



रिज़र्व बैंक स्टाफ महाविद्यालय / RESERVE BANK STAFF COLLEGE
संपदा कक्ष, चेन्नै - 600 018 / Estate Cell, Chennai - 600 018

NOTICE INVITING TENDER

**Providing Integrated Facility Management Services at Reserve Bank Staff
College, Chennai - 600 018**

Reserve Bank Staff College, No.359, Anna Salai, Teynampet, Chennai – 600 018, (hereinafter referred to “the College”), invites E-Tenders under Two–Bid system (Technical & Price Bid) for the work, viz., “Providing Integrated Facility Management Services at Reserve Bank Staff College, Chennai - 600 018”. The Agreement shall be for provision of the said services for a period of one year i.e. from April 01, 2025 to March 31, 2026, which shall be extendable for further short periods or for one year at a time (subject to the condition that the total Contract period shall not exceed three years from the date of commencement of the Contract) at the same rate / with mutual consent at the sole discretion of the Bank, depending on the performance of the Contractor.

The Tenderers should electronically submit their proposal, as per the instructions regarding E-Tender, along with all the supporting documents complete in all respects on or before February 03, 2025 up to 02.00 p.m. Tenderers shall submit the Tender proposal along with a refundable EMD of ₹6,80,000/-, as prescribed in the Tender. The technical bids (Part I) will be opened electronically on February 03, 2025 at 03.00 p.m. In the event of any date indicated above being declared as a Holiday, the next working day shall become operative for the respective purpose mentioned herein. Price bid (Part II) of only those bidders who are found to be eligible on evaluation of their Part I documents will be opened on a later date. Decision in this regard will be at the sole discretion of the College. Date of opening of Part – II shall be intimated to the eligible bidders.

Tender document can be downloaded from the RBI website - www.rbi.org.in - and www.mstcecommerce.com. Any amendment(s) / corrigendum / clarifications with respect to this tender shall be uploaded on the website / e-portal only. The tenderer should check the above website / e-portal for any amendment / corrigendum / clarifications before submitting the bid. The Bank reserves the right to reject any or all the Tenders without assigning any reason thereof.

January 03, 2025

**Chief General Manager/ Principal
Reserve Bank Staff College
No. 359 Anna Salai, Teynampet
Chennai – 600 018**

Schedule of Tender (SOT)

| | |
|--|--|
| a. e-Tender No. | RBI/Reserve Bank Staff College/Estate/ 8/24-25/ET/711 |
| b. Description of work | Providing Integrated Facility Management Services at Reserve Bank Staff College, Chennai - 600 018 |
| c. Mode of Tender | e-Procurement System in online mode through www.mstcecommerce.com/eprocn (Part I – Pre-qualification criteria and Techno-Commercial Bid and Part II – Price Bid) |
| d. Date of NIT available to parties to download | 2.00 p.m. on January 03, 2025. |
| e. Pre-Bid Meeting | 11.00 a.m. on January 20, 2025 as off-line at Conference Room, RBSC, Chennai. |
| f. Estimated cost of work | ₹ 3,40,00,000/- |
| g. Earnest Money Deposit | ₹ 6,80,000/- from each bidder. |
| h. Date of Starting of e-Tender for submission of online Techno-Commercial Bid and price Bid at www.mstcecommerce.com/eprocn | 02.00 p.m. on January 24, 2025. |
| i. Due date for submission of EMD | Up to 2.00 p.m on February 03, 2025. |
| j. Date of closing of online e-Tender for submission of Techno-Commercial Bid & Price Bid | 02.00 p.m. on February 03, 2025. |
| k. Date & time of opening of Tender Part-I | 03.00 p.m. on February 03, 2025. |
| Date & time of opening of Part II (Price Bid) | Opening of Price Bid will be intimated later to all the eligible bidders |
| l. Transaction Fee | As per the instructions from MSTC Limited |



रिज़र्व बैंक स्टाफ महाविद्यालय / **RESERVE BANK STAFF COLLEGE**

ESTATE CELL, CHENNAI – 600 018

e- Tender – No. RBI/Reserve Bank Staff College/Estate/ 8/24-25/ET/711

**PROVIDING INTEGRATED FACILITY MANAGEMENT SERVICES AT,
RESERVE BANK STAFF COLLEGE, CHENNAI - 600 018**

**Part I
(Techno – Commercial Bid)**

Name of Bidder _____

Address _____

**Date of Pre-Bid meeting - Venue/Time: Conference Room, RBSC,
Chennai**

at 11:00 a.m on January 20, 2025

**Last date and time of e-Tender Submission: 2:00 p.m on
February 03, 2025**

Table of Contents

| Sl. No | Description | Page No. |
|--------|--|----------|
| 1 | Disclaimer | 3 |
| 2 | Schedule of Tender | 4 |
| 3 | Important Instructions for e-Tender | 5 |
| 4 | Section I - Notice Inviting Tender | 9 |
| 5 | Section II - Form of Tender | 10 |
| 6 | Section III - Part - 1- Bidder's Eligibility Criteria | 12 |
| 7 | Scrutiny of Offers and Evaluation Criteria | 13 |
| 8 | Check list of Documents to be uploaded | 15 |
| 9 | Section IV - Part – 1 - General and Special Conditions and Instructions to Tenderers | 18 |
| 10 | Section V- Part – 1 - Broad Scope of Work | 33 |
| 11 | Section VI - Part -1 – Detailed Scope of Works | 35 |
| 12 | Section VII - Indicative Number of Staff to be Deployed | 47 |
| 13 | Details of Similar Qualifying Works executed during the last 5 Years - Annexure I | 48 |
| 14 | Client's Certificate regarding Performance of Bidder - Annexure II | 49 |
| 15 | Proforma for Bank Guarantee (BG) in lieu of Earnest Money Deposit (EMD) - Annexure III | 50 |
| 16 | Proforma for Bank Guarantee (BG) for Security Deposit by L1 bidder- Annexure IV | 52 |
| 17 | Draft Articles of Agreement – Annexure V | 55 |
| 18 | Declaration Form - Annexure VI | 60 |
| 19 | Form of Bankers' Certificate – Annexure VII | 61 |
| 20 | Details of Bankers – Annexure VIII | 62 |
| 21 | Format for Power of Attorney – Annexure IX | 63 |
| 22 | Hostel - Gents / Ladies Welcome Kit – Annexure X | 64 |
| 23 | Executive Suite Welcome Kit - Annexure XI | 65 |
| 24 | Tea / Coffee Pouch for Hostel Rooms - Annexure XII | 67 |
| 25 | Hygiene Kits - Annexure XIII | 68 |
| 26 | Details of service setup - Annexure XIV | 69 |
| 27 | Profile of bidder - Annexure XV | 70 |
| 28 | Illustration - Detailed working of wages and other statutory payment for staff - Annexure XVI | 72 |
| 29 | Proforma for indemnifying the Employer against non-compliance to contract labour rules/regulations – Annexure XVII | 73 |
| 30 | Part II - Price Bid | 74 |

RESERVE BANK STAFF COLLEGE, CHENNAI
ADMINISTRATION SECTION & ESTATE CELL

DISCLAIMER

Reserve Bank Staff College (RBSC), Chennai has prepared this document to give background information on the work, viz., “Providing Integrated Facility Management Services at the Reserve Bank Staff College, Chennai”, to the interested parties. While Reserve Bank Staff College has taken due care in preparation of the information contained herein and believe it to be in order, neither the Reserve Bank of India nor any of its authorities or agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

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

Reserve Bank Staff College, Chennai reserves the right not to proceed with the Tender or to change the configuration of the work, to alter the period of contract or to alter the time table reflected in this document or to change the process or procedure to be applied, etc. 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.

SCHEDULE OF TENDER (SOT)

| | |
|--|--|
| a. e-Tender No. | RBI/Reserve Bank Staff College/Estate/ 8/24-25/ET/711 |
| b. Description of work | Providing Integrated Facility Management Services at Reserve Bank Staff College, Chennai - 600 018 |
| c. Mode of Tender | e-Procurement System in online mode through www.rbi.ecommerce.com/eprocn (Part I – Pre-qualification criteria and Techno-Commercial Bid and Part II – Price Bid) |
| d. Date of NIT available to parties to download | 2.00 p.m. on January 03, 2025. |
| e. Pre-Bid Meeting | 11.00 a.m. on January 20, 2025 as off-line at Conference Room , RBSC, Chennai. |
| f. Estimated cost of work | ₹ 3,40,00,000/- |
| g. Earnest Money Deposit | ₹ 6,80,000/- from each bidder. |
| h. Date of Starting of e-Tender for submission of online Techno-Commercial Bid and price Bid at www.mstcecommerce.com/eprocn | 02.00 p.m. on January 24, 2025. |
| i. Due date for submission of EMD | Up to 2.00 p.m on February 03, 2025. |
| j. Date of closing of online e-Tender for submission of Techno-Commercial Bid & Price Bid | 02.00 p.m. on February 03, 2025. |
| k. Date & time of opening of Tender Part-I | 03.00 p.m. on February 03, 2025. |
| Date & time of opening of Part II (Price Bid) | Opening of Price Bid will be intimated later to all the eligible bidders |
| l. Transaction Fee | As per the instructions from MSTC Limited |

IMPORTANT INSTRUCTIONS FOR E-TENDER

This is an e-procurement event of RBI. The e-procurement Service Provider/Contractor is the MSTC Limited.

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

Process of E-tender:

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

SPECIAL NOTE: THE PRICE BID AND THE COMMERCIAL BID HAS TO BE SUBMITTED ON-LINE ONLY AT www.mstcecommerce.com/eprocn/ (Version 3)

1) Vendors are required to register themselves online with www.mstcecommerce.com/eprocn

Register as Vendor -- Filling up details and creating own user id and password Submit. For further details, go to Download Guide / Video / Registration

Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form. In case of any clarification, please contact MSTC/ RBI, (before the scheduled time of the e-tender).

Contact details:

Contact person (MSTC Ltd - During Office Hours only):

1. MSTC Helpline numbers: 044-28285049, 09499054103, 09499054101-104
2. Shri. J Damodaran – Mobile No. 9841002253
3. Shri. Shanmugam – Mobile No. 9176397264

Email - helpdesksro@mstcindia.in

Availability

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

a) Contact person at RBSC (During 09:30 AM to 05:30 PM)

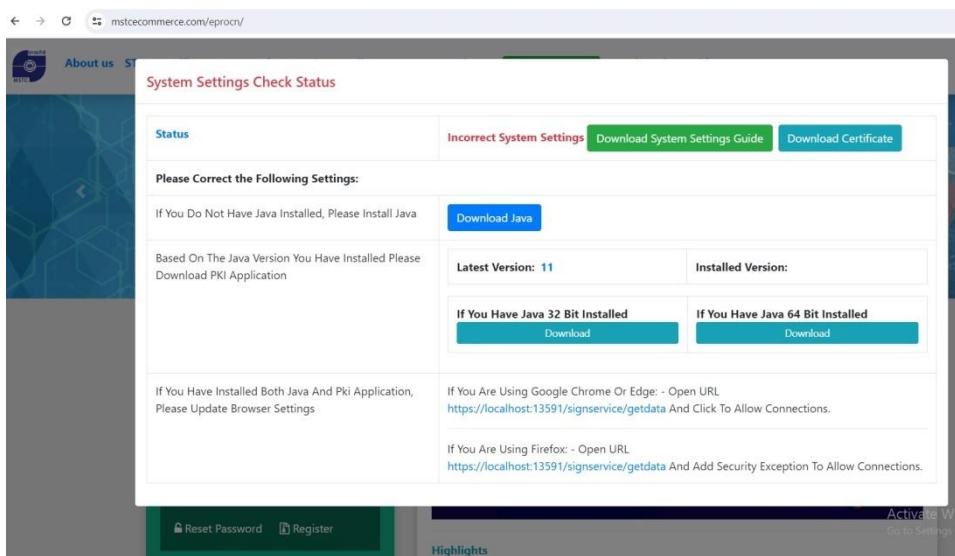
- i. Shri.Nabonita Basak (AGM, Estate cell) - 044-48659634
- ii. Shri. Mohan K (Manager, Estate Cell) - 044-24302730

iii. Shri. Narendra C Bondre (Assistant Manager, Estate Cell)- 044-24302728
e-mail: - estaterbsc@rbi.org.in

Guide.

1. **System Requirement:**

For details, vendor may refer to the **DOWNLOAD SYSTEM SETTING GUIDE** available <https://www.mstcecommerce.com/eprocn/>



2 Special Note towards Transaction fee: The vendors shall pay the transaction fee using “Transaction Fee Payment” Link against the specific tender in the “Bid Floor”/through the “Pay Transaction fee” in “Event catalog” through their login. Service Provider / Contractor / Vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, Service Provider / Contractor / Vendor shall generate a challan by filling up a form. Service Provider / Contractor / 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, Service Provider / Contractor / 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.

Transaction fee is non-refundable. A vendor will not have the access to online e- tender without payment of the transaction fee.

NOTE: Bidders are advised to remit the transaction fee well in advance before the closing time of the event so as to give themselves sufficient time to submit the bid.

3. Information about tenders / corrigenda 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 the MSTC Ltd. Vendors

are also requested to ensure validity of their class III signing and encryption type of DSC (Digital Signature Certificate).

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

5. **Bidding in E-tender:**

Note: Vendors are instructed to use **Upload Documents** link in My menu to upload documents in document library. Multiple documents can be uploaded. Maximum size of single document for upload is 5 MB.

Once documents are uploaded in the library, vendors can attach documents through **Attach Document** link against the particular e-Tender. Please note that if the documents are not attached to any e-Tender, the same cannot be downloaded by RBI and it will be deemed that the vendor has not submitted the documents. For further assistance please follow instructions of vendor guide.

a) Bidder(s) need to submit necessary EMD, E-Tender fees (If ANY) and Transaction fee separately for the e-tender. Transaction fees if any are non-refundable. No interest will be paid on EMD. EMD of the unsuccessful bidder(s) will be refunded by RBI.

b) The process involves Electronic Bidding for submission of Techno Commercial Bid as well as Price Bid.

The bidder(s) who have submitted the above fees can only submit their Techno Commercial Bids and Price Bid through internet in MSTC website www.mstcecommerce.com → e-procurement → New Common Portal → Bid Floor Manager → live event → Selection of the live event → Transaction fee->Common terms->Attach Documents->Price Bid.

Please Note: The vendor after successful remittance of the transaction fees and EMD details, will get the attach documents and common terms tab enabled in their login. Post successful completion of this step, the vendors will be allowed to save the lot specific terms and submit their price bid against the lot through the portal or download and upload the excel file for submitting price bids, as the case may be. In case the attach documents and/or saving common terms step is unsuccessful, the tabs for saving lot specific terms and submitting price bid would be disabled. The status of whether the same is successful/pending would be displayed in the bid status button.

c) First the vendor needs to fill up the Commercial specification if any and save it. Then the vendor should fill up the Techno-commercial bid. After filling the Techno-Commercial Bid, bidder should click 'save' for recording their Techno-Commercial bid. Once the same is done, the Price Bid link becomes active and the same has to be filled up and then bidder should click on "save" to

record their price bid. Then once both the Techno-Commercial bid & price bid has been saved, the bidder can click on the "Final Submission" button to register their bid

NOTE: - After clicking the final submission "Delete bid" option would be shown. If the vendor wants to delete the bid after final submission and re submit the bid, then he/she should click delete bid and resubmit the same and again click final submission.

- d) In all cases, bidder should use their own ID and Password along with Digital Signature at the time of submission of their bid.
- e) During the entire e-tender process, the bidders will remain completely anonymous to one another and also to everybody else.
- f) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.
- g) All electronic bids submitted during the e-tender process shall be legally binding on the bidder. Any bid will be considered as the valid bid offered by that bidder and acceptance of the same by the Buyer will form a binding contract between Buyer and the Bidder for execution of supply/work. Such successful tenderer shall be called hereafter **SUPPLIER/CONTRACTOR**.
- h) It is mandatory that all the bids are submitted with class III signing and encryption type of digital signature certificate otherwise the same will not be accepted by the system.
- i) Buyer reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.
- j) No deviation of the terms and conditions of the e-Tender document is acceptable. Submission of bid in the e-tender floor by any bidder confirms his acceptance of terms & conditions for the e-Tender.

