



**Reserve Bank of India
Protocol & Security Establishment
Mumbai Regional Office**

NOTICE INVITING TENDER (NIT)

(RBI/Mumbai Regional Office/Others/7/24-25/ET/951)

**E-TENDER FOR PROVIDING FACILITIES MANAGEMENT SERVICES
(HOUSEKEEPING) AT OFFICE BUILDINGS OF RESERVE BANK OF INDIA, MUMBAI
(Only through e-procurement)**

- 1) Reserve Bank of India, Protocol & Security Establishment, Mumbai Regional Office, Mumbai (RBI) invites **short notice** E-tender for “PROVIDING FACILITIES MANAGEMENT SERVICES (HOUSEKEEPING) AT OFFICE BUILDINGS OF RESERVE BANK OF INDIA, MUMBAI” from FMS Companies/Housekeeping Agencies/Firms. The period of contract will be from April 01, 2025 / date of award of work (issue of the work order) up to March 31, 2026 as per laid down contractual obligations. The Tender along with the prices shall remain valid initially for a period of 03 months from the date of opening of technical bid. The work is estimated to cost ₹13,25,00,000/- (₹Thirteen Crore Twenty-Five Lakh only) excluding GST.
- 2) Online tenders will be available for viewing /download from 10:00 AM on 21/02/2025 from the website www.mstcecommerce.com.
- 3) A pre-bid meeting (off-line mode) of the intending bidder will be held on 25/02/2025 at 11:00 AM.
- 4) Place of Pre-Bid meeting:
Protocol & Security Establishment, Reserve Bank of India, Mumbai Regional Office, First Floor, Main Building, SBS Road, Fort, Mumbai- 400001.
- 5) Place, Time and date before which written queries for Pre-bid meeting must be received:
Protocol & Security Establishment, Reserve Bank of India, Mumbai Regional Office, First Floor, Main Building, SBS Road, Fort, Mumbai- 400001 by **12:00 PM on or before 24/02/2025**.
- 6) RBI has appointed following Independent External Monitor (IEM) in the tendering process –
 - a. Shri Nageshwar Rao Koripalli, IRS (Retd)
Address: 38, The Trails, Manikonda, R. R. District, Hyderabad- 500089
Mob- 09788919555, 08985970045
Email: knageshwarrao@gmail.com
 - b. Shri Pramod Shripad Phalnikar, IPS (Retd.)
Address: A-2, 602, Phase-I, Aditya Shagun CHS, NDA Pashan Road, Bavdhan, Pune, Maharashtra- 411021
Mob- 09011943674
Email: pramodphalnikar@gmail.com

- 7) Tenderer shall note that the **pre-contract integrity pact** is required to be submitted by them and the same shall form part of the contract and will be valid for the tenure of the contract and extension of the contract, if any, thereafter.
- 8) All Pre-Qualification (PQ) papers shall be uploaded on MSTC site and same will be downloaded at the time of opening Part-I of tender for examination by the Bank. Alternatively, those firms who have submitted their Bid in MSTC and EMD to the Bank **also submit their original copies of PQ documents personally/by courier on or before 06/03/2025 by 12:00 PM** at Protocol & Security Establishment, Reserve Bank of India, Mumbai Regional Office, First Floor, Main Building, SBS Road, Fort, Mumbai- 400001.
- 9) The Earnest Money Deposit (EMD) of **₹26,50,000/- (₹Twenty-Six Lakh Fifty Thousand only)** may be remitted through NEFT / DD or by furnishing Bank Guarantee in respect of the said amount. The Bank Guarantee (from Scheduled Bank) submitted towards Earnest Money deposit has to be valid for the validity period of the tender plus additional 60 days. Documentary evidence in support of remittance shall be submitted in sealed cover addressed to The Regional Director, Reserve Bank of India, Protocol and Security Establishment, Mumbai-400 001. It should reach P&SE Office up to **12:00 PM by 06/03/2025** super scribing as "E-TENDER FOR PROVIDING FACILITIES MANAGEMENT SERVICES (HOUSEKEEPING) AT OFFICE BUILDINGS OF RESERVE BANK OF INDIA, MUMBAI".
- 10) The duly filled in tender documents shall be uploaded on MSTC site. (Date of Starting of online submission of e-tender starts from **26/02/2025 at 11:00 AM** and Date of closing of online submission of e-tender is **06/03/2025 up to 12:00 PM**).
- 11) Part - I of the tenders will be opened on-line at **01:00 PM on 06/03/2025** in the presence of the authorized representative of the Contractors who choose to be present. Part-II (Financial Bid) of the eligible Contractors shall be opened on a subsequent date which will be intimated to the Contractors in advance through email.
- 12) RBI is not bound to accept the lowest tender and reserves the right to accept either in full or in part any tender. The Bank also reserves the right to reject any or all the tenders without assigning any reason there for.

Regional Director



**Reserve Bank of India
Protocol & Security Establishment**

**Mumbai Regional Office, Main Building, SBS Road
Fort, Mumbai- 400001**

Part - I

**E-TENDER FOR PROVIDING FACILITIES MANAGEMENT SERVICES
(HOUSEKEEPING) AT OFFICE BUILDINGS OF RESERVE BANK OF INDIA, MUMBAI.**

Name of Tenderer:

Postal Address with Pin code:

Phone /Fax / Mobile No.:

E mail Address:

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DISCLAIMER

Reserve Bank of India, Protocol & Security Establishment, Mumbai Regional Office, Mumbai (RBI) has prepared this document to give background information on the Contract to the interested parties. While RBI has taken due care in the preparation of the information contained herein and believe it to be in order, neither RBI 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 exhaustive. Interested parties are required to make their own inquiries and respondents will be required to confirm in writing that they have done so and they do not rely only on the information provided by RBI in submitting the e-tender. The information is provided on the basis that it is non – binding on RBI or any of its authorities or agencies or any of their respective officers, employees, agents or advisors.

RBI reserves the right not to proceed with the tender or to change the configuration of the tender, to alter the timelines reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest. No reimbursement of cost of any type will be paid to person or entities expressing interest.

SCHEDULE OF TENDER (SOT)

A	E-Tender Name:	E-TENDER FOR PROVIDING FACILITIES MANAGEMENT SERVICES (HOUSEKEEPING) AT OFFICE BUILDINGS OF RESERVE BANK OF INDIA, MUMBAI
B	E - Tender No.	RBI/Mumbai Regional Office/Others/7/24-25/ET/951
C	Estimated value of tender	₹13,25,00,000/- (₹Thirteen Crore Twenty-Five Lakh only) all taxes inclusive (excluding GST).
D	Transaction fees	Payment of Transaction Fee as mentioned in the MSTC portal through MSTC payment gateway / NEFT in favour of MSTC Limited.
E	Mode of Tender	e-Procurement System (Online Part I – Technical Bid and Part II - Financial Bid through www.mstcecommerce.com/eprochome/rbi)
F	Date of NIT available to the parties for download	10:00 AM on 21/02/2025
G	Date of Pre-Bid meeting (offline)	Offline 11:00 AM on 25/02/2025
	Place of Pre Bid meeting	Protocol & Security Establishment, Reserve Bank of India, Mumbai Regional Office, First Floor, Main Building, SBS Road, Fort, Mumbai-400001
	Place, Time and date before which Written queries for Pre-bid meeting must be received	Protocol & Security Establishment, Reserve Bank of India, Mumbai Regional Office, First Floor, Main Building, SBS Road, Fort, Mumbai-400001 by 12:00 PM on or before 24/02/2025
H	Date of Starting of online submission of e-tender (Technical Bid and Financial Bid) at www.mstcecommerce.com/eprochome/rbi	11:00 AM on 26/02/2025
I	Date of closing of online submission of e-tender (Technical Bid and Financial Bid)	12:00 PM on 06/03/2025
J	Date & time of opening of Part-I (Technical Bid)	01:00 PM on 06/03/2025
K	Date of opening of Part-II (Financial Bid)	Part-II (Financial Bid) will be opened electronically only of those bidder(s) whose Part-I (Technical Bid) is found acceptable by RBI,

		Mumbai Regional Office. Such bidder(s) will be intimated regarding date of opening of Part- II (Financial Bid) through valid email given by them.	
L	Earnest Money Deposit (EMD)	<p>The Tender Application must be submitted along with Earnest Money Deposit (EMD) amounting ₹26,50,000/- (₹Twenty-Six Lakh Fifty Thousand only) payable through NEFT /DD or Bank Guarantee furnished in respect of the said amount before the close of business hours on 06/03/2025 up to 12:00 PM.</p> <p>Failure to comply with this condition will render the tender void and the tender will be rejected. Please note that the vendors will have access to online e-tender only after receipt of Transaction fee by NEFT in favour of MSTC Limited.</p> <p>EMD will not carry any interest. It would be refunded to the unsuccessful bidders within 10 working days of the award of the contract. In case of the successful bidder, the EMD will be refunded after payment of security deposit in the form of a valid bank guarantee and execution of the contract. EMD shall be forfeited, if the bidder withdraws his bid during the period of tender validity or fails to execute the contract upon award of work. Validity of tender is three months from the date of opening of Part-I and the details of the validity are provided in Paragraph 3 of the "General Instructions Regarding Technical and Financial Bids"- Section II, Part II.</p>	
	Earnest Money Deposit (EMD)	A/c Number (Reserve Bank of India, Mumbai - P&SE)	4869229917
	Note - Please read 5th & 10th letter of IFS Code as "Zero"	IFS Code:	RBIS0MBPA04

**E-TENDER FOR PROVIDING FACILITIES MANAGEMENT SERVICES
(HOUSEKEEPING) AT OFFICE BUILDINGS OF RESERVE BANK OF INDIA, MUMBAI**

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Note: a) The bidder is expected to examine all instructions, scope of work, Forms, Terms and Conditions in the Tender document. Failure to furnish all information required in the tender document or submission of a tender not substantially responsive to the tender document in every respect will be at the bidder's risk and may result in rejection of his bid.

b) The bidder shall not make or cause to be made any alteration, erasure or obliteration to the text of the Tender document.

Part I

Section - I

Important instructions regarding E-tender

This is an e-procurement event of RBI Office. The e-procurement service provider is MSTC Limited. Bidders are requested to read and understand the Notice Inviting e-tender and subsequent Corrigendum, if any, before submitting their online tender.

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

Special note: The Technical Bid and Financial Bid have to be submitted online only at <http://www.mstcecommerce.com/>

- 1) Vendors are required to register themselves online with www.mstcecommerce.com
- 2) Vendors will receive a system generated mail confirming their registration in their email which has been provided while filling the registration form.
- 3) In case of any clarification, please contact MSTC/RBI, (well before the scheduled time of the e-tender).

Contact person (MSTC):

1. Mr. Tanmoy Sarkar, Deputy Manager; Email id: wroopn11@mstcindia.in, Mobile: 8349894664.
2. Mr. Sushil Nale, Manager- wroopn5@mstcindia.in, Mobile – 9987758430
3. HO Central Helpdesk (MSTC) for Vendors: Phone No 07969066600, 033 40645207, 033 40609118, 033 40645316, Email Id: helpdeskwro@mstcindia.in; helpdeskkho@mstcindia.in

Contact person (RBI, Mumbai):

1. Smt. Shubhada Paluskar, Manager – sspaluskar@rbi.org.in (Landline No: 022 22603386)
2. Shri. Saransh Masram, Assistant Manager – saranshmasram@rbi.org.in (Landline No: 022 22603234)
3. Shri. Senthilnathan Ganesan, Assistant Manager - gsnathan@rbi.org.in (Landline No: 022 22603234).

