



Schedule of Tender **(Only through e-procurement)**

Reserve Bank of India, Hyderabad, invites e-Tender through MSTC- "Annual Service Contract for Providing services of Trained Fire Staff at Reserve Bank of India Office Building and its Residential Properties at Hyderabad". The e-Tender along with the detailed tender notice is also available at the e-Tendering portal of MSTC Ltd (<https://www.mstcecommerce.com/eprocn>) under the menu "Tenders".

2. All interested and eligible companies/firms must register themselves with MSTC through the above-mentioned website to participate in the tendering process.
3. The schedule of e-Tender is as follows:

e-tender No.	RBI/Hyderabad Regional Office/Estate/27/25-26/ET/800
Description of Work	"Annual Service Contract for Providing services of Trained Fire Staff at Reserve Bank of India Office Building and its Residential Properties at Hyderabad."
Mode of Tender	e-tender Online Part I - Techno-Commercial Bid and Part II Price Bid through https://www.mstcecommerce.com/eprocn
Estimated Cost for one year	₹1,51,79,000/- (Rupees One Crore Fifty-One Lakhs Seventy-Nine Thousand Only)
Earnest Money Deposit (EMD)	₹3,03,580/- (Rupees Three lakh Three thousand and Five hundred Eighty Only) (2% of the estimated cost) Details for NEFT IFSC Code – RBIS0NEFTHY (0 is zero) A/c number – 8614038 Beneficiary Name: Reserve Bank of India, Hyderabad Participants are required to submit the details of EMD made by them via e-mails to securitycellhyd@rbi.org.in and mukeshchandra@rbi.org.in Bank Guarantee/ DD needs to be submitted in person to Protocol and Security Cell, Reserve Bank of India, Main Office Building, Hyderabad before 15:00 Hrs. on February 16, 2026
Performance Bank Guarantee	5% of the contract value (to be provided in the form of Bank Guarantee by the successful bidder within 10 days from the date of Award of work)

Publication of NIT in Press, Bank's Website and e-procurement portal and uploading tender on the e-procurement portal	January 08, 2026, 15:00h onwards.
Pre-Bid Meeting	Offline at 14:00 Hrs. on February 04, 2026 (Venue: Reserve Bank of India, Protocol and Security Cell, Ground Floor, Secretariat Road, Saifabad, Hyderabad – 500 004). Note: The participants are required to confirm their participation one day before on email IDs- securitycellhyd@rbi.org.in , mukeshchandra@rbi.org.in and mellimiashik@rbi.org.in to make the necessary arrangements
Publication of minutes of pre-bid meeting/addendum, if any	February 06, 2026
Date of Starting of e-tender for submission of online Techno-Commercial Bid and price bid	15:00 Hrs. on January 28, 2026
Last Date of submission of EMD	15:00 Hrs. on February 16, 2026
Date of closing of online e-tender for submission of techno-commercial bid & price bid	15:00 Hrs. on February 16, 2026
Date of opening of Part-I (techno-commercial bid)	16:00 Hrs. on February 16, 2026
Date of opening of Part-II (Price bid)	Shall be decided on scrutiny of Part I and shall be intimated to the eligible bidders.
Transaction fee (Non-refundable)	Payment of Transaction fee as mentioned in the MSTC portal through MSTC payment gateway/NEFT/RTGS in favour of MSTC LIMITED.

Note: Tenderers may please note that any amendments / corrigendum to the Tender, if issued in future, will only be notified on the website of RBI and will not be published in the newspaper

Hyderabad
Jan 08, 2026

**Regional Director
Reserve Bank of India
Hyderabad**



भारतीय रिजर्व बैंक
RESERVE BANK OF INDIA
शिष्टाचार एवं सुरक्षा कक्ष
PROTOCOL & SECURITY CELL
हैदराबाद
HYDERABAD

आरबीआई/हैदराबाद क्षेत्रीय कार्यालय/संपदा/27/25-26/ईटी/800

भारतीय रिजर्व बैंक के हैदराबाद स्थित कार्यालय भवन और हैदराबाद स्थित आवासीय संपत्तियों में प्रशिक्षित अग्निशमन कर्मचारी की सेवाएं प्रदान करने के लिए वार्षिक सेवा अनुबंध के लिए ई- निविदा

RBI/Hyderabad Regional Office/Estate/27/25-26/ET/800
E- Tender for

Annual Service Contract for Providing services of Trained Fire Staff at Reserve Bank of India Office Building and its Residential Properties at Hyderabad.

Reserve Bank of India, Hyderabad (incorporated in terms of the Reserve Bank of India Act, 1934) invites e-tender in two parts (Part I – Techno- commercial Bid & Part II – Price Bid) for Annual Service Contract for Providing services of Fire Staff at Reserve Bank of India, Main Office Building and its properties located in Hyderabad, under Annual Service Contract from eligible firms/contractors fulfilling the pre-qualification criteria. The contract will be initially valid up to March 31, 2027, and may be extendable for a maximum of two more years, one year at a time, subject to satisfactory performance, or other periods or parameters as the Bank may decide.

Estimated cost of the work	₹ 1,51,79,000 (inclusive of GST 18%)
Earnest Money Deposit	₹ 3,03,580 (2% of estimated cost)

The last date for submission of e-tender is **Feb 16, 2026, up to 1500 hrs.** For further details please visit “Tender” section at website <https://www.rbi.org.in> and for uploading the tender please visit and register on MSTC website at <https://www.mstcecommerce.com>. Please also note that further Addendum/ Corrigendum will only be published on RBI website.

स्थान/ Place: हैदराबाद / Hyderabad

**क्षेत्रीय निदेशक / Regional Director
भारतीय रिजर्व बैंक / Reserve Bank of India
हैदराबाद / Hyderabad**

दिनांक/ Date: Jan 08, 2026 / 08 जनवरी 2026



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अस्वीकरण / DISCLAIMER

भारतीय रिजर्व बैंक, शिष्टाचार एवं सुरक्षा कक्ष, हैदराबाद ने इच्छुक पार्टियों को 'कार्य' की जानकारी देने के लिए यह निविदा दस्तावेज तैयार किया है। जबकि भारतीय रिजर्व बैंक ने इसमें निहित जानकारी को तैयार करने में उचित सावधानी बरती है और इसे सही मानता है, न तो भारतीय रिजर्व बैंक और न ही इसके किसी भी प्राधिकरण/ एजेंसी/ उनके संबंधित अधिकारियों, कर्मचारियों, एजेंटों या सलाहकारों ने इस दस्तावेज में निहित जानकारी की पूर्णता या सटीकता या इसके साथ प्रदान की जाने वाली किसी भी जानकारी के बारे में कोई वारंटी या इस बारे में कोई प्रतिनिधित्व, व्यक्त या निहित, प्रदान की है।

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

दस्तावेज में दी गई जानकारी जानकारी संपूर्ण नहीं मानी जाये। इच्छुक पार्टियाँ अपनी स्वयं की पूछताछ करने के लिये स्वतंत्र हैं और उन्हें लिखित रूप में पुष्टि करने की आवश्यकता होगी कि उन्होंने ऐसा किया है, और वे केवल भारतीय रिजर्व बैंक द्वारा निविदा दस्तावेज में प्रदान की गई जानकारी पर भरोसा नहीं करते हैं। यह जानकारी इस आधार पर प्रदान की जाती है कि यह भारतीय रिजर्व बैंक या उसके किसी प्राधिकरण या एजेंसियों या उनके किसी संबंधित अधिकारी, कर्मचारियों, एजेंटों या सलाहकारों पर गैर-बाध्यकारी है।

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

इस 'कार्य' को आगे नहीं बढ़ाने या 'कार्य' के तरीके को बदलने, इस दस्तावेज में दिखाई गई समय-सारिणी में परिवर्तन करने या लागू होने वाली प्रक्रिया या प्रक्रिया को बदलने का अधिकार भारतीय रिजर्व बैंक सुरक्षित रखता है। यह रुचि व्यक्त करने वाले किसी भी पक्ष के साथ इस मामले पर आगे चर्चा करने से इनकार करने का अधिकार भी सुरक्षित रखता है। रुचि व्यक्त करने वाले व्यक्तियों या संस्थाओं को किसी भी प्रकार की लागत की कोई प्रतिपूर्ति नहीं की जाएगी।

Reserve Bank of India reserves the right not to proceed with the Project or to change the configuration of the Project, to alter the timetable reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest. No reimbursement of cost of any type will be paid to persons or entities expressing interest.



भारतीय रिजर्व बँक
RESERVE BANK OF INDIA
शिष्टाचार एवं सुरक्षा कक्ष
PROTOCOL & SECURITY CELL
हैदराबाद
HYDERABAD

ई- निविदा आमंत्रण सूचना / NOTICE INVITING TENDER (NIT)

(केवल ई-खरीद के माध्यम से / Only through e-procurement)

Reserve Bank of India, Hyderabad invites e-tender in two parts (Part I – Techno- commercial Bid & Part II – Price Bid) for Annual Service Contract for Providing services of Fire Staff at Reserve Bank of India Office Building and its Residential Properties at Hyderabad, from eligible firms/contractors fulfilling the pre-qualification criteria. The contract will be initially valid up to March 31, 2027 and may be extendable for a maximum of two more years, one year at a time, subject to satisfactory performance, or other periods/ parameters as the Bank may decide.

निविदा की अनुसूची / SCHEDULE OF TENDER (SOT)

e-tender No.	RBI/Hyderabad Regional Office/Estate/27/25-26/ET/800
Description of Work	“Annual Service Contract for Providing services of Trained Fire Staff at Reserve Bank of India Office Building and its Residential Properties at Hyderabad.”
Mode of Tender	e-tender Online Part I - Techno-Commercial Bid and Part II Price Bid through https://www.mstcecommerce.com/eprocn
Estimated Cost for one year	₹1,51,79,000/- (Rupees One Crore Fifty-One Lakhs Seventy-Nine Thousand Only)
Earnest Money Deposit (EMD)	₹3,03,580/- (Rupees Three lakh Three thousand and Five hundred Eighty Only) (2% of the estimated cost) Details for NEFT IFSC Code – RBIS0NEFTHY (0 is zero) A/c number – 8614038 Beneficiary Name: Reserve Bank of India, Hyderabad Participants are required to submit the details of EMD made by them via e-mails to securitycellhyd@rbi.org.in and

	<p>mukeshchandra@rbi.org.in</p> <p>Bank Guarantee/ DD needs to be submitted in person to Protocol and Security Cell, Reserve Bank of India, Main Office Building, Hyderabad before 15:00 Hrs. on February 16, 2026</p>
Performance Bank Guarantee	5% of the contract value (to be provided in the form of Bank Guarantee by the successful bidder within 10 days from the date of Award of work)
Publication of NIT in Press, Bank's Website and e-procurement portal and uploading tender on the e-procurement portal	15:00 Hrs. on January 08, 2026 onwards.
Pre-Bid Meeting	<p>Offline at 14:00 Hrs. on February 04, 2026 (Venue: Reserve Bank of India, Protocol and Security Cell, Ground Floor, Secretariat Road, Saifabad, Hyderabad – 500 004).</p> <p>Note: The participants are required to confirm their participation one day before on email ids securitycellhyd@rbi.org.in, mukeshchandra@rbi.org.in and mellimiashik@rbi.org.in to make the necessary arrangements</p>
Publication of minutes of pre-bid meeting/addendum, if any	February 06, 2026
Last Date of submission of EMD	15:00 Hrs. on February 16, 2026
Date of Starting of e-tender for submission of online Techno-Commercial Bid and price bid	15:00 Hrs. on January 28, 2026
Date of closing of online e-tender for submission of techno-commercial bid & price bid	15:00 Hrs. on February 16, 2026
Date of opening of Part-I (techno-commercial bid)	16:00 Hrs. on February 16, 2026
Date of opening of Part-II (Price bid)	Shall be decided on scrutiny of Part I and shall be intimated to the eligible bidders.
Transaction fee	Payment of Transaction fee as mentioned in the MSTC portal through MSTC payment gateway/NEFT/RTGS in favour of MSTC LIMITED.

Note: Tenderers may please note that any amendments / corrigendum to the Tender, if issued in future, will only be notified on the website of RBI, and will not be published in the newspaper.

क्षेत्रीय निदेशक / Regional Director

भारतीय रिजर्व बैंक / Reserve Bank of India

हैदराबाद / Hyderabad

Section-B
प्रस्ताव का पत्र / LETTER OF OFFER
(On letter head of the Agency)

Place.....

Date.....

The Regional Director
Reserve Bank of India
Protocol and Security Cell
Hyderabad – 500 004.

Madam/Sir,

Having examined the specifications and schedule of quantities relating to the works specified in the memorandum hereinafter set out and having examined the site of the works specified in the said memorandum and having acquired the requisite information relating thereto as affecting the tender, I/We hereby offer to execute the works specified in the said memorandum within the time specified in the said memorandum at the rates mentioned in the attached price bid and in accordance in all respects with the specifications and instructions in writing referred to in the Articles of Agreement, General Conditions of the Tender, Schedule of Quantities and Terms & Conditions of Contract with such services and materials as are provided for, by and in all other respects in accordance with such conditions so far as they may be applicable.

Memorandum

(a)	Description of work	Annual Service Contract for Providing services of Trained Fire Staff at Reserve Bank of India Office Building and its Residential Properties at Hyderabad
(b)	Estimated cost	Approximately ₹ 1,51,79,000/- (Rupees Rupees One Crore Fifty-One Lakhs Seventy-Nine Thousand Only)
(c)	Earnest Money Deposit (EMD) @ 2%	₹ 3,03,580/- (Rupees Three lakh Three thousand and Five hundred Eighty Only) (bears no interest)
(d)	Validity of Contract	Initially up to March 31, 2027 (to be renewed for a maximum period of two years based on satisfactory performance).
(e)	Performance Guarantee	5% of the contract value (to be provided in the form of Bank Guarantee by the successful Agency)

2. We undertake to deposit a sum of ₹ 3,03,580/- (Rupees Three Lakh Three Thousand and Five Hundred Eighty Only) as Earnest Money with the Reserve Bank of India at the time of submitting the e-Tender documents which amount is not to bear any interest. Should we fail to execute the contract when called upon to do so, we do hereby agree that this sum shall be forfeited by the Reserve Bank of India. We also agree to keep the Bank Guarantee towards performance guarantee valid during the entire period of tender.

3. We also agree that our tender will remain valid for acceptance by the Bank for 90 days from the date of opening of Part I 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.

4. Should this tender be accepted, I/We hereby agree to abide by and fulfil all the terms and conditions of the Tender so far as they may be applicable and in default thereof, to forfeit and pay to Reserve Bank of India such sums of money as are stipulated in the conditions contained in the tender together with the written acceptance of the Contract.

5. I/We understand that Reserve Bank of India reserve the right to accept or reject any or all of the tender either in whole or in part without assigning any reason thereof.

6. The Tender is submitted in two parts. Part I contains all commercial terms & conditions, technical particulars, EMD and Part II contains only the price bid in the Bank's proforma.

7. Should this tender be accepted, I/We hereby agree to abide by and fulfil the terms and provisions of the said Conditions of Contract annexed hereto so far as they may be applicable or in default thereof to forfeit and pay to the Reserve Bank of India the amount mentioned in the said conditions.

8. Pre-Bid meeting:

- a) Tenderers requiring any clarification of this document shall contact the Bank in writing at the email address mentioned in this document not later than one day before the date of the pre-Bid meeting or raise enquiries during the pre-Bid meeting.
- b) The tenderers' designated representatives are invited to attend a pre-Bid Meeting at 14:00 Hrs. on February 04, 2026.

9. Our Bankers:

(i)	Name of the Bank: Address:
(ii)	Name of the Bank: Address:

Names of Partners of our firm are:

(i)	
(ii)	

Name of the Partner of the firm Authorized to sign	
or	
Name of person having Power of Attorney to sign the Contract (Certified copy of the Power of Attorney should be attached).	

Yours faithfully,

Dated this _____ day of _____ 2026.

(Signature of contractor with seal)

Signature and Addresses of Witnesses:

S. No	Signature	Address
(i)		
(ii)		

Note: All the tenderers may please note that any amendments / corrigendum to the tender, if issued in future, will be notified on the RBI Website and MSTC Website as given above and will not be published in the newspaper.



भारतीय रिजर्व बैंक
RESERVE BANK OF INDIA
शिष्टाचार एवं सुरक्षा कक्ष
PROTOCOL & SECURITY CELL
हैदराबाद
HYDERABAD
(केवल ई-खरीद के माध्यम से / Only through e-procurement)

भाग- I / PART- I

भारतीय रिजर्व बैंक के हैदराबाद स्थित कार्यालय भवन और आवासीय संपत्तियों में प्रशिक्षित अग्निशमन कर्मचारी की सेवाएं प्रदान करने के लिए वार्षिक सेवा अनुबंध.

Annual Service Contract for Providing services of Trained Fire Staff at Reserve Bank of India Office Building and its Residential Properties at Hyderabad

निविदाकर्ता का नाम/ Name of Tenderer: -----

पता / Address -----

लैंडलाइन / Landline-----

मोबाइल नं. / Mobile no. -----

ईमेल आईडी / Email id-----

वेबसाइट एड्रेस, यदि हो / Website address if any -----

जमा करने के लिए अंतिम तिथी और समय Last date & time for Submission	16 फरवरी 2026 को 1500 बजे तक 16 February 2026 up to 1500 Hrs.
बोली पूर्व बैठक Pre-Bid meeting	04 फरवरी, 2026 को 14:00 बजे 04 February 2026 at 14.00 Hrs.
बोली की वैधता Validity of the tender	निविदा के भाग- I के खुलने की तिथि से तीन माह तक Three months from the date of opening of the PART- I of the Tender



Section-C

The Conditions Hereinafter Referred to Interpretation Clause

In construing these Conditions, the Specifications, Schedule of Quantities and Contract Agreement, the following words shall have the meanings herein assigned to them except where the subject or context otherwise required.

