month, arrived by the bank, to cover all the expenses on services to be provided to us. Any amount quoted below or equal to our estimated minimum amount may be rejected as it will not be compensating the minimum statutory payments along with a reasonable margin for the business to be viable. Please quote amount excluding GST. GST will be paid separately as per the applicable rate.