B) System Requirements:

- i) Windows XP-SP3 & above/Windows 7 Operating System
- ii) IE-7 and above Internet browser.
- iii) Signing type digital signature
- iv) JRE 7 update 9 and above software to be downloaded and installed in the system.

C) Process of E-tender:

1. The Technical Bid and the Financial Bid shall have to be submitted online at www.mstcecommerce.com. Tenders will be opened electronically on specified date and time as given in the tender.

2. All entries in the tender should be entered in online Technical & Financial formats without any ambiguity.

3. Special Note towards Transaction fee:

The vendors shall pay the transaction fee using “Transaction Fee Payment” Link under “My Menu” in the vendor login. The vendors have to select the particular tender from the event dropdown box. The vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT/RTGS, the vendor shall generate a challan by filling up a form. The vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, the vendor shall have the provision of making payment using its Credit/ Debit Card/ Net Banking. Once the payment gets credited to MSTC’s designated bank account, the transaction fee shall be auto authorized and the vendor shall be receiving a system generated mail.

Transaction fee is non-refundable.

A vendor will not have the access to online e-tender without making the payment towards transaction fee.

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

4. Information about tenders /corrigendum uploaded shall be sent by email only during the process till finalization of tender. Hence the vendors are required to ensure that their corporate email-id provided is valid and updated at the time of registration of vendor with MSTC. Vendors are also requested to ensure validity of their DSC (Digital Signature Certificate).

5. E-tender cannot be accessed after the due date and time mentioned in the Notice inviting e-tender.

6. Bidding in E-tender:

a) The Tender Application must be submitted along with Earnest Money Deposit (EMD) amounting of **₹26,50,000/- (₹Twenty-Six Lakh Fifty Thousand only)** payable through NEFT / DD or Bank Guarantee furnished in respect of the said amount before the close of business hours on **06/03/2025 up to 12:00 PM**. The account details for NEFT transactions are as follows.

Beneficiary Name: Reserve Bank of India
IFSC: RBIS0MBPA04
Account No: 4869229917

Documentary evidence in support of remittance shall be submitted in sealed cover to the Bank up to the scheduled time. EMD of the unsuccessful bidders will be refunded by the tender inviting authority within 10 working days of the award of the contract. EMD shall be forfeited if the bidder withdraws his bid during the period of tender validity or fails to execute the contract upon award of work and such bidder shall also be liable to be debarred from participating in any future tender or undertaking any work in the Bank for a period of two years. However, before debarring such bidder, the Bank shall give notice and consider the reply, if any, given by the bidder.

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

c) The vendor(s) who have submitted transaction fee can only submit their Technical Bid and Financial Bid through internet in MSTC website www.mstcecommerce.com

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

e) After filling the Technical Bid, vendor should click 'save' for recording their Technical Bid. Once the same is done, the Financial Bid link becomes active and the same has to be filled up and then vendor should click on "save" to record their Financial Bid. Once both the Technical Bid & Financial Bid have been saved, the vendor can click on the "Final submission" button to register their Bid.

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

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

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

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

j) All electronic bids submitted during the e-tender process shall be legally binding on the vendor. Any bid will be considered as the valid bid offered by that vendor and acceptance of the same by the Bank will form a binding contract between the Bank and the vendor for execution of supply.

k) It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.

l) The Bank 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.

- m) No deviation of the terms and conditions of the tender document is acceptable. Submission of bid in the e-tender floor by any vendor confirms his acceptance of terms & conditions for the tender.
- n) Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.
- o) No deviation from the technical and financial terms & conditions are allowed.
- p) The Bank reserves the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof.
- q) Vendors are requested to read the vendor guide and see the video in the page www.mstcecommerce.com/eprochome to familiarize with the system before bidding.

Section – II

General instructions regarding technical and financial bids

1. PART- I (Technical Bid Criteria)

1.1 Short notice E-tender in two parts are invited from FMS Companies/ Firms /Agencies for “E-TENDER FOR PROVIDING FACILITIES MANAGEMENT SERVICES (HOUSEKEEPING) AT OFFICE BUILDINGS OF RESERVE BANK OF INDIA, MUMBAI” at an estimated cost of **₹13,25,00,000/- (₹Thirteen Crore Twenty Five Lakh only)** excluding GST.

1.2 The Online tenders will be available for viewing /download from **10:00 AM on 21/02/2025** from the website www.mstcecommerce.com and Bank’s website www.rbi.org.in.

1.3 A pre-bid meeting of the intending bidders will be held at **11:00 AM on 25/02/2025** in Conference Room of Reserve Bank of India, Mumbai Regional Office, Main Building, Shahid Bhagat Singh Road, Fort, Mumbai - 400001. RBI will clarify any point/doubt raised by the bidders in respect of the tender. No separate communication will be sent for this meeting except for the change of date or time by the Bank. All the intending Contractors are advised to be present. They may indicate points/conditions/specifications which need to be clarified during the meeting in advance. The written queries for Pre-bid meeting must be received at Protocol & Security Establishment, Reserve Bank of India, Mumbai Regional Office, First Floor, Main Building, SBS Road, Fort, Mumbai- 400001 by **12:00 PM on or before 24/02/2025**. These issues will be discussed in the meeting. The Contractors are expected to get all the issues clarified during this meeting. No further clarifications/doubts will be entertained after the pre-bid meeting.

1.4 Intending bidders should submit their proposal, as per the instructions regarding E-Tender, along with all supporting documents complete in all respects on or before **12:00 PM of 06/03/2025**. Contractors shall submit e-tender proposal along with refundable EMD of **₹26,50,000/- (₹Twenty-Six Lakh Fifty Thousand only)** complete in all respect as per the prescribed format.

1.5 The Part-I (Technical Bid) will be opened electronically on **06/03/2025 at 01:00 PM**. In the event of any date indicated above being declared a Holiday, the next working day shall become operative for the respective purpose mentioned herein.

1.6 Tender document can be downloaded from 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 Contractor should regularly check the above website / e-portal for any Amendment / Corrigendum / Clarification on the above website.

1.7 Before submitting the tender, the Bidders may go through the detailed scope of work, articles of agreement and terms & conditions specified herein, on which the work will be awarded by the Bank and required to be executed by the successful Bidder. The Bidders may satisfy themselves as to the eligibility and other criteria prescribed therein. No queries or requests for clarifications shall be entertained in this regard. It may also be noted that the terms and conditions specified herein are indicative in nature and the same shall not restrain the Bank from imposing or requiring the Bidder to agree upon such

further or other terms and conditions at the time of executing the agreement with the successful Bidder, or to alter, modify or omit the terms and conditions contained herein, as are considered necessary for the due and proper execution of the work to be awarded under this Tender.

1.8 Bidder/authorized signatory of the Bidder shall sign on each page of the tender before uploading the document.

1.9 Corrections, if any, in the quotation shall be duly authenticated with full signature.

1.10 In the first stage, the Technical Bids will be opened. The bid of any bidder who has not complied with one or more of the conditions prescribed in General instructions or terms and conditions in the tender document will be summarily rejected. Subsequently, the selected technical bids will be evaluated as per evaluation criteria mentioned in the Tender document. Decision in this regard will be at the sole discretion of the RBI.

1.11 Falsification/suppression of information shall lead to disqualification of the bidder/cancellation of contract even after award of work during the currency of the contract.

1.12 Each Bidder (each member in the case of partnership firm / joint venture/consortium) or any associate is required to confirm and declare with his bid that no agent, middleman or any intermediary will be engaged to provide any services, or any other item or work related to the award and performance of this contract. They will have to further confirm and declare that no agency commission or any payment which may be construed as an agency commission will be paid and that the tender price will not include any such amount. If the Bank subsequently finds to the contrary, it reserves the right to declare the Bidder as non-compliant and declare any contract if already awarded to the Bidder, to be null and void.

1.13 Canvassing or offer of an advantage or any other inducement by any person with a view to influence acceptance of a bid will be an offence under relevant Laws as applicable in the matter. Such action will result in the rejection of bid, in addition to other punitive measures.

1.14 RBI shall obtain reports on the past performance of the Bidder from his clients and bankers. RBI shall evaluate the said reports before opening of the financial bid of the tender. If any Bidder is not found to possess the required eligibility for participating in the tendering process at any point of time and/or his performance reports received from his clients and/or his bankers, are found unsatisfactory, RBI reserves the right to reject his offer and his EMD will be returned. RBI is not bound to assign any reason for doing so and the decision of RBI shall be final and binding.

1.15 This tender document is neither an offer letter nor a legal contract, but an invitation for offer from prospective contractors. No contractual obligation on behalf of the RBI whatsoever shall arise from this tender-process unless and until a formal agreement is signed and executed by duly authorized officers of the Bank and the Contractor. Further, RBI will not be liable for any costs incurred by the contractor in the preparation of the response to this tender. The preparation of contractor's proposal will be made without any obligation by the RBI to acquire any of the items included in the tender, or to discuss the reasons why the contractor's proposal is accepted or rejected. All information furnished by the vendors in their proposal will be treated as strictly confidential.

1.16 **Eligibility criteria for participating in the tender** – Refer to Para a, Section VI, Evaluation Criteria.

1.17 Details of the company/firm/agency:

a) The full particulars of the Company/Firm/Agency/Proprietorship are required to be submitted. In case of a company, the certificate of registration, Memorandum and Articles of Association of the company and other relevant documents and particulars of all the directors and responsible officials are required to be submitted. In case of a partnership firm, the partnership deed, power of attorney, if any and particulars of all the partners constituting the firm; and in case of an Agency or Proprietorship, the particulars of the individual/individuals involved therein along with the name(s) and address (es) etc. are required to be submitted. In case of proprietorship, duly executed deed of assignment clearly identifying the representative who will be liable to perform the contractual obligation in case of death/disability of the proprietor shall also be submitted. However, in such an eventuality purely as stop gap arrangement, it will be the prerogative/right of the Bank to continue the contract with the identified representative/assignee for the remaining period or till a new agreement is executed, whichever is earlier.

b) Details of work experience as per the requirements in the eligibility criteria supported by work orders and work completion certificates shall be submitted. The details along with documentary evidence of previous experience, if any, of carrying out works for the RBI at any other center should also be given.

c) Income Tax Assessment orders along with latest final order and credit worthiness certificate from the bankers (as per format prescribed in Section XI of part I of the tender document) with a copy of the specified accounts of the business of the contractor for a period of last three financial years duly certified by a Chartered Accountants should be enclosed in support of credit worthiness and turnover for the last three years.

d) Written information about the names and address of the Bankers with full details like names, present contact postal addresses, e-mail IDs, telephone (landline executives and mobile) Nos., etc. of the contact executives (i.e. the person who can be contacted at the office of their bankers by the Bank, in case it is so needed) should be furnished.