(a)	“Bank”	Shall mean The Reserve Bank of India (a statutory corporation incorporated in terms of the Reserve Bank of India Act, 1934) and shall include its assigns and successors.
(b)	“Contractor” (in the case of a partnership)	“Contractor” shall mean Firm trading in the name and style of providing fire staff services having a place of business at Hyderabad, Telangana and shall include the partners for the time being of the said firm and the legal representatives of a deceased partner.
	(in the case of individual)	“Contractor” shall mean Shri _____ trading in the name and style of providing fire staff services and shall include his heirs, successors and legal representatives.
	(in the case of Company)	“Contractor” shall mean Company, a company incorporated under Companies Act, 2013 or under any previous company law and having its full-fledged service setup at Hyderabad, Telangana and shall include its successors and assigns.
(c)	“Site”	Shall mean the site of the Contract Works including common peripheral area thereon and any other land (inclusively) as aforesaid allotted by the Bank for the Contractor’s use.
(d)	“This Contract”	Shall mean the Articles of Agreement, the Special Conditions, the Conditions, the Appendix, the Schedule of Quantities and Specifications, etc. attached hereto and duly signed.
(e)	“Tender”	E-Tender being followed by https://www.mstcecommerce.com
(f)	“Bank’s Officer/Caretaker”	The term “Bank’s Officer/Caretaker” shall mean the person appointed and paid by the Bank to inspect the works. The Contractor shall afford the Bank’s Officer/Caretaker every facility and assistance for inspecting the works. Neither the Bank’s Officer/Caretaker nor any representative of the Bank shall have power to set out works or to revoke, alter, enlarge or relax any requirements of the Contract, or to sanction any day work, additions, alterations, deviations, or omissions, or any extra work whatever, except in so far as such authority may be specifically conferred by a written order of the Bank’s Officer with the prior concurrence in writing of the Bank. The Bank’s Officer/Caretaker or any representative of the Bank shall have power to give notice to the Contractor or his representative of non-approval of any work or materials and such work shall be suspended or the use of such materials shall be discontinued.
(g)	“Notice in writing”	written notice shall mean a notice in written, typed or printed characters sent (unless delivered personally or otherwise proved to have been received) by registered post to the last known private or business



		address to have been received when in the ordinary course of post it would have been delivered.
(h)	"Act of Insolvency"	Shall mean any Act of Insolvency as defined by the Presidency Towns Insolvency Act or the Provincial Insolvency Act or any Act amending such original.
(i)	"The works"	Shall mean the Annual Service Contract for Providing services of Trained Fire Staff at Reserve Bank of India Office Building and its Residential Properties at Hyderabad as provided herein.



Section-D

ई-निविदा के संबंध में महत्वपूर्ण निर्देश / Important Instructions Regarding E-tender

Bidders are requested to read the important instruction on e-tendering process as given below and the Terms & Conditions of this tender given in subsequent pages before submitting your online tender.

1 **Process of E-tender:**

A) Registration:

The process involves vendor's registration with MSTC e-procurement portal which is free of cost. Only after registration, the vendor(s) can submit his/their bids electronically. Electronic Bidding for submission of Technical Bid as well as Commercial Bid will be done over the internet. The Vendor should possess Class III signing and encryption type digital signature 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*).

Special Note: The Technical Bid and The Commercial Bid Has to Be Submitted On-Line At www.mstcecommerce.com/eprocn

i) विक्रेताओं के लिए स्वयं को नीचे दी गई प्रक्रिया/ लिंक के द्वारा ऑनलाइन पंजीकरण करना आवश्यक है।

mstcecommerce.com→ e-Procurement →New Common Portal→Register as Vendor→Filling up details and creating own user id and password→ Submit

Vendors are required to register themselves online following the below given process/ link.

mstcecommerce.com→ e-Procurement →New Common Portal→Register as Vendor→Filling up details and creating own user id and password→ Submit.

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 or MSTC, (before the scheduled time of the e- tender).

संपर्क व्यक्ति (भारतीय रिज़र्व बैंक) / Contact person (RBI):

i)	मेजर मुकेश चंद्र Maj Mukesh Chandra	mukeshchandra@rbi.org.in Ph- 040-23267070 Mobile- 7044069223
ii)	श्री आशिक मेलिमी Mr. Ashik Mellimi	mellimiashik@rbi.org.in Ph- 040- 23267334 Mobile- 8309726765

Contact person (MSTC Ltd):

a) Contact person (MSTC) for vendors:

HO Central Help Desk : (For vendors)

Phone Number : 07969066600

helpdeskho@mstcindia.in (Please mention "HO Helpdesk" as subject while sending emails)

Availability

9:30 AM to 5:00 PM on all working days for all Technical issues e-tender, System settings etc.

b) Contact person (MSTC)

(Telangana Regional Office) Phone Number : (040) 23301039

e-mail id : mstchyd@mstcindia.in



	<p>B) System Requirement:</p> <p>Windows 7 or above Operating System</p> <p>Latest Google Chrome, Mozilla or Microsoft Edge Internet browser.</p> <p>Valid Class-III Digital Signature both Signing & Encryption type Certificate</p> <p>Java Runtime Environment (JRE) 1.</p> <p>Latest updated Java Runtime Environment (JRE) 1.8 (Windows x86 Offline) software to be downloaded and installed in the system.</p>
2	To apply the required system settings for using MSTC e-procurement portal, kindly install PKI application while referring to the <u>system settings guide</u> provided by MSTC.
3	The Techno-commercial Bid and the Price Bid shall have to be submitted online at <u>www.mstcecommerce.com/eprocn</u> . Tenders will be opened electronically on specified date and time as given in the Tender.
4	All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity.
5	<p>Special Note towards Transaction fee:</p> <p>Transaction fees is the portal usage charges levied by the MSTC for using their portal for participating in the e- tendering process.</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 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><i><u>Transaction fee is non-refundable.</u></i> A vendor will not have the access to online e-tender without making the payment towards transaction fee.</p> <p><i><u>NOTE:</u></i> 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>
6	Information about tenders /corrigendum uploaded shall be sent by email only during the process till finalization of tender. Hence the vendors are required to ensure that their corporate email I.D. provided is valid and updated at the time of registration of vendor with MSTC. Vendors are also requested to ensure validity of their DSC (Digital Signature Certificate).
7	E-tender cannot be accessed after the due date and time mentioned in NIT
8	Bidding in e-tender :



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

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

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 → New Common Portal → Login → My menu → Auction Floor Manager → live event → Selection of the live event

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

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. The same has to be filled and vendor should click on "save" to record their Commercial bid. Once both Technical bid & Commercial bid have been saved, the vendor can click on the "Final submission" button to register their bid

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

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

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

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

All electronic bids submitted during the e-tender process shall be legally binding on the vendor. A 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 the Buyer and the Vendor for execution of supply.

It is mandatory that all the bids are submitted with Digital Signature Certificate otherwise the same will not be accepted by the system.

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



	No deviation in the terms and conditions of the tender document is acceptable. Submission of bid in the e-tender floor by any vendor confirms his acceptance of terms & conditions for the tender.
9	Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.
10	No deviation in the technical and commercial terms & conditions are allowed.
11	The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof.
12	Vendors are requested to read the VENDOR GUIDE and see the video in the page www.mstcecommerce.com/eprocn to familiarize themselves with the system before bidding.



Section-E

ई-निविदा में भाग लेने के लिए पात्रता मानदंड / Eligibility Criteria for participating in the e-Tender

1. Reserve Bank of India, Hyderabad invites e-Tender in two parts for **Service Contract for Providing services of Trained Fire Staff at Reserve Bank of India Office Building and its Residential Properties at Hyderabad**, at an estimated cost of approximately Rs 1,51,79,000/- (Rupees One Crore Fifty-One Lakhs Seventy-Nine Thousand Only) inclusive of all taxes.
2. Only Company/Firm/Agency who fulfill the following per-qualification criteria are eligible to apply:
 - a) Having experience in field of providing services of Firefighting staff for at least five years (The applicant should have undertaken at least one similar work on or before December 31, 2025) and have executed similar work during previous five years (Work orders and work completion certificates submitted in support of work executed must be issued on or after January 01, 2020) as follows:-
 - i. Three works each costing not less than the amount equal to 40% of the estimated cost
Or,
 - ii. Two works each costing not less than the amount equal to 50% of the estimated cost
Or,
 - iii. One work costing not less than the amount equal to 80% of the estimated cost.
 - b) Annual turnover for each of the last 3 years (Income Tax Year) i.e. 2022-23, 2023-24 & 2024-25 (Audited balance sheet duly certified by a Chartered Accountant or turn over certificate from a CA along with copies of ITRs shall be submitted) should not be less than Rs 1,51,79,000/- (Rupees One Crore Fifty-One Lakhs Seventy-Nine Thousand Only).
 - c) Must be solvent/ financially sound for carrying out the contract for works estimated to cost Rs 1,51,79,000/- (Rupees One Crore Fifty-One Lakhs Seventy-Nine Thousand Only).
 - d) Must have a self-owned full-fledged service setup at Hyderabad.
All contractors fulfilling these criteria may apply for membership of MSTC entering web- portal as indicated in Section-I of the tender and submit the documentary proof in the captioned criteria at the time of uploading of tender document.
3. The intended contractors should invariably furnish, the following information in writing and submit relevant documents to satisfy the Bank about their eligibility for participating in the tendering process along with the tender form.

S. No.	Information	Documents to be submitted
(a)	Composition of the firm	Full particulars in format prescribed under Annexure-II (whether contractor is an individual, or a partnership firm, or a company etc.,) of the composition of the firm of contractors in details should be submitted along with name(s) and address (es), of the partners copy of the Articles of Association/ Power of Attorney/ Attorney/ another relevant document. In case of a company, the certificate of registration,



		<p>Memorandum and Articles of Association of the company and other relevant documents and particulars of all the directors and responsible officials are required to be submitted. In case of a partnership firm, the partnership deed, power of attorney, if any and particulars of all the partners constituting the firm; and in case of an Agency or Proprietorship, the particulars of the individual/individuals involved therein along with the name(s) and address (es) etc are required to be submitted.</p> <p>Registration Certificate of the Establishment issued by the relevant authority, Copies of E.P.F. Registration Certificate and E.S.I Registration Certificate and applicable tax registrations, viz., PAN, TAN, GST, etc. should be submitted.</p>
(b)	Work experience and completion of similar work of specified value during the specified period.	<p>The Applicant should submit documentary evidence in support of minimum experience of 05 years of carrying out similar work (The applicant should have undertaken at least one similar work on or before December 31, 2025. Accordingly, Work orders issued before December 31, 2025, must be submitted in support of adequate work experience).</p> <p>Documentary evidence for having successfully completed qualifying works (of value as indicated under 2.A.i, 2.A.ii or 2.A.iii above and of similar nature) during last 05 years. Copies of the detailed work orders for the qualifying works indicating date of award, value of awarded work, time given for completing the work, etc. and the corresponding completion certificates indicating actual date of completion and actual value of executed similar works should be enclosed in proof of the work completion experience.</p> <p>The details along with documentary evidence of previous experience, if any, of carrying out Works for the Reserve Bank of India at any center, should also be given.</p> <p>Bank reserves the right to verify work experience claims made by bidder by nominating its representative for site visit.</p>
(c)	Details of the completed work	The client-wise names of work(s), year(s) of works execution of work (s), awarded and actual cost(s) of executed work(s), names and full contact details of the officers/ authorities/ departments under whom the work(s) was/were executed should be furnished in format prescribed under Annexure-I .



(d)	Client Certificates	<p>Tenderers are informed that they have to submit Client certificates in format as prescribed under (Annexure V) for each of the Prequalification work/s</p> <p>Work orders and work completion certificates submitted towards qualifying works to fulfil the eligibility criteria of having completed minimum values of work as per para 3(b) above have to be necessarily supported with Client certificates.</p> <p>Client certificate will be accepted only when it is Signed by an official of the rank of Officer or of the rank of Executive Engineer or equivalent in case of Govt./Semi-Govt. organisations or a PSU and is supported by adequate proof of payments received by the contractor for the work done by them.</p> <p>Client's report issued by private organization shall be accompanied by TDS Certificates.</p> <p>All columns should be filled in properly countersigned. Client certificate should be on letter head of the Client with signature of Authorized person.</p> <p>Applications/tenders received without certificates specified in the specified format will be rejected and Bank reserves the right to verify the submitted certificates independently. The Bank also reserves the right obtain reports on the past performance of the tenderer from his clients.</p>
(e)	Name(s) and address (es) of the clients and their present contact executives	Written information about the names and addresses of their clients along with full details, like names, postal addresses, e- mail IDs, telephone (landline and mobile) nos., fax nos. etc., of the contact executives (i.e. the persons who can be contacted at the office of their clients by the Bank in case it is so needed) should be furnished.
(f)	Credit worthiness of the contractor and their turnover during the specified period.	Copies of the Income Tax Clearance Certificates/ Income Tax Assessment Orders/ Income Tax Returns along with the latest final accounts of the business of the contractor duly certified by a Chartered Accountant should be enclosed in proof of their creditworthiness and turnover for last three years.
(g)	Name(s) and address (es) of the bankers and their present contact executives	Written Information about the names and addresses of their bankers along with full details like names, postal addresses, e- mail IDs, telephone (landline and mobile) nos., fax nos., etc. of the contact executives (i.e. the persons who can be contacted at the office of their bankers by the Bank, in case it is so needed) should be furnished in format prescribed under Annexure-VI .



(h)	Details of the bank accounts	Full particulars of their bank accounts, like account no., type, when opened etc., should be given.
(i)	Banker certificate (Solvency)	Should submit solvency certificate issued by applicant's Banker specifically for the purpose of this work, for a minimum amount of Rs 1,51,79,000/- (Rupees One Crore Fifty-One Lakhs Seventy-Nine Thousand Only) Solvency certificate issued by any Scheduled Bank is acceptable. The Bank reserves the right to obtain reports on the past performance/ solvency of the tenderer from his bankers.
(j)	Service setup	Valid document in support of having full-fledged service setup/ back office/ administrative office in Hyderabad (wherfrom required support in terms of manpower and supervision are provided during the contract period for the specified job).
(k)	Legal/ statutory Approvals	Tenderers should furnish an undertaking declaring that they have obtained all the required legal/ statutory approvals for carrying out this business at Hyderabad along with all relevant valid documents.
(l)	Conviction in a court of law/ Debarment by any Public Institution(s)/ Pending Civil Suits	The tenderer shall have to submit an Undertaking in format prescribed under Annexure-VIII declaring that they have not been convicted in a Court of Law. This shall include declaration of having been debarred/ suspended / blacklisted by any public institution/ entity in India or any other country on any grounds. The tenderer shall provide details if any civil suit is pending in any of the works executed. Concealment of facts and subsequent detections may lead to annulment of the contract / rejection of the bid forthwith.

4. In the exceptional cases such as merger, acquisition, takeover etc., the intending tenderer may submit all the relevant documents for seeking any exemption/ deviation that it requests the Bank to consider. The Bank is not bound to accept such requests and reserves its right to allow or reject such exemptions/ deviations. The Bank's decision in this regard shall be final.
5. Intending tenderers need to upload relevant documents supporting their eligibility criteria and scanned copy of Earnest Money Deposit (NEFT statement/ Bank Guarantee/ Demand draft) along with Techno-commercial bid (Part-I) of the tender.
6. Earnest Money Deposit (EMD) of ₹3,03,580/- (Rupees Three lakh Three thousand and Five hundred Eighty Only) shall be deposited through
 - a) NEFT in favor of Reserve Bank of India, Hyderabad in the A/c 8614038 & IFSC – RBIS0NEFTHY (5th being zero) before 1500 Hrs on Feb 16, 2026

Under no circumstances, EMD will be accepted in the form of fixed deposits of the Bank, cheque or cash. The tenders not accompanied by the Earnest Money Deposit as prescribed in the tender, shall be treated as Non-Bona fide tender and shall not be considered for acceptance.



7. In the event of intending tenderers failure to satisfy the Bank with regard to the above requirements, Bank reserves the right to reject his offer even after opening of Part-I of the tender and Part-II of the rejected tender will not be opened.
8. If any tenderer 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. In such case, Part-II of the rejected tender will not be opened and EMD deposited by the concerned tenderer shall be returned. The Bank is not bound to assign any reason for doing so.
9. A bidder is liable for debarment/disqualification from bidding on the following grounds:
 - A. If it is determined that the bidder has committed the following acts or omissions in contravention of the code of integrity:
 - i.
 - a) making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process.
 - b) any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained, or an obligation avoided.
 - c) any collusion bid rigging or anticompetitive behaviour that may impair the transparency, fairness and the progress of the procurement process.
 - d) improper use of information provided by the procuring entity to the bidder with an intent to gain unfair advantage in the procurement process or for personal gain.
 - e) any financial or business transactions between the bidder and any official of the procuring entity related to tender or execution process of contract: which can affect the decision of the procuring entity directly or indirectly.
 - f) any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process.
 - g) obstruction of any investigation or auditing of a procurement process.
 - h) making false declaration or providing false information for participation in a tender process or to secure a contract;
 - ii. failed to disclose conflict of interest.
 - iii. failed to disclose any previous transgressions made in respect of the provisions of sub- clause 9 (A) (i) with any public institution / entity in India or any other country during the last three years or of being debarred by any public procuring institution / entity.
 - B. For any actions or omissions by the bidder other than violation of code of integrity, which in the opinion of the Bank warrants debarment, for the reasons like supply of sub-standard material, non-supply of material, abandonment of works, sub-standard quality of works, failure to abide terms of the tender etc.
 - C. If the bidder has been convicted of an offence- (a) under the Prevention of Corruption Act, 1988; or (b) the Indian Penal Code or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract.

I/We hereby declare that I/we have read and understood the schedule of Eligibility Criteria and also have read and understood all the above conditions and the same shall remain binding upon me/us.



Signature of tenderer with seal

Address:

Date:



Section-F

Bid Evaluation Criteria

1. Techno- Commercial Bid (Part- I) Evaluation

- a. The technical bids shall be evaluated based on the available documents submitted by the bidder on MSTC.
- b. Bank may seek such clarification/information/document as may be required for it to satisfy the eligibility of the bidders.
- c. Failure on the part of the bidder to provide such clarification/information/document within the stipulated time, may entail cancellation of the bid of such bidder.
- d. Any clarification submitted by a bidder that is not in response to a request by the Bank shall not be considered.
- e. The Client's request for clarification and the response shall be in writing through post or email.