Unit of Measure (UOM) is indicated in the e-tender Floor. Rate to be quoted should be in Indian Rupee as per UOM indicated in the e-tender floor/tender document.

Section I

Notice Inviting Tender (NIT)

Reserve Bank Staff College, No.359, Anna Salai, Teynampet, Chennai – 600 018, (hereinafter referred to “the College”), invites E-Tenders under Two–Bid system (Technical & Price Bid) for the work, viz., “Providing Integrated Facility Management Services at Reserve Bank Staff College, Chennai - 600 018”. The Agreement shall be for provision of the said services for a period of one year i.e. from April 01, 2025 to March 31, 2026, which shall be extendable for further short periods or for one year at a time (subject to the condition that the total Contract period shall not exceed three years from the date of commencement of the Contract) at the same rate / with mutual consent at the sole discretion of the Bank, depending on the performance of the Contractor.

The Tenderers should electronically submit their proposal, as per the instructions regarding E-Tender, along with all the supporting documents complete in all respects **on or before February 03, 2025 up to 02.00 p.m.** Tenderers shall submit the Tender proposal along with a refundable EMD of **₹6,80,000/-, as prescribed in the Tender.** The technical bids (Part I) will be **opened electronically on February 03, 2025 at 03.00 p.m.** In the event of any date indicated above being declared as a Holiday, the next working day shall become operative for the respective purpose mentioned herein. Price bid (Part II) of only those bidders who are found to be eligible on evaluation of their Part I documents will be opened on a later date. Decision in this regard will be at the sole discretion of the College. Date of opening of Part – II shall be intimated to the eligible bidders.

Tender document can be downloaded from the RBI website - www.rbi.org.in - and www.mstcecommerce.com . Any amendment(s) / corrigendum / clarifications with respect to this tender shall be uploaded on the website / e-portal only. The tenderer should check the above website / e-portal for any amendment / corrigendum / clarifications before submitting the bid. The Bank reserves the right to reject any or all the Tenders without assigning any reason thereof.

**Principal / Chief General Manager
Reserve Bank Staff College
No. 359, Anna Salai, Teynampet
Chennai - 600 018**

Section II Form of Tender

The Principal
Reserve Bank Staff College
No. 359, Anna Salai
Teynampet, Chennai

Place: -

Date: -

Dear Sir

We have carefully examined the specifications, scope of work and schedule of quantities relating to the works specified in the Memorandum hereinafter set out and having visited and 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 during the time specified in the said Memorandum at the rates mentioned and in accordance with all respects of specifications and instructions in writing referred to in articles of agreement, general instructions to the Tenderers and special conditions, conditions herein before referred to, specifications and schedule of quantities and with such 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 | Providing Integrated Facility Management Services at Reserve Bank Staff College, Chennai - 600 018. |
| (b) | Estimated cost | Rs.3,40,00,000/- |
| (c) | Earnest Money | Rs.6,80,000/- |
| (d) | Validity of contract rates | One year (from April 01, 2025 to March 31, 2026). The tenure of Contract may thereafter be extended for further short periods or for one year at a time (subject to the condition that the total Contract period shall not exceed three years from the date of commencement of the Contract) with mutual consent, at the sole discretion of the Bank, subject to satisfactory performance / service rendered by the Contractor. |
| (e) | Mode / terms of Payment | As per Para 12 of Section IV of Tender. |

- I / we undertake to offer my / our services in conformity with the scope / nature of work and the Terms and Conditions set out in the Tender document. I / We confirm that the tender submitted by me / us is confirming to all the terms and conditions mentioned in the Tender document.
- Should this Tender be accepted, I / we hereby agree to abide by and fulfill all the Terms and Conditions of the Tender and in default thereof, to forfeit and pay to you or your successors or assignees or nominees such sums of money as are stipulated in the conditions contained in the Tender together with the written acceptance of the Contract.
- I / We also agree that our Tender will remain valid for acceptance by the College 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 College and me / us in writing. We also agree to keep the Bank Guarantee towards EMD valid during the entire period of validity of Tender, as per the enclosed Proforma ([Annexure III](#)).

5. I / We have deposited a sum of Rs.6,80,000/- as EMD with the College, which amount shall not 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 us to the Reserve Bank Staff College.
6. I / We, do hereby declare that there is no case with the Police / Court / Regulatory Authorities against me / us. Also I / We have neither been suspended / delisted / disqualified / blacklisted / banned by any organization including the Reserve Bank of India / Reserve Bank Staff College for any reason nor any such proceedings are pending or contemplated. I / We also certify that neither our firm nor any of the partners are involved in any scam or disciplinary proceedings settled or pending adjudication.
7. The Tender is submitted in two parts, i.e., Part I and Part II. The Part I contains all commercial terms and conditions and technical particulars and Part II contains only the Price in the Bank's e-Tender proforma.
8. The details of our bankers as per the format (Annexure VII) are uploaded.
9. Client Certificate as per the proforma (Annexure II) is uploaded.
10. I / We certify that all the information furnished by me / us are true to the best of my / our knowledge. I have no objection to RBSC verifying any or all the information furnished in this document with the concerned authorities, if necessary. Further, I / we have no objection to the College, in conducting site visits, for inspection of establishments / similar services maintained by us.
11. I / We understand that you reserve the right to accept or reject any or all the Tender either in full or in part without assigning any reason therefore.

Dated this _____ day of _____ 2025.

For and on behalf of M/s _____

(Signature with seal)

Name _____

Designation _____

Place _____

Date _____

(Certified true copy of the Power of Attorney of the above signatory, as per the proforma ([Annexure VIII](#)) should be uploaded in MSTC portal).

Witnesses

(1) Signature with _____

Name, address and date _____

(2) Signature with _____

Name, address and date _____

Section III
Part 1 - Bidder's Eligibility Criteria

A. The Reserve Bank Staff College (RBSC), Teynampet, Chennai - 600 018, invites e-Tenders from eligible firms for **Providing Integrated Facility Management Services at Reserve Bank Staff College, Chennai - 600 018**. E-Tenders comprising duly filled-in details of both Part I and Part II specifications of the Tender should be uploaded in the MSTC website under RBI portal **not later than 02.00 p.m on January 31 ,2025**.

1. Eligibility Criteria:-

- 1.1 The bidder shall provide documentary evidence that it is currently a legal entity.
- 1.2 The bidder should have minimum 5 years' experience of undertaking similar works, viz., **'Providing Integrated Facility Management Services at training institutions of banks, Central Government Financial Institutions & Corporate houses'**. For establishing the same the bidder should submit copy / copies of work order/s (Management, housekeeping) for similar work/s, issued to the bidder, on or after December 31, 2019.
- 1.3 The bidder must have, during the last 5 years (i.e., after December 31, 2019) provided similar works individually costing as under:
- (a) Three completed IFMS works, for minimum three years, each costing not less than 40% of ₹ 340 lakh.

OR

- (b) Two completed IFMS works, for minimum three years, each costing not less than 50% of ₹ 340 lakh.

OR

- (c) One completed IFMS work, for minimum three years, costing not less than 80% of ₹ 340 lakh.

AND

- (d) Have a minimum yearly turnover of 100% of ₹ 340 lakh during the financial years 2021-22, 2022-23 and 2023-24, supported by audited Financial Statements (i.e. Statements of Profit and Loss Account and Balance Sheet for the said years).

AND

- (e) Have the following QA certification obtained at least 3 years before the date of the tender release. Certification should be valid with undertaking for periodic renewals. OHSAS 18001:2007 Occupational Health and Safety Management; ISO 9001: 2008 Certificate in Quality Management System and ISO: 14001 Certificate in Environmental Management System.

AND

- (f) The tenderer should have full-fledged office setup available in Chennai where from

required quality services can be regularly provided. Tenderer should submit documentary evidence for the same, as per **Annexure XIV**.

(Only those tenderers who qualify as above will be eligible to tender for the work. A tender submitted by a firm who is found to be not satisfying the above criteria will be liable for rejection).

Scrutiny of Offers and Evaluation Criteria:

Scrutiny of Bids will be in three stages as under:

(a) Eligibility Criteria:

The Bank will first scrutinize the eligibility of the Bidders as per “qualification criteria” (Refer para. A1) of the Section – III of the Tender Document. The decision of the Bank in this regard shall be final and no further correspondence in this regard will be entertained.

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

| Sr. No. | Description | Maximum Marks | Documents to be furnished |
|---------|---|---------------|---|
| A | <u>Financial Turnover:</u> Average Turnover during the last three financial years (2021-22, 2022-23 and 2023-24) 1. ₹ 3.40 crore - ₹ 4.40 crore - 9 marks 2. For every additional ₹ 2 crore above ₹ 4.40 crore – 2 marks | 15 | Certificate from Chartered Accountant certifying annual turnover figures of the firm / company. |
| B | <u>Experience in the field of Facility Management Services in the last 15 years</u> Minimum Five years’ experience - 9 marks Experience of 6 years and above - 1 marks for every one year Experience counted up to December 2024 | 15 | Copy of the first work order received after the date of establishment of the company / firm. |
| C | <u>No. of similar contracts executed, Yearly value of which is above ₹ 1 crore after establishment of the company / firm:</u> 1 Contract - 5 marks 2 – 3 Contracts - 7 marks 4 – 5 Contracts - 9 marks | 10 | Copy of Work order / Client Certificate (in case of difficulty in submitting work order). |

| | | | |
|---|--|----|--|
| | 6 and above contracts -10 marks | | |
| D | <p>Experience of executing similar contracts in the last ten years in RBI/ Training establishments of Central / State Government Establishment / Public Sector including hotels, hospitals, and airports. Undertaking: 8 marks</p> <p>Experience of executing similar contracts in public/ private organizations in the states other than Tamil Nadu: 2 marks</p> | 10 | Submit a copy of work order issued by the respective authority. |
| E | <p><u>Existing number of work force:</u></p> <p>1. 100 to 500 : 5 marks</p> <p>2. 501 to 1000 : 10 marks</p> <p>3. 1001 & above : 15 marks</p> | 15 | Copy of latest PF statement. |
| F | <p>Whether the company / Firm is having valid ISO and other recognized accreditation Certificate for last 3 years:</p> <p>1. ISO 9001 - Certificate in Quality Management System - 4 marks</p> <p>2. ISO: 14001 - Certificate in Environmental Management System (in addition to SI no 1 above)– 6 marks</p> <p>3. OHSAS18001 - Occupational Health and Safety Management (in addition to SI no 1 above) – 8 marks</p> <p>4. All the three certifications: ISO 9001,OHSAS 18001& ISO: 14001 – 10 marks</p> | 10 | Submit copy of ISO certification / other recognised accreditation certificate etc. |
| G | Marks of the committee based on site visit | 25 | |

Note: - All the submissions / declarations / assertions made by the bidder should be on their letterhead only and each and every page of the document should contain name of company and signature of the authorized signatory. Bank shall have the right to independently verify these certificates / documents.

(b) Technical Evaluation:

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

(c) Financial Evaluation:

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

B. Check list of the Documents to be uploaded: Bidders should upload the following documents in respect of fulfilling their eligibility with suitable file names as indicated.

- i. Form of Tender (to be signed by the authorized signatory)
- ii. Copies of detailed Work Order/s indicating scope and value of work/s of providing similar works, viz; "Providing Integrated Facility Management Services", issued on or after December 31, 2019 (for establishing five years' of experience) (File name eg: WO1, WO2, etc.).
- iii. Copies of detailed Work Order/s indicating scope and value of similar work/s carried-out after December 31, 2019 (QWO1, QWO2, etc.).
- iv. List of similar works with all the details, in the format of [Annexure I](#) (File name eg: CW1, CW2, etc.).
- v. Client certificate regarding performance of the contractor for the qualifying works, as per the prescribed format of [Annexure II](#) (File name eg: CC1, CC2, etc.).
- vi. Proof of remittance of EMD / Bank Guarantee in Lieu of EMD as per [Annexure III](#).
- vii. Banker's Certificate as per [Annexure VII](#).
- viii. Audited financial statements for turnover for 3 years (2021-22, 2022-23 and 2023-24) (File name eg: FS1, FS2, etc.).
- ix. Copies of ISO Certificates / other recognised accreditation certificate (OHSAS 18001- Occupational Health and Safety Management; ISO 9001 - Certificate in Quality Management System and ISO: 14001 - Certificate in Environmental Management System).
- x. Details of bidder's banker/s (Scheduled Bank) as per [Annexure VIII](#).
- xi. Copy of Power of Attorney (in the name of the person signing the tender document/s) as per [Annexure IX](#) (Original to be submitted by the successful bidder to RBSC).
- xii. Copy of Registration Certificate of the company / firm / agency under the relevant act.

- xiii. Copy of E P F Registration Certificate.
- xiv. Copy of E S I Registration Certificate.
- xv. Copy of PAN
- xvi. Copy of GST Registration Certificate.
- xvii. Copy of latest PF statement.
- xviii. Income Tax Returns for last three years (2021-22, 2022-23 and 2023-24).
- xix. List of deviations if any (in commercial terms and conditions / technical specifications).
- xx. Any other information relevant to the proposed work (in Bidder's own letter head).

C. Debarment of firms from bidding: A firm/ bidder may be debarred from the bidding/ participation in tender, on the following grounds:

1. The bidder should declare that no previous transgression/blacklist/debarred occurred in the last five years period ending on March 31, 2025, with any other company/entity in any country in respect of any corrupt practices or any other reason, (as the case may be) envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify bidder's exclusion from the tender process, for which, the bidders are required to submit the affidavit/letter of undertaking.

The bidder agrees that if it makes incorrect statement on this subject, bidder can be disqualified from the bidding process or the contract, if already awarded, can be terminated for such reason.

2. If it is determined that the bidder has committed the following acts or omissions in contravention of the code of integrity:

- (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 behavior 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.

(i) failed to disclose conflict of interest

(j) failed to disclose any previous transgressions made in respect of the provisions of sub clause (1) 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.

3. 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, nonsupply of material, abandonment of works, sub-standard quality of works, failure to abide terms of the tender etc

Section IV

Part 1 - General and Special Conditions and Instructions to Tenderers

1. Tenders shall be submitted in two parts viz., Part I containing Eligibility / Pre-qualification criteria and technical and commercial details of the offer and Part II containing prices only (in Indian Rupees) latest by 02.00 p.m on January 31 ,2025.
2. **Opening of Tender: - Part I of the tender will be opened at 03.00 p.m on January 31, 2025. Part II – Price bid of only those bidders, who are found to be qualified on evaluation of the requirements of eligibility criteria and technical and commercial conditions / details, on scrutiny of their Part I of the Tender will be considered for opening at a later date. Opening of Part II will be intimated only to the qualified vendors.** The tenders shall be valid for a period of 90 days from the date of opening of Part I of the tender.
3. Tenderers are requested to quote Rate inclusive of GST for each item as specified in the portal. No change in the quoted prices will be accepted. The prices quoted shall be inclusive of all other taxes, duties, insurance, applicable statutory dues, etc. The prices quoted shall remain firm for the entire period of the contract and shall not be subjected to any variations of any taxes, levies, duties, etc. In the event, no rate has been quoted for any item(s), leaving space, the tender shall be considered incomplete and shall not be considered.
4. The prices quoted shall be deemed to be for the whole work and shall be firm and binding without any escalation whatsoever for a period of one year. It may be borne in mind that no request for escalation is ordinarily admissible during the course of the period specified, except for any statutory requirements subsequently effected, such as implementation of higher tax rates, enhancement in minimum wages, etc. However, in case of enhancement of minimum wages by the Government during the course of the contract, such enhancement shall be effected by the Employer, only to the extent of meeting the minimum wage requirement, provided such enhancement should be brought to the notice of the Employer by the contractor and in the absence of the same, the liability of meeting the minimum wage requirement will rest with the Contractor.
5. Tenderers are advised to submit the Tender, based strictly on the Terms and Conditions of the Contract and Scope of Works as specified in the Tender and not to stipulate any deviations. If acceptance of the terms and conditions given in the Tender documents has any price implications, the same should be considered and included in the Price Bid. Any Tender containing deviation from the laid down terms and conditions is liable to be rejected.
6. The Reserve Bank Staff College, Chennai reserves the right to accept or reject any or all the Tenders, in full or in part, without assigning any reason thereof.
7. **Pre-bid Meeting:-** A pre-bid meeting will be held on January 20, 2025 at 11.00 a.m in the Conference Room, Reserve Bank Staff College, Chennai to discuss / clarify anything about the tender. No separate communication will be sent for this meeting. All the intending Tenderers are advised to be present. Not more than two authorized representatives of any Tenderer can attend the pre-bid meeting with prior intimation to the College. Clarifications will be uploaded as corrigendum to the Tender in MSTC portal and also RBI website, before 4:00 p.m on January 21, 2025. **Bidders**

are advised to see corrigendum, if any, before submitting their bids.