1.18 Documents required to be uploaded - Scanned copy of Original Documents to be uploaded online through 'mstcecommerce' portal in PDF format while submission of E-tender (Each file size should not exceed 5 MB)

1. Form of Tender, Articles of Agreement, Scope of Work and Terms & Conditions duly signed.
2. Incorporation documents.
3. Audited Income-tax returns/ assessment orders of last 03 accounting years i.e., up to March 31, 2024.
4. Audited annual financial statements for the last 03 accounting years, i.e., up to March 31, 2024.
5. All documents related to similar work experience in housekeeping services supported by Work Orders and work completion certificates during the last 05 years ending March 31, 2024 (from April 01, 2021, onwards). The client's certificate (as per section XIII) shall be accepted only when the same is signed by an official of the rank of Executive engineer/Superintendent Engineer or equivalent in respect of a Government/Semi Government organization or a PSU and only when they are supported

by adequate proof of payment received by the contractor for the work done by him. The client's certificate issued by the private organizations shall also accompany Tax Deducted at Source (TDS) certificates. **Contract shall be a direct contract between principal employer and the contractor. Third party contract/ sublet contract will not be considered for evaluation.**

6. Details of manpower on roll with documentary evidence.
7. Copy of the PAN, DIN, TIN, TAN and GST Registration, etc. wherever applicable.
8. **Solvency certificate** issued by applicant's Banker for the estimated cost of work i.e., minimum of ₹13.25 Cr.
9. Employee Provident Fund Registration certificate and ESIC Registration certificate and Copy of License under Contract Labour (Regulation and Abolition) Act, 1970.
10. Copies of ISO 9001: 2015 – Certificate in Quality Management System.
11. Details of current and previous clients during the last 05 years ending March 31, 2024 (from April 01, 2019 onwards) with mobile number and email ID.
12. Power of Attorney/ authorisation with the seal of the company/firm in the name of the person signing the tender documents.
13. Name of the Proprietor/ Partners/ directors of the Organization with designation, and address, mobile number, email ID etc. One self-attested recent passport size photograph of each authorized person of the firm/agency.
14. Registered office, address, e-mail ID, Fax and Telephone Number and Local Office address (Mumbai and Sub-urban area) through which the work will be handled.
15. Banker's details (Section XII)
16. Any other document or information the Contractor wishes to furnish (any litigation, court case, penalty, suspension, dispute etc.).

Applications/tenders received without the above documents may be rejected. The Bank shall have the right to independently verify these certificates.

The above information / documents are required to be furnished by uploading copies of the relevant documents with Part – I (Technical Bid), in the attached proforma, mandatorily by all the bidders to enable the Bank to verify their eligibility for participating in the tendering process.

The documents, which the bidders upload, while submitting Part I of the e-tender would be scrutinized by the Bank in due course after opening of Part I of the e-tender on the scheduled date. During scrutiny of these documents, the Bank may advise the bidders to submit originals of the uploaded documents or any other additional documents, if so, required by the Bank.

After scrutiny of the documents submitted along with Part I of the tender, Part II (Financial Bid) submitted by those bidders who satisfy the eligibility criteria only will be considered by the Bank for opening on a subsequent day which will be communicated to the qualified bidders. Part II (Financial Bid) submitted by those bidders who do not qualify would be rejected and the EMD remitted by them would be refunded in due course without any interest.

1.19 Applicants intending to apply will have to satisfy RBI by furnishing documentary evidence in support of their possessing required eligibility and in the event of their failure

to do so, RBI reserves the right to reject their candidature. RBI reserves the right to call for proof / verification of any of the above-mentioned documents. **All the submissions/ declarations/assertions made by bidder should be on their letterhead only and each page of the document should contain name of company and signature of the authorized signatory.**

1.20 Intending bidder has to deposit Earnest Money Deposit (EMD) of **₹26,50,000/- (₹Twenty-Six Lakh Fifty Thousand only) 2% of the estimated cost of ₹13,25,00,000/- (₹Thirteen Crore Twenty Five Lakh only)** excluding GST through NEFT in favour of Reserve Bank of India, Mumbai (P&SE) in the A/c No.: 04869229917 & IFS Code: RBIS0MBPA04 or furnish the Bank Guarantee in respect of the said amount. The Bank Guarantee (from Scheduled Commercial Bank) submitted towards Earnest Money deposit has to be valid for the validity period of the tender plus additional 60 days (on or before the date mentioned in NIT). Tenders without EMD will not be accepted under any circumstances. EMD shall be forfeited if the bidder withdraws his bid during the period of tender validity or fails to execute the contract upon award of work. EMD will not carry any interest. EMD will be refunded to the unsuccessful bidders within 10 working days of the award of the contract. In case of the successful bidder, the EMD will be refunded after submission of security deposit in the form of a valid bank guarantee and execution of the agreement. Documentary evidence in support of remittance shall be submitted in sealed cover addressed to The Regional Director, Reserve Bank of India, Protocol and Security Establishment, Mumbai-400 001 to reach P&SE Office on or before **06/03/2025 up to 12:00 PM** super scribing as "EMD for E-TENDER FOR PROVIDING FACILITIES MANAGEMENT SERVICES (HOUSEKEEPING) AT OFFICE BUILDINGS OF RESERVE BANK OF INDIA, MUMBAI".

2. PART- II (Financial Bid)

2.1. Part-II of the online tender should only contain the service provider's quoted rates as per the prescribed format.

2.2. The tender rates shall be inclusive of all the liabilities (excluding GST) of the company/agency/firm viz., Statutory Liabilities such as Minimum Wages, ESI, EPF contributions, Bonus, liaising with MCGM and MCGM Charges, if any, required in entire contract period etc. A reference may be made to all Central Government laws/guidelines in this regard. The rates shall also include cost of all labour, uniforms, machinery, tools, and equipment, transportation etc. required at the sites.

2.3. The rates/quotes in the Financial Bid shall be firm and final and will not be enhanced under any pretext during the period of the contract and as such the bidders may quote their rates taking into account the probable future revisions in wages.

2.4. Financial Bids not conforming to the statutory obligations like Minimum Wages, EPF, ESI, Bonus, EDLI, Administrative Charges etc. are liable to be rejected.

2.5. All statutory deductions, as applicable shall be made from the bills submitted by the company/agency/firm. The Financial Bid shall, therefore, be all tax inclusive (exclusive of GST).

2.6. Financial Bids shall be inclusive of the cost of the uniform and identity cards and protective gear provided by the company/agency/firm to the personnel deployed.

2.7. Reserve Bank reserve the rights to itself to reject any bidder during any stage of the tendering process, without giving any reason thereof. Reserve Bank of India does not bind itself to accept the lowest or any tender and reserves to itself the right to accept or reject any or all the tenders either in whole or in part. Bids shall be evaluated based on a lowest financial bid.

3. Opening of Tender

3.1. **Validity of Tender:** The Tender along with the prices shall remain valid initially for a period of 3 months from the date of opening of Part I, which period may be further extended by mutual agreement in writing by the Contractor and the Contractor shall not cancel or change the quoted rates or withdraw the tender during this period. In case the tenderer withdraws the bid during the validity period, the EMD furnished by the tenderer shall be forfeited by RBI.

3.2. The tender documents which do not comply with the conditions prescribed in the tender form will be summarily rejected.

3.3. No deviations / conditions shall be stipulated by the contractor in both technical and commercial bids. Conditional tenders will not be accepted and will be summarily rejected.

3.4. The Part-II (Financial bid) of only those bidders who qualify in the Technical Bid (Part-I) will be opened on a subsequent date, for which the intimation would be given to the qualified Contractors through valid email.

3.5. RBI 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 RBI to do the aforesaid. RBI may modify the Tender Document by issuing addenda/corrigenda, for any reason, any addenda to the Tender Document shall be part of the Tender Document. To give bidders reasonable time to take any addenda into account in preparing their proposals, RBI will extend, if necessary, the deadline for the submission of proposal.

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

I/We hereby declare that I/We have read and understood all the above instructions/conditions and agree to abide by them.

Place:

Signature and seal of the Tenderer:

Date:

Name of Authorized signatory:

Section III

Form of Tender

To,
The Regional Director
Reserve Bank of India
Protocol & Security Establishment
Main Building, S B S Marg
Fort, Mumbai - 400 001

Dear Sir,

Having carefully examined the specifications, scope of work and terms and conditions relating to the works specified in the memorandum hereinafter set out and having visited and examined the site of the works specified in the memorandum and acquired the requisite information relating thereto as affecting the tender, we hereby offer to execute the works specified in the said memorandum within the time specified in the said memorandum at the rates mentioned in Section II, Part II of the tender and in accordance in all respects with specifications and instructions in writing referred to in articles of agreement, general instructions to the Contractors and terms and conditions, conditions hereinbefore referred to, specifications, 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 works	E-TENDER FOR PROVIDING FACILITIES MANAGEMENT SERVICES (HOUSEKEEPING) AT OFFICE BUILDINGS OF RESERVE BANK OF INDIA, MUMBAI
(b)	Estimated cost of works	₹13,25,00,000/- (₹Thirteen Crore Twenty Five Lakh only) all taxes inclusive (excluding GST).
(c)	Earnest Money deposit (EMD)	₹26,50,000/- (₹Twenty-Six Lakh Fifty Thousand only) (calculated as 2% of total estimated cost)
(d)	Validity of quoted rates	The period of contract will be up to March 31, 2026, from date of award of work (issue of the work order) as per laid down contractual obligations (The Tender along with the prices shall remain valid initially for a period of 3 months from the date of opening of technical bid).
(e)	Performance bank guarantee	5% of the cost of tender

1. I/we undertake to offer my/our services in conformity with scope/nature of work, articles of agreement 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.
2. I/we agree that our tender will remain valid for acceptance by the Bank for 03 months from the date of opening of Part I and this period of validity can be extended for such period as may be mutually agreed between the Bank and us in writing. We also agree that withdrawal of bid during the validity period shall result in forfeiture of EMD.
3. I/we have deposited a sum of **₹26,50,000/- (₹Twenty-Six Lakh Fifty Thousand only)** or furnished the Bank Guarantee in respect of the said amount as earnest money with the RBI, (EMD will not bear any interest). In default or failure to execute the contract thereof, the amount mentioned in the said conditions shall be forfeited to the Reserve Bank of India.
4. Should this tender be accepted, I/we hereby agree to abide by and fulfill all the terms and conditions and provisions of the said Conditions of the tender and in default thereof, to forfeit and pay to RBI such sums of money as are stipulated in the conditions contained in the tender together with the written acceptance of the contract.
5. **I/We do here by declare that there is no case pending with the Police/ Court/ Regulatory Authorities against me/us. Also, I/We have neither been suspended / delisted /disqualified nor any such process has been initiated against us by any organisation including RBI for any reason nor any such proceedings are pending or contemplated. I/We also certify that neither our firm nor any of the partners of the firm are involved in any scam or disciplinary proceedings settled or pending adjudication.**
6. I/We certify that all the information furnished by me/us is true to the best of my/our knowledge. I have no objection to the RBI verifying any or all the information furnished in this document with the concerned authorities, if necessary. Further, I/we have no objection to the Bank, in conducting site visits, for inspection of establishments/similar services maintained by us.
7. I/we understand that you reserve the right to accept or reject the lowest bid and any or all the tender either in full or in part without assigning any reason thereof. Also, Reserve Bank reserve the rights to itself to reject any bidder during any stage of the tendering process, without giving any reason thereof.
8. The Tender is submitted in two parts. Part I (Technical Bid) contains all terms and conditions and technical particulars, but commercial price has not been indicated anywhere in any manner, and Part II (Financial Bid) contains only the Financial Bid.

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 should be enclosed).

Witnesses

(1) Signature with _____

name, address and date _____

(2) Signature with _____

name, address and date _____

Section - IV

Articles of Agreement

ARTICLES OF AGREEMENT made at Mumbai on this _____ day of _____ between the Reserve Bank of India, Mumbai Regional Office, Mumbai having its Central Office at Mumbai (hereinafter called "the Bank") represented by..... which expression shall unless repugnant to the context include his successors in office on the one part and _____(proprietorship/partnership firm/Company/ Agency), incorporated under the provisions of the Companies Act (in case of a Company) and having its registered office at _____ (hereinafter called "the CONTRACTOR") represented by Shri who is authorised to enter this agreement by its Board of Directors which expression shall include its/his successors, assigns and legal representative on the other part.