2. Price Bid (Part- II) Evaluation

- a. The evaluation of the price bid will be considered of only those bidders who meet the eligibility criteria as mentioned in "Eligibility Criteria for participating in the tender" of tender document and provide documentary proof on MSTC in respect of the same.
- b. To assist in the examination, evaluation, and comparison of the bids, and qualification of the bidders, the Bank may, at its discretion, ask any bidder for a clarification of its bid.
- c. The clarification so called, should be given with detailed price analysis containing the cost of all the tools, equipment, machines, liveries, compliance of statutory requirements (Contractor All Risk Insurance, Third Party Liability Insurance, workmen compensation Act, Bonus Act (if applicable) etc.) and other administrative charges etc. required to complete the work) and should be supported with quotations received from the suppliers/ providers of the above-mentioned goods and services.
- d. On scrutiny of the clarification so submitted, if the rates quoted by the tenderer are found not workable/ feasible, the Bank reserves its right to summarily reject such tender.
- e. Failure on the part of the bidder to provide such clarification within the stipulated time, may entail cancellation of the bid of such bidder.
- f. Any clarification submitted by a bidder that is not in response to a request by the Client shall not be considered.
- g. The Client's request for clarification and the response shall be in writing through post or email.
- h. Price Bids shall be evaluated based on the rates quoted as percentage of the Fixed Rates mentioned in Part- II of the tender document.
- i. No deviation will be allowed on the fixed rates already mentioned by the Bank in the tender. Tenders having quoted rates below the prescribed minimum wages rates shall be summarily rejected and will not be evaluated for the purpose of ascertaining L1 tenderer.
- j. No request for any change in rate or conditions after the opening of the part II tender will be entertained.
- k. In case two or more tenderers become the lowest, for the purpose of selection of successful bidder, the tenderers becoming lowest bidders will be evaluated on the basis of following criteria:



S. No	Description of Evaluation Criterion	Marks(mks)	Remarks
a	(i) Central Govt Contracts (08 mks) - 02 mks per contract, to a maximum of 04 contracts. (ii) Public Sector Units (08 mks) – 02 mks per contract, to a maximum of 04 contracts. (iii) State Government Contracts (04 mks) 01 per contract, to a maximum of 04 contracts.	20 (i)+(ii)+(iii)	
b	Experience at other RBI Offices: 04 mks per office to a maximum of 04 RBI Offices (provided no adversarial remarks.)	16	
c	Own Training Infrastructure: (proof of out stationed infrastructure to be submitted digitally) (i) Class/Conf room with Projector/TV and seating capacity of min 15 persons (05 mks) . (ii) Lesson plans- (05 mks) (iii) Training records (05 mks) (iv) Outdoor Training Facility (05 mks)	20 (i)+(ii)+(iii)+(iv)	
d	Pan India Presence -02 mks per state to a maximum of 10 states.	20	
e	Number of years' experience in the field 01 mks per year to a maximum of 20 years.	20	
f	Whether the firm is in the approved list of vendors of Telangana or Andhra Pradesh Fire Service Department?	04	
	TOTAL	100	

Upon evaluation of the lowest bidders based on the above criteria, the bidder with the highest marks will be declared successful in the tender process. However, Bank's decision in this regard will be final and it shall not be open to arbitration.

- I. The Reserve Bank of India does not bind itself to accept the lowest or any tender and reserves to itself, the right to accept or reject any or all the tenders, either in whole or in part, without assigning any reasons for doing so.
- m. The Tender along with the prices shall remain valid initially for a period of 3 months from the date of opening of Part – I (Technical Bid), which period may be further extended by mutual



agreement in writing by the Tenderer and the Tenderer shall not cancel or withdraw the tender during this period or change the quoted rates.

n. In case the Tenderer withdraws the bid during the validity period, the EMD furnished by the Tenderer shall be forfeited by the Bank.

I/We hereby declare that I/we have read and understood the Bid Evaluation Criteria and also have read and understood all the above conditions and the same shall remain binding upon me/us.

Signature of tenderer with seal

Address:

Date:



Section-G

करार की शर्तें / Articles of Agreement

(Bank reserves the right to further modify/revise/change the content of the agreement)

यह करार भारतीय रिजर्व बैंक अधिनियम 1934 के प्रावधानों के अंतर्गत संस्थापित भारतीय रिजर्व बैंक, हैदराबाद जिसका केंद्रीय कार्यालय मुंबई में है (जिसे इसके बाद बैंक कहा गया है) और मेरसर्सजिसका पंजीकृत कार्यालय हैदराबाद में है (जिसे इसके बाद "ठेकेदार" कहा गया है) के बीचदिन, वर्ष ----- -- को किया गया।

This Agreement is made on this _____ day of _____, 2025 between
M/s. _____ having its Registered Office at _____
_____, Hyderabad – , (hereinafter called the Contractor) of the
One Part

And

The Reserve Bank of India, Hyderabad, having its Central Office at Mumbai, constituted under the provisions of the Reserve Bank of India Act, 1934 (Hereinafter called the "The Bank") of the other part,

जहां की भारतीय रिजर्व बैंक के हैदराबाद स्थित कार्यालय भवन और आवासीय परिसर में अग्निशमन कर्मचारी की सेवाएं प्रदान करने के लिए वार्षिक सेवा अनुबंध के प्रावधान के लिए बैंक इच्छुक है।

WHEREAS the Bank is desirous of awarding the work of **Annual Service Contract for Providing services of Fire Staff at Reserve Bank of India Office Building and its Residential Properties at Hyderabad**

और जबकि ठेकेदार ने मूल ए.एम.सी. में निर्धारित शर्तों के अधीन और उनके अनुसार कार्य करने के लिए सहमति दे दी है, जो कार्य के दायरे में विस्तृत हैं और बाद में पारस्परिक रूप से सहमत होने पर परिवर्धन/लोपों द्वारा विस्तारित/संक्षिप्त किए गए हैं, मूल रूप से स्पष्ट रूप से और निहित रूप से सहमत हैं और ए.एम.सी. की प्रकृति से स्वाभाविक रूप से निकलते हैं (जिनमें से सभी को सामूहिक रूप से इसके बाद उक्त "शर्तों" के रूप में संदर्भित किया जाता है) उक्त कार्य के दायरे में वर्णित कार्यों को ए.एम.सी. दर पर निष्पादित करने के लिए सहमत हो गया है, जैसा कि इसके तहत देय हो जाएगा (जिसे ए.एम.सी. अनुबंध राशि के रूप में संदर्भित किया गया है)।

AND WHEREAS THE CONTRACTOR HAS AGREED TO execute upon and subject to the conditions set forth in the original AMC entered into and detailed in the scope of work and as amplified /curtailed by subsequent additions/deletions mutually agreed upon, originally agreed both expressly and impliedly and also naturally flowing out of the nature of AMC (all of which are collectively hereinafter referred to as the said "CONDITIONS") the works described in the said scope of work at the AMC rate as shall become payable thereunder (hereunder referred to as the said AMC contract amount).

**A.अब निम्नानुसार सहमति बनी है:-****NOW IT IS HEREBY AGREED AS FOLLOWS**

1. यह करार _____ से प्रभावी होगा और 31 मार्च, 2027 तक लागू रहेगा और दोनों पक्षों की आपसी सहमति के अनुसार ठेकेदार द्वारा प्रदान की गई संतोषजनक सेवाओं के अनुसार वार्षिक रूप से दो और वर्षों तक बढ़ाया जा सकता है, जब तक कि इसे इसके अधीन शर्तों के अनुसार समाप्त नहीं किया जाता है। अनुबंध का नवीनीकरण अनुबंध की अवधि समाप्त होने के बाद, वार्षिक आधार पर, समान नियमों और शर्तों पर किया जा सकता है। निविदा दस्तावेज में निहित सभी नियम और शर्तें और इस संदर्भ में जारी किये गये कोई स्पष्टीकरण (शुद्धिपत्र) इस करार के भाग माने जायेंगे और सभी पक्षों पर लागू होंगे। साथ ही, वार्षिक नवीनीकरण के दौरान, अथवा जब भी न्यूनतम मजदूरी अधिनियम, 1948 के प्रावधानों के तहत मुख्य आयुक्त (केंद्र सरकार) द्वारा वॉच एंड वार्ड के लिये नियुक्त श्रमिकों को देय न्यूनतम मजदूरी में बढ़ोतरी की अधिसूचना जारी की जायेगी, नवीन मजदूरी दरों के अनुसार अनुबंध मूल्य में वृद्धि/बढ़ोतरी की जायेगी।

This agreement will come into effect from _____ and will remain in force up to March 31, 2027, and annually extendable up to two more years, subject to mutual consent of both parties, satisfactory services rendered by the Contractor, unless it is terminated as per the terms hereinafter contained. The renewal of the contract can be done after the expiry of the contract period, on an annual basis, on the same terms and conditions. The terms and conditions contained in the tender document and any clarifications (corrigenda) issued shall be treated as part and parcel of this agreement and shall be binding on the parties. Also, during annual renewal as well as whenever the notification regarding increase in minimum wages payable to for employees employed in Watch and ward duties is issued by Chief Commissioner (Central Government) under the provision of Minimum Wages Act 1948, escalation/increase will be given in the contract value as per the revised minimum wages.

2. ₹ _____ (_____ रुपये मात्र) का प्रभार श्रमशक्ति और फायर स्टाफ की वर्दी आदि के लिये प्रयुक्त सामग्रियों के सहित होगा और इसका भुगतान मासिक आधार पर बिल/ चालान जमा करने पर किया जायेगा। सेवाएं संतोषजनक रूप से प्रदान किए जाने की पुष्टि पर बैंक के अधिकारियों द्वारा विधिवत प्रमाणित किए जाने के बाद इस प्रभार का भुगतान किया जाएगा, जिस पर वैधानिक कटौतियाँ लागू होंगी।

The charges of Rs. _____ (Rupees _____ only) will be inclusive of manpower and materials required for uniform articles to the fire staff employed etc. and shall be payable on monthly basis subject to submission of bill/invoice. 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, subject to statutory deductions.

3. बैंक ठेकेदार को उक्त अनुबंध राशि अथवा अन्य ऐसी देय राशि का भुगतान उल्लिखित शर्तों में दर्शाए संख्या और तरीके के आधार पर करेगा।

The Bank shall pay the Contractor the said Contract Amount or such other sum as shall become payable, at the times and in the manner specified in the said Conditions.

4. यह प्रभार अपरिवर्तनीय हैं और श्रमिकों की स्थिति, विनिमय में बदलाव या ऐसी किसी अन्य परिस्थितियों में परिवर्तित नहीं होगी।

The charges are fixed and not subject to labour conditions, exchange variations or any other condition whatsoever.



5. उपर्युक्त प्रभार मे जीएसटी, बीमा प्रभार और अन्य कर, शुल्क या अन्य लेवी समाहित हैं, भले ही वह वर्तमान मे लागू हों अथवा भविष्य मे केंद्र सरकार, राज्य सरकार अथवा किसी स्थानीय प्राधिकरण द्वारा वसूले जाएँ।

The above charges also include GST, Insurance Charges and any other tax and duty or other levy, whether existing or levied in future by the Central Government or the State Government or any local authority.

6. ठेकेदार नियमित आधार पर कार्य के दायरे और अनुबंध के नियम एवं शर्तों के अनुसार सेवाएं प्रदान करने के लिये जिम्मेदार रहेगा।

The contractor shall be responsible for providing services on regular basis as per the scope of work and terms and conditions of the contract.

7. उल्लिखित शर्तों मे “बैंक के प्रबंधक/ प्रबंधक/ प्रभारी प्रबंधक” का तात्पर्य ऐसे अधिकारी अथवा बैंक के किसी अन्य उत्तराधिकारी से होगा जिसे बैंक द्वारा इस प्रयोजन के लिए नामित किया जायेगा और वह “बैंक के प्रबंधक/ प्रबंधक/ प्रभारी प्रबंधक” के रूप में कार्य करेगा।

The term “Bank's Manager/Manager/Manager-in-Charge” in the said Conditions shall mean the officer entrusted or any other successor of the Bank nominated by the Bank for that purpose will function as “Bank's Manager/Manager/Manager-in-Charge”.

8. भारतीय रिजर्व बैंक कार्यों के पर्यवेक्षण के लिए प्रशासन और व्यवस्था बैंक के कर्मचारियों के माध्यम से करेगा, जिसमें बिलों का प्रमाणीकरण, भुगतान, अनुबंध के विभिन्न नियमों और शर्तों का क्रियान्वयन, कार्यों का निष्पादन, कार्य की गुणवत्ता, सामाग्रियों की गुणवत्ता, और अनुबंध की प्रगति और समाप्ति शामिल होंगे।

The Reserve Bank of India will administer and arrange for supervision of works through the Bank's staff including certification of bills, making payments and implementation of various terms, conditions and stipulations of the contract, execution of the work, quality of work.

9. उल्लिखित शर्तों को इस करार की संरचना के भाग के रूप में पढ़ा और माना जाएगा, और अब दोनों पक्ष इनका पालन और उल्लिखित शर्तों के पूरा करने के लिए प्रस्तुत रहेंगे और उसमें निहित शर्तों के अपने हिस्से का पालन करेंगे।

The said conditions shall be read and construed as forming part of this agreement, and the parties hereto shall respectively abide by, submit themselves to the said Conditions and perform the agreements on their part respectively in the said Conditions contained.

10. इसमें वर्णित सभी आयोजनायें, करार और दस्तावेज इस अनुबंध की संरचना का आधार बनेंगे।

The plans, agreement and documents mentioned herein shall form the basis of this Contract.

11. इस करार के अंतर्गत बैंक द्वारा किए जाने वाले सभी भुगतान केवल हैदराबाद में ही किए जायेंगे।

All payments by the Bank under this Contract will be made only at Hyderabad.

12. इस करार से उत्पन्न होने वाले और किसी भी प्रकार से इससे सम्बंधित सभी विवादों को हैदराबाद मे उत्पन्न होना माना जायेगा और इसका निर्धारण सिर्फ हैदराबाद के न्यायालयों के अधिकार क्षेत्र में होगा।



All disputes arising out of or in any way connected with this agreement shall be deemed to have arisen at Hyderabad and only Courts in Hyderabad shall have jurisdiction to determine the same. The Governing Laws are the laws of India.

13. यह कि इस अनुबंध के विभिन्न भागों को ठेकेदार द्वारा पढ़ा गया है और पूरी तरह से समझ लिया गया है। बैंक के प्रबंधक से जब तक लिखित निर्देश नहीं दिए जाते, तब तक ठेकेदार निविदाओं में उल्लिखित मात्राओं से अधिक मात्रा के लिए भुगतान का हकदार नहीं होगा।

That the several parts of this Contract have been read by the Contractor and fully understood by the Contractor. The Contractor shall not be entitled for the payment for the quantities beyond the tendered quantities unless ordered for by specific written instructions from the Bank's Manager.

14. अप्रकटीकरण खंड – इस करार के संबंध में दायित्वों के निर्वाहन के क्रम में ठेकेदार प्रत्यक्ष या अप्रत्यक्ष रूप से कोई सूचना, सामग्री और बैंक की आधारभूत संरचना/ सिस्टम/ उपकरणों आदि जानकारी किसी तीसरे पक्ष के साथ साझा नहीं करेगा और वह इस गोपनीयता का हमेशा कड़ाई से पालन करेगा। संविदा के दायित्वों का निर्वाह करने के लिए या लागू कानूनों के पालन के लिए आवश्यक बातों को छोड़कर ठेकेदार संविदा के ब्योरों को निजी और गोपनीय मानेगा। ठेकेदार बैंक के पूर्व लिखित अनुमति के बिना किसी भी औद्योगिक या तकनीकी पेपर में प्रकाशित, प्रकाशित करने के लिए अनुमति या कार्य के किसी ब्योरो की जानकारी साझा नहीं करेगा। ठेकेदार बैंक को किसी भी गोपनीय जानकारी के साझा होने से हुई हानि की क्षतिपूर्ति करेगा। ऐसा नहीं कर पाने को ठेकेदार की ओर से अनुबंध का उल्लंघन माना जाएगा और बैंक क्षतिपूर्ति का दावा करने और कानूनों उपाय लेने का हकदार होगा। ठेकेदार अपने कर्मचारियों के संबंध में सभी उचित उपाय करेगा ताकि यह सुनिश्चित किया जा सके कि करार के अंतर्गत गोपनीय जानकारी के नॉन-डिस्क्लोज़र के संबंध में दायित्वों का पूर्णतः संतोषजनक रूप से पालन हो रहा है। नॉन डिस्क्लोज़र और गोपनीयता के संबंध में ठेकेदार के दायित्व किसी भी कारण से इस करार की समाप्ति के बाद भी लागू रहेंगे।

Non-Disclosure Clause: The Contractor shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure/systems/equipment's etc., which may come to the possession or knowledge of the Contractor during the course of discharging its contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. The Contractor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Contractor shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Bank. The Contractor shall indemnify the Bank for any loss suffered by the Bank as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Contractor and the Bank shall be entitled to claim damages and pursue legal remedies. The Contractor shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The Contractor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason."

15. मुझे ----- (प्रोपराइटर/ पार्टनर्शिप फर्म/ कम्पनी का नाम) को हैदराबाद में बैंक के कार्यालय भवन में फायर स्टाफ की सेवाएं उपलब्ध करवाने के वार्षिक सेवा अनुबंध अवार्ड किया गया है, मैं



वचन देता हूं कि इस कार्य के लिए मेरे द्वारा नियोजित सभी स्टाफ को सौंपे गए उक्त कार्य को पूरा करने के संबंध में उस दर से मजदूरी का भुगतान करूँगा जो न्यूनतम मजदूरी अधिनियम 1948 में निर्धारित दर से कम नहीं होगा और सीएलआरए अधिनियम 1970 के तहत निर्धारित आवश्यक सुविधाओं को प्रदान करने संबंधी अनुपालन सुनिश्चित करूँगा। साथ ही, यदि उक्त दर पर मजदूरी या आवश्यक सुविधाएं उपलब्ध कराने में विफल होने पर सांविधिक प्राधिकारियों द्वारा बैंक के विरुद्ध कार्रवाई पहल की जाती है तो उन सभी कार्रवाइयों के लिए मैं बैंक की प्रतिपूर्ति करूँगा।

I ----- (Name of proprietorship/partnership firm/ Company), that the Annual Service Contract for Providing services of Fire Staff at Bank's Office Building at Hyderabad has been awarded to me, I undertake to actually pay wages to each staff to be engaged by me for completion of the said work awarded to me at the rate which is not less than the one prescribed under the all the relevant laws/codes and shall follow all the relevant provisions of the, including Code on Wages, 2019, Industrial Relations Code, 2020, Code on Social Security, 2020, Occupational Safety, Health and Working Conditions Code, 2020 and other laws/rules/regulations in force; and/or any other rules/regulations and/or statutes that may be applicable to them and also keep the Bank indemnified against all the actions that may be initiated against the Bank by the Statutory Authorities for my failure to pay such wages and provide the essential amenities.

16. महिलाओं का कार्यस्थल पर लैंगिक उत्पीड़न (निवारण, प्रतिषेध और प्रतितोष) अधिनियम, 2013 के अंतर्गत अनुपालन

Compliance under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.