8. **Tenderers are also advised to visit RBSC after obtaining prior permission and acquaint themselves with the site conditions before submitting the Tender.**
9. **Earnest Money Deposit:** - Tenderers shall submit Earnest Money Deposit (EMD) of a sum of ₹6,80,000/- (Rupees six lakh eighty thousand only) either by remitting the amount to the Bank Account of the Reserve Bank Staff College or submit in the form of a Bank Guarantee in the prescribed format ([Annexure III](#)), at the Estate Cell, Reserve Bank Staff College, Chennai – 600 018.

The account details of the College for undertaking NEFT / RTGS transactions are as follows.

Beneficiary Name: RBSC CHENNAI
IFSC: RBIS0SCPA01 (5th and 10th digit is zero)
Account No.: 186003001

Proof of remittance with transaction number (Scan copy) shall be attached / uploaded.

The bidders are also advised to send the proof of remittance with transaction number (scan copy) to estaterbcs@rbi.org.in

A Tender which is submitted, without payment of EMD or not accompanied by BG in lieu of EMD will not be considered. No interest will be paid on EMD. The EMD of the vendors who do not qualify the requirements of pre-qualification criteria will be refunded / returned, without interest, on non-acceptance of their bid. The EMD of unsuccessful Tenderers in Part II shall also be released to them, without any interest, after award of work to successful bidder.

10. **Security Deposit:** - **A Bank Guarantee in the prescribed format ([Annexure III](#)) for an amount equal to 5 per cent of the Contract Amount, valid for one year upon award of the contract, should be furnished by the successful Tenderer.** The EMD of the successful Tenderer shall be returned, without any interest, on submission of Bank Guarantee by the Tenderer, in lieu of Security Deposit. In case of renewal of the contract for this work, the contractor should submit fresh Bank Guarantee for an amount of 5 per cent of the renewed contract amount, valid for the period of renewal, prior to the commencement of contract.
11. The said Security Deposit shall be liable to be forfeited or appropriated in the event of unsatisfactory performance of the Contractor and / or loss / damage, if any, sustained by the Reserve Bank Staff College, Chennai on account of failure or negligence of the workers deployed by him / them or in the event of breach of the agreement by the contractor. The Security Deposit will be refunded to the Contractor, on receipt of request, within two months of expiry of the contract subject to satisfactory performance of the contract.
12. **Terms of Payment:** - Payment in respect of manpower deployment will be made on monthly basis as per actual deployment (subject to periodic verification by the Officials of the College) and the firm / contractor shall submit proof of deployment of staff and proof of payment of at least minimum wages (Central Minimum Wages / State Minimum

wages, whichever is higher) along with the bill. Holiday wages paid to the staff deployed as per the communication from the college on the holidays specified under Tamil Nadu Industrial Establishments (National, festival and special holidays) Act, 1958 will be reimbursed by the college on submission of claim by the contractor. The payment of wages to the staff deployed at the College should not be delayed for any reason/s. The firm / contractor should credit the wages directly to the bank account of their staff deployed and submit monthly bank statement showing payment of wages to the staff deployed. Necessary statutory payments, in this respect, should be ensured by the contractor. Payment in respect of welcome kits, executive welcome kits, hygiene kits and tea / coffee sachets will be made on actual supply of material on monthly basis.

13. The payment will be made against the printed bill which should be properly signed by the authorized signatory with proper stamp as used by the Contractor. The bill shall, for this purpose reach this office on or before 15th of each month. The bill will be settled on actual services provided and not on notional basis. *No advance shall be paid to the Contractor.*
14. **List of Documents to be submitted along with Monthly Bill:** Copy of following documents for a particular month duly certified by the contractor should be submitted along with monthly bill for payment:
 - i. Statement of Complaints received / attended.
 - ii. Copy of Attendance Register.
 - iii. Declaration for compliance of Contract Labour Act & Minimum wages Act.
 - iv. A statement showing payment of wages made to the deployed manpower with signature of respective employee.
 - v. NEFT statement evidencing remittance of wages to the deployed Manpower
 - vi. Documentary evidence indicating the deposit of EPF, ESI and other statutory perquisite in favour of the employee deployed at College's site.
 - vii. Purchase invoices of eco-friendly housekeeping chemicals procured during the month and also, submit Materials Safety Data Sheet (MSDS) / Product datasheets for all housekeeping chemicals.
 - viii. GST declaration
 - ix. Any other document as directed by the College.
15. The successful bidder shall be advised to submit the Cost Analysis in a prescribed format. A bidder being L1 merely by financial/price bid shall not be sufficient ground for becoming eligible for award of contract. In case bidders fail to quote the correct figures in line with latest statutory guidelines, their financial/price bids are liable to be rejected. The Bank shall establish the reasonableness of the rates in relation to the estimated rates, prevailing market rates, economic indices of the raw material/ labour and other input costs etc., Accordingly, the Bank may, at its discretion, ask any bidder to furnish the breakup and rationale based on which the quoted rates have been arrived.
16. The contractor shall be liable for the payment of wages as per the Central/ State Minimum Wages (whichever is higher) and all other dues to the staff deployed which they are entitled to receive under the various labour laws and other statutory provisions. The contractor shall maintain proper record for payment of wages, etc., to the persons so

deployed at the College and shall on demand furnish copies of wage register / muster roll, etc., to the College for having paid all the dues to the persons deployed by him for the work under the contract. 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 the Reserve Bank Staff College, Chennai in this respect as per the provisions of the Contract Labour (Regulation and Abolition) Act, 1970. The contractor shall comply with or cause to be complied with the Labour regulations from time to time with regard to payment of wages, wage period deductions from wages, maintenance of wages book, wage slip, publications of scale of wages and terms of employment and submission of periodical returns. The contractor shall not charge any amount from the personnel deployed by him towards recruitment fee, uniform, etc. Further, there shall not be any hidden charges in the wages, being paid to the staff deployed. Tenders having quoted rates below the prescribed minimum wages shall be summarily rejected and will not be evaluated for the purpose of ascertaining L1 tenderer.

17. The Contractor shall maintain and provide all necessary documentation, registers and records and other related documents as proof of compliance with all statutory requirements and provisions of applicable laws.
18. The Contractor or his / their staff shall not use the premises, properties, fixtures, fittings, etc., of the College for any purpose other than those expressly provided in the Contract.
19. The Contractor must deploy their staff in such manner that they are in proximity to the College and can attend to duties on their own, even in emergency situations like Covid and no staff from containment area or under quarantine should be deployed for work. Further, the Contractor shall closely monitor the staff deployed at the College and in case of any of his / their staff / family member of staff is found to be 'Covid' or such other communicable infection affected, action may be taken to replace the staff at once. The Contractor's staff should be sensitized to follow strict social distancing norms while they remain deployed. The Contractor shall provide them with necessary gloves, masks, sanitizer, etc., at no extra cost to the College. Further, the Contractor shall indemnify and keep indemnified the College / Bank from any financial / legal liability arising out of his / their failure, fault or negligence in complying with the above instructions. Any specific medical / insurance or other requirements arising out of such emergencies must be met by the Contractor.
20. The Contractor shall take prior permission from the authorized Official of the College before deploying any staff at the College. The Contractor shall not engage any staff with criminal background against whom there is any complaint registered with law enforcement agencies. However, the College reserves the right to reject any particular workmen / staff placed / deployed by the Contractor under this contract, without assigning any reason therefor.
21. The Contractor shall furnish a detailed duty chart of the staff deployed by him / them, at the beginning of every month and keep the College informed of any changes made in the duty chart from time to time. The duty chart for the month should contain specific names of the employees and respective duties they are required to attend to. Also, the Contractor shall submit the list of employees with changes effected, if any, on the first day of every month. The daily attendance of staff may be maintained in a register which shall be put

up daily to the Official concerned of the College.

22. The Contractor shall organize medical examination of all the staff before their initial deployment and furnish the medical reports to the College. Further, all the staff of the Contractor is required to undergo a medical check-up through the Government / Municipal Hospital once in a year and submit Medical Certificates to the College at the Contractor's cost. The suggestions made by the Bank's Medical Officer / Consultant shall be scrupulously followed by the Contractor. Any person found to be medically unfit or unsuitable during the currency of the Contract shall have to be removed by the Contractor from the services immediately and suitable replacement shall have to be arranged forthwith. The College shall arrange for medical check-up of the staff if considered necessary by the College and the Contractor shall withdraw any person who is found medically unfit for the job and arrange for an appropriate substitute. The cost, if any, incurred by the College in this regard shall be borne by the Contractor.
23. The Contractor shall ensure that none of his personnel on duty is in an inebriated state or consumes drug, prohibited substances, smoking, etc., while on duty or otherwise inside the College premises. The Contractor shall remove any staff who in the opinion of the College is guilty of misconduct or is in any manner unfit or unsuitable for service.
24. Taxes: - The prices quoted shall be deemed to include all applicable taxes, local levies, etc., imposed by Central / State Government / Local bodies. If the Tenderer fails to include such taxes and duties in the Tender amount, no claim thereof will be entertained by the College / Bank afterwards. As per Indian Laws, income tax will be deducted at source and a certificate for the same will be issued to the Contractor.
25. Insurance: - The Contractor shall take "Employee Compensation Policy" for all the employees deployed at the College for one year, renewable thereafter, if the contract is renewed by the College. The Contractor shall indemnify the Bank / College against any loss or damage that occurs to persons or building or any third party. Third Party Liability in Contractor's all risk policy shall be for a minimum of Rs.5.00 Lakh per person for any one accident or occurrence and for Rs.10.00 Lakh in respect of damage to property for any one accident or occurrence. Copies of the same shall be submitted to the College. You are advised to submit insurance policies in the joint names of the Bank and the contractor (Name of the employer, The Principal, Reserve Bank Staff College being mentioned first in the policy). The Policies should be taken with an IRDA approved office. The contractor shall take all precautionary measures to ensure safety of workmen deployed by them and the College shall not be responsible in case of any eventuality.

Note: - These policies shall be valid till the completion of the contract. If the contractor does not provide these policies, the College reserves the right to take the above insurance policies themselves and recover the cost thereof from the Contractor or recover the amount for the gap period of insurance from the payable amount of the invoices submitted by the contractor.
26. The contractor shall at his / their own cost take necessary insurance cover in respect of the aforesaid services rendered to the Reserve Bank Staff College and shall comply with the statutory provisions of the Contract Labour (Regulation & Abolition) Act, 1970; Employees State Insurance Act, 1948; Employee's Compensation Act, 1923; Payment of Wages Act, 1936; The Employees Provident Fund and Miscellaneous Provisions Act,

1952; Payment of Bonus Act, 1965; The Minimum Wages Act, 1948; Employer's Liability Act, 1938 and / or any other rules / regulations and / or statutes that may be applicable to them. The contractor shall indemnify the Reserve Bank Staff College against all claims which may be made upon the College whether under the aforesaid statutes or any other statute in force during the currency of this contract. The contractor shall furnish a certificate every quarter regularly to the College that they are complying with the provisions of all statutes and rules applicable to them. The Contractor shall at all times indemnify the College against all claims which may be made under the Employee's Compensation Act or rules there under or under any law or rules of compensation payable in consequence of any accident or injury sustained by any person in its employment for the purpose of this agreement.

27. The workmen / employees engaged by the Contractor shall not have any right / claim over the facilities enjoyed by the RBSC staff, participants, etc. The Contractor's staff shall not have any employee-employer or master-servant relationship with the College.
28. All instructions, guidelines and specifications issued to the Contractor by the College must be clearly and effectively communicated by the Contractor to his / their employees and personnel. All instructions, guidelines and specifications must strictly be adhered to by the employees and personnel of the Contractor so that the reputation of the Bank / College is not compromised.
29. The Contractor shall maintain a complaint register at the Front Office to enable the participants / employees / officers / visitors to enter their complaints, if any. The Contractor shall carry out such improvements as may be necessary for ensuring satisfactory service and shall take due notice of complaints made by the participants, guest faculty and staff either directly to him / her or through the feedback report / complaint register.
30. The Contractor shall be responsible for any damage, injury, loss, annoyance, etc., caused to the College or its Officials, as a result of any act of misconduct or any other act or misbehavior, etc., committed by the staff deployed by him / them, while they attend to the duties, covered by this Contract. The Contractor undertakes that he / they shall make it clear to the staff deployed by him / them that the latter are the employees of the Contractor and they shall have no claim against the College and the Reserve Bank of India.
31. In the event of any damage being caused to the movable or immovable property of the College or its client or to the property of the employees of RBSC, the College reserves the right to compute the damage in terms of money and to deduct the money from the bill of the Contractor or from the amount payable to the Contractor by the College and recover the remaining amount, if any, by way of civil damages.
32. The Contractor shall not use Trademark and or trade name of the College or letterhead of RBSC and the relationship between the Contractor and College being on principal-to-principal basis, the Contractor shall not hold himself / themselves as an agent of the College.
33. The Contractor shall not use the address of the College on his / their letterhead / stationery for the purposes of Registration with any Government / Local Body or any other organization or person and no tenancy shall be created by the presence of his workmen / employee on the College premises.

34. To ensure effective implementation of this Contract, the Principal or an authorized official of the College shall issue instructions, either orally or in writing to the Contractor and such instructions shall be deemed to be a part and parcel of this Contract and shall be binding on the Contractor. In all matters relating to or incidental to this Contract, if there arises any doubt or dispute or disagreement, the decision of the Principal, RBSC shall be final and binding on the Contractor.
35. It shall be the Contractor's responsibility to ensure that the obligations under the terms of this Contract are duly performed and observed.
36. The Reserve Bank Staff College reserves the right to amend / modify the Tender document or issue any Corrigendum to the bid process. The bidder shall not contest the right of the College to do the aforesaid.
37. **Prevention of Sexual Harassment of women at work place (Prevention, Prohibition and Redressal)**
- a) The contractor shall comply with the provisions of "the Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013 or/ and any statutory modification thereof". The contractor shall be solely responsible in case of any complaint of sexual harassment against its employee within the premises of the Bank. The complaint will be filed before the Regional Complaints Committee constituted by the Bank / College and Bank / College shall ensure appropriate action under the said Act in respect of the complaint.
- b) Any complaint of sexual harassment from any aggrieved employee of the contractor against any employee of the Bank / College shall be taken cognizance of by the Regional Complaint Committee constituted by the Bank / College.
- c) 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 employees, if sexual harassment by the employee of the contractor is proved.
- d) The contractor shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues
- e) The contractor shall provide a complete and updated list of its employees who are deployed within the Bank's premises.
38. 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 Staff College, Chennai indemnified from all acts of omission, fault, breaches and / or any claim, demand, loss, injury and expenses arising out from non-compliance of the aforesaid statutory provisions. The College will not be responsible for any accident, injury caused to any staff of the Contractor deployed at the College, during the course of their duty / off duty and thus the staff will not be entitled for any compensation from the College. Under the circumstances of the contractor's failure to fulfil any of the obligations hereunder and / or under the said Acts, rules / regulations and / or any bye-laws or rules framed under or any of these, the Reserve Bank Staff College, Chennai 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.