WHEREAS RBI intends to engage a contractor for "PROVIDING FACILITIES MANAGEMENT SERVICES (HOUSEKEEPING) AT OFFICE BUILDINGS OF RESERVE BANK OF INDIA, MUMBAI" and has caused specifications describing the work to be done [as detailed in Tender Documents (Part I, Part II, annexures, and amendments thereof)]. AND WHEREAS the said specifications and the scope of work [as detailed in Tender documents (Part I, Part II, annexures, and amendments thereof)] have been signed by or on behalf of the parties hereto.

AND WHEREAS RBI had called for tenders from eligible contractors to provide services for providing "PROVIDING FACILITIES MANAGEMENT SERVICES (HOUSEKEEPING) AT OFFICE BUILDINGS OF RESERVE BANK OF INDIA, MUMBAI" as has been indicated in the scope of work and other documents attached to the tender.

AND WHEREAS the Contractor and others submitted the tenders and RBI has awarded the contract, to provide services for "PROVIDING FACILITIES MANAGEMENT SERVICES (HOUSEKEEPING) AT OFFICE BUILDINGS OF RESERVE BANK OF INDIA, MUMBAI" as stated in the scope of work attached to the Tender Document, to the Contractor.

AND WHEREAS the Contractor has agreed to execute the work subject to the conditions set forth herein and to the conditions set forth in the Tender Documents (Part I, Part II, annexures and amendments thereof) as modified and finally accepted by both the parties (all of which are collectively hereinafter referred to as "the said Conditions") the works described in terms and conditions and included in the detailed scope of work as stated in the Tender Documents (Part I, Part II, annexures and amended thereof) at the respective rates therein set forth, amounting to the sum as therein arrived at or such other sum as shall become payable there under (hereinafter referred to as "the said Contract Amount").

A) NOW IT IS HEREBY AGREED AS FOLLOWS:

Definitions - In this Agreement, unless there is anything repugnant to the subject or context:

"Agreement" means the agreement signed between the Contractor and the Bank for the execution of the work.

“Site” means the Bank’s Office premises.

“Work” means Facility Management Services for - PROVIDING FACILITIES MANAGEMENT SERVICES (HOUSEKEEPING) AT OFFICE BUILDINGS OF RESERVE BANK OF INDIA, MUMBAI

“The Bank” means Reserve Bank of India or RBI established under Section 3 of the Reserve Bank of India Act, 1934 (2 of 1934)

“Tender document” shall mean document named as such issued by the Bank to the Bidders inviting Bids for the Work.

“Day” shall mean Calendar day

“Working day” shall mean days when Employer’s office is working *i.e.* Days excluding Public holidays, Saturdays and Sundays.

“Month” shall mean the calendar month.

“Year” shall mean Calendar Year

“Bidder (s)” shall mean all parties participating in the bidding process pursuant to and in accordance with the terms of the Tender document.

“The Contractor” shall mean the individual, firm, or company, whether incorporated or not, undertaking the works and shall include the legal representative of such individual or the persons composing such firm or company, or the successors of such firm or company and the permitted assignees of such individual, firm or company.

“The Authorised representatives of the Bank” means the officers employed and paid by the Bank and acting under the orders of the Bank who shall supervise day to day execution of work.

“Contract Period” shall mean the period specified in the tender document for execution of the contract/ completion of the work, including any authorised extended period by the Bank.

“Contract Price or Contract Amount” shall mean the total amount as calculated from quoted unit rates by the successful bidder and quantities mentioned tender documents and as accepted by the Bank and indicated in the letter of award of work.

“Notice in writing or written notice” shall mean a notice in written, typed, or printed characters sent (unless delivered personally or otherwise proved to have been received) by registered post to the last known private or business address or registered office of the addressee and shall be deemed to have been received when in the ordinary course of post, it would have been delivered and/or sent. The communication delivered by any accepted electronic means shall also be deemed to be a written notice.

“Writing” includes any written paper document, mobile text and any e-mail correspondence.

In this Agreement, unless the context requires otherwise words denoting any gender include all genders and words denoting the singular include the plural and vice versa.

1. Contract Period: This agreement will come into effect from April 01, 2025, and will remain in force up to March 31, 2026. The contract may be considered for further renewal for maximum two years (one year at a time) on the same terms and conditions provided the Bank finds the services of the Contractor satisfactory and at the sole discretion of the Bank. The terms and conditions contained in the tender document and any clarifications

(corrigenda) issued shall be treated as part and parcel of this agreement and shall be binding on the parties.

1.1 **Renewal of contract:**

At the sole discretion of the Bank, the contract shall be considered for further renewal for the succeeding year on same terms and conditions subject to the satisfactory performance of the contractor during the existing contract period and other terms and conditions detailed in the tender document. The decision of the Bank in this regard shall be final and binding. The escalation in the contract amount during renewal shall be considered as follows –

- i) The escalation should be given for **“Labour Component”** mentioned under **SI. No. 1 & 2 of price bid**, whenever the notification issued by Chief Labour Commissioner (Central), Ministry of Labour & Employment.
- ii) The revision of rates for **“Non-Labour Component”** mentioned under item **SI. No. 3, 4, 5, 6, 7 and 8 of price bid** may be done **annually** based on **Consumer Price Index and Wholesale Price Index** declared on Bank’s website. The percentage increase in cost may be calculated by using the below formula –

$$Vco = V \times \{0.70 \times (WI - WIO)/WIO\} + 0.30 \times \{(CI - CIO)/CIO\}$$

Vco = Variation in total amount component for the current year (Item nos. 3, 4,5,6,7 & 8)

V = Total amount component for the previous year (Item nos. 3, 4,5,6,7 & 8)

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

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

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

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

1.2 In consideration of the amount to be paid in the manner set forth under this agreement, the Contractor shall upon and subject to the conditions execute and complete the work described in the scope of work.

1.3 The Bank shall pay the Contractor the Contract amount or such other sum which shall become payable at the times and in the manner specified in the conditions.

1.4 The specifications, agreements and documents mentioned herein shall form the basis of this Contract.

1.5 The Contractor shall carry out all works as stated in the tender documents and other ancillary works in the manner laid down in the said conditions, and shall make good any damages to the property *etc.*

1.6 Bills for the services may be submitted on monthly basis and will be paid (rounding off the final amount to the nearest rupee) if the bill is found to be in order and after certification by the Caretaker/Security Officer of the respective properties for satisfactory completion of the work. Payment will be made after deducting applicable Income Tax and Surcharge at source. Any Tax etc., if any levied by the Central/State Government will be borne by the contractor. In case of disputed bills, adjustment will be made after mutual negotiation/arbitration. The payment will be made in bank account number through NEFT.

1.7 The contractor shall comply with all municipal and other regulations and shall obtain necessary licenses and permits, including licenses under Contract Labour (Regulation & Abolition) Act, 1970 etc. at his/her own cost. Bank shall not be responsible in any way for any breach by the Contractor of the rules and regulations governing the running of such establishments.

1.8 The Bank reserves the right to alter the specifications and the nature of the work by adding to or omitting any items of work or having portions of the same carried out at any time during the currency of Contract, without prejudice to this contract. Bank at its discretion, may, close or add some of the offices any time during the contract period. The amount for providing services in the contract in case of addition / closing of Banks's offices shall be based on the rates quoted by the contractor and as per mutual consultation.

2. **Earnest Money Deposit:** Bidders are to deposit an Earnest Money Deposit (EMD) equal to **₹26,50,000/- (₹Twenty-Six Lakh Fifty Thousand only)** along with the tender document in the form of NEFT in favour of Reserve Bank of India, Mumbai in the A/c No.: 04869229917 & IFS Code: RBIS0MBPA04 mentioning your Name/ Company Name/ Name of tender in NEFT/RTGS transaction remarks. Offers not accompanied with EMD will not be accepted. This amount will be forfeited if, having been selected by the Bank for the job, the bidder refuses to accept deployment order or having accepted the deployment order, fails to carry out his obligations mentioned therein or if the bidder submits falsified documents with the sole aim to win the bidding. No interest will be payable on the EMD. The EMD of unsuccessful bidders will be refunded within 10 days of the award of the contract. Bidders are advised to furnish all information along with necessary documents only in MSTC online portal. Incomplete tenders are liable for rejection. The Earnest money paid by the successful bidder will be released after submission of Security deposit in the form of Performance Bank Guarantee. No exemption to MSME shall be given for submission of EMD.

3. **Performance Bank Guarantee (PBG):** The successful bidder shall deposit PBG @ 5 % of the contract amount in favour of Regional Director, Reserve Bank of India, Mumbai Regional Office, within 15 days of the award of contract. The PBG shall be valid for a period of 60 days beyond the date of termination of contract. No interest will be paid on it. The PBG deposited by the agency shall be liable to be forfeited or appropriated in the event of unsatisfactory performance of the agency and / or loss/ damage if any sustained by the RBI, Mumbai on account of failure or negligence of the workers deployed by him or in the event of breach of the terms and conditions of the agreement. The bidder shall

execute an agreement with the Bank on stamp paper within 15 days of receipt of letter of acceptance/ work order. However, the issue of letter of acceptance/ work order by the Bank shall be construed as a binding contract, as though such an agreement has been executed and all the terms and conditions shall apply on this contract. Submission of PBG shall be ensured as stipulated in the tender. **In case of delays in submission in unavoidable circumstances, charges for delay in submission of PBG shall be recovered from the bills of the contractor at Bank rate.**

4. Terms applicable for Payment:

a) The Contractor shall raise the bill on monthly & quarterly basis (first week of subsequent month) and the payment shall be made within 30 days through electronic mode (after deducting applicable taxes) from the date of submission of complete and correct bill with supporting documents:

- i. Documentary proof of attendance register certified by Caretaker & Security Officer.
- ii. NEFT statement as evidence for remittance of wages to the deployed employees.
- iii. Statement evidence indicating the deposits such as ESI, EPF, Bonus and other statutory perquisite in favour of the employee deployed at Bank's site.
- iv. Bank Statement / ECS mandates / cash receipt of materials.
- v. Declaration for compliance of Contract Labour Act & Minimum wages Act.
- vi. GST declaration

b) Any other document as directed by the Bank is to be submitted along with the monthly bill / invoice. The Bank reserves the right to refuse to accept / pay the bill, if any of the document as above is not submitted along with the bill. Before submission of the bill, the contractor shall ensure that the payment of persons deployed by the contractor have been made for the billed period. No request for making advance payment on any ground shall be entertained. Under no circumstances is the contractor entitled to claim any charges over and above the charges prescribed in the terms of this contract. Bills shall be settled after deducting all applicable statutory taxes *i.e.*, Income tax, GST etc. TDS Certificate shall be issued every quarter in support of TDS deductions effected from the bills.

c) The Bank shall have the right to cause an audit and technical examination of the works and the bills of the contractor including all supporting vouchers, abstract, etc., to be made after payment of the bill and if as a result of such audit and technical examination any sum is found to have been overpaid in respect of any work done by the contractor under the contract or any work claimed to have been done by him under the contract and found not to have been executed, the contractor shall be liable to refund the amount of overpayment and it shall be lawful for the Bank to recover the same from the contractor either from the due bills or from security deposit or in any other manner legally permissible; and if it is found that the contractor was paid less than what was due to him under the contract in respect of any work executed by him under it, the amount of such under payment shall be duly paid by the Bank to the contractor, without any interest thereon whatsoever.

d) Bank will pay the agreed amount on performance basis, inclusive of all taxes based on monthly bills submitted by the agency. No other charges of any kind shall be payable. Proof of paying minimum wages paid should be submitted by the agency to the RBI. The percentage of wage increase will be given as per percentage revision of wages by the Central Government. No separate travelling expenses will be paid by the Bank to any staff or agency officials for visiting RBI Offices, Mumbai. The TDS, if applicable, will be deducted by RBI.

e) The workmen should be paid minimum wages under the Minimum Wages Act, 1948 & rules made thereunder or under any other applicable law. Besides, the workmen should be given Employees Provident Fund as per Employees Provident Funds & Miscellaneous Provisions Act, 1952, Bonus and / or dividends as per Payment of Bonus Act, 1965 and ESI under ESI Act, 1948 as applicable. The contractor shall have a valid EPF Account for making EPF Contribution for its workmen. In case of any complaint regarding non-compliance of any statutory payments; the same shall be deducted from the bill without prejudice to the Bank's right to terminate the contract. The Contractor shall abide by all the statutory provisions of the Contract Labour (Regulation & Abolition) Act, 1970 and all other applicable laws. **The Contractor, as per the Child Labour (Prohibition and Regulation) Act 1986, shall not engage a person below the age of 18 years.** Contractor shall be responsible for implementing the requirements of Maharashtra State Pollution Control Board.

f) The contractor shall ensure timely payment of wages/salary to the persons employed for the purpose of this agreement (through cheque or by crediting to the bank account) and a certificate to the effect that the salaries/wages are being paid regularly shall be furnished to RBI every month.

g) The contractor shall ensure that cost of flower arrangement for meeting shall not exceed the market rates. Payment for flower arrangement for meetings will only be made after checking the rates from market and after the satisfaction of the Bank.