क) "महिलाओं का कार्यस्थल पर लैंगिक उत्पीड़न (निवारण, प्रतिषेध और प्रतितोष) अधिनियम, 2013" के पूर्ण अनुपालन के लिए ठेकेदार / एजेंसी ही जिम्मेदार होंगे। बैंक परिसर में उनके कर्मचारियों के विरुद्ध लैंगिक उत्पीड़न की शिकायत आने की स्थिति में, ऐसे मामलों को ठेकेदार / एजेंसी द्वारा गठित आंतरिक शिकायत समिति में दर्ज किया जाएगा और ठेकेदार / एजेंसी यह सुनिश्चित करेंगे कि इन शिकायतों के संबंध में उक्त अधिनियम के अंतर्गत उपयुक्त कार्रवाई की जाती है।

The Contractor / Contractor shall be solely responsible for full compliance with the provisions of "the Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013". In case of any complaint of sexual harassment against its employees within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor / Agency and the Contractor / Agency shall ensure appropriate action under the said Act in respect of the complaints.

ख) ठेकेदार की किसी कर्मचारी द्वारा बैंक के किसी कर्मचारी के विरुद्ध लैंगिक उत्पीड़न की शिकायत की जाती है तो उसका निपटान बैंक द्वारा गठित क्षेत्रीय शिकायत समिति द्वारा किया जाएगा।

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.

ग) यदि ठेकेदार के किसी कर्मचारी द्वारा बैंक की किसी कर्मचारी के विरुद्ध लैंगिक उत्पीड़न सिद्ध हो जाता है तो पीड़ित कर्मचारी को दिए जाने वाले मौद्रिक मुआवजे का भुगतान ठेकेदार द्वारा किया जाएगा।



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

घ) यह ठेकेदार का दायित्व होगा कि वह कार्यस्थल पर लैंगिक उत्पीड़न की रोकथाम और संबन्धित मामलों से अपने कर्मचारियों को शिक्षित करें।

The Contractor shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.

ड) ठेकेदार द्वारा बैंक परिसर में नियोजित किए गए सभी कर्मचारियों की पूर्ण और अद्यतन सूची ठेकेदार द्वारा उपलब्ध कराई जाएगी।

The Contractor shall provide a complete and updated list of its employees who are deployed within the Bank's premises.

बैंक और ठेकेदार निम्न साक्षी की यदि ठेकेदार साझेदार या व्यक्ति
उपस्थिति में प्रस्तुत दस्तावेज पर दो है
अनुलिपियों में उपर्युक्त उल्लिखित दिन
और वर्ष पर हस्ताक्षरित

बैंक निम्न साक्षी की उपस्थिति में प्रस्तुत यदि ठेकेदार कंपनी है
दस्तावेज पर अपने अधिकृत अधिकारी के
माध्यम से और ठेकेदार इन दस्तावेजों पर
अपनी सामान्य मुहर लगाकर उपर्युक्त
उल्लिखित दिन और वर्ष पर हस्ताक्षरित

हस्ताक्षर खंड

निम्न के हाथों भारतीय रिज़र्व बैंक द्वारा हस्ताक्षरित और सुपुर्द

श्री

(नाम और पदनाम)

..... की उपस्थिति में

(1)

पता

(2)

पता



साक्षी

द्वारा हस्ताक्षरित और सुपुर्द
.....
1)
पता
2)
पता

यदि पक्ष साझीदारी फर्म या
व्यक्ति है, सभी द्वारा या सभी
साझेदारों के पक्ष में हस्ताक्षर किए
जाने हैं।

..... तारीख को आयोजित बैंठक में निदेशक
मंडल द्वारा पारित संकल्प के अनुरूप
एतदद्वारा कॉमन मुहर लगाया गया
की उपस्थिति में

1 ()
2 ()

की उपस्थिति में जिन निदेशकों द्वारा
हस्ताक्षरित

(1)
(2)

निम्न के हाथों ठेकेदार द्वारा हस्ताक्षरित
और सुपुर्द
श्री
एवं विधिवत संगठित ऑटर्नी

यदि ठेकेदार अपने कॉमन मुहर के
नीचे हस्ताक्षर करता है, हस्ताक्षर
खंड उनके समझौता ज्ञापन के
मुहर खंड से मेल करना चाहिए।

ठेकेदार पॉवर ऑफ अटर्नी के
द्वारा हस्ताक्षर कर रहा है चाहे वह
कंपनी हो या व्यक्ति

IN WITNESS WHEREOF the Bank and the
Contractor have set their respective hands to
these presents and two duplicates hereof the day
and year first hereinabove written.

If the contractor is a partnership or
an individual.



IN WITNESS WHEREOF the Bank has set its hands to these presents through its duly authorized official and the Contractor has caused its common seal to be affixed hereunto and the said duplicate/ has caused these presents and the said two duplicate here of to be executed on its behalf, the day and year first hereinabove written.

If the contractor is a company.

Signature Clause

SIGNED AND DELIVERED by the Reserve Bank of India by the hand of
Shri

(Name and designation)

In the presence of

(1)

Address

(2)

Address

Witness

SIGNED AND DELIVERED by
In the presence of
(1)

Address

(2)

Address

Witness

If the party is partnership firm or an individual should be signed by all or on behalf of all the partners.



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

(1)

(2)

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

(1)

(2)

SIGNED AND DELIVERED BY the Contractor by
the hand of Shri

and
duly constituted attorney.

If the Contractor signs under its
common seal, the signature
clause should tally with the sealing
clause in the Articles of
Association.

If the Contractor is signing by hand
of power of Attorney, whether a
company or individual.



SECTION – H

General Instructions to Bidders and Special Conditions of the Contract

Tender in prescribed form shall be submitted in two parts i.e., Part-I and Part-II.

1. **Part - I** of the tender, Annual Service Contract for Providing services of Fire Staff at Reserve Bank of India Office Building and its Residential Properties at Hyderabad, shall be submitted containing the following:

- (i) The Tender Document (including all its corrigendum, addendum etc.) issued by the Bank – duly stamped and signed
- (ii) Power of Attorney/ authorization with the seal of the company/ firm in the name of the person signing the tender documents.
- (iii) Any other technical information the tenderer wishes to furnish.
- (iv) The Bank discourages the stipulation of any additional conditions by the tenderer.

However, in case the tenderer wishes to include any condition/ clarification/ covering letter, while tendering for the work, he will have to submit the same along with the Part - I.

2. Only those proprietorship firms/partnership firms/companies with requisite years of experience in related trades are eligible to participate in e-Tendering.

3. Reserve Bank of India does not bind itself to accept the lowest or any tender and reserves to itself the right to accept or reject any or all the tenders either in whole or in part, without assigning any reasons for doing so.

4. The tenderer must obtain for himself or his own responsibility and at his own expense all the information which may be necessary for the purpose of tendering and for entering into a contract and must inspect the site of the work and acquaint himself with all local conditions, means of access to the work, nature of work and the matters pertaining thereto. The Bank's decision in such cases shall be final and shall not be open to arbitration.

5. The rates of service charge quoted in the tender shall be exclusive of GST and shall be for the complete job including materials, labour, tool and equipment's required at site for all the locations, Building, floors, etc. The rate of service charge shall also include wages and allowances paid to the workers by the contractor over and above the rates specified under the minimum wages, any other taxes (except GST), duties, levies on work's contract by Central Govt. or State Govt. or any other authorities. The rates of service charge shall be firm and shall not be subject to exchange variations, labour conditions, fluctuations in railway freights or any conditions whatsoever, except for changes if any in the statutory minimum wages announced by the Government of India under the Minimum Wages Act. The rates of service charge shall also include transportation, loading and unloading, freight charges, transit insurance, Workmen Compensation policy, Contractors All Risk Policy, Third Party Liability Insurance, Bonus payment to vendors (if applicable) etc.

6. The payment shall be made on monthly basis (by credit to bank account through NEFT only) after satisfactory completion of the work duly acknowledged by the concerned official and certified by the Caretaker/Bank's Officer.



7. **Part - II** of the tender will contain no conditions but only the Price Bid in the Schedule of Quantities titled Annual Maintenance Contract for Providing services of Fire Staff at Office Building of Reserve Bank of India, Hyderabad

8. The prices indicated in Part-II of the tender are in Indian Rupees only. The rates are to be quoted strictly as percentage of the Fixed amount indicated in the price bid. Quotations received in any other format will be summarily rejected.

9. **Information gathering & Site Inspection:** The tenderers may obtain at their own responsibility and expenses all the information which may be necessary and also inspect the site of work for the purpose of making tender and for entering into a contract.

10. **Rates:** The Bank reserves the right to adjust arithmetical or other errors in the tender in accordance with the following general rules. In the event of discrepancy between words and figures quoted, the description in words shall prevail. Similarly, in the event of an error in the amount column arising as a result of wrong product extension, the unit or item rates shall be regarded as firm and extension amended accordingly.

a) Rates shall be quoted both in figures and in words in columns specified. If rate for any item is not mentioned in the tender therein, the tender will be rejected. No advice whatsoever especially on any change in rate, specifications or conditions after opening of Part II of the tender will be entertained.

b) The rates shall also be firm and be valid for the entire duration of the contract and / or extension thereof and shall not be subject to exchange variations, labour conditions, fluctuations in freights charges or any conditions whatsoever.

c) The rates quoted in the tender shall include all charges. Tenderers must include in their rates Goods and Service Tax and any other prevailing taxes, royalties and duty levied by the Central Government or any State Government or local authority, if applicable. No separate claim in respect of Goods and Service Tax and any other tax, duty or levy whether existing or future shall be entertained by the Bank.

11. **Job Work on Lump sum Basis:** The Contractor shall note that unless otherwise stated, the tender is strictly on Job Work on Lump sum Basis and his/her attention is drawn to the fact that rates for each and every Job should be correct, workable and self-supporting. The quantities in the Part-II of tender approximately indicates the total extent of work but may vary to any extent and may even be omitted thus altering the aggregate value of the contract. Claim in such case shall be entertained on pro rata basis.

12. **Tender Format:** The tenderer shall use only the format uploaded on MSTC by the Bank to fill in the rates. Any addition/alteration in the text of the tender form made by the tenderer shall not be valid and shall be treated as null and void. Quotations (as percentage of the fixed amount) are strictly to be submitted online in MSTC portal. Quotations received in any other format will be summarily rejected.

13. **Opening of Tender:**



- a) Part-I of the tenders will be opened on Feb 16, 2026 at 16:00Hrs (If this day falls to be a holiday, tenders will be opened on the next working day of the Bank) on MSTC website
- b) It is not incumbent on the Bank to accept any additional condition given by the tenderer, the tenderers shall withdraw all his conditions which are not acceptable to the Bank.
- c) The Bank reserves the right to reject offer even after opening Part – I or Part-I as well as Part – II of the tender.
- d) Part-II of the tender will be opened on a subsequent date, which will be intimated to the tenders in advance.

14. **Last Date:** No tender will be received after Feb 16, 2026, at 15:00Hrs under any circumstances whatsoever.

15. **Disqualification - Missing & Unsigned documents:** The tender form (including all the annexures) must be filled in English or in Hindi. If any of the documents is missing or unsigned, the tender may be considered invalid by the Bank at its discretion.

16. **Right to Accept or Reject:** The Reserve Bank of India does not bind itself to accept the lowest or any tender and reserves to itself the right to accept or reject any or all the tenders either in whole or in part without assigning any reasons for doing so. The tenderer whose tender is not accepted shall not be entitled to claim any costs, charges, damages and expenses of and incidental to or incurred by him through or in connection with his submission of tenders, even though the Bank may and has a right to modify/ withdraw the tender.

17. **Validity of Tender:** The Tender along with Part-II shall remain valid initially for a period of 03 months from the date of opening of Part-I, which period may be further extended by mutual agreement in writing by the Tenderer. The Tenderer shall not cancel or withdraw the tender during this period or change the quoted rates.

18. **Broad Scope of Work:** The scope of work shall be as detailed in Schedule of Quantities of the tender document.

19. **Lowest Tender Not Necessarily to Be Accepted:** The Bank is not bound to accept the lowest or any tender or to assign any reason for non-acceptance of any tender. The tenderer whose tender is not accepted shall not be entitled to claim any costs, charges, damages and expenses of and incidental to or incurred by him through or in connection with his submission of tenders, even though the Bank may elect to modify/withdraw the tender.

20. **Earnest Money and Performance Guarantee during contract period.**

- a) Tenderers shall pay as Earnest Money a sum of Rs.1,20,000/- by NEFT drawn in favor of the Reserve Bank of India, Hyderabad. Under no circumstances EMD will be accepted in the form of fixed deposits of the bank or cheque. On award of contract, the



successful tenderer shall furnish an amount equal to 05% (five percent) of the contract value in the form of a Performance Guarantee 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 fulfilment of the contract. The earnest money deposit submitted by successful tenderer shall be returned within one month of award of work post submission of the Performance Bank Guarantee. The Performance Guarantee towards security deposit shall be valid for the entire contract period plus an additional claim period of at least six months after completion of the contract.

b) All compensation or other sums of money payable by the Contractor to the Bank under the terms of this Contract may be deducted from the security deposit, if the amount so permits unless the contractor deposits such amounts in cash within ten days of issue of demand notice by the Bank.

21. Terms of Payment:

- a) The Agency will not be paid any payments in advance. Payment in respect of manpower deployment will be made as per actual deployment and the firms/ contractors are advised to submit proof of deployment by the way of attendance registers/sheets and proof of payment. Monthly payment confirming to the attendance of the private fire staff as per the documents to be maintained by the agency and submitted to RBI after the end of every calendar month within Ten working days of the next month. The monthly attendance sheet shall be signed by each individual and countersigned by security officer/ caretaker after verifying the attendance record.
- b) The Agency must ensure payment to the Private Fire Officer, Private Fire Supervisor and Private Fire Men within five working days of the subsequent month, and thereafter submit the bills to P&S Cell within ten working days of the subsequent month along with documentary evidence like bank statement, statutory contributions (EPF, ESI) etc with the bills. It is mandatory for all the Private fire staff to have a bank account to which, their salaries should be credited by the agency.
- c) The Private Fire Staff shall be provided as per the requirement of the Bank and the fire staff so provided by the agency shall not claim themselves as the employees of the Bank and there shall be no employer - employee relationship between the Bank and the staff so provided by the agency.
- d) The agency shall be wholly responsible for paying Monthly Salary and other admissible allowances to the guards deployed by them at various RBI properties and Main Office Premises. Bank shall not pay any extra charges / payment for whatever reason including of weekly off / leave / holiday etc.
- e) In the event of termination of the contract for any reason whatsoever, the contractor/or persons employed by him or his agents shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.
- f) The successful tenderer should credit the salary directly to the bank a/c of their staff and submit monthly Bank statement showing payment of salary. Necessary PF etc. to be ensured as per statutory rules. The Bank reserve the right to verify the same as and when required and accordingly, the contractor must have the necessary documents to submit the same. No Invoice would be accepted without the supporting document of Bank statement, ESI and PF dues. The Bank prefers that the Agency should pay their staff salary by at least 5th working day of the subsequent month by means of NEFT/RTGS/Cheque and for this purpose a bank account should be maintained by their staff.
- g) If the contractor fails to provide proof of payment of statutory dues, his contract shall be



terminated after serving one month's notice. The Agency shall make payment of monthly wages (as quoted in the Financial Bid) to the deployed staffs through bank accounts only. Cash payment receipt will not be entertained and payment in cash will be deemed as no payment at all. If the agency does not make payment through Bank account, the contract will be terminated.

22. Taxes: The prices (service charge in percentage of fixed cost) quoted shall be deemed to have included all taxes (except GST), custom duty, excise duty, local levies, works contract tax, Value Added Tax (VAT), service tax etc. imposed by Central/State Government/ Local Bodies. If the Tenderer fails to include such taxes and duties in the tender, no claim thereof will be entertained by the Bank afterwards. As per Indian laws, income tax will be deducted at source (TDS) and a certificate for the same will be issued to the contractor.

23. Insurance

- a) The successful tenderer shall take "all risk (CAR) policy" for the contract value, "third party / public liability" for the contract in the joint names of the Bank and the Contractor (name of the former being placed first in the policy) and "workmen compensation policy" for the workers engaged in the work (Name and location of the work must be mentioned clearly in the insurance policy). The Minimum cover under third party / public liability shall be for a minimum of Rs.2.00 lakh per accident, for up to 5 accidents during execution of work. The Minimum cover under (Workmen Compensation Policy) shall be in accordance with the minimum wages paid to the workman deployed for the fulfilment of the contract.
- b) The contractor shall be responsible for all injury to persons, animals or things and for all structural and decorative damage to property which may arise from the operation or neglect of himself or of any nominated employees, whether such injury or damage arise from carelessness, accident or any other case whatsoever in any way connected with the carrying out of the contract. This clause shall be held to include, inter-alia, any damage to buildings, whether immediately adjacent or otherwise and any damage to roads, streets, footpaths, bridges or ways as well as all damage caused to the buildings and works forming the subject of this contract, by frost or other inclemency of weather. The contractor shall indemnify the bank and hold him harmless in respect of all and any expenses arising from any such injury or damage to persons or property as aforesaid and also in respect of any claim made in respect of injury or damage under any Acts of Government of India or otherwise and also in respect of any award of compensation or damages consequent upon such claims.

Note: These policies shall be valid till the completion of the work. If the contractor 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 contractor or by revoking PBG.

24. Signing of Contract Agreement: The General instructions to the tenderers' and hereinbefore referred to Conditions of Contract and Technical Specifications enclosed with the tender documents, the subsequent correspondence exchanged between the Bank and the tenderer, and the work order placed shall be the basis of the final contract to be entered into with the successful tenderer.



25. The Tenderer shall go through the terms and conditions given in the general conditions of contract herewith and his offer shall be strictly in line with the terms specified therein. No deviation from the terms and conditions specified shall be acceptable. Each page of the tender documents should be signed for his/their having acquainted himself/themselves in the general conditions of contract, Technical specifications, etc.

26. The tender submitted on behalf of a firm shall be signed by all the partners of the firm or a partner who has the necessary authority on behalf of the firm to enter into the proposed contract. Otherwise, the tender may be rejected.

27. On receipt of intimation from the Bank of the acceptance of his/their tender, the successful tenderer shall be bound to implement the Contract and within fourteen days thereof the successful tenderer shall sign an agreement in accordance with the draft agreement. Notwithstanding the signing of the agreement the written acceptance by the Reserve Bank of India of a tender in itself will constitute a binding agreement between the Reserve Bank of India and the person so tendering, whether such contract is or is not subsequently executed.

28. The contractor shall not assign the contract or sublet any portion of the contract to any third party. In case of breach of these conditions, the Bank may serve a notice in writing on the Contractor rescinding the contract whereupon the security deposit shall stand forfeited to the Bank, without prejudice to his other remedies against the Contractor.

29. **Governing Language:** This Agreement has been executed in English and Hindi. If Hindi translation of this Agreement conflicts with the English version or contains terms in addition to or different from the English version, the English version shall prevail.