39. The contractor shall deploy their staff 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 Tamil Nadu Shops and Establishment Act, 1947. The contractor shall arrange to provide reliever, who is equally qualified, in case of absence / leave / off, etc., of staff. The contractor shall in all dealings with the persons in his employment 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 Principal, Reserve Bank Staff College, Chennai, a sum as may be claimed by any person / client.
40. The contractor shall be required to maintain permanent attendance register / roll within the building premises either manually or through biometric access system, installed at the College which will be open for inspection and checking by the authorized officers of College. The manpower deployed by the tenderer during the currency of the Contract shall not work in any other organization or shall not be deployed by the tenderer at any other organization.
The contractor shall ensure that the required number of staff is / are deployed for duty on every day. In case of absence of any person suitable substitute arrangement, at no extra cost to the College, shall be made by the contractor, failing which appropriate deductions shall be made from the payment due to the Contractor. Penalty on pro-rata basis as per the quoted rates will be levied in case of shortfall of persons deployed. If any complaint is received from the Bank's Executives, participants or guests / visitors, the same will be viewed seriously and the College reserves the right to terminate the contract or recover damages / penalty.
Moreover, failure to adhere to the conditions of the contract may attract a penalty of ₹5000/- (Rupees five thousand only) per instance. The decision of RBSC, Chennai in this regard will be final.
41. The contractor shall pay the employer's contribution with regard to the 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". The Contractor has to deposit the ESI & EPF contribution locally in Chennai only and he / they has / have to ensure that all his / their employees are given ESI Card and EPF Card.
42. The contractor shall submit the proof of having deposited the amount of ESI & EPF contributions towards the persons deployed at the Reserve Bank Staff College in their respective names before submitting the bill for the subsequent month. In case the contractor fails to do so, the amount towards ESI & EPF contribution will be withheld till submission of required documents.
43. The contractor shall submit details, such as names, parentage, residential address, age, etc., along with the recent photograph of the persons deployed by him / them. For the purpose of proper identification of the staff of the contractor deployed for work at the College, the contractor shall issue identity cards bearing their photographs / identification, etc., and such employees shall display their identity cards at the time of duty.
44. 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 the College.

45. The Contractor shall agree and undertake that the staff / service provided by the staff, deployed by him / them at the College, shall be to the entire satisfaction of the College and the Contractor should make it clear to the staff that they are employees of the Contractor and they shall have no claims against the College and the College shall not be liable to pay wages, salary, compensation and any statutory benefits due to the staff under the labour laws and other litigations and the Contractor shall be responsible for providing such amenities as admissible under the law / rules / service conditions to the staff deployed by the Contractor for providing IFMS service at the College.
46. 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 Staff College, Chennai shall accrue / arise implicitly or explicitly. It will be the responsibility of the Contractor to ensure that no liability on this account shall come on the Reserve Bank Staff College, Chennai in respect of staff deployed by him / them.
47. The Contractor shall ensure that none of the persons deployed by him / them will contact the Reserve Bank staff College or the Bank's Central Office / other Offices of the Bank in the matter relating to payment of their dues, wages, bonus, leave relievers, uniforms, etc. The Contractor shall be responsible for the discipline, loyalty and conduct of the staff deployed by him / them.
48. The Contractor shall obtain licence as contemplated under the Contract Labour (Regulation and Abolition) Act, 1970, or any other law as applicable, failing which he / they alone will be responsible for the actions / proceedings ensuing thereto. The College shall not be held responsible for acts of omissions or commissions of the contractor and shall in no way make liable to the staff engaged by the Contractor.
49. The contractor shall deploy only adults. Employment of child labour is banned and shall lead to termination of the contract, if found at any stage during the contract.
50. On taking over the responsibility of work assigned, the Contractor shall formulate the mechanism for due assignment of work to its personnel in consultation with the Principal, Reserve Bank Staff College, Chennai or his /her authorized representative. Subsequently, the contractor shall review the work assigned from time to time and advise the Principal, Reserve Bank Staff College, Chennai, for further streamlining their system. The contractor shall further be bound by and carry out the directions / instructions given to him / them by the Principal, Reserve Bank Staff College, Chennai or the Officer/s designated by the Principal in this respect from time to time.
51. In case any of the persons so deployed by the contractor does not come up to the mark or does not perform his / their 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 person/s on the report of the Reserve Bank Staff College, Chennai in this respect. Further, the contractor shall immediately replace the particular person so deployed on the demand of the Reserve Bank Staff College, Chennai in case any of the aforesaid acts on the part of the said person/s. The contractor should ensure

that hassle free handover of work takes place on termination / resignation / relieving of existing staff to the new incoming staff being deputed.

52. The Contractor shall ensure that no employee of his / their company / agency / firm will enter or remain in the College's premises beyond the specified time limits unless necessary for fulfilling the company / agency / firm's obligations and with the permission of the College.
53. The contractor shall remove all staff / workers deployed by him / them on termination of the contract or on expiry of the contract from the premises of the Reserve Bank Staff College, Chennai and ensure that no such persons shall create any disruption / hindrance / problem of any nature in the Reserve Bank Staff College, Chennai either explicitly or implicitly.
54. The contractor shall keep the Reserve Bank Staff College, Chennai 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 settle / contest the same. In case, the Reserve Bank Staff College, Chennai is made party and is supposed to contest the case, the Reserve Bank Staff College, Chennai will be reimbursed for the actual expenses incurred towards Counsel fee and other expenses, which shall be paid in advance by the contractor to the Reserve Bank Staff College, Chennai on demand. Further, the contractor shall ensure that no financial or any other liability comes on the Reserve Bank Staff College, Chennai in this respect of any nature whatsoever and shall keep the Reserve Bank Staff College, Chennai indemnified in this respect.
55. The contractor shall further keep the Reserve Bank Staff College, Chennai indemnified against any loss to the Reserve Bank Staff College, Chennai property and assets. The Reserve Bank Staff College, Chennai shall have further right to adjust and / or deduct any of the amounts as aforesaid from the payments due to the contractor under this contract.
56. **Non-disclosure Clause:** - The Contractor shall not disclose directly or indirectly any information, material and details of the Bank / College'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 College for any loss suffered by the College 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 College will be entitled to claim damages and pursue legal remedies. The company / agency / firm 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 company / agency / firm's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this contract for whatever reason.
57. The College shall deduct income tax at source in accordance with the statutory provisions as applicable as and when the Central Government notifies through Gazette Notification or orders or as per the provisions of the Income Tax Act from time to time and such deductions shall be effected from the date of applicability of the provisions. All applicable statutory deductions, such as Income Tax, GST TDS, etc., will be effected from the

payments to the Contractor, at source. Necessary Form - 16A will be issued to the Contractor in respect of the taxes deducted at source.

58. 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 parties concerned. However, if the disputes are not resolved by discussions as aforesaid, then the matter will be referred for adjudication to the arbitration of a sole arbitrator to be appointed by the Principal, Reserve Bank Staff College, Chennai. In the event of any question, dispute / difference arising out of this contract or in connection herewith (except as to matters the decision of which is specially provided under the agreement) the same shall be referred to the sole arbitration by the Principal, Reserve Bank Staff College, Chennai or his nominee.
59. The award of the arbitrator shall be final and binding on the parties. In the event of such arbitrator to whom the matter is originally referred 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 Principal, Reserve Bank Staff College, Chennai 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.
60. The Arbitrator may give interim awards and / or directions, as may be required. Subject to the 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.
61. During the period of agreement, the contract may be terminated by the Principal, Reserve Bank Staff College, Chennai, by giving one month's notice or on payment of one month's charges in lieu thereof. Also, the contract may be renewed with mutual consent of both the parties for a further period of two years or other shorter periods, beyond the initial contract period of one year. Any decision taken by the College in this regard shall be final, conclusive and binding on the Contractor.
62. Further, the College will have the option to terminate the contract, after giving notice of one month in writing without assigning any reason therefor, if the contractor commits breach of any of the conditions contained in this contract or fails to render the services to the satisfaction of RBSC. However, the Contractor shall also be entitled to terminate the Contract before completion of the aforesaid period of 12 months and in the event of the contract being extended by the College beyond the said period, by giving 3 months prior notice in writing to the College.
63. **Signing of Contract Agreement:** The contractor shall execute an agreement on a non-judicial stamp paper of required value for due performance of the contract and to the effect of the following conditions within a week on award of the work. All conditions, instructions, specifications, scope of work, etc., as specified in the Tender will be construed as forming part and parcel of the agreement. The agreement will cover the details of manpower that will be deployed, their working hours and on-call availability. The contract shall begin from the actual date of commencement of work at the site. The stamp duty on this agreement and duplicate thereof shall be borne by the contractor. The original agreement shall be

retained by the College and the contractor shall retain the duplicate. If the contractor selected fails to sign the formal agreement within a week or fails to undertake the work on April 01, 2025, the letter of intent shall be treated as cancelled.

- (i) The General and Special conditions and instructions to the Tenderers, the scope of work, the subsequent correspondence exchanged between the College and the Tenderer, pre-bid meeting minutes and the work order placed shall be the basis of the final contract to be entered into with the successful Tenderer.
 - (ii) The Tenderer shall go through the terms and conditions given in the general conditions of contract herewith and his / their offer shall be strictly in line with the terms specified therein. No deviation from the terms and conditions specified shall be acceptable. The Tender document should be signed for his / their having acquainted himself / themselves in the general conditions of contract, Technical specifications, etc.
 - (iii) The Tender submitted on behalf of a firm shall be signed by all the partners of the firm or a partner or any other person having Power of Attorney who has the necessary authority on behalf of the firm to enter into the proposed contract. Otherwise, the Tender may be rejected.
 - (iv) On receipt of intimation from the College of the acceptance of his / their Tender, the successful Tenderer shall be bound to implement the Contract and within a week 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 Staff College of a Tender in itself will constitute a binding agreement between the Reserve Bank Staff College and the person so tendering, whether such contract is or is not subsequently executed.
 - (v) The contractor shall not assign the contract. He shall not sublet any portion of the contract except with the written consent from the College / Bank. In case of breach of these conditions, the College / Bank may serve a notice in writing on the Contractor rescinding the contract where upon the security deposit shall stand forfeited to the College / Bank, without prejudice to his / their other remedies against the Contractor.
64. The Tenderer must obtain for himself on his own responsibility and at his own expense, all the information which may be necessary for the purpose of making a Tender 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 the work and all matters appertaining thereto.
65. The contractor shall not be entitled to any compensation for any loss suffered by him on account of delays in commencing or executing the work, whatever the cause of delays may be, including delays arising out of modifications to the work entrusted to him or in any subcontract connected therewith or delays in awarding contracts for other trades of the project or in commencement or completion of such works. The College / Bank does not accept liability for any sum besides the Tender amount, subject to such variations as are provided for herein.
66. The successful Tenderer is bound to carry out all items of work necessary for

performance of the job even though such items are not included in the quantities and rates. Schedule of instruction in respect of such additional items and their quantities will be issued in writing by the College.

67. **Renewal of Contract:** The period of contract for is from April 01, 2025 to March 31, 2026 or as specified by the Bank in the final work order. The said contract will be renewed for further period subject to the satisfactory performance of the contractor during the existing contract period and other terms and conditions detailed in the tender document. The escalation in the contract amount during renewal shall be considered as follows:

(i) For “Labour Component” mentioned under item Sl. No. 1 of price bid, the Bank shall give the Contractor extant Minimum wages (Central / State, whichever is higher) (prevalent at the time of renewal) as prescribed by the Chief Labour Commissioner (Central), Ministry of Labour & Employment and the associated liabilities like Bonus, PF, HRA, ESI components, etc.

(ii) The revision of rates for “Non-Labour Component” mentioned under Sl. No. 2 to 8 of priced bid may be done based on cost escalation. The percentage increase in cost including GST may be calculated by using the below formula: -

$$V_{co} = V \times \{.80 \times (WI - Wlo)/Wlo\} + 0.20 \times \{(CI - Clo)/Clo\}$$

V_{co} = Variation in total amount component for the current year including GST (Sl. nos. 2 to 8)

V = Total amount component for the previous year including GST (Sl. nos. 2 to 8)

WI = Average of Wholesale Price Index for all commodities for Chennai Region 6 months prior to the commencement date of contract for the current year

Wlo = Average of Wholesale Price Index for all commodities for Chennai Region 6 months prior to the commencement date of contract for the previous year

CI = Consumer Price Index for industrial workers for Chennai Region 6 months prior to the commencement date of contract for the current year

Clo = Consumer Price Index for industrial workers for Chennai Region 6 months prior to the commencement date of contract for the current year

67. SAFETY CODE

1. First-aid appliances, including adequate supply of sterilized dressings and cotton wool, shall be maintained in a readily accessible place.
2. The injured person shall be taken to a public hospital without loss of time, in cases where the injury necessitates hospitalization.
3. The excavated material shall not be placed within 1.5 meters of the edge of the trench or half of the depth of the trench, whichever is more. All trenches and excavations shall be provided with necessary minimum height shall be one meter.
4. Every opening in the floor of a building or a working platform shall be provided with suitable means to prevent the fall of persons or materials by providing suitable fencing or railing whose minimum height shall be one meter.
5. No floor, roof or other part of the structure shall be so over-loaded with debris or materials as to render it unsafe.

6. Workers employed on mixing and handling material such as asphalt, cement, mortar or concrete and lime mortar shall be provided with protective footwear and rubber hand-gloves.

7. No paint containing lead or lead products shall be used except in the form of paste or readymade paint.

8. Suitable face masks should be supplied for use by the workers when the paint is applied in the form of spray or surface having lead paint dry rubbed and scrapped.

68. FIRE SAFETY

i. Cutting / drilling machine and other electrically operated equipment used at site shall be plugged into correctly rated electrical outlets.

ii. Only ISI marked 3 pin plug and other appliances and equipment shall be used.

iii. Electrical power cables/wires used shall not have any joints and shall be properly rated.

iv. All electrical appliances i.e. welding, drilling, cutting machine etc. shall be safely and securely earthed to prevent leakage current while in operation.

v. Before commencing the welding work for the first time on any day, fire section shall be informed and only after the site inspection by the Fire officers/Personnel, work shall be started.

vi. Two buckets of water and sand shall be kept in an easily accessible area on the site.

vii. Fire extinguishers recommended and issued by fire officers shall be kept on the site.

viii. Used paint drums shall be stored in specified store only after closing them properly.

ix. Personal protective equipment's such as safety shoes, hand gloves, welder's mask, ear plug etc. depending upon the requirement of the work shall be provided by the contractor to the workmen to prevent occupational health hazards.

x. The safety belt shall be provided by the contractor and used by the workmen while working from height for more than 10' from Ground level.

xi. None of the passages near lift lobby and staircases shall be used for stacking / dumping any kind of materials/waste.

xii. Both the staircase doors shall be normally kept closed.

xiii. None of the fire extinguishers shall be removed/shifted from its designated location.

xiv. Power supply shall be switched off from the Centrals when equipment is not in use.

xv. Wood-shavings and saw-dust generated from the work shall be collected on daily basis, removed from site and stored at the designated place in proper manner.

xvi. Any debris generated from the work shall be collected on daily basis, removed from site and stored at the designated place in proper manner.

xvii. Battery operated emergency light/torches shall be provided by the contractor to the workmen while working beyond office hours.

69. Force majeure:

- a) If at any time during the continuance of this agreement, the performance in whole or part, is delayed by reason of any war, hostility, acts of public enemy, civil commotion, terrorist activities, disturbed law and order situation, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, natural calamities, strikes, lock-outs, pandemics or acts of god (hereinafter referred to as the Event) provided notice of happening of any such event is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall by reason of such event be entitled to terminate this

agreement nor shall either party have any claim for damages against the other in respect of such non-performance or delay in performance and deliveries under the agreement. The agreement shall be resumed as soon as practicable after the event has come to an end or ceased to exist; provided further that if the performance in whole or part of an obligation under this agreement is prevented or delayed by reason of any such event for a period exceeding 180 days, either party may exercise its option to terminate the agreement.

- b) During the continuance of any such event, each party shall make reasonable efforts to avoid or remove the causes of such non-performance or delayed performance.
 - c) The Reserve Bank Staff College reserves the right to increase or decrease the number of contractor workers / employees deployed according to the requirement at the College with 15 days prior notice.
70. Language: - The Tender including all labels in documents, catalogues, etc., shall be in English.
71. **Jurisdiction:** - All disputes arising out of or in any way connected with this agreement shall be deemed to have arisen at Chennai and only Courts in Chennai shall have jurisdiction to determine the same.

Section V
Part 1 – Broad Scope of Work

In general, the successful Tenderer would carry out housekeeping, RO plant operation and all the technical services including operation & maintenance of all civil, electrical, plumbing, carpentry, Solar panels, Hot water system and internal telephones. In addition, he shall be required to perform liaising work with local authorities, custodial services in connection with all housekeeping, gardening and systems apart from taking care of waste management.