B) SERVICES TO BE RENDERED BY THE CONTRACTOR

1. The contractor shall be responsible for providing uninterrupted services on regular basis as per the scope of work and terms and conditions of the contract. The said conditions and the correspondence attached hereto shall be read and construed as forming part of this agreement and the parties hereto shall respectively abide by, submit themselves to the said conditions and the correspondence and perform the agreements on their part respectively as per the said conditions and the correspondence contained therein.

2. This contract is a fixed Lump Sum contract, to carry out the work according to the scope of work detailed in the tender document, at the rates quoted by contractor in the Financial Bid of the Tender (Section II, Part II).

3. The contractor shall provide a complete and updated list of all the personnel deployed in the Bank's premises every month.

4. The contractor has to obtain police verification certificates annually, reporting the character and antecedents of its personnel and other details relating to name, parentage,

age and permanent address to be provided under this contract along with their passport size photographs before engaging them for duty in the Bank's premises. Only such authorized persons (*whose police verification certificate submitted to the Bank*) will be allowed to enter the premises and they should strictly follow various security requirements of the Bank.

5. The contractor shall ensure that only trained and competent persons are deployed, who are physically fit and are not suffering from any chronic or contagious diseases that may hamper their ability in carrying out the work efficiently. The contractor shall deploy his/ its staff in such a way that they get weekly rest.

6. **The contractor shall submit fitness certificate issued by registered medical practitioner before deploying persons for the purpose of the contract. Such certificate may be submitted annually to the Bank.** The Contractor shall remove any person who is suffering from communicable disease and may deploy them only after they are treated/cured of such disease.

7. There shall be no-employer- employee relationship between the Bank and the persons engaged for the purpose of this agreement. All the workers deployed by the contractor shall be considered as the employees of the contractor and RBI shall not have any liability what-so-ever with regard to such workers/employees.

8. The contractor shall be responsible and liable for payment of salaries, statutory minimum wages and other legal dues to the persons who are employed for the purpose of rendering the services required by the Bank under the agreement.

9. The contractor shall ensure that all persons employed for the purpose of rendering the services required by the Bank under this agreement are insured with IRDA recognized insurance companies, for which no extra payment will be made by the Bank. The contractor shall be solely responsible for any injury or damage to any persons or animals or any other things arising due to deployment in RBI for executing the agreement.

10. The contractor shall ensure that all employees, while in the premises of the Bank or while carrying out their obligations under this agreement, observe the standards of cleanliness, decorum, safety, good behavior and general discipline laid down by the Bank or its authorized agents and the Bank shall be the sole judge as to whether or not the contractor and/ or its employees have observed the same. The contractor shall be responsible for the good behavior and conduct of their employees and in case of any complaints by the Bank, the contractor shall not employ such employees in the Bank's premises.

11. The contractor shall supervise the work of all employees so as to ensure that the services rendered under this agreement are carried out to the satisfaction of the Bank.

12. The contractor shall ensure that no employees of the contractor will enter or remain in the Bank's premises beyond the specified time limits/ duty hours unless and absolutely necessary for fulfilling contractors' obligations with prior approval of the Bank. The employees of Contractor will not be allowed to stay in the Bank's premises during night. The Bank shall not be responsible to provide any shelter/ accommodation to any of the employees of the contractor inside its premises.

13. The contractor shall be responsible for attending all emergency situations including medical emergencies. In case of emergency including medical emergency of any of its

employee, the Assistant General Manager (Protocol & Security) and the Assistant Manager (Protocol & Security), shall be informed immediately.

14. The contractor shall be liable for any damage caused to the Bank or its premises or any part thereof or to any fixtures or fittings thereof or any property of the Bank or the persons and properties of the occupants of the premises and therein by any act, omission, default or negligence of the contractor or his employees or agents.

15. The Contractor shall indemnify and keep the Bank indemnified for any penalty levied on the Bank due to breach of regulations by the contractor while performing contractual obligations the duties under the Contract.

16. The contractor shall indemnify and keep indemnified the RBI against:

Any claim arising out of third party loss/ damage to life or property caused by/during execution of the work.

Any claim arising out of loss/ damage to the workmen engaged by the contractor during execution of the work.

Any claim due to non-compliance of applicable PF/ Labour laws, ESI, regulations etc.

17. All the persons deployed for the purpose of this agreement by the contractor shall be provided uniform with Label stating '**Housekeeping Staff**' & identity cards. Also, identity cards are to be 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.

18. The contractor agrees and undertakes that they will make it clear to all persons employed/engaged by them to perform the obligations under this agreement, that they are employees of the contractor and that they shall have no claim against the Bank and the Bank shall not be liable to pay wages, salary or any other type of compensation to execute the contract or provide any other statutory benefits under the Labour Law and/or any other legislation and the contractor shall be solely responsible for providing all such amenities to their employees admissible under the relevant Law/Rules/Service conditions.

19. The contractor agrees to utilize materials/brands which has been approved by the Bank. The procurement of required material shall be done with the prior approval of the Bank. He/ the contractor is also required to maintain the proper record (challans, receipts and invoices) of the material used with the Caretaker of the Office and certified copy of the same is attached with monthly bill. The Bank reserves the right to conduct quality audit checks of the materials used by the contractor on a periodical basis. The Bank may conduct surprise check to verify the quality/standard of material/service provided by the contractor.

20. The contractor shall obtain license, if any, required under applicable State or Central Law as applicable in case of the services covered under this contract, at its own cost. The contractor shall be responsible for the liaison and follow-up with all the statutory authority concerned for this purpose.

21. The contractor should ensure that the workers deployed in the Bank's premises are trained to the effect that they immediately report to the Bank's Security Staff if any suspicious item/activity noticed by them in the Bank's premises while attending to their duties.

22. **The persons deployed for the purpose of the agreement shall not be in an inebriated condition or under the influence of any intoxicating material. The Contractor shall ensure that Smoking, Drinking Alcohol, Chewing Pan/Tobacco in the Bank's premises is strictly prohibited and ensure that the workers deployed in the Bank's premises abide by this rule strictly.**

23. The contractor shall abide by all procedures/norms related to safety and security of the Bank's premises.

24. The contractor shall obtain necessary instructions from the Bank's authorized Officers attached to P&SE, MRO for the day-to-day work in the premises and accordingly supervise the execution of work by the persons engaged for the purpose of this agreement.

25. The contractor shall ensure that the persons deployed for the purpose of the contract do not create any nuisance/disturbance in the premises of the Bank and always carry out their work peacefully and in orderly manner.

C) Termination of the contract

1) If the contractor being an individual or a firm commits any 'act of insolvency' (as defined by the Insolvency and Bankruptcy Code, 2016 or shall be adjudged as bankrupt/insolvent or being an Incorporated Company shall have an order for compulsory winding up made against it or pass an effective resolution for winding up made against it or pass an effective resolution for winding up voluntarily or subject to the supervision of the Court and the Official Assignee or the Liquidator in such acts of insolvency or winding up, as the case may be, shall immediately serve notice to him/it requiring him/it to show to the reasonable satisfaction of the Bank that he/it is able to carry out and fulfill the Contract and to give security therefore, if so required by the Bank.

Or if the contractor (whether an individual, firm or incorporated company) suffers execution or other process of court attaching property to be issued against the contractor.

Or the contractor suffers any payment under this contract to be attached by or on behalf of any of the creditors of the contractor.

Or the contractor assigns or sublets this contract without the prior written consent of the Bank.

Or the contractor charges or encumbers this contract or any payments due or which may become due to the contractor hereunder.

Or if the Bank determines that the contractor

(i) Has abandoned the contract.

(ii) Has failed to commence the works, or has, without any lawful excuse under these Conditions, suspended the progress of the works after receiving the Bank's notice to proceed or

- (iii) Has failed to proceed with works with such due diligence and failed to make such due progress as would enable the works to be completed within the time agreed upon, or
- (iv) Has failed to remove materials from the sites after receiving written notice that the said materials were condemned and rejected by the Bank under these conditions, or
- (v) Has neglected or failed persistently to observe and perform all or any of the acts, matters or things by this Contract after written notice shall have been given to the Contractor requiring the Contractor to observe or perform the same.
- (vi) Has committed breach of any terms and conditions of this agreement

Then and in any of the said cases the Bank may, notwithstanding any previous waiver, after giving one-months' notice in writing to the Contractor, terminate the Contract, but without thereby affecting the powers of the Bank or the obligations and liabilities of the Contractor, the whole of which shall continue in force as fully as if the Contract has not been so determined, as if the works subsequently executed had been executed by or on behalf of the Contractor. And further, the Bank its authorized representatives may enter upon and take possession of the works and all plant, tools, machinery, steam and other power utensils and materials lying upon the premises or may employ the same by means of his own servants and workmen in carrying on and completing the works or by employing any other contractor or other person or persons to complete the works at the risk and cost of the contractor, and the contractor other person or persons employed for completing and using the materials and plants for the works when the work shall be completed or as soon thereafter as convenient, the Bank shall give a notice in writing to the contractor to remove his surplus materials, and should the contractor fail to do so within a period of two days after receipt thereof by him, the Bank may sell the same by public auction, and give credit to the Contractor for the net amount realized. The Bank shall thereafter ascertain and certify in writing under his hand what (if anything) shall be due or payable to, or by the Bank for the value of the said materials so taken possession of by the Bank and the expenses or loss which the Bank shall have been put to in procuring the works to be completed and the amount, if any, owing to the contractor and the amount which shall be so certified shall thereupon be paid by the Bank to the Contractor or by the Contractor to the Bank, as the case may be and the Certificate of the Bank shall be final and conclusive between the parties. The Bank shall also be entitled to forfeit the security deposit.

2) Termination of contract by Contractor - If the payment of the amount payable by the Bank is in arrears and unpaid for 30 days after notice in writing requiring payment of the amount as aforesaid have been given by the Contractor to the Bank, or if the Bank repudiates the Contract, or if the works be stopped for three months under the order of the Bank or by any injunction or other order of any Court of law, then and in any of the said cases the Contractor shall be at liberty to determine the Contract by notice in writing of 30 days to the Bank, and he shall be entitled to recover from the Bank, payment for all works executed and for any loss he may sustain upon any plant or materials supplied or purchased or prepared for the purpose of the Contract. In arriving at the amount of such payment the net rates contained in the Contractor's original Tender shall be followed or where the same may not apply valuation shall be made. The Contractor shall however

continue to discharge the contractual obligation during the notice period unless dispensed by the Bank.