30. **Right to Accept Part Tender:** The Bank reserves the right to accept the tender either in whole or in part at the same prices quoted by the Tenderer.

31. **Other Issues:** The Contractor shall carry out all the work strictly in accordance with the detailed specifications and instructions of the Bank's officials. If in the opinion of the Bank's officials, nominal changes have to be made to suit the site condition and with the prior approval in writing of the Bank, the Contractor shall carry out the same without any extra charge.

32. Settlement of Disputes by Arbitration:

a) All disputes and differences of any kind whatever arising out of or in connection with the contract or the carrying out of the works (whether during the progress of the works or after its completion and whether before or after the termination or abandonment or breach of the contract) shall be referred to and settled by the Bank who shall state its decision in writing. Such decision may be in the form of a final certificate or otherwise. The decision of the Bank with respect to any of the excepted matters shall be final and without appeal. But if the Contractor is dissatisfied on any matter, he may within 28 days after receiving notice of such decision, give a written notice to the other party requiring that the matters in dispute be referred for arbitration.



Such written notice shall specify the matters, which are in dispute or difference of which such written notice has been given. If both the parties agree, a single arbitrator shall be appointed for the purpose. In case no agreement could be reached on the appointment of single arbitrator, both the parties shall nominate one person each as an arbitrator on their behalf. The two arbitrators nominated by the parties shall nominate one more person to act as third arbitrator or umpire.

- b) The arbitrator or arbitrators, as the case may be, shall have power to open up, review and revise any certificate, opinion, decision, requisition or notice, save in regard to the excepted matters, referred to in the preceding clause, and to determine all matters to dispute which shall be submitted to arbitration and of which notice shall have been given as aforesaid.
- c) The arbitrator or arbitrators, as the case may be, shall make his or their award within one year (or such further extended time as may be decided by him or them as the case may be with the consent of the parties) from the date of entering on the reference. In case during the arbitration proceedings the parties mutually settle or compromise their dispute or difference, on the parties filing their joint memorandum of the settlement or compromise, the arbitrator or the arbitrators as the case may be, shall make an award in terms of such settlement or compromise.
- d) Upon any such reference, the decision on the cost incidental to the reference and award respectively shall be at the discretion of the arbitrator or arbitrators as the case may be, who may determine the amount thereof or direct the same to be taxed as between the party and shall direct by whom and to whom and in what manner the same shall be borne and paid
- e) This submission shall be deemed to be a submission to arbitration within the meaning of the Indian Arbitration and Conciliation Act, 1996 or any statutory modification thereof. The award of the arbitrator or arbitrators, as the case may be, shall be final and binding on the parties. It is agreed that the Contractor shall not delay the carrying out of the works by reason of any such matter, question or dispute being referred to arbitration, but shall proceed with the works with all due diligence and shall until the decision of the arbitrator or arbitrators is given, abide by the decision of the Bank. No award of the arbitrator or arbitrators, as the case may be, shall relieve the Contractor of his obligations to adhere strictly to the Bank's instructions with regard to the actual carrying out of the works. The Bank and the Contractor hereby also agree that arbitration under this clause shall be a condition precedent to any right of action under the contract.

33. Compliance of the requirements of the Minimum Wages Act / Rules and Contract Labour (R & A) Act / Rules and other Laws/Rules/Notification as applicable

- a) The contractor shall be responsible to get himself registered under all the relevant laws/codes and shall follow all the relevant provisions of the, including Code on Wages, 2019, Industrial Relations Code, 2020, Code on Social Security, 2020, Occupational Safety, Health and Working Conditions Code, 2020 and other laws/rules/regulations in force and ensure to maintain all the records as prescribed there under and by the Office



of the Labour Commissioner (Central).

- b) The Contractor shall be responsible to make payment to their workmen strictly in accordance with the provisions of the Code on Wages, 2019, Industrial Relations Code, 2020, Code on Social Security, 2020, Occupational Safety, Health and Working Conditions Code, 2020 and other laws/rules/regulations in force and the Notifications issued there under by the Government of India from time to time. The contractor shall maintain the relevant records with regard to minimum wages as required under applicable laws / Rules / Notifications issued by the Government of India from time to time.
- c) The Contractor shall maintain all the documents, Registers and records as required under all the relevant laws/codes and shall follow all the relevant provisions of the, including Code on Wages, 2019, Industrial Relations Code, 2020, Code on Social Security, 2020, Occupational Safety, Health and Working Conditions Code, 2020 and other laws/rules/regulations in force, and the relevant labour and general laws/Rules and Notifications and make the same available for inspection by the Bank or its officials and the Official of Labour Commissioner (Central) or any other statutory authority conferred with such powers under the respective Laws/Rules.
- d) The Contractor shall be responsible to ascertain any changes made applicable in the rates of minimum wages by the Government of India vide their Notification issued from time to time and shall implement the said changes and make payment of wages to their workmen accordingly with immediate effect and maintain all the records updated in this regard and keep the Bank posted with the said development producing the necessary documentary proof without delay.
- e) The Contractor shall be responsible for due observation and implementation of the entire statutory conditions and requirements of labour laws as applicable to his workmen such as all the relevant laws/codes and shall follow all the relevant provisions of the, including Code on Wages, 2019, Industrial Relations Code, 2020, Code on Social Security, 2020, Occupational Safety, Health and Working Conditions Code, 2020 and other laws/rules/regulations in force and all Government Liabilities at his/her own cost.
- f) The Contractor shall be responsible for compliance of all the legal requirements as per the prevailing labour laws and other Laws / Rules / Regulations as the case may be and the Bank shall not, in any manner be responsible for any act, omission or commission on part of the Contractor and no claim in this respect will lie against the Bank or his representatives.
- g) The proof of remittance of statutory contribution of PF (Employer and Employee) and ESI to the appropriate agency, for those workers deployed by the Contractor to execute the contract work in the Bank, must be provided by the selected Contractor/Agency to the Bank every month along with the claim bill, failing which the claim bill shall not be settled.

34. Police Verification of all Fire staff/ Supervisors deployed the Bank's premises



The successful tenderer shall submit the necessary Police Verification Certificate of each fire staff / supervisors deployed at Bank's premises from Local Police Authorities about his antecedents/identity records. The contractor shall provide the police clearance certificate for all the contract staff before employing them in the Bank's premises. Further, renewed Police clearance certificates for all contract staff shall be obtained and submitted to the Bank on annual basis.

35. Qualification Certificate: The required qualification certificate of each fireman/supervisor deployed at the bank's premises should be submitted to the Bank for verification of the eligibility of fireman/supervisor so deployed.

I/We hereby declare that I/we have read and understood the above conditions and the same shall remain binding upon me/us in case the work is entrusted to me/us.

Signature of tenderer with seal Address:

Date:



SECTION – I
Scope of Work

1. The Agency shall provide the following manpower at the locations mentioned: -

S.No	Location	Fire Officer	Fire Supervisors	Firemen
a)	RBI Main Office	01	03	06
b)	Ameerpet Officers Quarters, RBI	-	03	06
c)	Begumpet Staff Quarters, RBI	-	03	06
	Total	01	09	18

Deployment: - A total of 03 shifts per day in following composition – 01 Fire Supervisor and 02 Firemen in each shift.

The Agency shall deploy Fire personnel (01 Fire supervisor and 02 Firemen in each shift) in eight hours shift and should work round the clock in three (03) shifts (0600 Hrs to 1400 Hrs, 1400 Hrs to 2200 Hrs, 2200 Hrs to 0600 Hrs) providing fire safety, manning the fire console rooms, holding and maintaining fire safety equipment like fire alarm, hydrants, wet/dry riser system, fire extinguishers, training the Bank's general staff, conducting fire drills, liaison with local fire brigade etc. Thus, at any given point of time one team of two Fire men and a Fire Supervisor shall be on duty.

2. Eligibility: The eligibility for Firemen and Fire supervisors to be deployed is as given below:

- a) Fire supervisor should be in possession of Diploma in Fire Safety or Fire Service Engineering with minimum 10+2 pass certificate and will have minimum Five (05) years' experience as a fire safety personnel in any reputed organization. Age of Fire supervisor should not be more than 45 years.
- b) Firemen deputed should be in possession of Diploma in Fire Safety or Fire Service Engineering with minimum 10+2 pass certificate and will have minimum Three (03) years' experience as a fire safety personnel in any reputed organization. Age of Firemen should not be more than 40 years.
- c) Firemen deputed will not be transferred/ changed within one year
- d) Fire personnel detailed should be medically and physically fit
- e) Any shortfall of manpower due to illness/ other reasons will be made up by deputing a replacement/ reliever. The replacement must also meet the educational qualification, experience criteria, medical and physical standards as specified for the fire staff.
- f) Absence of deputed person longer than ten days will be treated as replacement

Supporting documents have to be submitted before deputing the fire staff.

3. In addition to it, the Agency shall depute one Fire Officer/Consultant/Advisor and the prerequisites and job are as given below:

- a) Should be a retired Fire Officer (not below the rank of Asst. Station Officer) from



State Fire Department.

- b) He should be medically fit to perform the assigned duties
- c) Should be working on a fixed remuneration proportionate to his experience and his remuneration should be higher than the wages paid to fire supervisor.
- d) Age should not be more than 66 years.
- e) Should work in general shift i.e. 0930 Hrs – 1730 Hrs during the working days (Monday-Saturday) and available on call on non-working days/holidays.
- f) Should oversee the fire safety activities at the Bank.
- g) Should liaise with local Fire Department and Police Authorities.
- h) Should advise the Bank on latest developments/information on fire safety.
- i) Monitoring the functioning on duty fire staff at main office premises and Bank's residential colonies.
- j) Training the fire staff and Bank's staff at regular intervals.
- k) To carry out periodical rounds of the Bank's residential premises as directed by Bank's Officer to ensure adequacy of fire safety arrangements in colonies.
- l) To implement any other specific instructions given by Banks during the course of duties.

4. General Scope of Work (Main Office Premises and Residential Colonies)

- a) Manning of Fire Control Room round the clock.
- b) Check all fire equipment for serviceability at laid down periodicity.
- c) Supervise the work done by the AMC service providers of all firefighting equipment.
- d) Conduct periodic training of Bank staff on firefighting.
- e) Fight the fire at the incipient stage and assist the fire brigade as and when they arrive.
- f) Conduct regular firefighting drills.
- g) Function under the Security Officer in-charge of Fire on all aspects of work and administration.
- h) Assist in fire audit as and when carried out.
- i) Regular inspection of entire premises for identifying fire hazards and removing /taking steps to protect against fire and building code violations.
- j) Check all escape routes and fire lanes daily and ensure they are free of obstacles.
- k) Assist in search and rescue & salvage operation in case of an incident.
- l) Update knowledge of the latest fire-fighting equipment and techniques and to remain aware of current developments in fire services.
- m) Carry out other fire related works as and when assigned by the Bank.

4.1 Duties and Responsibilities (Main Office Premises and Residential Colonies)

Apart from the scope of work mentioned above, following will also be included:

Functional Requirements

- i. **Initial Response to Incidents:** Tasks occurring between the receipt of an alarm and initial firefighting or emergency scene activities.
 - (a) Makes preliminary evaluation of incident based on alarm information received (e.g., alarm type, structure type, etc.).
 - (b) Proceeds to incident location upon receipt of call for services.



ii. **Watch Duties:** Stands watch to receive incoming alarms and information, answers phones, and monitors access.

- (a) Receives notification of alarms, multiple alarms, EMS alarms, and other significant emergencies.
- (b) If required, notifies fire station personnel (over hotline or through use of mobiles) of incoming alarms and required response
- (c) If required, answers departmental and outside phone.

iii. **On Scene Communication:** Communicates at the emergency scene to ensure appropriate coordination.

- (a) Receives information from the officer in command upon arrival at the emergency scene.
- (b) Communicates with other fire personnel at emergency scene about conditions, size up, etc.
- (c) Relays orders from superior officers at emergency scene.

iv. **Documentation**

The firefighting staff employed should know how to maintain basic documents, related to their work. If required the firefighting staff should promptly act as a runner to carry documents/ equipment related to Fire, Security and Disaster Management from one person/place to other. The firefighting staff should be conversant in Spoken English and Hindi.

v. **Extinguisher Operations:** Use of extinguisher to deliver water, foam, and other extinguishing agents to emergency scene.

- (a) Locates seat of fire or other hazard (e.g., gas leak) by observing, smelling or listening for smoke, gas, vapour, flame, sound etc.
- (b) Uses extinguisher to extinguish, contain and/or control incident.

vi. Assistance to Physically Handicapped Employees/ Building Occupants

If required, on duty firefighting staff, when not engaged in an emergency situation should help and assist physically disabled staff/ building occupants.

vii. **Forcible Entry (If required):** In case of emergency -

- (a) Determines best location for forcible entry.
- (b) If required, Cuts through surfaces using power saws and other power tools.
- (c) Gains entry into structures using axes, sledgehammers, battering rams, halligan tools and other forcible entry tools.
- (d) Pries open doors in structures using pry bars, halligan tools, bolt cutters and other tools.
- (e) Removes locks or hinges from doors using sledgehammers, battering rams, axes or other forcible entry tools.

viii. **Ventilation:** Opens or breaks windows, chop or cut hole in roof, breaches walls or doors, and aims fog stream out of window or hangs fans in windows or doors to remove heat, smoke and/or gas from structures or entrapments.

- (a) Determines best location for venting structure based on location of hazard and fire personnel, roof type, and building construction.
- (b) Opens windows and other points of entry manually or by using pry bars, halligan tools, and other tools, to ventilate structure.
- (c) Breaks windows and other points of entry using axes, ladders and other tools, to ventilate structure.
- (d) Cuts open walls, roof and other structures to ventilate structure.
- (e) Uses fans for positive and negative pressure.



ix. **Search:** Firefighting Staff should search assigned area to locate victims and to obtain further information about incident, following standard search procedures.

- (a) Firefighting Staff should determine search procedure or strategy needed to accomplish objectives.
- (b) Search structures for seat of fire, or other hazard, and extensions.
- (c) Search floor or area of fire or other hazard for conscious and unconscious victims.
- (d) Firefighting Staff should work together as a team to maintain personnel accountability.

x. **Rescue:** Assists, hoists, carries or drags victims from emergency area by means of internal access (stairs, hallways, etc.) or if necessary, by ladders, fire escapes or other means of escape routes using rescue harnesses, ropes, backboards and other equipment. Extricates victims from vehicles, cave-ins, collapsed buildings or other entrapments to save lives using shovels, torches, drills, pry bars, saws, jacks, jaws, air bags and other available equipment.

- (a) Evacuates persons from incident scene due to risk of fire, explosion, exposure to hazardous chemicals, etc.
- (b) Hoists or lowers victims or fire personnel using ropes, knots and rescue harnesses.
- (c) Drags or carries victims from emergency scenes.
- (d) Places victims onto stretchers, backboards, baskets, etc. Page 28 of 59
- (e) Conducts water rescues (i.e., river rescue, using boats) in accordance with established guidelines.
- (f) If required, Rescues drowning victims using life saving techniques.

xi. **Salvage:** Firefighting Staff should move and cover furniture, appliances, merchandise and other property; should cover holes in structures; stabilize damaged structural components and redirect or clean up water in order to minimize damage using plastic and canvas covers, ropes, staple guns, mops, squeegees and other tools.

xii. **Overhaul:**

- (a) Checks and searches open areas, walls, open structures for fire extension.
- (b) Search for and extinguish any hidden fires by looking, feeling or smelling for fire and smoke.
- (c) Open ceiling, walls etc. to expose hot spots and other hazardous conditions with axes, pike pole/ceiling hook etc.
- (d) Remove and extinguish burned or smoldering debris from buildings.

xiii. **Emergency Medical Care:** Perform thorough patient evaluation and intervene with the appropriate medical care for persons requiring medical care and/or requesting assistance with medical care.

- (a) Assess and prioritize patient according to medical and/or injury.
- (b) Intervene with oxygen therapy or assisted ventilations, using oxygen adjuncts when appropriate.
- (c) Evaluates the patient's responsiveness (awake, alert and oriented vs. unresponsive) based on the patient's response to verbal and painful stimuli.
- (d) Render basic first aid, if medical practitioner is not available on site.

xiv. **Equipment Maintenance:** Check, clean and maintain personal gear and equipment including the Fire Extinguishers to ensure proper and safe operations.

- (a) Visual inspection of fire extinguishers
- (b) Check functioning of Fire, Diesel & Jockey Pump
- (c) Check Fire Alarm System

xv. **Inspection of building and Fire Protection Devices:** Inspects building for fire prevention/hazardous materials code violations or potential hazards on a daily basis.



- (a) Regularly inspects the entire premises for identifying fire hazards and inform concern authority for timely removal.
- (b) Inspects buildings upon request of occupants/owners.
- (c) Recognizes code violations (e.g. blocked exits, improper storage of chemicals etc.).

xvi. Training and Professional Development: All Firefighting Staff (Fire Advisor, Fire Supervisor and Fireman) will conduct and participates in training drills and classes for staff members at office and colonies at periodic intervals. Firefighting Staff will –

- (a) Maintain knowledge of latest fire-fighting equipment and techniques.
- (b) Maintain basic knowledge of building structures related to fire control.
- (c) Maintain basic knowledge of chemicals and other hazardous materials.
- (d) Attend and impart routine training drills and sessions.

xvii. Such other incidental/related functions as may be necessary for firefighting

5. For performing the assigned work, the contractor shall deploy medically and physically fit persons. The contractor shall ensure that the persons are punctual and disciplined and remain vigilant in performance of their duty. Persons so engaged by the contractor shall be of high integrity and good conduct and shall be conversant in language like **Hindi and English**. In no circumstances, Firemen & Supervisor below 18 years of age should be employed.

6. The persons deployed by the contractor for the services mentioned above shall be the employees of the contractor for all intents and purposes and that the persons so deployed shall remain under the control and supervision of the contractor and in no case, shall a relationship of employer and employee between the said persons and the Reserve Bank of India, Hyderabad shall accrue/arise implicitly or explicitly. It will be the responsibility of the Contractor to ensure that no liability on this count should come on the Reserve Bank of India, Hyderabad in respect of workers deployed by him.

7. On taking over the responsibility of work assigned, the Contractor shall formulate the mechanism and duly assigned work to its personnel in consultation with DGM (P&S), Reserve Bank of India, Hyderabad, or his nominee. Subsequently, the contractor shall review the work assigned from time to time and suggest DGM (P&S), Reserve Bank of India, Hyderabad for further streamlining their system. The contractor shall further be bound by and carry out the directions/instructions given to him by DGM(P&S), Reserve Bank of India, Hyderabad or the officer designated by the DGM (P&S), in this respect from time to time.