1. The broad scope of work shall include the following:

1.1 Reception arrangement including allotment of hostel rooms and operations of front office (help desk), placement of welcome kits (toiletries, etc., as listed out in [Annexure IX](#)) and tea pouch (as listed out in [Annexure X](#)) in the rooms / suite rooms, upkeep of both the hostel buildings comprising of 120 rooms (including common areas, wash rooms & sprucing up / deep cleaning, bed-making as well as washing and changing of linens in the rooms / Suite rooms / Executive suite rooms as per the periodicity decided by the College), maintenance, up-keep of administrative building and its corridors including class rooms, computer labs, all the officers cabins, work space cubicles, library, tea pantries, lounges, kitchen, six Executive Suites at B Block, two Suite rooms in the Old hostel, other utility areas like gymnasiums, yoga hall, dispensary, auditorium, security guard post, etc., daily upkeep of the common area of residential flat / building and deep cleaning of the residential flats at the specified periodicity, common wash rooms in Hostel Building & Administration Block (work to be carried out on hourly basis during office hours).

1.2 Operation, maintenance and supervision of Plumbing, Electrical, Mechanical, Electro Mechanical equipment, Lifts, Telecommunication (only cabling) Installations in the Premises, maintaining lawn areas, water fountains and horticultural works, general sweeping of the common areas of the premises, roads, pathways, roof terraces. One thorough and deep cleaning of the entire premises during the week ends is mandatory.

1.3 The contractor has to ensure seamless operations of solar heating system, solar power plants, WTP, STP, R O Plant etc. The solar panels shall be cleaned on weekly basis for optimum efficiency. STP & WTP shall be operated 24 x 7 in consultation with OEM.

1.4 All Electrical installation shall be monitored and Log book shall be maintained with reading on hourly basis. Generators, etc., shall be operated on daily basis for checking and log shall be maintained.

1.5 Supply of cleaning materials, washing / cleaning and changing of linen, Cleaning Solar Panels, Hot water treatment Plant, Sewage Treatment Plant, RO Plant, AHU plants, Telecommunication equipment, Generator rooms, etc. The cleaning materials used shall be eco friendly.

1.6 Supply of Welcome Kits:- The contractor shall arrange to procure the items of welcome kit (as specified in [Annexure X & XI](#)), Hygiene kits (as specified in [Annexure XIII](#)) and Tea / Coffee sachets (as specified in [Annexure XII](#)) of brands as specified or any other reputed quality brand as approved by the College and distribute the kits and sachets in degradable covers / pouches at participants' rooms / locations, as per the requirement and instructions of the College and maintain a proper record of the same.

1.7 Waste Management / Disposal: -The Contractor should put in place a scientific and proper practice to ensure reduction in generation of waste from the premises, collection and handling of wastes generated. Waste must not be allowed to accumulate in College campus. The scope of IFMS contract includes the day-to-day operation of Organic Waste Converter (OWC) installed in the College and disposal of manure generated from the OWC. **The waste management and disposal of the same is the sole responsibility of the Contractor and they should arrange to dispose all wastes including the waste which cannot be treated in OWC, in coordination / liaising with the Local authorities and should thereby ensure overall cleanliness of the College campus, at no extra cost to the College in this respect.**

1.8 Drainage Cleaning: - The Contractor should ensure that the drainage / sewage system in the College is properly maintained to avoid any blockage in manholes, pipes, etc. Blockage, if any, must be immediately cleared / cleaned and in case of any accumulation of drainage / sewage, it should be immediately cleared with proper and effective liaising / coordination with the local authorities, with no extra cost to the College in this respect. If there is a requirement of engaging an external contractor with equipment, the contractor shall do it to clear the blockage, at no extra cost to the College.

NOTWITHSTANDING ANYTHING SPECIFIED ABOVE, THE SUCCESSFUL BIDDER SHALL BE RESPONSIBLE TO TAKE ALL MEASURES TO MAINTAIN THE SAFETY, LOOK, BEAUTY, CLEANLINESS, HYGIENE AND SANITATION OF THE BUILDINGS AND PREMISES.

SECTION - VI

PART 1 - DETAILED SCOPE OF WORKS

A. RECEPTION ARRANGEMENTS, MAINTENANCE AND UPKEEP OF 64 ROOMS in OLD HOSTEL, 56 ROOMS IN NEW HOSTEL BUILDING, EXECUTIVE SUITES, SENIOR OFFICERS RESIDENTIAL ACCOMODATION, OFFICER'S FLAT, ADMINISTRATION BLOCK, ALL WASH ROOMS, OPERATION, MAINTENANCE OF PLUMBING, SANITARY, SEWAGE TREATMENT PLANT, R O PLANT, CARPENTRY, ELECTRICAL, AC UNITS / AHU'S / TELEPHONE NETWORKS, ELECTRO-MECHANICAL INSTALLATIONS, LIFTS, GARDENING / LANDSCAPINGS, GENERAL UPKEEP AND MAINTENANCE OF THE ENTIRE RBSC PREMISES.

Reception arrangement including allotment of hostel rooms and operations of front office (help desk), placement of welcome kits, hygiene kits, toiletries, etc., as listed out in [Annexure X, XI & XIII](#)) and tea pouch (as listed out in [Annexure XII](#)) in the rooms / Executive suites, upkeep of both the hostel buildings comprising of 120 rooms (including common area, wash rooms & sprucing up / deep cleaning, bed-making as well as washing and changing of linens in the rooms / Executive suite rooms as per the periodicity decided by the College), cleaning of Carpets in Six Executive Suits as per the periodicity of the college, maintenance, up-keep of administrative building and its corridors including class rooms, computer labs, all the officers cabins, work space cubicles, library, six Executive Suites at B Block, two Suite rooms in the Old hostel, other utility areas like gymnasiums, yoga hall, dispensary, auditorium, security guard post, etc., daily upkeep of the common area of one residential flat / building and deep cleaning of the occupied residential flats at the specified period, common wash rooms in hostel building & Administration block (work to be carried out on hourly basis during office hours).

The contractor should provide laundry services to the participants at mutually agreed concessional rates.

The scope of works involved is as under:

Working Hours

The working hours of the College are from 9:30 AM to 05:30 PM with weekly off on Saturdays and Sundays. However, the Office may be open on Saturdays with a few officials working. Hostel and Executive Suits are, however, functional at all times of the day, throughout the year.

General Conditions:

1. All works should be carried out at timings which will be as per the convenience of the Office / College and without interference or inconvenience to the normal working of the College. The Contractor's supervisory staff should be available to give instructions to their staff. All personnel should be in uniform and should maintain discipline. The Manager (Protocol & Security), the Assistant Manager (Protocol & Security), Assistant Manager (Technical) / Junior Engineer (Technical) should be informed of immediately whenever there is an emergency situation.

Any major work or repairs to be carried out should be brought to the notice of the Manager (Protocol & Security), Assistant Manager (Protocol & Security), Assistant Manager (Technical) / Junior Engineer (Technical), before commencement of the work. Reports / records of all complaints received and remedial works done should be maintained and should be submitted on weekly basis.

2. There should be a Supervisor, who will be the overall in-charge of all facility management works in the College (RBSC) called "Facility Manager". The Facility Manager should be able to arrange additional or skilled worker to be engaged on-call basis. Facility Manager shall also be responsible for co-coordinating / liaising with local authorities, external agencies and Original Equipment Manufacturers.
3. The Facility Manager deployed shall be responsible for preventive maintenance and breakdown. He is to be provided with a mobile phone and a sim card by the Contractor, the number of which is to be made available to the College for making contact at all times of the day.
4. The equipment, other tools and aids required for undertaking all the services and its maintenance are to be arranged by the Contractor. The contractor should always ensure that all essential tools are readily available (spanners, screw drivers, wrench, clamp meters, Scrubbing Machine, Lawn mower, Grass Cutter, drilling machines & necessary tools, etc.). No additional cost shall be borne by the College in this respect.
5. The contractor shall maintain all the records on electrical installations, DG sets, UPS, Lifts, AC installations, Solar Panel, etc., in accordance with the statutory rules and regulations of Central and State Authorities.
6. The contractor shall also be responsible for updating and intimating the College regarding any changes in the statutory requirements of Central and State authorities and shall recommend suitable measures to be taken to adhere to such statutory requirements.
7. The contractor is responsible for getting the antecedent verification of all employees done by police authorities. A compliance report along with the details of all his employees needs to be submitted to the College for record. This exercise needs to be done periodically, whenever there is a change in the staff deployed and as and when required by the College.
8. All the persons deployed for the purpose of this agreement by the Contractor shall be provided uniform with Label stating 'AMC -Services'. Also identity cards are to be issued by the contractor and countersigned by the Security Officer/Caretaker for administrative and safety purpose so as to avoid any unauthorized person entering the Bank's premises. The Contractor ensure that all its employees and agents bear the identity card at all times while they are working in the Bank's premises.
9. No minor shall be engaged by the contractor in discharge of his duties under this contract. If any such violation is observed, apart from cancellation of the contract, suitable legal measures may be initiated against the contractor.
10. The Contractor should keep at least ₹ 80,000/- as petty cash with facility Manager / Supervisor / or any other authorized person at any point of time. Failing to attend to

complaints for want of petty cash will attract a penalty of ₹ 5,000/- per day for the delay caused.

11. The contractor should immediately [within a reasonable time] attend to the faults in the AC units located at the important locations and rectify them at the earliest.
12. A job card signed by the supervisor needs to be placed in all washrooms to monitor and ensure periodical cleaning.
13. The contractor is expected to use standard and approved quality hand wash liquid, Sanitizers, air-purifiers, urinal cubes, urinal pads, naphthalene balls, paper hand towel, branded tissue rolls, etc., and other cleaning agents which are safe for the fixtures and also easy on environment. If any of the above items are found to be sub-standard, the contractor shall replace it with a standard one at no extra cost.

The duties and work timings of the various service personnel are broadly as under:

Facility Manager (In Charge for all the services):

Timing between – 8:00 AM to 6:00 PM (Duty hours will be decided as per the College / Bank's convenience and as per the extant labour rules).

Should have a minimum qualification of Graduate, with at least five years' experience in hospitality field and shall be fluent in English and Hindi and shall be as per the qualities / undertake works as given below:

- i. Should be of courteous and polite demeanor. Should be available to receive the Top Management of the Bank at their arrival to Executive / Suite rooms.
- ii. Should be physically present to oversee the check-in of the trainee participants to the hostel rooms on arrival days.
- iii. Shall report to Assistant Manager (Hostel) for the day to day operations.
- iv. Shall be responsible for cleanliness in rooms & premises, ethical treatment of guests and workers.
- v. Has to be proactive in solving the infrastructural and human problems.
- vi. He / She will personally be responsible for handling the house keepers entrusted with the cleaning of rooms.
- vii. Should ensure that all electrical, plumbing furniture, linen, garden, etc., are always in proper order through constant checking of the works carried out by the housekeepers / technical staff and gardeners. If any damage is observed, the same shall be brought to the notice of AM (Hostel) and AM (Technical).
- viii. Should interact with the participants / guests in the rooms and enquire personally or through telephone regarding their comfort and assist them.
- ix. Should interact with the officials of the Bank for resolving any complaints from the participants.

Front Office Assistants

Timing: - Round the clock service (three shifts per day). Should be provided with a mobile phone and a sim card at the contractor's cost and shall be as per the qualities / undertake works as given below:

- i. Any well qualified person with three years' experience in hospitality field.
- ii. Should interact with the Bank's allotment desk, maintain list of participants and the rooms allotted to them.
- iii. Should handover / take over the keys of the rooms allotted to them.

- iv. Operate the telephone, fax, etc.
- v. Interact with Participants / Guests and facilitate resolving the complaints pertaining to the rooms.
- vi. Should be able to speak in English and Hindi.
- vii. Should be available to the College for assisting in any miscellaneous type of works as and when required.

House Keeping Supervisor

Timing between – 8:00 AM to 6:00 PM (Duty hours will be decided as per the College / Bank's convenience and as per the extant labour rules) and shall be as per the qualities / undertake works as given below:

- x. Minimum educational qualification of 12th standard / graduate with two years' experience in hospitality field.
- xi. Should ensure that the complete premise is clean and well maintained.
- xii. Should ensure that the rooms are in ready condition in all aspects before allotment.
- xiii. Should ensure that all electrical / plumbing / sanitary fittings / installations in the room are in order.
- xiv. Should control all the housekeepers under his charge and allocate duties to them.
- xv. Should give priority response to all housekeeping calls made by the trainees / participants in hostel rooms and classrooms and assign house keepers.

House keepers

Timing between – 8:00 AM to 6:00 PM (Duty hours will be decided as per the College / Bank's convenience and as per the extant labour rules). One Housekeeper shall be deputed during night hours) and shall be as per the qualities / undertake works as given below:

- i. Should sweep, swab and dust the rooms / furniture and clean the used water glass / tea cups kept in the rooms.
- ii. Should clean water bottles properly and fill with fresh and clean water daily at all places.
- iii. Should thoroughly clean the wash rooms including all sanitary items / fittings.
- iv. Should report to the house keeping supervisor regarding any defects such as electric / water supply, damage in the rooms, etc., before allotment of the rooms.
- v. Should report to housekeeping supervisor about faulty light / fan, fixtures, TV, etc.
- vi. Shall assist the Participants / guests for lifting and placing the luggage in the room allotted on arrival and departure.
- vii. Daily cleaning of open areas and common areas of the building with approved cleaning materials.
- viii. Collection of daily wastage from the flats and disposing in garbage bin. The garbage at the College shall be collected on a daily basis and shall be disposed off daily from the premises without fail (Garbage collected from the Residential Block, Administration Block & pruned dry leaves collected from the open areas, etc.).
- ix. Cleaning of toilets in the residential block (B Block) at weekly, quarterly and / or shorter intervals as per the requirement of the College*.
- x. Should clean all the chairs and tables in the hostel buildings and Administration Block.
- xi. Deep cleaning of all cabins in Administration Block once a month.
- xii. Weekly cleaning of terraces, staircases, water fountains, Yoga mat etc.
- xiii. Quarterly cleaning of windows, electrical fittings, plumbing, fixtures, etc.
- xiv. Shifting and arranging the furniture at the Hostel Blocks, Administration Block, etc.
- xv. Any other related works as instructed by the officials of the College / Bank.

* (The weekly cleaning of Residential Block (B Block) includes washing, scrubbing, cleaning of the floor and wall dado of toilet, bathroom, water closet, sanitary wares, fittings / fixtures (without damaging their shine) including flush tank, common wash basin area, toilet mirror, medicine chest, etc., and outside wash basin and wall dado area. The quarterly cleaning of Flats includes cleaning of all rooms by mopping the floor and wall dado, etc., inside the flat, including carefully moving the furniture, complete dusting of the flat including balcony, cleaning of fans / exhaust fans, light fixtures, cleaning of electric switch boards, cleaning of netlon (by washing), removing cobweb and cleaning all accessible spots in the entire flats, i.e., wall, loft / top & outside of cupboards, ceiling pelmet, door / window / ventilator grills, shutter with glass panes, etc., with broom / vacuum cleaner / moping, etc., inside the flats).

B. MAINTENANCE OF ELECTRICAL, PLUMBING, SANITARY, ELECTRO-MECHANICAL AND CARPENTRY INSTALLATIONS IN THE PREMISES.

It is the responsibility of the vendor to provide all required tools and tackles as per the requirements at the College at their own cost.

1. PLUMBING & SANITARY INSTALLATIONS:

Plumber

Timing between – 8:00AM to 6:00 PM (Duty hours will be decided as per the College / Bank's convenience and as per the extant labour rules).