3) Right of Bank to terminate contract in the event of death of contractor if individual/sole proprietor - Without prejudice to any of the rights or remedies under this Contract, if the Contractor, being an individual/sole proprietor, dies, the Bank shall have the option of terminating the Contract without incurring any liability for such termination. However, if the contractor had appointed his/ her legal representative under a valid and registered deed of assignment and submitted the relevant documents to the Bank at the time of signing of the contract, in the event of his/her death the Bank may continue the contract with the said Legal Representative, if it so desires by entering into a fresh agreement under the same terms and conditions and for the period as may be decided by the Bank.

D) Penalty clause –

1. The contractor will be required to maintain a **complaint/feedback register** at each of the site, which should be easily available to all the Security Officers and Caretakers. The complaint/feedback register should be attended to on ongoing basis, and it should be ensured that complaints in the register are resolved without any delay. In case it is found that the complaints have not been rectified/ resolved despite entry in the complaint register, the Bank may impose penalty of **₹500/-** for each such unresolved complaint beyond 24 hours and the same may be adjusted from the monthly bill payable to the Contractor. Reoccurrence of instance may attract penalty twice the amount of penalty per instance i.e., ₹ 1000/- (Rupees one thousand only) per instance. The decision of the Bank will be final in this regard.

2. A **surprise review/ inspection** (monthly or more frequent, as decided by the Bank) of the performance/ work of the contractor, quality of housekeeping material, Health and Sanitary Arrangements for Workers, attendance of staff as per agreement and other aspects mentioned in the tender document, will be conducted by the Bank (it will be also based on feedbacks/ complaints in complaint register). Monthly payment to Contractor will be released only if the performance is found to be satisfactory in review/ inspection. In case the housekeeping work rendered is found unsatisfactory or any Office/specified area is not maintained properly as per the contract or any other deficiency in service/ performance is found then **the Bank may impose a penalty of ₹5000/- (₹Five Thousand only) per instance, reoccurrence of instance may attract penalty twice the amount of penalty per instance i.e., ₹ 10000/- (Rupees ten thousand only) per instance. The amount of penalty may be recovered either from the monthly bill payment or from the security deposit. If repeated complaints/ lapses in performance are found then the Bank reserves the right to terminate the agreement by giving one calendar months' notice in writing, however, the Contractor shall continue to discharge its/his obligations during the notice period unless dispensed by the Bank. In case of termination of the agreement for contravention of the terms and conditions of the agreement, the contractor may be debarred from any business dealings with the Bank for a period of five years. However, before debarring the Contractor, the Bank may give a seven days' notice to the Contractor and consider the response, if any, thereon. The decision of the Bank will be final and binding in this regard.**

3. The contractor shall deploy **skilled staff who are experienced** as mentioned in tender document. If the deployed staff is found to have inadequate experience to execute

the work, the contractor shall substitute such staff immediately. Failure on the part of contractor to deploy experienced workers will attract a penalty of **₹1000/- (₹One Thousand only) per workman per day**. Reoccurrence of instance may attract penalty twice the amount of penalty per instance i.e., ₹ 2000/- (Rupees two thousand only) per instance. Decision of the Bank as to whether staff possesses requisite experience shall be final and binding.

4. The contractor shall ensure that its staff observe cleanliness, maintain hygiene by wearing proper apparels and gear, and are properly dressed in uniform with identity cards etc., during their duty hours. They shall not demand any money or reward in any shape from Bank's employees. Failing to comply/adhere with these conditions will invite a **penalty of ₹1000/- (₹One Thousand only) per instance** and habitual offenders in this regard shall be removed from deployment at the Bank's premises. Reoccurrence of instance may attract penalty twice the amount of penalty per instance i.e., ₹ 2000/- (Rupees two thousand only) per instance.

5. The Contractor shall maintain a permanent attendance register duly signed by its staff deployed and install biometric attendance system/ application based attendance system at his own cost for monitoring the attendance of its staff at the respective Offices. The attendance shall be opened for inspection and checking by the caretakers / authorised officials of the Bank any time. The contractor shall ensure that the required number of staff is deployed for duty on every day. In case any of the contractor's personnel deployed is absent and is unable to provide suitable substitute, a penalty equal to the value arrived at, as per the following formula, shall be levied by the Bank. In case the contractor fails to maintain the requisite staff repeatedly, the Bank reserves its right to terminate the contract and the contractor shall be liable to risk and cost. Also, frequent changes in the personnel should be avoided.

Penalty for absence from duty would be calculated as follows:

$$(A \times C) / (365 \times N)$$

Where, A - Total no. of absence from duty

C - Contract Amount per annum

N - Required number of employees per day as per Contract

Other Penalties:

Sr. No.	Description	Penalty amount in ₹
a.	In case weekly cleaning of washrooms not done (-)	<u>2500.00</u>
b.	In case quarterly deep cleaning of Office not done (-)	<u>5000.00</u>
c.	In case cleaning of cabins not done properly (-)	<u>2000.00</u>
d.	In case cleaning of terraces not done properly (-)	<u>5000.00</u>
e.	In case cleaning of Common Area not done (-)	<u>5000.00</u>
f.	In case disposal of dry, wet and any other waste not done (-) Per Office	<u>5000.00</u>
g.	In case any one item of Amenities not provided (-)	<u>1000.00</u>
h.	In case any one defective items not replaced/ repair (-)	<u>200.00</u>

NOTE – The penalty amount mentioned above is per instance / per item per day. Reoccurrence of instance may attract penalty twice the amount of penalty per instance.

The amount of penalty may be recovered either from the monthly bill payment or any other amount payable to the Contractor or from the security deposit. If repeated complaints are observed then the Bank reserves the right to terminate the agreement by giving one calendar months' notice in writing, **whereupon the security deposit shall stand forfeited to the Bank, without prejudice to the Bank's other remedies against the Contractor.** However, the Contractor shall continue to discharge its/his obligations during the notice period unless dispensed with by the Bank.

E) Non-disclosure: The Contractor 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 Contractor or its employees during the course of discharging contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. The Contractor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Contractor shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Bank. The Contractor shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The Contractor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.

F) Sexual Harassment: The Contractor shall be solely responsible for full compliance with the provisions of "the Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013". In case of any complaint of sexual harassment against its employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor and the Contractor shall ensure appropriate action under the said Act in respect to the complaint". Any complaint of sexual harassment from any aggrieved employee of the contractor against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank. The contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involving the employees of the contractor, for instance any monetary relief to Bank's employee/ resident, if sexual harassment by the employee of the contractor is proved by the Committee. Upon receipt of such complaint, the Contractor shall remove such person from the premises of the Bank and replace with suitable person till the enquiry/proceedings have been completed and the person is not found guilty. The contractor shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.

G) Risk and Cost Clause: Notwithstanding anything contained in any other clause, Bank reserves the right to terminate the contract due to any failure on the part of the contractor in discharging its obligations under the contract or in the event of it becoming insolvent or going into liquidation. The decision of the Bank about the failure on the part of the contractor shall be final and binding on the contractor. If there is any stoppage of service in any area of the operation, for any reason, the contractor is liable for penal action as decided by Bank. In the event of any failure on the part of the contractor, Bank shall have

the right, without any prejudice, to get the work done through any other alternate Agency at the risk and cost of the contractor. The additional cost, loss, if any, incurred by Bank shall be recovered from the amount payable to the contractor or from the security deposit and the Contractor shall not have objection to such recovery.

H) Insurance:

1. The Contractor shall at his own expense, arrange to effect and maintain entire contract with an approved office the following applicable insurance policy in the joint name of employer and himself with the employer being first (Principal) and deposit such policy or policies with the employer from time during the currency of this contract.

a) Workmen Compensation Policy for all workmen deployed at site

b) Third Party Liability Policy as per following details:

- For injury to persons – ₹2.00 Lakh per person per accident.
- For damage to property – ₹5.00 Lakh per accident.

Subject to overall ceiling as per extant Insurance guidelines.

Note: *These policies shall be valid till the completion of the work. If the contractor does not provide these policies (within 15 days of issue of work order), the Bank may impose monetary penalty of ₹1000 per day also Bank reserves the right to take the above insurance policies themselves and recover the cost thereof from the bill of the contractor.*

2. The contractor shall be responsible for all injury to persons, property, animals or things and for all structural and decorative damage to property which may arise from the operation or neglect of himself or any employee or either, whether such injury or damage arises from carelessness, accident or any other cause whatever, in any way connected with the carrying out of this contract. This clause shall be held to include *inter alia* any damage to buildings, property. The Contractor shall indemnify the Bank and hold it harmless in respect of all and any expenses arising from any such injury or damage to persons or property as aforesaid and in respect of any claim made in respect of injury or damage under any Acts of any legislature or otherwise and in respect of any award of compensation or damages consequent upon such claim. The Bank shall have right to recover any such expenses/damages from any amount payable to the Contractor or from the security deposit and the Contractor shall not object to such recovery.

3. The Contractor shall reinstate all damage of every sort mentioned in this Clause, to deliver up the whole of the Contract works complete and perfect in every respect and to make good or otherwise satisfy all claims for damages to the property of third parties.

4. The Contractor shall indemnify the Bank against all claims which may be made against the Bank by any member of the public or other third party in respect of anything which may arise in respect of the works or in consequence thereof and shall at his own expense, effect and maintain until the completion of the contract, with an approved Office a Policy of Insurance in the joint names of the Bank and Contractor against such risks and deposit such policy or policies with the Bank from time to time during the currency of this contract.

5. The Contractor shall also similarly indemnify the Bank against all claim which may be made upon the Bank, whether under the Employees compensation Act or any other statute on force, during the currency of this contract or at common Law in respect of any employee of the contractor and shall be at his own expense effect and maintain until the completion of the contract, or with an approved Office a Policy of Insurance in the joint names of the Bank and the Contractor against such risks and deposit such policy or policies with the Bank from time to time during the currency of this contract.

6. The Contractor shall insure the workers at his cost and keep them insured until the completion of the work, against loss or damage by fire within the joint names of the Bank and Contractor (the name of the former being placed first in the Policy), for the full amount of the contract. Such policy shall cover the property of the Bank only and the Bank's and Surveyors fees for assessing the claim and in connection with his services generally in the reinstatement and shall not cover any property of the contractor or of any sub-contractor or employee. The contractor shall deposit the policy and the receipts for the premium as specified.

I) Contractor's Employees:

1. The deployed by the contractor shall be trained and experienced having good health and character; well behaved, obedient and skillful in their tasks.
2. The deployment of persons for the purpose of this contract shall be the sole prerogative/obligation/responsibility of the contractor. The contractor shall furnish list of his/ her employees to be deployed at the Bank, along with their qualifications, experience, address, photos, etc. Any change in personnel would be done with due intimation to the Bank. However, the Bank reserves the right to reject any particular workman/ staff placed/ employed by contractor under the contract with RBI.
3. The Contractor shall take all precautionary measures to ensure the safety of the workmen employed by the contractor and Reserve Bank shall not be responsible in case of any eventuality and the Bank would be suitably indemnified for the same by the Contractor.
4. The Contractor shall arrange to issue Identity Cards to all deployed staff after police verification. Also, identity cards are to be countersigned by the Security Officer/Caretaker for administrative and safety purpose to avoid any unauthorized person entering the Bank's premises. The Contractor shall comply with all operational rules and regulations, including security & disciplinary rules framed by the Bank and made applicable to the whole or part of the premises, wherein the contractor or its employees happen to be operating / working. In the event of any of the Contractor's employees violating the said rules and regulations or in any way becoming objectionable to the Bank, the Contractor shall remove forthwith such employees from the Bank's premises and indemnify the Bank for any loss on such violation of the rules and regulations.
5. The Contractor shall ensure that none of his personnel on duty is in inebriated state or consumes drug, prohibited substances, smoke, etc., while on duty or otherwise inside the Bank's premises. The Contractor shall remove any employee who in the

opinion of the Bank, is guilty of misconduct, or is in any manner unfit or unsuitable for service. The Contractor shall at all times indemnify the Bank against all claims which may be made under the Employees 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. The Contractor shall be solely responsible for the remuneration and other dues to its employees, as also for omissions/ commissions done by them.