8. The Regional Director, Reserve Bank of India, Hyderabad or any other persons authorized by the Regional Director shall be at liberty to carry out surprise check on the persons as deployed by the contractor in order to ensure that persons deployed by him are doing their duties effectively.

9. In case any of the persons so deployed by the contractor does not come up to the mark or does not perform his duties properly or commits misconduct or indulges in any unlawful riots or disorderly conduct, the contractor shall immediately withdraw and take suitable action against such persons on the report of the Reserve Bank of India, Hyderabad in this respect. Further, the contractor shall immediately replace the particular person so deployed on the demand of the Reserve Bank of India, Hyderabad in case any of the aforesaid acts on the part of the said person.



10. The contractor shall carefully and diligently perform the work assigned to him in consultation with DGM (P&S), Reserve Bank of India, Hyderabad.

11. The Agency/Firm should have an office in Hyderabad. However, in any case, the local representative of the agency/firm should be available in Hyderabad with some contact telephone numbers and location at all the time.

12. The contractor shall submit details, such as names, parentage, residential address, age, fire qualification certificate etc. along with recent photograph of the persons deployed by him. For the purpose of proper identification of the employees of the contractor deployed for the work, he shall issue identity cards bearing their photographs/identification etc. and such employees shall display their identity cards at the time of duty.

13. The contractor shall at his own cost, if required, take necessary insurance cover in respect of the aforesaid services rendered to Reserve Bank of India, Hyderabad like Contractor's All Risk Insurance, Employee Compensation Insurance, Third Party Liability Insurance etc. and shall comply with the statutory provisions of all the relevant laws/codes and shall follow all the relevant provisions of the, including Code on Wages, 2019, Industrial Relations Code, 2020, Code on Social Security, 2020, Occupational Safety, Health and Working Conditions Code, 2020 and other laws/rules/regulations in force; and/or any other rules/regulations and/or statutes that may be applicable to them. The contractor shall indemnify the Bank against all claims which may be made upon the Bank whether under the aforesaid statutes or any other statute in force during the currency of the contract.

14. The contractor shall be liable for the payment of wages and all other dues to the workers which they are entitled to receive based on Minimum wages as laid down by Central Government and revision thereafter as and when these are revised by Central Government.

15. The contractor shall be solely responsible for any violation of provision of the labour laws or any other statutory provisions and shall further keep the Reserve Bank of India, Hyderabad indemnified from all acts of omission, fault, breaches and/or any claim, demand, loss, injury and expenses arising out from the non-compliance of the aforesaid statutory provisions. Contractor's failure to fulfill any of the obligations hereunder and/or under the said Acts, rules/regulations, the Reserve Bank of India, Hyderabad shall be entitled to recover any of such losses or expenses, which it may have to suffer or incur on account of such claims, demand, loss or injury, from the contractor's monthly Payment and Security Deposit, if any.

16. The Contractor will maintain an attendance register in which day to day deployment of personnel will be entered. This register shall be countersigned on daily basis from Security Officer in charge of fire of the Bank. For Saturday/Sunday the register would be put up for counter signature on Monday and for holidays on next working day. While raising the bill, the deployment particulars of the personnel engaged during each month, shift wise, should be shown. The register shall remain available round the clock for inspection by the authorized representatives of the Bank.

17. The contractor shall make the payment of wages, etc. to the persons so deployed by account payee cheque or through ECS/NEFT or other electronic media directly in the account



of employed persons and shall on demand furnish copies of wage register/muster roll, etc. to the Reserve Bank of India, Hyderabad, for having paid all the dues to the persons deployed by him for the work under the Agreement. This obligation is imposed on the contractor to ensure that he is fulfilling his commitments, towards his employees so deployed, under various Labour Laws, having regard to the duties of Reserve Bank of India, Hyderabad. The contractor shall comply with or cause to be complied with the Labour regulations from time to time in regard to payment of wages, wage period deductions from wages, recovery of wages not paid and deductions unauthorized made, maintenance of wages book, wage slip, publications of scale of wages and terms of employment, inspection and submission of periodical returns.

18. The contractor shall pay the employer's contribution with regard to Provident Fund and Employee State Insurance Fund as per the provisions of the 'Employees Provident Fund and Miscellaneous Provisions ACT, 1952 and Employees State Insurance Act, 1948". Contractor has to deposit the ESI & EPF contribution locally in Hyderabad only and he has to ensure that all his employees are given ESI Card and EPF Card immediately. Insurance for workmen compensation to be done by the vendor.

19. RBI, Hyderabad will deduct tax at source and all other statutory taxes/taxes/ charges etc. as applicable from time to time from the amount payable to the contractor.

20. At no circumstances the fire personnel should be deployed in consecutive shifts (double shifts). If it comes to the knowledge of the Bank that the same staff has been deployed in two consecutive duties/shifts, the Bank shall reserve the right to consider the payment and impose a penalty of an amount equivalent to the wages of extra shifts performed in continuation.

21. If any of the personnel deployed under the contract fails to report in time and suitable substitute is not provided in time for the same, it will be treated as absence and penalty of ₹. 2000/- per vacant point for shift be deducted from the contractor's bill. The resources deployed should not be frequently changed. They should be deployed for at least **a minimum of 6 months**. The Bank will penalize the Contractor in case of frequent changes fine up to an amount of ₹2000/- per resource relieved before 6 months (except for short leave up to a maximum of 5 days with appropriate replacement on not more than two such occasions during the 6 months)

22. The contractor shall take all reasonable precautions to prevent any unlawful riot or disorderly conduct or acts of his employees so deployed and ensure preservation of peace and protection of persons and property of Reserve Bank of India, Hyderabad.

23. The contractor shall deploy his persons in such a way that they get weekly rest. The working hours/leave, for which the work is taken from them, do not violate relevant provisions of the Shops and Establishment Act. The contractor shall arrange to provide reliever equally qualified and competent in case of absence/leave/off etc of the fire staff deployed. The contractor shall in all dealings with the persons in his employment should have due regards to all recognized festivals, days of rest and religious or other customs. In the event of the contractor committing a default or breach of any of the provisions of the Labour Laws including the provisions of the Contract Labour (Regulation and Abolition) Act, 1970 as amended from



time to time or in furnishing any information, or submitting or filling any statement under the provisions of the said regulations and rules which is materially incurred, he shall without prejudice to any other liability pay to the Regional Director, Reserve Bank of India, Hyderabad a sum as may be claimed by any person/client.

24. The contractor shall remove all workers deployed by him on termination of the contract or on expiry of the contract from the premises of the Reserve Bank of India, Hyderabad and ensure that no such persons shall create any disruption/hindrance/problem of any nature in the Reserve Bank of India, Hyderabad either explicitly or implicitly.

25. The contractor shall keep the Reserve Bank of India, Hyderabad indemnified against all claims whatsoever in respect of the employees deployed by the contractor, in case any employee of the contractor so deployed enters in dispute of any nature whatsoever, it will be the primary responsibility of the contractor to contest the same. In case Reserve Bank of India, Hyderabad is made party and is supposed to contest the case, the Reserve Bank of India, Hyderabad will be reimbursed for the actual expenses incurred towards Counsel Fee and other expenses, which shall be paid in advance by the contractor to Reserve Bank of India, Hyderabad on demand. Further, the contractor shall ensure that no financial or any other liability comes on Reserve Bank of India, Hyderabad in this respect of any nature whatsoever and shall keep Reserve Bank of India, Hyderabad indemnified in this respect.

26. That any loss of official property of Reserve Bank of India due to negligence of personnel so deployed will be recoverable from the Contractor and the same shall be determined after giving due notice to the Contractor. Decision in this regard will be taken by the Competent Authority. However, Contractor will have the right to appeal to the Regional Director whose decision will be final in the matter.

27. It shall be the responsibility of the contractor to take care of fire safety arrangements in the Reserve Bank of India, Hyderabad premises and report the matter related to fire safety to the designated officer of Reserve Bank of India on immediate basis. It shall be the sole responsibility of the contractor to ensure security and safety of all the fire safety equipment installed at the Bank's premises. He should also take steps, in consultation with Reserve Bank of India, Hyderabad authorities, to register FIR with police, if required.

28. Effective and close liaison with local fire brigade establishments and daily check of Fire Hotline to the Fire Brigade.

29. The contractor shall provide two pairs of uniform at his own cost to the persons deployed for this work every year. Uniform shall include

- a) Half Sleeve Shirt with
 - Inscription "Fire Staff" and logo of the contractor
 - Name plate at Chest and
 - Epaulettes at shoulders indicating rank of fire staff,
- b) Full Pants,
- c) Leather Belt with buckle,
- d) fluorescent Jacket-inscribed as "FIRE STAFF" at the back,



- e) Fire helmet,
- f) Safety shoes,
- g) Socks,
- h) Lanyard with whistle,
- i) Woolen Jersey for winter with Inscription "Fire Staff" and logo of the contractor,
- j) Raincoat and Gumboots for rainy season and
- k) At least two torches

Reserve Bank of India, Hyderabad shall have no liability whatsoever on this account. The uniform shall be approved by the Bank.

30. Any claims, dispute and or difference (including a dispute regarding the existence, validity or termination of this Agreement) arising out of or relating to this contract including interpretation of its terms will be resolved through joint discussion of the Authorized Representatives of the concerned parties. However, if the disputes are not resolved by the discussions as aforesaid, then the matter will be referred for adjudication to the arbitration of a sole arbitrator to be appointed by the Regional Director, RBI, Hyderabad. The governing laws shall be the laws of India.

31. The award of the arbitrator shall be final and binding on both the parties. In the event of such arbitrator to whom the matter is originally referred is being transferred or vacating his office or resigning or refusing to work or neglecting his work or being unable to act for any reason whatsoever, the Regional Director, Reserve Bank of India, Hyderabad shall appoint another person to act as arbitrator in place of the out-going arbitrator in accordance with the terms of the agreement and the persons so appointed shall be entitled to proceed with the reference from the stage at which it was left by his predecessor.

32. The Arbitrator may give interim awards and/or directions, as may be required.

33. Subject to the aforesaid provisions of the Arbitrator & Condition Act, 1996 and the rules made hereunder and any modification thereof from time to time being in force shall be deemed to apply to the arbitration proceedings under this clause.

34. During the period of agreement, the contract may be terminated by the Regional Director, Reserve Bank of India, Hyderabad by giving one month's notice or on payment of one month's charges in lieu thereof. Also, the contract may be extended with mutual consent of both the parties beyond the initial period of 12 months. In case of termination of contract or non-renewal of contract, the contractor shall continue to provide services on same terms and conditions for two months or as advised by the RBI, whichever is earlier.

35. The contractor shall get the antecedents of his personnel verified through Police channels and the certification/ verification reports shall be made available to Reserve Bank of India, Hyderabad prior to their deployment.

36. The contractor shall execute an agreement on a stamp paper of required value for due performance of the contract within fourteen days on award of work.



37. If the contractor selected fails to sign the formal agreement within fourteen days or fails to undertake the work, the letter of intent shall be treated as cancelled.

38. The contractor shall not charge any amount from the personnel deployed by him towards recruitment fee, training fee, uniform charges etc.

39. The contractor shall ensure that the persons so deployed do not allow any property of the Reserve Bank of India, Hyderabad related to Fire Safety Equipment to be taken out of the premises without a Gate Pass signed by the designated officials of the Reserve Bank of India, Hyderabad.

40. Fire Supervisor and Firemen provided shall be adequately trained in Fire Safety and Security measures including First Aid, emergency responses and firefighting operations, maintenance of fire equipment etc.

41. No accommodation facility or medical facility will be provided by the Reserve Bank of India, Hyderabad.

42. The Contractor shall not disclose directly or indirectly any information, material and details of the Bank's infrastructure / systems / equipment etc. which may come to his possession or knowledge during the course of discharging the contractual obligations in connection with this agreement, to any third party and will at all times hold the same in strictest confidence. The Contractor will 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 Contractor and the Bank will be entitled to claim damages and pursue legal remedies.

43. Compliance under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.

The Contractor / Contractor shall be solely responsible for full compliance with the provisions of "the Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013". In case of any complaint of sexual harassment against its employees within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor / Agency and the Contractor / Agency shall ensure appropriate action under the said Act in respect of the complaints.

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.

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

The Contractor shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues. The Contractor shall provide a complete and updated list of its employees who are deployed within the Bank's premises.



44. The Bank shall not be responsible for payment of any compensation for death of or injury or accident to any of the fire staff which may arise out of and in the course of their duties and employment. It is agreed and understood that the Contractor shall alone be liable to pay such damages or compensation to such fire staff.

45. The contractor will raise monthly invoice on Reserve bank of India, Hyderabad latest by 10th of the succeeding month. The bill should be duly certified by the Security Officer of respective building. The Reserve Bank of India, Hyderabad will deduct Tax at source and all other taxes, duties as applicable from time to time from the amount payable to the contractor.

46. Duty and Discipline: The Fire Safety Agency shall be obliged to comply with the following:

(a) Not to permit or carry on any unlawful activity or create indiscipline in the premises of the Reserve Bank of India, Hyderabad.

(b) To be solely responsible for employment, dismissal, termination and re- employment of its employees and shall keep the Reserve Bank of India, Hyderabad informed of all development in this regard.

(c) To pay all dues of its employees and keep the Reserve Bank of India, Hyderabad absolved and indemnified from any liability in this respect.

(d) To be responsible for behavior of its employees, their turnout and uniform and ensure good conduct, cooperation and discipline towards employees/officers of Reserve Bank of India, Hyderabad and its representatives.

(e) To appropriate corrective and disciplinary action against its employees against whom the Reserve Bank of India, Hyderabad notifies.

(f) On expiry of the agreement the agency shall be liable and responsible to make all statutory payments to its employees and make all other statutory obligation and liability and obtain suitable discharge in favour of the Reserve Bank of India, Hyderabad so that no liability or obligation devolve on the Reserve Bank of India, Hyderabad.

Date

Place

Signature of Contractor/authorized representative with seal



SECTION – J

Terms & Conditions of Contract

- Agreement:** On receipt of intimation from the Bank the acceptance of his/ their tender, the successful tenderer shall be bound to sign the formal Contract agreement within fourteen days, in accordance with the draft agreement and the Schedule of Conditions, but written acceptance by the Reserve Bank of India of a tender will constitute a binding contract between the Reserve Bank of India and the Person so tendering, whether such formal agreement is or is not subsequently executed within the stipulated period of Fourteen days. Unless the contract agreement is signed, no payment shall be entertained by the Bank. The agreement shall be executed in duplicate. One copy will remain in the custody of the Bank and the second set of copy will remain in the custody of contractor. The agreement shall be made on necessary stamp paper (having worth equal to applicable stamp duty in the state of Telangana) and the cost of necessary stamp duty on both the documents shall be borne solely by the contractor.
- Duration of Contract & Review:** The initial duration of contract is only up to March 31, 2027. The contract can be continued if the performance is found satisfactory. Quarterly review will be taken on the performance of the contractor. If within the first three months the work is found unsatisfactory, the contract can be terminated by giving 07 days' notice.
- Subletting Contract:** The Contractor shall make all arrangements for carrying out the work as per the schedule of quantities, the Bank will not provide any kind of assistance in the form of men/ material. The Contractor shall not assign or not sublet any portion of the contract except with the written consent of the Bank and no undertaking shall relieve the Contractor from the full and entire responsibility of the contract or from activity superintendence of the works during their process. In case of breach of these conditions, the Bank may serve a notice in writing on the Contractor rescinding the contract whereupon the security deposit shall stand forfeited to the Bank, without prejudice to his other remedies against the Contractor.
- Nature of Work:** Work/job to be undertaken by the contractor through employment of Labourers /workers/employees is not of permanent nature.
- Earnest Money Deposit:** of the successful tenderer/bidder shall be transferred to security deposit. The EMD/ security deposit shall be released without any interest to the contractor after receiving Bank Guarantee for Retention Money and performance bank guarantee.
- Retention Money/Security Deposit:** The Contractor has to provide retention money in the form of irrevocable Bank Guarantee of 5% of contract value issued by a scheduled Bank in the prescribed proforma as given in Annexure III of the tender document.
- Deductions from EMD/Security Deposit:** All compensation or other sums of money



payable by the contractor to the Bank under the terms of this Contract may be deducted from his earnest money and the security deposit if the amount so permits, and Contractor shall, unless such deposit as become otherwise payable, within ten days after such deduction make good the amount so deducted.

8. **Performance (Bank) Guarantee:** In addition to the EMD and retention money described above, the successful tenderer, within a period of 14 days from the date of award of work by the Bank, shall submit a Performance (Bank) Guarantee (to be arranged by the contractor at his own cost) obtained from any of the nationalized/ scheduled bank, in the format approved by the Bank for an amount equivalent to 5% of the contract value. This is to ensure adherence to complete the work and its execution:
 - a. Strictly as per the specifications and instructions as stipulated in the tender.
 - b. With best quality workmanship.

The above-noted Performance Guarantee shall be valid up to the satisfactory completion of the work in all respects and shall have to be renewed by the contractor up to extended completion time, if any. In case, the contractor fails to comply with any of the above conditions, the Bank will be at liberty to invoke the Guarantee based on the certificate issued by the Bank's Security Manager. The Guarantee shall be released after issue of completion certificate.

9. **Clarification:** In all cases of omissions and/ or doubts or discrepancies in any item or specification a reference shall be made to the Bank whose elucidation, elaboration or decision shall be considered as authentic. The Contractor shall be held responsible for any errors that may occur in the work through lack of such reference and precaution.
10. **Antecedent and Police Verification of Contract Staff:** The contractor shall ensure that the workers employed have not been convicted by a court of law/ do not have criminal record or criminal proceeding against them. Full bio-data, including passport size photograph, of each employee/ worker employed for the job shall be submitted to the Bank. Police verification of each employee/ worker engaged will be provided by the contractor to the Bank. Renewed Police clearance certificates for all contract staff shall be obtained and submitted to the Bank on annual basis. Further, the contractor shall ensure adherence to all government laid guidelines and legal procedures while removing any fire staff from service.
11. **Identity Cards & Uniform:** The contractor shall issue identity cards/ badges and uniform to his employees/workers. The contract staff will also have to carry the Bank's contract worker pass which shall be countersigned by the Bank's Security Manager.
12. **Conduct of Contract Workers:** The contractor will take responsibility for the conduct and good behavior of his employees/ workers and if any complaint is received against any of the employees/ workers, the contractor shall arrange for his/ her immediate removal and replacement from the Bank's premises.



13. Sexual Harassment of women:

The Contractor / Contractor shall be solely responsible for full compliance with the provisions of "the Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013". In case of any complaint of sexual harassment against its employees within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor / Agency and the Contractor / Agency shall ensure appropriate action under the said Act in respect of the complaints.