Should have minimum of 5 years' experience in the field and preferably have ITI or any other similar / relevant qualification/s and shall be as per the qualities / undertake works as given below:

- i. Should ensure that water is available in all the rooms, flats and carryout pumping operations in time.
- ii. Should ensure that all plumbing, fittings, toilets, cisterns are functioning satisfactorily.
- iii. Should ensure that water levels in overhead tank are adequate.
- iv. Should check the working condition of all the plumbing and sanitary installations provided in the premises once in a week.
- v. Should convey to the Bank's officials regarding any damage or shortfall in the plumbing and sanitary systems.
- vi. Daily operation of fountains.
- vii. Maintaining water meter reading register.
- viii. Removing the vegetation from the buildings wherever they appear.
- ix. Should replace the worn out / damaged plumbing / sanitary specials, fittings, fixtures, etc., in consultation with the College / Bank's Engineer (Cost of the items replaced will be paid by the College / Bank as per the Standard Approved Rates (SAR) / prevailing market rate on the basis of tax invoice produced (actual expenditure + 15% overhead profit charges)). Materials like Teflon tapes, threads, joint fillers, paste, bolts, nuts, etc., as required for attending to the day to day maintenance shall be provided without any extra cost to the College).
- x. Shall carry out the liaison work with Chennai Metro Water Authorities for any shortfall in demand of water or any other matters to be dealt with the authorities.
- xi. Shall attend to all emergency works during night hours.

- xii. Shall check / inspect the Solar Water Heater system daily and ensure that the distribution system gets uninterrupted hot water supply.
- xiii. Shall check the water pumps, submersible pumps, etc., once in a week and ensure that the pumping systems are in working condition.
- xiv. Shall remove the blockage from the sewer system in the premises.
- xv. Shall attend immediately to the calls received from the participants.
- xvi. Shall report to the Technical officials of the Bank for any replacement.
- xvii. Shall clean the sensor taps once in a week.
- xviii. Shall ensure that the plumbing & sanitary fixtures are well cleaned by the House Keeping staff or else report to the over all in-Charge / Manager.
- xix. Shall coordinate the underground sump and overhead tank cleaning works simultaneously and inform the inmates about the same well in advance.
- xx. Shall check the plumbing water supply lines once in a week.
- xxi. Shall report to the Bank's Engineer regarding any damaged fittings / fixtures in the College premises.
- xxii. Suitable replacement should be arranged well in advance as and when the plumber takes leave.
- xxiii. Should attend pre-monsoon cleaning of storm-water drainage lines / chajjas / terrace / de-silting of drainage lines, manholes, etc., in advance to avoid any incidents of water logging / ponding, etc., by deploying extra labour, if required, at own cost. The debris so generated, whatsoever, should be taken away from the premises by the vendor and disposed off at locations designated by the local authorities following the applicable guidelines. Cost of all of these shall be borne by the firm itself.

Helper to plumber

Timing between – 8:00 AM to 6:00 PM (Duty hours will be decided as per the College / Bank's convenience and as per the extant labour rules) and shall be as per the qualities / undertake works as given below:

- i. Should have minimum 3 years' experience in the field.
- ii. Should assist the plumber in attending to the day to day maintenance works.
- iii. Suitable replacement should be arranged well in advance as and when the helper to plumber takes leave.

2. ELECTRICAL & ELECTRO-MECHANICAL INSTALLATIONS

Electrical Supervisor

Timing between – 8:00 AM to 6:00 PM (Duty hours will be decided as per the College / Bank's convenience and as per the extant labour rules) and shall be as per the qualities / undertake works as given below:

- i. Should have a valid electrical "C" grade licence and a minimum 5 years' experience in the field.
- ii. He / she will be personally be responsible for handling the HT / LT electrical connections in the premises.
- iii. Shall carry out the liaison work with TNEB Authorities for any electric power / bill related issues.
- iv. Shall assign the duties and shifts of the electrician for attending to the day to day maintenance works.
- v. Shall check the electrical installations / gadgets in the premises once in a week and report to the Technical Officials of the Bank.

- vi. Shall ensure on a daily basis that the AC units, mikes, lightings, etc., placed in the lecture / seminar halls, auditorium, computer labs, etc., are in good working condition before the commencement of the classes.
- vii. Shall ensure that all the light / electrical fittings and electronic appliances are in working condition in all the executive suites / suites, guest faculty rooms and hostel rooms before allotment.
- viii. Shall ensure that the exhausted batteries are replaced from the mike systems, remotes, clocks, etc., before the commencement of the classes / sessions.
- ix. Shall check / inspect the Solar Water Heater system and solar power systems daily and ensure that the solar panels are free from dust and are functioning effectively.
- x. Shall check the HT panel on hourly basis and take the reading thrice a day and report the same to the Technical Officials of the College.
- xi. Shall check the transformer daily and take the reading.
- xii. Shall carryout the liaison work with BSNL, TNEB, etc., for any system breakdown.
- xiii. Shall ensure that the Neon Sign Lamps installed in the premises are in working condition.
- xiv. Shall ensure that the water pumping system in the premises are in working condition.
- xv. Shall ensure that the DG Sets are in good working condition.
- xvi. In the event of electric supply failure, shall ensure that the Electrician operates the DG Set in time.
- xvii. Shall ensure that the Centralized AC Plant is in good working condition and bring the problems, if any, to the notice of the Technical Officials.
- xviii. Shall check all the UPS System installed in the Premises on a daily basis and also check the batteries including solar power systems.
- xix. Shall report to the Bank's Engineer immediately if any damaged electrical fitting / fixtures are observed / found.
- xx. Shall ensure the operation of STP / WTP as per the OEM's requirement.
- xxi. Shall ensure working of lifts and rescue guests if trapped in the lifts and in emergencies.
- xxii. Of any equipment and follow up and ensure its rectification.
- xxiii. Shall co-ordinate with OEMs for regular preventive maintenance of all equipment.

Electricians

Timing- Round the clock service (three shifts in each day) and shall be as per the qualities / undertake works as given below:

- i. Should have a valid electrical "B" grade licence and have minimum 5 years' experience in the field.
- ii. Should attend to all electrical problems in rooms in hostel blocks, administration block and kitchen including replacement of bulbs / tube lights, etc.
- iii. Shall switch ON / OFF the lights provided in the building, street lights, common area lights provided in the premises.
- iv. Should ensure that all electrical gadgets like TVs, fridge, AC units are in working condition.
- v. Should attend to any calls from guests regarding electrical problems.
- vi. Should report to Electrical Supervisor in case of major repairs to TVs, AC units, etc., and also, failure of cable TV.
- vii. Shall switch ON / OFF the AC units, mikes, lightings, etc., in the lecture / seminar halls, Auditorium, Computer labs, Principal's Chamber, Cabins, Members of Faculty (MsoF) Cabins, etc.

- viii. Shall replace the exhausted batteries from the mike systems before the commencement of the classes / sessions.
- ix. Shall attend to the calls received from the inmates for any kind of repairs / replacement.
- x. Shall clean the ceiling fans, exhaust fans, wall mounting fans, light fittings provided in the premises once in three months.
- xi. Shall switch on the DG Set immediately in the event of electric supply failure.
- xii. Shall operate the centralized AC plant during office hours and as and when required (timing of operation will be decided by the Bank).
- xiii. Shall repaint the water pumps once in six months.
- xiv. Shall do the servicing of all the water pumps once in a year and shall report to the technical officer of the College / Bank, the condition of the pump.
- xv. Shall operate the water pumps, rain water pumps, pumping water to the underground sumps & overhead tanks as and when required.
- xvi. Shall ensure that there will be no interruption in the water supply to the inmates.
- xvii. Suitable replacement should be arranged well in advance as and when the electrician takes leave.
- xviii. Any other related works as instructed by the College / Bank's officials.

Helper

Duty hours will be decided as per the College / Bank's convenience and as per the extant labour rules and shall be as per the qualities / undertake works as given below:

- i. Should have minimum 3 years' experience in the field.
- ii. Should assist the electrician in all maintenance works.

A.C. Technician

Duty hours will be decided as per the College / Bank's convenience and as per the extant labour rules and shall be as per the qualities / undertake works as given below:

- i. Should have minimum 5 years' experience in this field.
- ii. Should have completed Refrigeration course from any ITI or equivalent from any reputed organization.
- iii. Shall attend AC complaints in the RBSC premises immediately.
- iv. Should keep a record on the ACs installed in the premises as decided by the Technical in-charge.
- v. Shall attend non-comprehensive service of the AC Units not covered in any service contracts in the premises every 3 months and submit the report to the Technical in-charge.
- vi. Suitable replacement should be arranged well in advance as and when the AC Technician takes leave.

Helper

Duty hours will be decided as per the College / Bank's convenience and as per the extant labour rules and shall be as per the qualities / undertake works as given below:

- i. Should have minimum 3 years' experience in the field.
- ii. Should assist the electrician in all maintenance works.

STP / WTP Operator:

Timing- Round the clock service (three shifts in each day) and shall undertake works as given below:

- i. Shall operate STP and WTP as per the standards of OEM to maintain desired parameter for output.
- ii. Shall bring to the notice of technical in-charge of the College immediately, on noticing any breakdown, defect, etc., in the functioning of STP / WTP and follow-up with the AMC vendor / OEM for rectification of the same.
- iii. Shall coordinate with OEM for preventive maintenance.
- iv. Suitable replacement should be arranged well in advance as and when STP / WTP operator takes leave.
- v. The consumables for operating the STP / WTP will be supplied by the College or will be provided by the contractor and reimbursed may be made based on the tax invoice and delivery challan on actual basis, separately.

RO Plant Operator

- i. Shall make available the services of the operator cum distributor from 7:30 am to 3:30 pm on a daily basis. However, the timings may be changed, as per the convenience of the College / Bank and the Contractor needs to arrange the manpower according to the changed timings.
- ii. Shall collect the empty bubble top cans from different locations of the College and clean the cans.
- iii. Shall operate the plant on a daily basis to meet the required RO treated water quantity on all days.
- iv. Shall fill the bubble top cans of required number and deliver it to the designated locations inside the premises after sealing with the cap.
- v. The manpower engaged by the contractor will be trained for a day by the company personnel (OEM). Additional personnel shall be got trained, if necessary, for engaging on emergency.

3. CARPENTRY WORKS

Carpenter

Duty hours will be decided as per the College / Bank's convenience and as per the extant labour rules and shall be as per the qualities / undertake works as given below:

- i. Shall be skilled / experienced carpenter to handle the damages occurred and to attend/ rectify the same immediately.
- ii. Shall check the door closers / floor springs for smooth functioning.
- iii. Shall check / inspect all the furniture and other carpentry items in the hostel rooms once a month.
- iv. Shall attend immediately to the service calls received.
- v. Shall replace damaged / worn out items in consultation with the Bank's Engineer (Cost of the items replaced will be paid separately by the College / Bank as per the Standard Approved Rates (SAR) / prevailing market rate on the basis of tax invoice produced (actual expenditure + 15% overhead profit + conveyance charges and applicable taxes)).
- vi. Shall report to the College / Bank's engineer immediately on noticing any damaged

carpentry fittings / fixtures.

- vii. Suitable replacement should be arranged well in advance as and when the carpenter takes leave.

Helper

Duty hours will be decided as per the College / Bank's convenience and as per the extant labour rules and shall be as per the qualities / undertake works as given below:

- i. Should have minimum 3 years' experience in the field.
- ii. Should assist the carpenter in all the maintenance works.

4. UPKEEP & MAINTENANCE OF GARDEN, LAWN & HORTICULTURAL WORKS IN THE PREMISES

Qualified Gardener.

Timing between – 8:00 AM to 6:00 PM (Duty hours will be decided as per the College / Bank's convenience and as per the extant labour rules) and shall be as per the qualities / undertake works as given below:

One qualified and experienced Gardner shall be posted for supervising the gardeners. He shall be responsible to maintain all the horticultural works in the premises.

Gardeners.

Timing between – 8:00 AM to 6:00 PM (Duty hours will be decided as per the College / Bank's convenience and as per the extant labour rules) and shall undertake works as given below:

The scope of services to be rendered under the contract shall broadly include the following items of work.

- i. Removal of wild growth from the garden, lawn area as and when required.
- ii. Nursing, watering, periodical trimming of the plants.
- iii. Cleaning the entire garden area and taking away the dry leaves from the premises.
- iv. Providing manure and good quality earth once in 6 months at no extra cost.
- v. Spraying required suitable pesticides and insecticides at regular intervals.
- vi. Shall make arrangements as and when required to keep the plants in the premises in well-arranged manner and water the plants daily and need to be changed once in a week. Shall do re-potting of plants regularly to keep the potted plants in healthy condition. The required manure and soil mixtures have to be provided at no extra cost.
- vii. Necessary arrangements shall also be made to place good quality indoor potted plants of various species.
- viii. Trimming / pruning of trees shall be carried out as and when required and instructed at no extra cost.
- ix. Plants shall be maintained in good condition. Plants if got wilted due to improper maintenance, the same species of plant shall be replanted free of cost.
- x. The materials like garden earth, manure and pesticides shall have got to be approved from the Bank's officials before putting it for use. Any rejected materials shall be

- immediately removed from the site at the cost of the firm.
- xi. Purchase / repairing of the firm's tools / machine / equipment shall be the sole responsibility of the firm only.
 - xii. Trimming of trees once in a year and / or as directed by the College / Bank's Caretakers and Security Officers. If required, necessary liaising shall be done with neighboring property owners / authorities concerned for trimming and removal of fully decayed trees.
 - xiii. Cutting of branches of trees prior to the monsoon and during any natural calamity / cyclone, etc., if any tree falls, the cutting and disposal of the same, in coordination with the Protocol & Security officer/s and liaising with statutory authorities is also part of the scope and the payment in this regard will be made separately.
 - xiv. Shifting of indoor plants from one place to other within premises, mowing of lawn, trimming of branches, watering the indoor plants, keeping the indoor plants outside periodically, weeding out the grass and other vegetation growth, maintaining indoor and outdoor plants, trees, flower beds etc. The rate shall also be inclusive of spreading of manure and garden earth, spraying of pesticides as per the requirement.

5. SUPPLY OF CLEANING MATERIALS AND CLEANING OF LINEN and UPHOLSTRY

- i. Should use only Taski brand or any approved equivalent brand of cleaning material. No sub-standard material should be used which may spoil the floor / fittings. The cleaning materials will be provided by RBSC or will be provided by the contractor and reimbursed on actual basis, upon production of tax invoice and delivery challan along with the monthly AMC bill.
- ii. Should provide all cleaning devices and consumables like brooms, swabs, phenyl, floor cleaning agents, detergents, liquid soap, naphthalene balls, toilet rolls, Odonil, automatic air freshener spray, Kimberly Scott luxury foam skin cleanser with moisturizer, tissue paper rolls (42 GSM) in the wash rooms, urinal cubes, urinal pads, paper hand towel, etc., at no extra cost to College.
- iii. Should carry out washing / cleaning, ironing of linen, bed sheets, pillow covers, hand towels, bath towels, bath mat, Bed protector, pillow protector, curtains, etc., collected from the 120 numbers of hostel rooms after every change of occupancy or on every alternate day or if demanded by the guest. The curtains should be washed / cleaned every quarter and blanket to be cleaned on monthly basis.

6. CLEANING OF TELECOMMUNICATION EQUIPMENTS

The telephone equipment's provided in the Administration Section, MsoF / Vice Principal / Principal's cabins, Library, Hostel Buildings, Administration Block, Guest Faculty Rooms, Executive Suites, etc., shall be cleaned with proper cleaning agents once in a month.

7. CLEANING OF UNDER GROUND SUMPS & OVER HEAD TANKS:

- i. The cleaning of underground sumps and overhead tanks shall be done (mechanically) once in three months.
- ii. Necessary cleaning materials shall be used with the approval of the College / Bank's Engineer.
- iii. Information in respect of cleaning the tanks shall be conveyed to the inmates well in advance.
- iv. Proper planning shall be done for the cleaning works and the same shall be brought

to the notice of the College / Bank's Engineers.

8. Operating OWC machine

- i. Segregation of Dry Waste and Kitchen Waste generated from the hostel buildings, residential flats, lounge / canteens, Administration Building, etc.
- ii. Running of Organic Waste converter (OWC) Plant to process Kitchen Waste.
- iii. Disposal of Dry Waste and excess manure generated in any form, from the OWC as advised by the College / Bank's officials.
- iv. Provision of all consumables / materials required for composting of waste, will be supplied by the contractor and will be reimbursed on actual basis, upon production of tax invoice and delivery challan separately or the College will provide the consumables.
- v. The agency shall deploy worker for providing the above services.
- vi. The manpower engaged by the contractor will be trained for a day by the company personnel (OEM). Additional personnel shall be got trained, if necessary, for engaging on emergency.