6. The workmen / employees engaged by the Contractor shall not have any right/ claim over the facilities enjoyed by the Bank employees, guests, etc.
7. It is clearly understood that the contractor's employees shall not have any employee-employer or master-servant relationship with Bank.
8. The Contractor shall ensure that:
 - i. All instructions, guidelines and specifications issued to the Contractor by the Bank are clearly and effectively communicated by the Contractor to its employees and personnel;
 - ii. All instructions, guidelines and specifications are strictly adhered to by the employees and personnel of the Contractor so that the reputation of the Bank is not compromised.
 - iii. No action of the Contractor and / or its employees and/or personnel shall violate prevailing laws and regulations. The Contractor shall not engage any staff with criminal background against whom there is any complaint registered with the law enforcement agencies. Further, the antecedents of staff deployed shall be got verified by the Contractor from local police authority and an undertaking in this regard to be submitted in the Bank.
 - iv. The deployed staff of the contractor shall not demand/ accept any money or reward in any shape from employees or their family members or guests staying in colonies.
 - v. The contractor should get the medical check done for its deployed staff. The contractor shall ensure that staff deployed is free from any contagious or communicable diseases and arrange for their regular Health check-ups and necessary vaccination once a year. The cost in this regard is to be borne by the contractor and not by Bank. The documentary evidence in this regard will be required to be furnished to the Bank within a fortnight of employee commencing work. Any person found to be medically unfit or unsuitable shall have to be removed by the Contractor from the services immediately and suitable replacement shall have to be arranged forthwith. Bank may arrange for medical check-up of the contractor's personnel if considered necessary by the Bank 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 Bank in this regard shall be borne by the Contractor.
9. The Contractor shall, on the request of the Bank, immediately dismiss from the works

any person employed thereon by him who may, in the opinion of the Bank commits misconduct and such persons shall not be again employed on the works without the permission of the Bank.

J) Signing of Contract Agreement:

1. General instructions contained in the tender to the bidders and special conditions hereinbefore referred to shall be the basis of the final contract to be entered into with the successful bidder. The Contractor shall carry out all the housekeeping work strictly in accordance with the detailed specifications and instructions of the Bank.
2. In case of partnership firms, the Tender submitted on behalf of a firm shall be signed by all the partners of the firm or a partner who has the necessary authority on behalf of the firm to enter into the proposed contract.
3. On receipt of intimation from the Bank regarding acceptance of the Tender, the Contractor shall be bound to implement the Contract from the date specified therein. The Contractor shall sign an agreement in accordance with the extant provisions. The Contractor shall be liable to pay the appropriate and required stamp duty amount on the said agreement in accordance with the Stamp laws in force in Mumbai/ Maharashtra. Any pecuniary liability incurred by the Bank either as additional stamp duty, penalty or otherwise due to inadequacy or inappropriateness of the stamp duty paid by the contractor shall devolve on the contractor and the Bank shall be entitled to recover the amount from the security deposit or from the bills raised by the contractor. Where the security deposit is utilized for the said purpose, the contractor shall immediately replenish the utilized amount. Failure to do so may amount to breach of the agreement and consequences thereof shall follow.

K) Licenses, Compliances and Indemnity -

(i) The Contractor shall obtain the requisite license under Contract Labour Act (Regulation and Abolition Act 1970) and amended from time to time issued by the concerned Labour Department for running the establishment. Bank shall not be responsible in any way for any breach by the Contractor of the rules and regulations governing the running of such establishments by the Contractor.

(ii) The Contractor shall register with the Registrar of concerned State Body and shall abide by State Labour/ Government of India (Ministry of Labour) rules and regulations and all other Statutory Acts / Regulations and rules relevant to this contract including Works Contract Act, Minimum Wages Act, 1948, Payment of Bonus Act, 1965, Employees Provident Fund & Miscellaneous Provisions Act, 1952, ESI Act, etc. and such other Statutory Enactment, Rules and Regulations laid by the Government and local body in force, coming into force which may apply to this agreement.

(iii) The Contractor shall comply with all requirements of law about the provision of labour and ensure that an appropriate license from concerned labour department is obtained. It shall be the responsibility of the Contractor for furnishing necessary statutory information

/ documents in proof of the above whenever called for by the Bank. In case of any labour problems related to the workmen staff of the Contractor, the same shall be settled at the Contractor's end only.

(iv) If any money shall, as the result of any instructions from the Labour authorities or claim or application made under any of the Labour laws, or Regulations, be directed to be paid by the Bank, such money shall be deemed to be payable by the Contractor to the Bank within seven days. The Bank shall be entitled to recover the amount from the Contractor by deduction from amount due to the contractor or from the security deposit.

L) Disputes Resolution: All disputes arising under this Agreement executed with the successful bidder shall be settled amicably through discussions between the parties. In case of any unsettled disputes, the same shall be referred to the sole Arbitrator mutually agreed by the parties. In case the parties do not agree upon the sole arbitrator, each party shall appoint one arbitrator, and the two appointed arbitrators, shall appoint the third arbitrator who shall act as the presiding arbitrator. The provisions of the Arbitration and Conciliation Act, 1996 shall be applicable to such proceedings and the arbitration shall be held at Mumbai. The award of the arbitrator so appointed shall be final and binding. During the arbitration proceedings the Contractor shall continue to discharge his contractual obligation under this agreement, unless dispensed by the Bank. This contract is subject to exclusive jurisdiction of courts at Mumbai only. Alternate settlement modes can be used for settling any legal dispute with mutual consent only.

M) Failure to Exercise RBI's rights-

Any omission on the part of Bank at any time to exercise any of its rights under the terms of engagement of the contractor shall not be deemed to amount as waiver on the part of Bank of its rights and in no way impair or affect the validity of the terms and the privilege of Bank to enforce its rights at any time subsequently.

N) Tenancy Rights -

Nothing herein contained shall be construed to create any tenancy in favour of the Contractor or his/its persons and the Bank may, in accordance with the terms specified herein, at any time effect the termination of the contract, re-enter and retake and absolutely retain possession of the portion provided by Bank to the contractor for due execution of the contract and evict its personnel. The persons failing to vacate the premises will be treated as trespasser and will be liable to be evicted and prosecuted.

O) Other conditions –

1. To ensure effective implementation of this contract, the Regional Director or an authorised official/s of Reserve Bank of India, Mumbai Regional Office 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 Regional Director, Reserve Bank of India, Mumbai Regional Office shall be final and binding on the contractor.

2. The Contractor shall provide at his cost everything necessary for the proper execution of the housekeeping works according to the intent and specifications taken together whether the same may or may not be particularly shown or described therein provided that the same can reasonably be inferred therefrom and if the contractor finds any discrepancy he shall immediately and in writing refer same to the Regional Director who shall decide thereupon. The decision of the Regional Director shall be final and binding on the Contractor.
3. All materials and workmanship shall so far as procurable be of the equivalent kind described in the Scope of Work and/or Specifications and in accordance with the Bank's instructions, and the Contractor shall upon the request of the Bank furnish him with all invoices, accounts, receipts, and other vouchers to prove that the materials comply therewith. The Contractor shall at his own cost arrange for and/or carry out any test of any materials which the Bank may require.
4. 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 Bank does not accept liability for any sum besides the tender amount, subject to such variations as are provided for herein.
5. If, at any time after acceptance of the tender, the Bank shall decide to abandon or reduce the scope of the works for any reason whatsoever and hence not require the whole or any part of the works to be carried out, the Bank shall give notice in writing to that effect to the contractor and the contractor shall act accordingly in the matter. The contractor shall have no claim to any payment of compensation or otherwise whatsoever, on account of any profit or advantage which he might have derived from the execution of the works in full but which he did not derive in consequence of the foreclosure of the whole or part of the works.
6. **The whole of the works included in the Contract shall be executed by the Contractor and the Contractor shall not directly or indirectly transfer, assign, or sub-let the Contract or any part share thereof or any interest therein without the prior written consent of the Bank; and no undertaking shall relieve the Contractor from the full and entire responsibility of the Contract or from active superintendence of the works during their contract. In case of breach of these conditions, the Bank may serve a notice in writing on the Contractor rescinding the contract whereupon the security deposit shall stand forfeited to the Bank, without prejudice to his other remedies against the Contractor.**
7. If the Contractor after receipt of written notice from the Bank requiring compliance immediately, fails to comply with, the Bank may engage and pay other persons to execute any such work whatsoever that may be necessary to give effect thereto, and all costs incurred in connection therewith shall be recoverable from the Contractor by the Bank and the same may be deducted from any moneys due to the Contractor.

8. On taking over the responsibility of work assigned, the Contractor shall formulate the mechanism for due assignment of work to its personnel which will be finalised by the Bank/ its authorized officials. Subsequently, the contractor shall review the work assigned from time to time with the permission of the Bank, for further streamlining their systems.
9. The work is in the nature of Facility Management Services (Housekeeping). The time allowed for execution of the Works or the extended time in accordance with these conditions shall be the essence of the Contract. The execution of the works shall commence from such time or from the date of handing over of the site whichever is later. If the work(s) be delayed by: -
 - a. force majeure, or
 - b. delay on the part of other contractors or tradesmen engaged by the Bank in executing work not forming part of the Contract, or
 - c. non-availability of stores, which are the responsibility of the Bank to supply or
 - d. non-availability or break down of tools to be supplied or supplied by the Bank or
 - e. any other cause which, in the absolute discretion of the Bank is beyond the Contractor's control.

Then upon the happening of any such event causing delay, the Contractor shall immediately give notice thereof in writing to the Bank but shall nevertheless use constantly his best endeavors to prevent or make good the delay and shall do all that may be reasonably required to the satisfaction of the Bank to proceed with the works. Request for extension of time, to be eligible for consideration with reasons, shall be made by the Contractor in writing within fourteen days of the happening of the event causing delay to the Bank. The Contractor may also, if practicable, indicate in such a request the period for which extension is desired. In such case the Bank may give a fair and reasonable extension of time for completion of work. Such extension shall be communicated to the Contractor by Bank in writing, within 2 weeks of the date of receipt of such request. Non application by the contractor for extension of time shall not be a bar for giving a fair and reasonable extension of time by the Bank and this shall be binding on the contractor.

10. The decision, opinion, direction, certificate (except for payment) by the Bank with respect to all or any of the matters hereof (which matters are herein referred to as excepted matters) shall be final and conclusive and binding on the parties hereto and shall be without appeal.
11. The contractor shall ensure to keep the place of work always clean. As the work is going to be carried out mostly in occupied Bank premises, the contractor shall take due care to clean the work area after completion of work, before leaving the place. In case the contractor fails to comply with the requirements of this clause, the Bank shall have the right to get this work done at the cost of the contractor through any other agency and recover the amount from contractor's bill or security deposit.