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.

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

The Contractor shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.

14. Supervision & Quality of work: The contractor shall ensure that the fire staff employed by him do their work faithfully and fittingly. Fire Consultant/Advisor appointed by the contractor shall conduct day surprise visits at office inside the premises to ensure that the fire staff are working properly and fire equipment are maintained well. Apart from this, the Agency should depute an Officer (other than the Fire Consultant/advisor) to carry out night surprise visits (between 0000 Hrs & 0400 Hrs) to inspect the fire staff and submit a visit report to the security officer-In-charge either through hard copy or by e-mail. The Agency shall ensure to conduct refresher training to all the fire staff at periodic intervals.

15. Schedule: The tenderer shall, before commencing work prepare a detailed work program which shall be approved by the Bank's Security officer/Manager.

16. Extra Work: No claim for any extra work shall be allowed unless it has been executed with the concurrence of the Bank. Any such extra work as authorized shall be made in accordance with the following provisions.

- a. The net rates or prices in the original tender shall determine the valuation of the extra work where such extra work is of similar character and executed under similar conditions as the work priced therein.
- b. Rates for all items, wherever possible, should be derived out of the rates given in the Price Bid (Part-II of Tender).

17. Reporting & Coordination: Contractor shall, at least once in a month and/ or as and when called, in person visit the Protocol & Security Establishment at the respective offices for better coordination and / or performance review.

18. Bank's Property: Should any treasure, fossils, minerals or works of art of antediluvian



interest be found during or while carrying out the works, the contractor shall give immediate notice of any such discovery and shall make over such finds to the Bank. Contractor shall hand over the same to RBI and that contractor shall not claim any right title interest for the same.

19. Unsatisfactory Service: In case services rendered by the contractor are found to be unsatisfactory, a written notice shall be issued and the amount, on proportionate basis will deducted from of bill.

20. Payment to Contractor:

- a. The payment will be made on monthly basis after producing the documentary proof of payment to fire staff on actuals/ pro-rata basis subject to satisfactory service.
- b. The respective caretaker shall submit the certified bill to the Security Manager who shall finally scrutinize and certify prior to payment. Payment shall be made through E- mode (NEFT).

21. Rates: The rates shall remain firm during currency of the contract and the contractor shall not seek for any kind of increase in the agreed charges during the contract period.

22. Escalation Clause: The Statutory Charges will be proportionately varied as and when, the Minimum Wages/GST/any other statutory charges (EPF/ ESIC etc.) are revised by the Labor Commissioner/Statutory authority, such revised rates will be binding on both the parties.

23. Payment by Contractor to Contract Workers:

- a. Tenderer is advised to ensure payment of wage to all employees including contract workers only through bank account.
- b. The Bank shall be at liberty to call upon the tenderer to submit the evidence in respect of complying with this condition at Bank's discretion.
- c. The contractor will have to comply with the provisions of the Minimum Wages Act and other statutory obligations (i.e. the Employees Provident Fund, Employee State Insurance Corporation etc.) and submit proof of payment in respect of the same to the Bank. (This should include bank account details regarding payment of Employees Provident Fund, ESIC premium and wages).
- d. Fire staff if deployed on National Holidays shall be compensated appropriately by contractor and the invoice for charges/expenditure for the same is to be submitted separately along with the proof of remitting such compensation to the fire staff.

24. Insurance: -

- a) The successful tenderer shall take "all risk (CAR) policy" for the contract value, "third party / public liability " for the contract in the joint names of the Bank and the Contractor (name of the former being placed first in the policy) and "workmen compensation policy" for the workers engaged in the work (Name and location of the work must be mentioned clearly in the insurance policy). The Minimum cover under third party/



public liability shall be for a minimum of Rs.2.00 lakh per accident, for up to 5 accidents during execution of work. The Minimum cover under (Workmen Compensation Policy) shall be in accordance with the minimum wages paid to the workman deployed for the fulfilment of the contract.

b) The contractor shall be responsible for all injury to persons, animals or things and for all structural and decorative damage to property which may arise from the operation or neglect of himself or of any nominated employees, whether such injury or damage arise from carelessness, accident or any other case whatsoever in any way connected with the carrying out of the contract. This clause shall be held to include, inter-alia, any damage to buildings, whether immediately adjacent or otherwise and any damage to roads, streets, footpaths, bridges or ways as well as all damage caused to the buildings and works forming the subject of this contract, by frost or other inclemency of weather. The contractor shall indemnify the bank and hold him harmless in respect of all and any expenses arising from any such injury or damage to persons or property as aforesaid and also in respect of any claim made in respect of injury or damage under any Acts of Government of India or otherwise and also in respect of any award of compensation or damages consequent upon such claims.

Note: These policies shall be valid till the completion of the work. If the contractor 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 contractor or by revoking PBG.

24. Certificate of Compliance of payment as per Applicable Laws: Before release of its payment a contractor has to submit a certificate that he has actually paid all the dues of all the fire staff engaged by him for completion of the warded job/ work at the rate which is not less than the one prescribe under all the applicable laws and rules/regulations/notifications issued thereunder, with regard to providing the essential amenities to the contract labour. The veracity of such certificate may be verified by the Assistant Manager/ Manager nominated and authorized by the Bank as his/ her representative to verify actual disbursement of wages by the contractor.

25. GST Liability: All the statutory deductions (including TDS under GST) will be deducted at source. Tenderer should have GST registration number. The rates quoted online in MSTC portal shall be excluding GST. GST will be calculated extra on total monthly charges to arrive at the contract cost and will be paid as applicable on actual basis. The monthly invoice submitted by the contractor shall include GST levied by the Central Government and State Government at the prevailing rate for various items. It is mandatory for contractor to disclose the breakup of his portion of tax liability while submitting the claims for payment i.e. taxable value and applicable taxes in prescribed bill format/schedule issued by GST council for composite or supply of goods and services as applicable in the cases. The Bank is not responsible for payment of GST for the service rendered by the contractor. It is the responsibility of the contractor to pay GST to the tax authority.

26. Liability of damages to Bank's property: Any damage to the Bank's property



caused by the contractor will have to be made good by the contractor at his cost failing which the same will be deducted from the amount payable to the contractor.

27. Liquidated damages/ penalty: will be levied in following manner:

- a. In case of the requisite number of services for the duration of time as mandated on daily basis are not made available, Bank shall recover Damages on Pro-rata basis in respect of deficiency in number of services provided/ work executed and/or deficiency in duration of service (in hours).
- b. Further, in case of deficiency in services causing serious inconvenience to the Bank and its officials, the Bank reserves the right to impose a suitable penalty as deemed fit.
- c. Liquidated damages/ penalty so imposed shall be subject to a maximum of 10% of contract value and shall be recovered from the contractor's monthly Payment or by revoking PBG.

28. Right to Terminate Contract: The Bank reserves the right to cancel the contract at any time before the due date if the services rendered are not found to be satisfactory by giving one month's notice. The decision of the Bank in this regard shall be final and binding on the contractor and no correspondence /compensation claim shall be entertained by the Bank in this regard.

29. Indemnity and Liability of damages: The firm awarded the contract will be fully liable for any damages suffered to the premises or to any person or any occupant or resident directly or indirectly by the activity provided by the firm.

30. Indemnity and Liability towards contract staff: The contractor will be solely responsible for the risk involved during discharge of duties by his workers. The Bank accepts no liability towards fire staff deployed by the contractor.

31. Undertaking for Statutory Compliance & Indemnity against non- compliance by the Contractor: An undertaking should be given on a Non Judicial Stamp paper of applicable value before award of work to the effect that if the particular job /work is awarded to him, he undertakes to actually pay wages to all the fire staff to be engaged by him for completion of that particular job/ work, at the rate which is not less than the one prescribed under the **all the applicable laws, codes and rules/regulations/notifications provided thereunder** and to ensure compliance of essential amenities as provided under the **the same** and also keep the Bank indemnified against all the action that may be initiated against the Bank by the Statutory Authorities for his failure to pay such wages and provide the essential amenities.

32. Cooperation with other agencies: The successful tenderer must co-operate with contractor/(s) engaged by the Bank for other work so that the work shall proceed smoothly without any delay and to the satisfaction of the Bank.



33. Labour License: Contract Labour License: Necessary contract license for deploying fire staff (as per prevailing CLRA 1970) shall be obtained from the central labour authorities.

34. Statutory Compliance of Labour Laws including provisions of Industrial Disputes Act, Provident Fund, ESI Act, Workmen's Compensation Act and other statutory liabilities: The Contractor shall be responsible for due observation and implementation of the entire statutory conditions and requirements of labour laws and codes as applicable to his workmen and all Government Liabilities.

35. Insurance: -

- a) The successful tenderer shall take "all risk (CAR) policy" for the contract value, "third party / public liability " for the contract in the joint names of the Bank and the Contractor (name of the former being placed first in the policy) and "workmen compensation policy" for the workers engaged in the work (Name and location of the work must be mentioned clearly in the insurance policy). The Minimum cover under third party / public liability shall be for a minimum of Rs.2.00 lakh per accident, for up to 5 accidents during execution of work. The Minimum cover under (Workmen Compensation Policy) shall be in accordance with the minimum wages paid to the workman deployed for the fulfilment of the contract.
- b) The contractor shall be responsible for all injury to persons, animals or things and for all structural and decorative damage to property which may arise from the operation or neglect of himself or of any nominated employees, whether such injury or damage arise from carelessness, accident or any other case whatsoever in any way connected with the carrying out of the contract. This clause shall be held to include, inter-alia, any damage to buildings, whether immediately adjacent or otherwise and any damage to roads, streets, footpaths, bridges or ways as well as all damage caused to the buildings and works forming the subject of this contract, by frost or other inclemency of weather. The contractor shall indemnify the bank and hold him harmless in respect of all and any expenses arising from any such injury or damage to persons or property as aforesaid and also in respect of any claim made in respect of injury or damage under any Acts of Government of India or otherwise and also in respect of any award of compensation or damages consequent upon such claims.

Note: These policies shall be valid till the completion of the work. If the contractor 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 contractor or by revoking PBG.

I/We hereby declare that I/we have read and understood the above instructions to the contractors.

Signature of tenderer with seal

Address:

Date:



SECTION – K
Safety Code

1.	First aid appliances including adequate supply of sterilized dressing and cotton wool shall be kept in a readily accessible place.
2.	An injured person shall be taken to a public hospital without loss of time, in cases where the injury necessitates hospitalization
3.	Workers employed shall be provided with protective footwear, hand gloves and facemasks.
4.	The contractor shall provide all the safety gadgets to the workers for carrying out the work as per statutory norms.
5.	During the work execution necessary fire safety measures shall be taken

I/We hereby declare that I/we have read and understood all the above conditions and the same shall remain binding upon me/us in case the work is entrusted to me/us.

Signature of tenderer with seal

Address:

Date:



Section L - Schedule of Quantities

Annual Service Contract for Providing services of Fire Staff at Reserve Bank of India Office Building and its Residential Properties at Hyderabad.

Table :1-This is for illustrative purpose only and the Price Bid should not be submitted with Part I –Technical Bid. It should be submitted online in MSTC Portal and no Enclosure should be enclosed with Part- II

Sl. No.	<i>Description of Work "Annual Service Contract for Providing services of Fire Staff at Reserve Bank of India Office Building and its Residential Properties at Hyderabad"</i>						
	NOTE: Wage component -The bidder may quote equal to or higher than the below mentioned amount, <u>but not lower</u> , in MSTC website. Service Charges Component - The bidder may quote his desired and reasonable amount for the overhead and service charge in MSTC website.						
A.	WAGE COMPONENT: – Gross Wages of total workmen for 12 months: The amount is inclusive of Basic Wages (Minimum) (plus Variable Dearness Allowance) for Private Fire Officer(Highly-Skilled) and Fire Supervisors (Highly-Skilled) and Fire Men(Unskilled) according to Minimum Wages Act of Government of India, applicable Employees State Insurance (ESI), Employees Provident Fund (EPF), and Bonus.						
S.No	Category of Staff	Number of Staff	Number of Days	Total Minimum Wages per Month Per Person	Total Minimum Wages Per Annum	Total amount for 12 months (excl of GST)	
1.	Private Fire Men at Main Office Premises and Bank's Residential Colonies	18	365	32032 (including reliever charges)	69,18,912	Quoted rate should be minimum ₹ 1,19,10,108/- (excluding GST in MSTC website).	
2.	Private Fire Supervisor at Main Office Premises and Bank's Residential Colonies	09	365	41852 (including reliever charges)	45,20,016		
3.	Private Fire Officer at Main Office Premises	01	313	39265	4,71,180		



B	SERVICE CHARGES COMPONENT – Quoted rate should be excluding GST in Contractor's Profit, Insurance charges (Workmen Compensation Policy, Contractors All Risk policy and Third-Party Liability Policy, Uniform charges), any other expenses as applicable (<u>A minimum service charge of 3.00% must be quoted</u>) (Only Numerical Value up to two decimal point to be entered)	MSTC website.
C	Grand Total amount = 1.18* X (A+B+C) *GST @ 18 % applicable on both A and B	1.18 * (A+B)

➤ Bidders must keep in mind the following:

- The price should be quoted for one year.
- While quoting wage component that if they quote lower than the minimum amount, they shall be liable for **disqualification**.
- While quoting Service Charges, they should include all expenditure on providing managerial supervisory/ administrative services to get the work done through their deployed Security Staff.
- Offering “zero”/ irrational/ unreasonable/ unworkable quotes shall be liable for **disqualification**.

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

Sr. No	Components	Fire Men	Fire Supervisor	Fire Officer
1.	Basic Wages plus VDA per day w.e.f. 01 Oct 2025	981	1304.73	1,435.20*
2.	For 26 days on ser no 1	25506 (*26 days)	33923 (*26 days)	37315 (*26 days)
3.	Employer Contribution of ESI@3.25% of ser no 02 (NA if ser no 02 exceeds Rs. 21000/-)	NA	NA	NA



4.	Employer Contribution of EPF @ 13% of ser no 2 including EDLI and Admin charges (Maximum Ceiling of Rs. 15,000/-)	1950	1950	1950
5.	<u>Bonus @ 8.33% of ser no 02 (NA if ser no 2 exceeds Rs. 21,000/-)</u>	NA	NA	NA
6.	Sub Total	27456	35873	27456
7.	Relieving Charges (1/6 of Ser no 06)	4576	5979	NA
8.	Base Rate Per Person Per Month	32032	41852	39265

* The Salary of Fire Officer is fixed at 10% higher than the Supervisor

- Minimum rates of wages (plus VDA) calculated as per the Notification issued by the Chief Labour Commissioner (Central); Ministry of Labour & Employment applicable from October 01, 2025. Any future increase or decrease in these statutory rates like Minimum Wage, VDA, EPF, ESI, Bonus, GST, etc., by the appropriate authority shall be binding on both the parties and shall be paid by the Bank accordingly.
- Statutory payments EPF and ESI are calculated according to latest rules and regulations stipulated by respective authorities Employees' Provident Fund Organization and Employees' State Insurance Corporation.
- Bonus is calculated as per the latest amendment [The payment of Bonus (Amendment) Act, 2015 notified on 01.01.2016] made effective from 01.04.2014.



**RESERVE BANK OF INDIA
PROTOCOL AND SECURITY CELL HYDERABAD
HYDERABAD**

**Annual Service Contract for Providing services of Fire Staff at Reserve Bank of India
Office Building and its Residential Properties at Hyderabad.**

**(Important: Do not upload the filled calculation sheet, this is for reference only. Only upload
excel downloaded from MSTC in Price Bid only.)**

**Part II
(Financial Bid)**

S.No	Description of Item	Rate to be quoted in MSTC, per year
1.	Wage Component- Basic Wages (Minimum) (plus Variable Dearness Allowance) according to Minimum Wages Act of Government of India, applicable statutory payments Employees State Insurance (ESI), Employees Provident Fund (EPF), and Bonus (excluding GST @ 18 %) (As per Details Arrived from Annexure-A Ser No 11)	₹. XXXXXXXXX.
2.	Service Charges Component – Contractor's Profit, Insurance charges (Workmen Compensation Policy, Contractors All Risk Policy and Third-Party Liability Policy), Uniform Charges, any other expenses as applicable (excluding GST @ 18 %) (A minimum service charge of 3.00% must be quoted) (Only Numerical Value up to two decimal point to be entered)	₹. Rates to be quoted in MSTC
3.	Total amount = 1.18*(Ser.No 1 + Ser.No 2) *GST @ 18 % applicable on both A ,B and C	₹. XXXXXXXXX

Place:

Name & Signature of the Contractor

Date:

Do Not Upload the Rates for the Said Work Along With the Technical Documents.