9. Disinfection work

- a. Should disinfect with Diversey Virex II 256 disinfectant or any other approved equivalent quality disinfectants at the periodicity as directed by the Manager / Assistant Manager (Protocol & Security) in the Cabins / rooms, Common areas, wash rooms, administration hall, etc., at the Administration Building, Common areas, rooms and toilets of the New Hostel Building and Old Hostel building. The indicative area of application:

- i. Admin Building : 1841 Square metre
- ii. Old Hostel Building : 557 Square metre
- iii. New Hostel Building : 741 Square metre
- iv. B Block (Residential Flat) : 200 Square metre

Total :3339 Square metre

The location and area identified for disinfection will be advised by the College as per the requirement.

Section – VII

Indicative Number of Staff to be Deployed

- a. Firms should consider the following number of staff required for the day to day activities / maintenance in connection with providing Integrated Facility Management Services.

| Sl. No. | Category of Staff | Required Number/s |
|--|--|-------------------|
| 1 | Facility Manager (overall in charge)-(Highly skilled) | 1 |
| 2 | Front Office Assistants-(Semi-skilled) | 3 plus reliever/s |
| 3 | OWC Operator- (Skilled) | 1 |
| 4 | House Keeping Supervisor- (Skilled) | 2 |
| 5 | House Keeping Staff-(un-skilled) | 33 |
| 6 | Skilled Plumber- (Skilled) | 2 |
| 7 | Helper to Plumber-(Semi-skilled) | 1 |
| 8 | Electrical Supervisor with 'C' grade electrical licence-(Highly skilled) | 2 |
| 9 | Electricians with 'B' grade licence- (Skilled) | 6 plus reliever/s |
| 10 | Helper to Electricians-(Semi-skilled) | 1 |
| 11 | Skilled Carpenter- (Skilled) | 1 |
| 12 | Helper to Carpenter-(Semi-skilled) | 1 |
| 13 | Skilled / Qualified Gardener-(Skilled) | 1 |
| 14 | Gardeners-(un-skilled) | 7 |
| 15 | AC Technician- (Skilled) | 1 |
| 16 | Helper to AC Technician-(Semi-skilled) | 1 |
| 17 | STP & WTP Operators- (Skilled) | 3 plus reliever/s |
| 18 | RO Plant Operator- (Skilled) | 1 |
| Total Number of Staff Required on any Day | | 68 |

Note: - The staff as shown above are to be categorized under (i) highly skilled, (ii) skilled, (iii) semi-skilled, (iv) un-skilled etc., by the contractor and ensure payment of at least minimum wages to the staff under each category, in accordance with the Central / State Minimum Wages (Whichever is higher) stipulated for each category under **“Construction or Maintenance of Roads or Runways or in Building Operations including laying down Underground electric, wireless, Radio, Television, Telephone, Telegraph and Overseas Communication cables and similar other Underground cabling work, Electric lines, Water supply lines and Sewerage pipe lines”**. Bidder shall bear in mind the said requirement, while quoting the rates.

Details of similar qualifying works executed during the last 5 years

| Sl. No . | Name and address of the firm | Value of the work (As per work order) | Actual Final invoice value of the work | Whether works completed in time or not (give date of commencement & date of completion) | Completion period as per work order | Fax / phone number & contact person of the firm |
|----------|------------------------------|---------------------------------------|--|---|-------------------------------------|---|
| | | | | | | |
| | | | | | | |
| | | | | | | |

(Attach sheet if required)

Signature of Tenderer:

Date:

CLIENT'S CERTIFICATE REGARDING PERFORMANCE OF BIDDER

Name & address of the Client:

Details of Works executed by M/s

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

Note: **All columns may please be filled and the certificate may please be signed.**

Signature of the Reporting Officer with Office seal

Proforma for Bank Guarantee (BG) in lieu of Earnest Money Deposit (EMD)

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

This deed of guarantee made this ____ day of ____ two thousand ____ between (Name of Banker) having its registered office at (place) and one of its local offices at ____ (hereinafter referred to as the Surety) and the Reserve Bank Staff College, a training establishment of the Reserve Bank of India, which is constituted by the Reserve Bank of India Act, 1934, having its Central Office at the Central Office Building, Shahid Bhagat Singh Marg, Fort, Mumbai - 400 001 INDIA (hereinafter referred to as the Bank).

WHEREAS _____ (Tenderer's name hereinafter referred to as 'Tenderer') a Company registered under ____ and having its registered office at ____ is bound to deposit with the Bank by way of earnest money INR ____ (INR _____ only) in connection with its Tender for **“PROVIDING INTEGRATED FACILITY MANAGEMENT SERVICES AT RESERVE BANK STAFF COLLEGE, CHENNAI - 600 018”** and the specifications and terms and conditions enclosed therein.

WHEREAS the Tenderer as per clause No. _ Section IV of the Instructions to Tenderers and special conditions has agreed to furnish a Bank Guarantee valid up to _____ instead of deposit of earnest money in cash.

NOW THIS WITNESSETH:

- 1 That the Surety in consideration of the above Tender made by the Tenderer to the Bank hereby undertakes to guarantee payment on demand without demur to the Bank the said amount of INR (INR _____ only) within one week of receipt of the demand from the Bank on presentation of this deed of guarantee, which the Tenderer is bound to deposit with the Bank by way of earnest money in connection with his / their Tender.
2. This guarantee shall not be affected by any infirmity or irregularity on the part of the Tenderer or by the dissolution or any change in the constitution of the Bank, Tenderer or the Surety.
3. The Bank shall be eligible to make any claim under this guarantee if the Tenderer after submitting his Tender, rescinds from his offer or modifies the terms and conditions thereof in a manner not acceptable to the Bank or expresses his / their unwillingness to accept the order after the Bank has decided to place order with the Tenderer for **“ PROVIDING INTEGRATED FACILITY MANAGEMENT SERVICES AT, RESERVE BANK STAFF COLLEGE, CHENNAI - 600 018.** The Banks' decision in this regard shall be final and binding.
4. The Surety shall not and cannot revoke this guarantee during its currency except with the previous consent of the Bank in writing.
5. Notwithstanding anything contained in the foregoing, the Surety's liability under the guarantee is restricted to INR _____ (INR _____ only).
6. This guarantee shall remain in force and effective up to _____ and shall expire and become ineffective on intimation there of being given to the Surety by the Bank in which event this guarantee shall stand discharged.

7.The Surety will make the payment pursuant to the demand notice issued by the Bank, notwithstanding any dispute that may exist or arise between the Tenderer and the Bank or any other person.

8.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.

9.Notwithstanding anything contained hereinabove, unless a demand or claim under this guarantee is made on the Surety in writing on or before _____, the Surety shall be discharged from all liabilities under guarantee thereafter.

10.The Surety has the power to issue this guarantee under its Memorandum and Articles of Association and the person who is hereby executing this deed has the necessary powers to do so under the Power of Attorney granted to him by the Surety.

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

Bank Manager (Banker's seal)

Draft of Bank Guarantee for Security Deposit by L1 bidder

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

No. _____

Date _____

To

The Principal
Reserve Bank Staff College
No. 359, Anna Salai, Teynampet
Chennai

Dear Sir

In consideration of your agreeing to accept the security deposit of INR (INR ____ only) furnishable to you by Messrs____(hereinafter referred to as “the Contractor”) in terms of their contract with you for “ **PROVIDING INTEGRATED FACILITY MANAGEMENT SERVICES AT, RESERVE BANK STAFF COLLEGE, CHENNAI - 600 018**” as per their Tender dated____and your special Conditions of the 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 INR ____ INR (____ 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 INR ____ (INR_ 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 _____ INR _____(INR _____ 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 twelve 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, mail, 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 un cancelled 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 INR____(INR_____only). Unless a written claim is lodged on us for payment under this guarantee within twelve 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 there under, 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 _____

Draft Articles of Agreement**Articles of Agreement**

ARTICLES of Agreement made on the ----- day of ----- between the Reserve Bank of India, having its Central Office at Mumbai (hereinafter called "The Employer") of the one part and ----- (hereinafter called "The Contractor") of the other part.

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

Whereas the Successful Bidder is carrying on the business of providing Integrated Facility Management Services at **THE RESERVE BANK STAFF COLLEGE, No. 359, ANNA SALAI, TEYNAMPET, CHENNAI - 600 018** from April 01, 2025 to March 31, 2026.

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

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

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

1. This agreement will come into effect from -----and will remain in force up to ----- or until it is terminated as per the terms herein after contained.
2. The quoted charges of Rs. _____ covering the cost of manpower deployed and machinery / equipment used for efficient rendering of services shall be payable on monthly basis subject to submission of invoice.
3. The payment thereon will be made after the same is duly certified by the Bank's officials to the effect that the services have been provided satisfactorily and after deducting all statutory dues / taxes, etc.
4. The above charges are firm and not subject to labour conditions, exchange variations or any other condition, except statutory requirements, like minimum wages.
5. The above charges shall include Minimum wages to labourers, VDA, EPF, ESIC, Bonus, Insurance charges and any other tax and duty or other levy, whether existing or levied in future by the Central Government or any State Government or any Local Authority. GST will be paid as per the actuals.
6. All quoted maintenance articles / equipment and material will be provided by the Successful Bidder. The cost of any special work done or material procured shall be paid separately by the Bank.
7. The Successful Bidder shall be responsible for providing services on regular basis as per the terms and conditions of the tender and as per the Scope of Work and services to be rendered as mentioned in detail under Special Conditions of Contract of the tender.

8. The Successful Bidder shall ensure payment of minimum wages to the workmen employed by it and shall maintain a register of wages and shall issue a wage slip to every workman employed by it and obtain their signature or thumb impression on the wage slips. In addition, it has to provide essential amenities like drinking water, first aid facility, etc., to its employees as per the Contract Labour (Regulation & Abolition) Act, 1970. The Successful Bidder has to give undertaking on Non Judicial Stamp Paper of applicable value before the award of the work that it undertakes to actually pay wages and attendant benefits to all the labourers of all descriptions to be engaged by it for completion of that particular job / work at the rate which is not less than the minimum wages under the CLRA Act and also keep the Principal Employer indemnified against all the actions that may be initiated against the Principal Employer by the Statutory Authorities for the Successful Bidder's failure to pay such wages and provide the essential amenities. The Successful Bidder shall submit along with its monthly bills a copy of the receipts of the wages paid to the workers along with the proof of depositing dues like PF, ESI contributions, bonus, etc., failing which their bill will not be settled. The Successful Bidder will ensure compliance with applicable provisions of Minimum Wages Act (among others provisions relating to weekly offs and payment of overtime wages), PF Act, ESIC Act, Payment of Bonus Act, 1965, The payment of Gratuity Act, 1972, etc.
9. The Successful Bidder shall be in possession of all the relevant documents, like licence as contemplated under the Contract Labour (Regulation & Abolition) Act, 1970 or certificate of registration with PF and Insurance authorities, any other law as applicable which shall be shown to the relevant authorities as and when required, failing which he / they alone would be responsible for actions / proceedings ensuring thereto. The Bank shall not be held responsible for acts, commissions or omissions of the Successful Bidder and shall in no way be made liable to the labourers engaged by the Successful Bidder.
10. Indemnity Clause: The bidder agrees to indemnify and to keep RBSC and its officers, employees, directors and representatives indemnified against all claims (including third party claims) actions, losses, damages, costs, expenses, charges including legal expenses which the RBI may suffer or incur on account of default on the part of bidder due to:
 - a) Violations of applicable laws, regulations, guidelines issued by the Government or other statutory authorities during the contract period; or
 - b) Breach or non-performance of the terms and conditions of the contract; or
 - c) Breach of the representations and warranties made by the bidder; or
 - d) Negligent or fraudulent act or omission by the bidder; or any third party for reasons attributable to the bidder.

The Bidder shall also keep the Bank indemnified against any claim from the staff of the bidder and it shall be the duty of the bidder to clearly inform his personnel / staff that they shall have no claim whatsoever against the Bank and they shall not raise any industrial dispute, either directly and / or indirectly, with or against the Bank in respect of any of their service conditions or otherwise. Further, the bidder shall at all times indemnify the Bank against all claims which may be made under the Workmen's Compensation Act, or rules thereunder or under any law or rules of compensation payable in consequence of any accident or injury sustained by any person in its employment for the purpose of this agreement. The bidder shall be solely responsible for the remuneration and other dues to its employees, as also for omissions / commissions done by them.
11. In case of any deficiency in services or any complaint remaining unattended the Bank may impose on the Successful Bidder penalty as contained in the tender document.
12. The Successful Bidder shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure / systems / equipment, etc., which may come to

the possession or knowledge of the Successful Bidder during the course of discharging his / their contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. The Successful Bidder shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with the applicable laws. The Successful Bidder shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Bank. The Successful Bidder shall indemnify the Bank for any loss suffered by the Bank as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Successful Bidder and the Bank shall be entitled to claim damages and pursue legal remedies, apart from termination of contract, at its discretion.

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

14. **Prevention of Sexual Harassment of women at work place (Prevention, Prohibition and Redressal)**

a. The contractor shall comply with the provisions of "the Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013 or/ and any statutory modification thereof". The contractor shall be solely responsible in case of any complaint of sexual harassment against its employee within the premises of the Bank. The complaint will be filed before the Regional Complaints Committee constituted by the Bank / College and Bank / College shall ensure appropriate action under the said Act in respect of the complaint.

b. Any complaint of sexual harassment from any aggrieved employee of the contractor against any employee of the Bank / College shall be taken cognizance of by the Regional Complaint Committee constituted by the Bank / College.

c. 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 employees, if sexual harassment by the employee of the contractor is proved.

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

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

TERMINATION OF AGREEMENT

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

a. in the opinion of the Bank (which shall not be called in question by the Successful Bidder and shall be binding on the Successful Bidder) the Successful Bidder fails or

- refuses to implement this agreement to the Bank's satisfaction, and / or
- b. the Successful Bidder commits a breach of any terms and conditions of this agreement/ tender, and / or
 - c. the Successful Bidder is adjudged an insolvent or a compromise is entered by it with his / their creditors or if distress or execution or other process is levied upon or receiver is appointed for any part of the assets or property of Successful Bidder, and / or
 - d. any reason whatsoever, the Successful Bidder becomes disentitled in law to perform its obligations under this agreement, and / or
 - e. There is any variation in the ownership / partnership or management of the Successful Bidder or its business without the prior approval in writing of the Bank to such variation.
16. In the event of termination of this agreement for any reason whatsoever, the Successful Bidder / or persons employed by him / them or his / their agents shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.

ARBITRATION

17. 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 discussions as aforesaid, then the matter will be referred for adjudication to the arbitration of a sole arbitrator to be appointed by the Principal, Reserve Bank Staff College, Chennai. In the event of any question, dispute / difference arising out of this contract or in connection herewith (except as to matters the decision of which is specially provided under the agreement), the same shall be referred to the sole arbitration by the Principal, Reserve Bank Staff College, Chennai or his nominee.
- That the several parts of this Contract have been read by the Successful Bidder and fully understood by the Successful Bidder.

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

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

Signature Clause

SIGNED AND DELIVERED BY THE
Reserve Bank Staff College by the hand of
Shri _____
(Name and Designation)

in the presence of

(1)

Address

(2)

Address

Witnesses

SIGNED AND DELIVERED BY

_____ in the presence of

(1)

Address

(2)

Address

Witnesses

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 _____

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

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

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

Declaration Form

I / We solemnly hereby declare that:

- a) The firm / company is not involved in any illegal activities or financial frauds. There are no cases with the Police / Court / Regulatory authorities against the bidder.
- b) The firm / company has not been prosecuted or suffered any penalty for violation of any statutory laws by any Authority.
- c) The firm / company has not been suspended / delisted / blacklisted by any organization including the Reserve Bank Staff College, on any grounds.
- d) The firm / company has not rescinded / abandoned any contract awarded by any of his clients before the expiry of prescribed period of contract. The firm / company shall give details of all disputes it had with its clients and furnish the status thereof.

Signature and Name of the authorized person
of the firm / bidder with office seal)

Name: _____

FORM OF BANKERS' CERTIFICATE FROM A SCHEDULED BANK

1. Composition of the firm (whether Partnership / Private Limited / Proprietorship / Public Limited):
2. Name/s of the Proprietor / Partners / Directors of the firm:
3. Turnover of the firm for the last 3 years (year wise):
4. Credit facility / Overdraft facility enjoyed by the firm:
5. Dealings:
6. The period from which the firm has been banking with your bank:
7. Any other remarks:

The above firm is considered financially sound to be entrusted with the contract for works estimated to cost Rs. 340 Lakhs.

(Signature) For the Bank

(Seal with Name and designation)

Note:

- 1. Bankers' certificates should be on the letter head of the bank, sealed in a cover and addressed to the enlistment authority.**
- 2. In case of partnership firm, the certificate shall include the names of all the partners as recorded with the bank.**

Details of Bankers

The details of our bankers in the following format are uploaded.

| Sl. No. | Name of Bank | Branch and its complete address | Name of the contact person | Telephone and Fax number |
|----------------|---------------------|--|-----------------------------------|---------------------------------|
| 1 | 2 | 3 | 4 | 5 |
| | | | | |
| | | | | |

Signature

Seal of company

Name:

Designation:

Date:

**FORMAT FOR POWER OF ATTORNEY FOR SIGNING OF
Application / Proposal and Documents**
(On Non-Judicial Stamp Paper of appropriate value)

Know all men by these presents, We.....
(Name of the Bidder and address of their registered office) do hereby constitute, appoint and authorise Mr. / Ms.
(Name and residential address of the Power of Attorney holder) who is presently employed with us and holding the position of as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our tender for **“PROVIDING INTEGRATED FACILITY MANAGEMENT SERVICES AT, RESERVE BANK STAFF COLLEGE, CHENNAI - 600 018”** including signing and submission of all documents and providing information / responses to the Reserve Bank Staff College, representing us in all matters before the Reserve Bank Staff College and generally dealing with the Reserve Bank Staff College in all matters in connection with our proposal for the said Project.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Note:

Power of Attorney should be properly stamped and notarized Power of Attorney furnished shall be irrevocable.

Signature/(s) of the Bidder

Name/(s)

Stamp / Seal of the Bidder

(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 estimated quantity of welcome kits for participants for a year is 3000 (Numbers)

| HOSTEL - WELCOME KIT (in Jute pouch) | | |
|---|---|-------------------------|
| Sl. No. | PARTICULARS | Minimum Quantity |
| 1 | Bamboo Tooth Brush (soft) | 1 no. |
| 2 | Meswak or any approved equivalent Herbal Tooth Paste | 20 gms |
| 3 | Gillette / Super Max or any approved equivalent Shaving Razor (in wrap) | 1 no. |
| 4 | Palmolive / Gillette or any approved equivalent Shaving gel bottle/tube -. | 25 ml. |
| 5 | Shower cap (in paper wrap) | 1 no. |
| 6 | Head and shoulder or any approved equivalent Anti Dandruff Shampoo (Sachet) | 2 pcs |
| 7 | Dove/Himalaya or any approved equivalent Herbal Soap | 50 gms |
| 8 | Ponds/ Nivea or any approved equivalent face Cream | 15 gm |
| 9 | Dabur/ Bajaj or any approved equivalent almond hair oil (Bottle) | 25 ml. |
| 10 | Thick plastic Comb with handle (in paper wrap) | 1 no. |
| 11 | Ponds/ Cuticura or any approved equivalent herbal talcum Powder | 15 gms. |
| 12 | Cotton balls (in packet) | 4 pcs |
| 13 | Cotton Buds (in packet) | 6 pcs. |
| 14 | Sewing kit (small) including 2 safety pins | 1 no. |
| 15 | Origami/presto or any approved equivalent tissue paper (pack of 10 sheets) | 1 no |
| 16 | Cherry or any approved equivalent Shoe shiner (small round shape) | 1 no. |
| 17 | Surf Excel / Ariel Detergent or any approved equivalent washing Powder | 20 gms. |
| 18 | Biotique / Himalaya or any approved equivalent Shampoo Bottle | 25 ml. |
| 19 | Biotique/ Himalaya or any approved equivalent Shower Gel Bottle | 25 ml. |
| 20 | Biotique/ Himalaya or any approved equivalent Body Lotion Bottle | 25 ml. |
| 21 | Biotique / Himalaya or any approved equivalent Conditioner Bottle | 25 ml. |
| 22 | Biotique/ Himalaya Neem or any approved equivalent Face wash Bottle | 25 ml. |
| * | From serial no 18 to 22 should be of same brand | |

The estimated quantity of Executive welcome kits for a year is 100 (Numbers)

| Executive Suite Welcome Kit | | |
|------------------------------------|--|-------------------------|
| S. No. | PARTICULARS | Minimum Quantity |
| 1 | Bamboo Tooth Brush (soft) | 1 no. |
| 2 | Colgate/ Oral B Tooth Brush (soft) | 1 no. |
| 3 | Colgate / Close Up Tooth Paste | 20 gms. |
| 4 | Meswak or any approved equivalent Herbal Tooth Paste | 20 gms |
| 5 | Listerine Cool Mint / Colgate Mouth Wash | 80 ml. |
| 6 | Gillette / Super Max Shaving Razor | 1 no. |
| 7 | Gillette / Palmolive Shaving gel (bottle/tube) | 50 gms. |
| 8 | Premium / Old Spice After Shave Lotion | 50 ml. |
| 9 | Shower cap (in paper wrap) | 1 no. |
| 10 | Clinic Plus / Head and Shoulder or any approved equivalent antidandruff shampoo bottle | 75 ml. |
| 11 | Dove / Nivea Soaps | 100 gms. |
| 12 | Himalaya or any approved equivalent Herbal Soap | 100 gms. |
| 13 | Ponds/ Nivea or any approved equivalent face Cream | 50 gm |
| 14 | Dabur/ Bajaj or any approved equivalent almond hair oil (Bottle) | 50 ml |
| 15 | Thick plastic Comb with handle (in paper wrap) | 1 no. |
| 16 | Ponds / Nivea talcum Powder | 50 gms. |
| 17 | Nivea deodorant or any approved equivalent Body spray | 150 ml |
| 18 | Cotton balls (in packet) | 4 pcs |
| 19 | Cotton Buds (in packet) | 6 pcs. |
| 20 | Sewing kit (small) including 2 safety pins | 1 no. |
| 21 | Origami/presto or any approved equivalent tissue paper (pack of 10 sheets) | 1 no. |
| 22 | Cherry or any approved equivalent Shoe shiner (small round shape) | 1 no. |
| 23 | Surf Excel / Ariel Detergent or any approved equivalent washing Powder / liquid | 50 gms. |
| 24 | Biotique / Himalaya or any approved equivalent Shampoo Bottle | 50 ml. |
| 25 | Biotique/ Himalaya or any approved equivalent Shower Gel Bottle | 50 ml. |
| 26 | Biotique/ Himalaya or any approved equivalent Body Lotion Bottle | 50 ml. |

| | | |
|----|---|--------|
| 27 | Biotique / Himalaya or any approved equivalent Conditioner Bottle | 50 ml. |
| 28 | Biotique/ Himalaya Neem or any approved equivalent Face wash Bottle | 50 ml. |
| * | From serial no 24 to 28 should be of same brand | |

The estimated quantity of tea pouches for a year is 25100 (Numbers)

| Tea / Coffee Pouch for Hostel Rooms | | |
|--|---|-------------------------|
| S. No. | PARTICULARS | Minimum Quantity |
| 1 | Nestle Everyday / Amul Dairy Creamer | 2 Sachets |
| 2 | Sugar free Gold / Sweet N Healthy | 0.75 gms. |
| 3 | MB / Parrys Refined Sugar | 2 Sachets |
| 4 | Nescafe Sunrise / Bru Coffee Powder | 1.3 gms. |
| 5 | Tetley / Taj Mahal Tea Bags (in packet) | 2 Sachets |
| 6 | Wooden Stirrer | 1 no. |
| 7 | Tetley / Taj Mahal Green Tea Bags (in packet) | 1 Sachets |

The estimated quantity of Hygiene kits for an year is 400 (depending on requirement)

| HYGIENE KITS FOR HOSTEL ROOMS | | |
|--------------------------------------|--|-------------------------|
| S. No. | PARTICULARS | Minimum Quantity |
| 1 | 3 Ply Surgical Mask | 5 Nos. |
| 2 | Himalaya / Dettol- Sanitizer | 100 ml. |
| 3 | Savlon / Himalaya - Wet Wipes (pack of 10 wipes) | 1 pack |
| 4 | Disposable Gloves | 2 pairs |

Details of service setup of the place of work

| Sl. No. | Requirements | Details |
|----------------|---------------------|----------------|
| 1 | Address of Office | |
| 2 | Contact numbers | |

Document supporting address proof shall be uploaded like, Government licence, GST certificate, etc.

Signature of the contractor

Profile of the Bidder – Basic Information

| Sl. No. | Particulars | To be filled by the bidder |
|---------|--|---|
| 1. | Name of the bidder / firm / organization / company | |
| 2. | Type of firm / organization (Proprietorship/ Partnership / Private Ltd., etc. (Furnish copies of Partnership / Memorandum of Articles of Association, etc.) | |
| 3. | Name of the proprietor / partners / directors of the firm | |
| 4. | Year of Incorporation / registration | |
| 5. | Registered address of the firm | |
| 6. | Branch / Office / Establishment Address at Chennai | |
| 7. | Name, designation, telephone nos., email of the contact person / authorized signatory of the Branch / Office / Establishment at Chennai | |
| 8. | Annual turnover of the firm for last 3 years (in Rs. lakh) (Should have minimum turnover of ₹ 1.5 crores per year, Furnish copies of audited balance sheets and profit & loss account statements) | a) FY 2021-22 b) FY 2022-23 c) FY 2023-24 |
| 9. | Details of Registration (Firm, Company etc.) a) Registering Authority b) Date c) Number | |
| 10. | Registration Nos. under various Statutory Acts, viz., GST, EPF, ESI, Labour Licence (copy of registration certificate to be enclosed) | |
| | GST | |
| | EPF | |
| | ESI | |
| | Labour Licence | |

| | | |
|-----|---|--|
| | Professional Tax | |
| | PAN (Copies of income tax returns for the last 3 years to be enclosed) | |
| 11. | Whether registered / empanelled with any of the Govt., Semi Govt., Govt. Undertaking, Public Sectors, etc., as approved vendors and if so, furnish the details. | |
| 12. | Whether involved in any litigation earlier with any organization? If so, please submit the details. | |
| 13. | Any civil suits pending in any of the works executed? If so, furnish details. | |
| 14. | Any other information which the bidder feels relevant. | |

(Signature and Name of the authorized person of the firm / bidder with office seal)

Name: _____

Illustration - Detailed working of wages and other statutory payment for staff

| Sr. No. | Particulars | Highly Skilled (Amount in ₹) | Skilled (Amount in ₹) | Semi Skilled (Amount in ₹) | Unskilled (Amount in ₹) |
|---|---|------------------------------|-----------------------|----------------------------|-------------------------|
| 1 | Basic per day | 693.00 | 637.00 | 579.00 | 523.00 |
| 2 | Basic for a month with 26 days per month | 18,018.00 | 16,562.00 | 15,054.00 | 13,598.00 |
| 3 | VDA per day | 342.00 | 317.00 | 289.00 | 260.00 |
| 4 | VDA for a month with 26 days per month | 8,892.00 | 8,242.00 | 7,514.00 | 6,760.00 |
| 5 | Total (2+4) | 26,910.00 | 24,804.00 | 22,568.00 | 20,358.00 |
| 6 | Bonus @ 8.33 % of (Basic + VDA) | 0.00 | 0.00 | 0.00 | 1,696.00 |
| 7 | ESIC @ 3.25% of (Basic + VDA) | 0.00 | 0.00 | 0.00 | 662.00 |
| 8 | PF @ 13% of (Basic + VDA) subject to a max of ₹1950 | 1,950.00 | 1,950.00 | 1,950.00 | 1,950.00 |
| A | Total wages (5+6+7+8) | 28,860.00 | 26,754.00 | 24,518.00 | 24,666.00 |
| | GST @ 18 % of A | 5,195.00 | 4,816.00 | 4,413.00 | 4,440.00 |
| B | Total cost of each staff per month | 34,055.00 | 31,570.00 | 28,931.00 | 29,106.00 |
| C | Total number of staff | 3 | 18 | 7 | 40 |
| D | Total Cost of all staff per month | 1,02,165.00 | 5,68,260.00 | 2,02,517.00 | 11,64,240.00 |
| Total Cost of all staff per Annum (12 * D) | | 12,25,980.00 | 68,19,120.00 | 24,30,204.00 | 1,39,70,880.00 |

Total Annual Cost of deploying manpower should be minimum of Rs. 245.00 lakh as per the above calculation, while quoting rates at Sr. No.1 of Price Bid.

Note: The weekly holiday should be given to the Staff by the Contractor with an alternative arrangement i.e. reliever(s), for which contractor shall consider charges for their reliever(s), while quoting rates under this contract.

Proforma for Indemnifying the Employer Against Non-Compliance to Contract labour Rules/ regulations

(To be submitted by successful bidder on Non-Judicial Stamp Paper of appropriate value)

The Principal
Reserve Bank Staff Colege
No. 359, Anna Salai
Teynampet
Chennai – 600 018

Dear Sir

NAME OF WORK: “Annual Maintenance Contract for Providing Integrated Facility Management Services at the Reserve Bank Staff College, Chennai”.

We, M/s (Name of contractor), hereby undertake that we shall comply with all the statutory rules/ regulations with regard to the employment of contract labour and their payment.

We also hereby fully indemnify and keep indemnified the Employer, i.e., Reserve Bank Staff College, Chennai , against payments to be made to the contract labour and for the observance of the laws in this regard without prejudice to our right to claim indemnity from our subcontractors.

Yours faithfully,

For _____

Authorised signatory

Name and Address of The Contractor:

Sign & Seal of The Contractor:

Date:

Place:



RESERVE BANK STAFF COLLEGE

Estate Cell

E-TENDER FOR PROVIDING INTEGRATED FACILITY MANAGEMENT SERVICES AT, RESERVE BANK STAFF COLLEGE, CHENNAI - 600 018

Part II - PRICE BID

(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 only)

| Sl. No. | Description | Unit | Estimated quantity for a year | Unit Rate Inclusive of GST (In Rupees) | Total Amount Inclusive of GST (in Rupees) |
|---------|--|------|-------------------------------|--|---|
| 1 | <p>Annual Cost of deploying manpower (as indicated in Section VII) in lumpsum (The bidders shall factor in the current applicable Minimum rates of wages and other statutory benefits as notified by the Central Labour Commissioner, Govt. of India before quoting. The minimum monthly wages shall be as per the latest guidelines for Ministry of Labour and Employment (MoL&E) GOI and Tamil Nadu state Government whichever is higher).</p> <p>Illustrative calculation is mentioned in Annexure XVI. The weekly holiday should be given to the Staff by the Contractor with an alternative arrangement i.e. reliever(s), for which contractor shall consider charges for their reliever(s), while quoting rates under this contract under this head.</p> | LS | LS | | |
| 2 | Unit Cost of Welcome kit (Qty and Items as indicated in Annexure X) | Each | 3000 | | |
| 3 | Unit Cost of Executives' Welcome kit (Qty and items as indicated in Annexure XI) | Each | 100 | | |
| 4 | Unit Cost of tea / coffee sachets (Qty and items as indicated in | Each | 25100 | | |

| | | | | | |
|---|---|------|--------|--|--|
| | Annexure XII) | | | | |
| 5 | Unit Cost of Hygiene Kit (Qty and items as indicated in Annexure XIII) | Each | 400 | | |
| 6 | Providing disinfection service at Hostels, Administration Block, etc. (Qty as indicated in Section-VI-B-9) for 52 weeks | Sqm | 176280 | | |
| 7 | Laundry Charges for the whole year in lumpsum. (Qty as indicated in Section-VI-B-5) (Approximate quantity of items is 50000 for a year) | LS | LS | | |
| 8 | Annual Service Charges in lumpsum - which should also be inclusive of all other charges like additional labour for drainage cleaning, liaising expenses, tools and tackles, cleaning devices and consumables, provision of Gratuity payment to staff, etc. (Amount of Service Charges shall be quoted, not percentage) | LS | LS | | |

Note: Unit rates should be quoted inclusive of GST in MSTC portal.