Annexure-A

A. Wage Component- Basic Wages (Minimum) (plus Variable Dearness Allowance) according to Minimum Wages Act of Government of India, applicable statutory payments Employees State Insurance (ESI), Employees Provident Fund (EPF), and Bonus (excluding GST @ 18 %)

Sr. No	Components	Fire Men	Fire Supervisor	Fire Officer
1.	Basic Wages plus VDA per day w.e.f. 01 Oct 2025	Rates to be quoted in MSTC	Rates to be quoted in MSTC	Rates to be quoted in MSTC
2.	For 26/22 days on ser no 1	This will be automatically calculated as (26*Rate quoted above)	This will be automatically calculated as (26*Rate quoted above)	This will be automatically calculated as (26*Rate quoted above)
3.	Employer Contribution of ESI@3.25% of ser no 02 (NA if ser no 02 exceeds Rs. 21000/-)	This will be automatically calculated in MSTC	This will be automatically calculated in MSTC	This will be automatically calculated in MSTC
4.	Employer Contribution of EPF @ 13% of ser no 2 including EDLI and Admin charges (Maximum Ceiling of Rs. 15,000/-)	Rates to be quoted in MSTC (Minimum ₹1950/- should be quoted)	Rates to be quoted in MSTC (Minimum ₹1950/- should be quoted)	Rates to be quoted in MSTC (Minimum ₹1950/- should be quoted)
5.	<u>Bonus @ 8.33% of ser no 02 (NA if ser no 02 exceeds Rs. 21,000/-)</u>	This will be automatically calculated in MSTC	This will be automatically calculated in MSTC	This will be automatically calculated in MSTC
6.	Sub Total (Sl. No 02 to 05)	This will be automatically calculated in MSTC	This will be automatically calculated in MSTC	This will be automatically calculated in MSTC
7.	Relieving Charges (1/6 of Ser no 06)	This will be automatically calculated in MSTC	This will be automatically calculated in MSTC	Not Applicable



8.	Total rate per person for 26/ 22 days (Sl. No 2 to 7)	This will be automatically calculated in MSTC	This will be automatically calculated in MSTC	This will be automatically calculated in MSTC
9.	Number of Staff	18	09	01
10	Total Wages per annum Excluding GST {(Ser.No 8) x (Ser No. 9) x 12}	This will be automatically calculated in MSTC (i)	This will be automatically calculated in MSTC (ii)	This will be automatically calculated in MSTC (iii)
11.	Wage Component Total excluding GST(This Value to be reflected in Part-II for S.No.1)	(i)+(ii)+(iii)		

LIST OF SIMILAR WORKS

(Previous Experience)

Details of Similar Qualifying Works Executed by the Firm/Agency during the last 5 Years

Note: Attach sheet if required. The details of previous experience and work for Reserve Bank of India in any of the centers may be separately provided in the above format

Signature of Applicant (with seal)

**Annexure-II****DETAILS OF BIDDER**

(to be submitted along with supporting documents)

S. No.	Particulars of the Company/ Firm	
1	Name and full address of the firm	
2	Registered Office with full address, Telephone No., Fax Nos., E-mail address, website URL	
3	Type of Company whether, Proprietorship, partnership etc.	
4	Name and address of the Proprietor/ Partners/Directors of the company	
5	Registration (Firm, company etc.)/Registration Authority, Date, Number etc.	
6	Income Tax Registration number (PAN)	
7	Goods and Services Tax Identification Number (GSTIN)	
8	Provident Fund Registration Number	
9	ESIC Registration Number	
10	Whether tenderer holding a License under Section12 (1) of Contract Labour(R&A) Act 1970 read with section 21 of Contract Labour Act 1971. If so, furnish the details of license no. etc. and enclose a copy	
11	Date of ISO -9001 Certificate & Its validity period if applicable.	
12	Name and addresses and designation of the person who will represent the agency while dealing with the Bank (attach letter of authority)	
13	Experience in undertaking similar services to other organizations	_____years
14	Total value of the services provided to the other organization for the last 3 years.	2022-23 ₹ 2023-24 ₹ 2024-25 ₹
15	Whether financially sound to undertake services (Furnish audited balance sheet for last 3 years)	2022-23 ₹ 2023-24 ₹ 2024-25 ₹
16	Indicate if involved in any litigation	
17	Any civil suits pending in any of the orders executed, give details	

Place:

Date:

Signature with seal of the Bidder

**Annexure-III****Proforma for Bank Guarantee for Security Deposit**

(To be submitted on Non- judicial stamp paper of appropriate value purchased in the name of the issuing bank)

No. _____ Date _____

To:

The Regional Director
Reserve Bank of India
Secretariat Road, Saifabad,
Hyderabad – 500 004.

Dear Madam,

In consideration of your agreeing to accept the security deposit of (Rs _____ only) furnishable to you by M/s _____ (hereinafter referred to as "the Contractor") in terms of their contract with you for "**Annual Service Contract for Providing services of Fire Staff at Bank's Office Building at Hyderabad**" as per their Tender dated _____ and your Special Conditions of Contract and other tender documents relating thereto subject to the conditions and alterations mutually agreed upon the set forth or referred to in your Contract dated _____ in the form of guarantee from us in the manner hereinafter contained, we _____ (Name of the Bank) do hereby covenant and agree with you as follows :

1. We undertake to indemnify you and keep you indemnified from time to time to the extent of Rs _____ (Rupees _____ only) against any loss or damage caused to or suffered by or that may be caused to or suffered by you by reason of any breach or breaches on the part of the Contractor of any of the terms and conditions contained in the said Contract and in the event of the Contractor making any default or default in carrying out any of the work under the said Contract or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding in total the said sum of Rs _____ (Rupees _____ only) as may be claimed by you as your losses and/or damages, costs, charges or expenses by reason of such default on the part of the Contractor.

2. Notwithstanding anything to the contrary, your decision as to whether the Contractor has made any such default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Guarantee but will pay the same forthwith on your demand without any protest or demur.

3. This guarantee shall continue and hold good until it is released by you on the application by the Contractor after expiry of the relative guarantee period of the said Contract and after the contractor had discharged all his obligations under the said Contract and produced a certificate of due completion of the work under the said contract and submitted a "No Demand Certificate", provided always that this guarantee shall in no event remain in force after the day of _____ without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before the expiry



of six months from the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.

4. Should it be necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this Guarantee on your request till such time as may be required by you. Your decision in this respect shall be final and binding on us.

5. You will have the fullest liberty without effecting this guarantee from time to time to vary any of the terms and conditions of the said contract or extend the time of performance of the Contractor or to postpone for any time or from time to time any of your rights or powers against the Contractor and either to enforce or forbear to enforce any of the terms and conditions of the said Contract and we shall not be released from our liability under this guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the Contractor or any other forbearance, act or omission on your part or any indulgence by you to the Contractor or by any variation or modification of the said contract or any other act, matter or things whatsoever, which under the law relating to sureties would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of Rs _____ (Rupees _____ only) as aforesaid.

6. This guarantee shall not in any way be affected by your taking or varying or giving up any securities from the Contractor or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be, of the Contractor.

7. In order to give full effect to the guarantee herein contained you shall be entitled to act as if we were your principal debtors in respect of all your claims against the Contractor hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety-ship and other rights, if any, which are in any way inconsistent with any of the provisions of this guarantee.

8. Subject to the maximum limit of our liability as aforesaid, this guarantee will cover all your claim or claims against the contractor from time to time arising out of or in relation to the said contract and in respect of which your claim in writing is lodged on us before expiry of six months from the date of expiry of this guarantee.

9. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax or registered post to our local address as aforesaid and if sent by post, it shall be deemed to have been given when the same has been posted.

10. This guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees heretofore given to you by us (whether jointly with others or alone) and now existing uncancelled and that this guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.

11. This guarantee shall not be affected by any change in the constitution of the contractor or us nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will ensure to the benefit of and be available to and enforceable by the absorbing or amalgamated company or concern.



12. Any forbearance, act or omission on the part of the Bank in enforcing any of the conditions of the said tender or showing of any indulgence by the Bank to the Tenderer shall not discharge the Surety in any way and the obligations of the Surety under this guarantee shall be discharged only on the intimation thereof being given to the Surety by the Bank.
13. This guarantee is irrevocable during the period of its currency and shall not be revoked without your previous consent in writing.
14. We further agree and undertake to pay you without demur the amount demanded by you in writing notwithstanding any difference or dispute or controversy that may exist or arise between you and contractor or any other person.
15. Notwithstanding anything contained herein above our liability under this guarantee is restricted to Rs _____ (Rupees _____ only). Unless a written claim is lodged on us for payment under this guarantee within six months from the date of expiry, including extensions if any, of this guarantee all your rights under the guarantee shall be forfeited and we shall be deemed to have been released and discharged from all liabilities thereunder, irrespective of whether or not the original guarantee is returned to us.
16. We have power to issue this guarantee in your favour under the Memorandum and Articles of Association of our Bank and the undersigned has full power to execute this Guarantee under the Power of Attorney granted to him by the Bank.

SIGNED AND DELIVERED
(For & on behalf of the above named Bank)
For & on behalf of
(Banker's Name & Seal)

BRANCH MANAGER
(Banker's Seal)
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. The necessary stamp duty shall be paid by the tenderer).



Annexure- IV

Proforma of Bank Guarantee for Earnest Money Deposit/ Bid Security

(To be submitted on non-judicial stamp paper of appropriate value purchased in the name of the issuing bank)

Place: _____

Date: _____

To:

The Regional Director
Reserve Bank of India
Secretariat Road, Saifabad,
Hyderabad – 500 004.

Dear Madam,

Name of Work: _____

Ref.: NIT/ Advt.No: _____ date: _____

WHEREAS

The Reserve Bank of India, having its Central Office at Shahid Bhagat Singh Road, Mumbai (hereinafter called the "RBI") has invited tenders for the captioned work (hereinafter called "the said tender") on the terms and conditions mentioned in the said tender documents.

It is one of the terms of invitation of tenders that the tenderer shall furnish a Bank Guarantee for a sum of ₹ (Rupees only) as Earnest Money Deposit (EMD).

M/s. (Name of the Tenderer/Bidder) _____, (hereinafter called as "the Tenderer/ Bidder"), who are our Clients/Constituents intend to submit their tender/ Bid for the said work and have requested us to furnish Bank Guarantee to RBI in respect of the said sum of ₹ (Rupees only) in respect of EMD.

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 Tenderer have not performed their obligations under the said conditions of the tender or have committed a breach thereof, which conclusion shall be binding on us as well as the said Tenderer; we shall on demand by the RBI, pay without demur to the RBI, a sum of ₹----- (Rupees only) or any lower amount that may be demanded by the RBI. Our guarantee shall be treated as equivalent to the Earnest Money Deposit for the due performance of the obligations of the Tenderer under the said Conditions, provided, however, that our liability against such sum shall not exceed the sum of ₹ ----- (Rupees only).

2. We also agree to undertake to and confirm that the sum not exceeding ₹----- (Rupees only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the RBI on receipt of a notice in writing stating that the amount is due to them and we shall not ask for any further proof or evidence and the notice from the RBI shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. We undertake to pay the amount claimed by the RBI forthwith upon 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 Tenderer. This guarantee shall not be revoked by us without prior consent in writing of the RBI. We hereby further agree that –
a) Any forbearance or commission on the part of the RBI in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said tender and/or hereunder or granting of any time or showing of any indulgence by the RBI to the Tenderer 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 Tenderers of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding ₹----- (Rupees only).

- b) Our liability under these presents shall not exceed the sum of ₹ ----- (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 in tendering for the said work or their obligations there under or by dissolution or change in the constitution of our said constituents.
- d) This guarantee shall remain in force up to (six months from the last date of receipt of tender) provided that if so desired by the RBI, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.
- e) Our liability under these presents will terminate unless these presents are renewed as provided hereinabove on the or on the day when our said constituents comply with their obligations, as to which a certificate in writing by the RBI alone is the conclusive proof whichever date is later. Unless a claim or suit or action is filed against us within or any extended period, all the rights of the RBI against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder

Yours faithfully,

For and on behalf of ----- Bank.

Authorised Official (with seal)

(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).



Annexure-V

CLIENT's CERTIFICATE REGARDING PERFORMANCE OF CONTRACTOR

Name & 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 & address of the authority under whom works executed	
10	i) Quality of work (indicate grading) ii) Amount of work paid on reduced rates, if any	Outstanding / Very Good / Good / Satisfactory / Poor
11	i) Did the contractor go for arbitration? ii) If yes, total amount of claim iii) Total amount awarded	
12	Comments on the capabilities of the Contractor a) Technical Proficiency b) Financial soundness c) Mobilization of adequate T&P d) Mobilization of manpower e) General behavior	Outstanding / Very Good / Good / Satisfactory / Poor Outstanding / Very Good / Good / Satisfactory / Poor Outstanding / Very Good / Good / Satisfactory / Poor Outstanding / Very Good / Good / Satisfactory / Poor Outstanding / Very Good / Good / Satisfactory / Poor

Signature of the client with Seal



Note:

- i) All columns should be filled in properly countersigned.
- ii) The Client Certificates should be submitted for each of the Prequalification work/s
- iii) Signed by an official of the rank of Officer or the rank of Executive Engineer or equivalent in case of Govt./Semi-Govt., organizations or a PSU.
- iv) Supported by adequate proof of payments received by the contractor for the work done by them.
- v) Client's report issued by private organization shall be accompanied by TDS Certificates
- vi) All columns should be filled in properly countersigned. Client certificate should be on letter head of the Client with signature of Authorized person.



Annexure-VI

DETAILS OF BANKERS
(To be given on Tenderer's letter head)

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

Date:

Authorized Signatory:

(With Name/Designation & Seal)



Annexure- VII

Undertaking to be submitted by the tenderer on their letterhead.

Name of Work:

1. I/We (Name of the bidder) declare that

- a) My/ Our track records are clean. I/ we or any of our allied firm* have not been involved in any illegal activities/ financial frauds. I/We have not been convicted in a Court of Law on any grounds. There is no such case with the Police/ Court/ Regulatory authorities against me/ us.
- b) I/ We or any of our allied firm* have not been prosecuted or suffered any penalty for violation of any statutory laws by any Authority.
- c) I/ We or any of our allied firm* is/ are not debarred / suspended / blacklisted by any public institution / entity in India or any other country as on (Last date of submission of bid).

or

I/ We or our allied firm* {Name of the allied firm(s)} is/ are debarred / suspended / blacklisted by (Name and address of public institution in India or any other country) and the same effective up to{date}. A copy of such letter is attached for your information and record.

- d) I/ We or any of our allied firm* have not made any transgression in respect of the code of integrity with any public institution / entity in India or any other country in last three years as on(Last date of submission of bid).
- e) I/We will inform the Bank in writing, in case, I/we or any of our allied firm* is/are debarred / suspended / blacklisted by any public institution / entity in India or any other country on or before award of work for the captioned work.
- f) I/ We have not rescinded/abandoned any contract awarded by any of his clients before the expiry of prescribed period of contract.
- g) The details of all disputes I/ we had with my/ our clients and the current status thereof are attached for your information and record.

(seal and signature of the bidder)

Date

Place

(Note: strike out which is not applicable)

*Allied firm: A firm would be termed as "allied firm" if the management is common, or substantial or majority shares are owned by the banned/ suspended firm and by virtue of this it has a controlling voice. Further all successor firms will also be considered as allied firms.



Annexure- VIII

बायो- डाटा फॉर्म / Bio- Data Form

(to be submitted in letter head of the successful contractor for each fire staff employed)

नाम / Name	स्व-सत्यापित पास्पोर्ट साइज़ फोटो लगायें Affix Self-attested Passport size photograph
पिता का नाम / Father's Name	
जन्म तिथी / Date of Birth	
लिंग / Gender	
शैक्षणिक योग्यता / Educational Qualification	
वर्तमान पता / Current Address	
स्थाई पता / Permanent Address	
मोबाईल नं. / Mobile No.	
आधार नं. / Aadhaar No.	
पैन नं. / PAN No.	
बैंक खाता विवरण / Bank Account Details	खाता संख्या/ Account No.- आई.एफ.एस.सी. कोड/ IFSC Code-
पी.एफ. (यू.ए.एन.) संख्या / PF (UAN) No.	
ई.एस.आई.सी. (आई.पी.) नं. / ESIC (IP) No.	
भूतपूर्व सैनिक/ Ex-Serviceman	(हाँ Yes / नहीं No)
शारीरिक मापदंड / Body Parameters	ऊँचाई/ Height- , वजन/ Weight- नज़र/ Eye sight- (बायाँ/Left) (दायाँ/ Right).....
नमूना हस्ताक्षर अथवा अंगूठे का निशान/ Specimen Signature or Thumb impression	

ऊपर दर्शाये गये विवरण मेरे द्वारा जाँच लिये गये हैं और उपयुक्त दस्तावेजों के साथ समर्थित हैं।

The above details are verified by me and are supported with suitable documents.

ऑफिशियल सील के साथ हस्ताक्षर / Signature with official seal-

अधिकारी का नाम / Name of Official-

पदनाम / Designation-

स्थान / Place-

दिनांक / Date-

इस बायो-डाटा फॉर्म के साथ आधार कार्ड अथवा किसी अन्य उपयुक्त फोटो आईडी कार्ड की प्रति लगानी आवश्यक है

It is mandatory to submit Photocopy of Aadhaar Card or any other suitable Photo ID Card with this bio-data form.

**Annexure- IX****MSTC पोर्टल पर निविदा के भाग -1 के साथ अपलोड किए जाने वाले दस्तावेजों की चेकलिस्ट****Checklist for documents to be uploaded on MSTC portal along with Part-1 of Tender**

Sr. No.	Particulars of the documents	Submitted (Yes/ No/ Not Applicable*) *Kindly provide valid reason/ undertaking for non-applicability
1.	Tender Document issued by the Bank – duly filled, stamped and signed (including all Annexures, Minutes of pre-bid meeting and corrigendum if any)	
2.	Power of Attorney/ authorization with the seal of the company/ firm in the name of the person signing the tender documents	
3.	Copy of NEFT Receipt/ Bank Guarantee/ Demand Draft as evidence of remitting EMD amount of ₹ 3,03,580/-	
4.	Certificate of incorporation and Memorandum and Articles of Association / partnership deed/ other relevant certificate of registration for commencement of business	
5.	Particulars of tenderer (in format prescribed under Annexure-II) along with particulars of all the directors and responsible officials/ partners/ individual/individuals involved	
6.	Copy of PAN Card & other related Income Tax documents	
7.	Copy of GST Registration Certificate	
8.	Copy of MSMED Registration Certificate, if any	
9.	Copy of EPF Registration	
10.	Copy of ESIC Registration	
11.	Copy of License under Section12 (1) of Contract Labour (R&A) Act 1970 read with section 21 of Contract Labour Act 1971	
12.	Work Orders and completion certificates in support of experience of more than 5 years in carrying out similar works	
13.	Details of similar qualifying works completed in last 5 years along with contact details of clients (in format prescribed under Annexure- I)	
14.	Work Orders for all similar qualifying works completed in last 5 years	
15.	Client's Certificates (in format prescribed under Annexure V) from different clients in letterhead of the client and signed by authorized signatory for all similar qualifying works completed in last 5 years	



Sr. No.	Particulars of the documents	Submitted (Yes/ No/ Not Applicable*) *Kindly provide valid reason/ undertaking for non-applicability
16.	Copy of TDS Certificates as a proof of payment for all client certificates issued by private organizations	
17.	Completion certificates for all similar qualifying works completed in last 5 years	
18.	Work Orders for previous experience, if any, of carrying out Works for the Reserve Bank of India at any center	
19.	Copies of the Audited Final Accounts for last 3 years and a certificate issued by Chartered Accountant indicating the turnover for the last 3 years	
20.	Copies of the Income Tax Clearance Certificates/ Income Tax Assessment Orders/ Income Tax Returns for last 3 years	
21.	Details of Bank Accounts along with Contact details of Banker(s) (in format prescribed under Annexure VI)	
22.	Banker's Certificate in letter head of the Bank and signed by authorized signatory	
23.	Valid document in support of having full-fledged service setup/ back office/ administrative office in Hyderabad	
24.	Undertaking of having all the required legal/ statutory approvals for carrying out this business at Hyderabad	
25.	Undertaking of not having convicted in a Court of Law and declaration regarding debarment/ suspension / blacklisting by any public institute on any grounds (in format prescribed under Annexure VIII)	
26.	Particulars of all Civil suits pending, if any	
27.	List of deviations, if any, in commercial terms and conditions	
28.	List of deviation, if any, in technical specifications	
29.	Other relevant documents, if any 1. 2. 3.	

Place:

Date:

Signature of the tenderer with seal