12. The contractor shall execute the whole and every part of the work in the most substantial and workmanlike manner both as regards materials and otherwise in every respect in strict accordance with the specifications. The contractor shall also conform exactly, fully, and faithfully to the instructions in writing in respect of the work signed by the Bank or his representative. In the case of any class of work for which there is no specifications mentioned, such work shall be carried out in accordance with the Bureau of Indian Standards Specifications. In case there are no such specifications in Bureau of Indian Standards, the work shall be carried out as per manufacturers' specifications. In case there are no such specifications as required above, the work shall be carried out in all respects in accordance with the instructions and requirements of the Bank.
13. The Contractor shall conform to the provisions of any Act of the Legislature relating to the work, and to the regulations and bye-laws of any authority, and of any water, Gas, electric supply, and other companies and/or authorities with whose systems the relevant installation is connected and shall not make any deviations in violation of the statutory provisions. The Contractor shall bring to the attention of the Bank all notices required by the said Acts, regulations, or bye-laws to be given to any authority and pay to such authority, or to any public office all fees that may be properly chargeable in respect of the works, and lodge the receipts with the Bank.
14. The contractor shall fully indemnify and keep indemnified the Bank against any action, claim or proceeding relating to infringement or use of any patent or design or any alleged patent or design rights and shall himself pay any royalties, licence fees etc. which may be payable in respect of any article or part thereof included in the contract or damages cost and charges of all and every sort that may be legally incurred in respect thereof. In the event of any claims made under or action brought against the Bank in respect of any such matters as aforesaid, the contractor shall be immediately notified thereof and the contractor shall be at liberty, at his own expense, to settle any dispute or to conduct any litigation that may arise therefrom, provided that the contractor shall not be liable to indemnify the Bank if the infringement of the patent or design or any alleged patent or design right is the direct result of an order passed by the Bank in this behalf.
15. Whenever any compensation, claim or claims for payment of a sum of money arises out of or under the contract or against the contractor, the Bank shall be entitled to withhold and have a lien to retain to the extent of such claimed amount or amounts referred to above, from any sum or sums found payable or which may at any time thereafter become payable to the contractor under the same contract or any other contract elsewhere with the Bank pending finalisation of adjudication of any such claim. It is an agreed term of the contract that the sum of money or moneys so withheld or retained under the lien referred to above by the Bank will be kept withheld or retained as such by the Bank till the claim arising out of or under the contract is determined by the arbitrator (if the contract is governed by the arbitration clause) or by the competent court, as the case may be and that the contractor will have no claim for interest or damages whatsoever on any account in respect of such withholding or retention under

the lien referred to above and duly notified as such to the contractor. For this clause, where the contractor is a partnership firm or a limited company, the Employer shall be entitled to withhold and also have a lien to retain towards such claimed amount or amounts in whole or in part from any sum found payable to any partner/limited company as the case may be, whether in his individual capacity or otherwise.

16. Contractor and all his personnel deployed shall follow COVID 19 protocols or any other pandemic related protocols issued by Government authorities or the Bank.

P) Force Majeure: If at any time during the currency of the contract, either party is subject to force majeure, which can be termed as civil disturbance, riots, strikes, tempest, civil commotion, local commotion of workmen, or lockout, affecting any of the trades employed on the work or serious loss/damage by fire, acts of God etc. which may prevent either party to discharge his obligation, the affected party shall promptly notify the other party about the happening of such an event. Neither party shall by reason of such event be entitled to terminate the contract in respect of such performance of their obligations. The obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. If the performance of any obligation under the contract is prevented or delayed by reason of the event beyond a period mutually agreed upon, if any, or seven days, whichever is more, either party may at its option terminate the contract

Q) That the several parts of this Contract have been read by the Contractor and fully understood by the Contractor.

If the Contractor is a partnership or individual proprietorship	IN WITNESS WHEREOF the Bank and the Contractor have set their respective hands to these presents and two duplicates hereof the day and year first hereinabove written.
If the Contractor is a company	IN WITNESS WHEREOF the Bank set its hands to these presents through its duly authorised official and the Contractor has caused its common seal to be affixed hereunto and the said two duplicates hereof to be executed in its behalf, the day and year first hereinabove written.

Signed and delivered by Reserve Bank of India, Mumbai

(Name and Designation)

In the presence of –

Witnesses –

1. _____

Address:

2. _____

Address:

if the party is a
Partnership firm

Or individual

Proprietorship

SIGNED AND DELIVERED BY _____

In the presence of –

Witnesses –

1. _____

Address:

2. _____

Address:

THE COMMON SEAL OF _____

If the Contractor
is a company

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

In the presence of –

Witness:

1. _____

2. _____

If the Contractor
Signs under Common
Seal, the signature
should tally with
the sealing clause in
The Articles of
Association

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

1. _____

2. _____

If the Contractor is signed
by the hand of Power of
Attorney, whether of a
company or an individual

SIGNED AND DELIVERED BY -

The Contractor by the hand of

Shri _____

and duly constituted attorney.

Place:

Signature of the contractor

Date:

(Seal)

Section V

Terms and Conditions

1. Security Deposit -

(i) The Successful bidder shall furnish Security Deposit to the Bank within 15 days from the date of acceptance of offer. The security deposit will be 5% of the tender value (rounded off to nearest ten thousand rupees) for due performance of the contract in the form of Bank Guarantee valid for a period up to two months after expiry of the contract. The bank guarantee shall be renewed for a further period of one/ two years in case of renewal of the contract by the Bank. The Security Deposit should be paid before start of the work. This is a pre-requisite for awarding the contract. No interest will be paid to the bidder for Security Deposit during the period of agreement. In case of delays in submission in unavoidable circumstances, charges for delay in submission of PBG shall be recovered from the bills of the contractor at Bank rate.

(ii) Failure to pay the security deposit shall be treated as failure to discharge the obligations under the contract and shall result in cancellation of the offer of the contract and forfeiting the EMD. The bidder shall be liable to compensate the Bank for any loss incurred by the Bank.

(iii) The bank guarantee shall be released without interest after 2 months of completion of the contract period only after being satisfied of the successful completion of the contract and no liabilities from the bidder or its employees. In case of any complaint, the security deposit shall be discharged only after adjusting all dues, liabilities, etc.

(iv) The Bank reserves the right to recover any part or the whole of the amount of the security deposit for losses suffered by the Bank due to failures on the part of the bidder or due to termination of contract or bidder becoming disqualified because of liquidation / insolvency or change of composition or for the penalty imposed by the Bank under the agreement. The decision of the Bank in respect of such losses, damages, charges, expenses, or costs, shall be final and binding.

(v) On payment of the security deposit, the contractor will be required to enter into an Agreement/ Contract on stamp paper of appropriate value containing *inter-alia* all the terms and conditions of the contract, as approved by the Bank.

(vi) If the successful bidder fails to comply with the terms and conditions of the contract in course of the contract period, the security deposit shall be forfeited in full or in part as decided by the Bank.

2. Prices for extra etc. ascertainment of

A) The contractor may, when authorized by the Bank, add to, omit from, or vary the works shown upon the specification, or included in the Scope of Work, but the contractor shall make no addition, omission or variation without such authorization or direction. A verbal authority or direction by the Bank shall, if confirmed by him in writing immediately, be deemed to have been given in writing.

B) No claim for an extra work shall be allowed unless it shall have the concurrence of the Bank as herein mentioned. Any such extra work is herein referred to as authorized extra work and shall be made in accordance with the following provisions:

(a) The net rates or prices in the original tender shall determine the valuation of the extra work where such extra work is of similar character and executed under similar conditions as the work priced therein.

(b) The net prices of the original tender shall determine the value of the items omitted; provided if omissions vary the conditions under which any remaining items of works are carried out, the prices for the same shall be valued under sub-clause (c) hereof.

(c) Where the extra works are not of similar character and/or not executed under similar conditions as aforesaid or where the omissions vary the conditions under which any remaining items of works are carried out or if the amount of any omissions or additions relative to the amount of the whole of the Contract works or to any part thereof shall be such that in the opinion of the Bank the net rate or price contained in the Schedule of Quantities or tender or for any item of the works involves loss or expense beyond that reasonably contemplated by the Contractor or is by reason of such omission or addition rendered unreasonable or inapplicable, the Bank shall fix such other rate or price as in the circumstances he shall think reasonable and proper.

3. Special conditions:

i) The prices quoted shall be deemed to have included all applicable taxes (excluding GST), custom duty, excise duty, local levies, etc. imposed by Central/State Government/ Local Bodies, Contractor's Profit, Overhead expenses, and other expenses. If the Contractor fails to include such taxes and duties in the tender, no claim thereof will be entertained by the Bank afterwards. However, if any further tax or levy or cess is imposed by Statute, after the last stipulated date for the receipt of tender including extensions, if any, and the contractor thereupon necessarily and properly pays such taxes/levies/cess, the contractor shall be reimbursed the amount so paid, provided such payments, if any, is not, in the opinion of the Bank (whose decision shall be final and binding on the contractor) attributable to delay in execution of work within the control of the contractor. The contractor shall, within a period of 30 days of the imposition of any such further tax or levy or cess, give a written notice thereof to the Bank that the same is given pursuant to this condition, together with all necessary information relating thereto. No service charge will be payable.

ii) The rates are inclusive of cost of labour, transportation, tools and equipment. The rate shall include removal of all wastage generated due to cleaning/moping process away from the premise of Bank's offices. All expenses towards mobilization at site and demobilization including bringing in equipment, work force, materials (wherever required), etc. shall be deemed to be included in the prices quoted and no separate payments on account of such expenses shall be entertained.

iii) The bidder should also note that unless otherwise stated, the tender is strictly on lump sum basis and attention is drawn to the fact that rates should be correct, workable, and self-supporting. The scope of work indicates the total extent of work, which also

- includes any other small works required to complete the intent of the scope so defined.
- iv) Part 'II' (Section II) - Financial Bids shall contain prices in Indian Rupees only as per the format both in figures and words. Change of terms and conditions and technical deviations, if any, found in Part II (Section II) of the tender will not be considered and will be treated as null and void.
 - v) Bidders are expected to exercise due care while quoting the rates. **The rates quoted should not be Abnormally High Rates (AHRs) or Abnormally Low Rates (ALRs) in each category and overall rates.** In case ALRs are quoted by any bidder/s in Financial Bid, the Bank reserves the right to either reject such bids or to establish the reasonableness of prices based on estimated rates, prevailing market rates, last purchase prices, other input costs and intrinsic value etc. before awarding the contract.
 - vi) The bidders must use only the forms downloaded from the Bank's website to fill in the rates. The uploaded tender form must be filled in English. If any of the documents is missing or unsigned, the tender may be considered invalid by the Bank in its discretion.
 - vii) The Contractor shall be deemed to have satisfied himself before tendering as to the correctness and sufficiency of his tender for the works and of the rates and prices quoted in the Financial Bid, which rates and prices shall, except as otherwise provided, cover all his obligations under the Contract and all matters and things necessary for the proper completion of the works.
 - viii) The acceptance of offer of contract shall be communicated by the successful bidder such that the acceptance is received by the Bank within 7 days from the date of issue of the offer. Failure to accept the offer and communicate accordingly within this period shall result in forfeiture of the EMD and revocation of the offer. In such an event the Bank shall have right to debar the bidder from participating in any tender in the Bank for a period five years. However, before debarring the bidder, the Bank may give a seven days' notice to the bidder and consider the response, if any, thereon. The decision of the Bank will be final and binding in this regard.
 - ix) The losses due to breakage / theft / damage or loss of any such materials / equipment / fixtures / furniture or damage due to poor and reckless handling shall be recovered from the Contractor at full cost. The contractor or his staff shall not use the premises, properties, fixtures, fittings, etc., of the Bank for any purpose other than those expressly provided in the contract.
 - x) Water and Electricity is available at sites and may be used by the contractor for the works free of cost, subject to the condition that the contractor shall make his/her own arrangement to take supply from the nearest source available. During the execution of work, adequate care shall be taken by the contractor so that the power and gas supply, water and drainage system, etc. which may be having common line serving to adjacent properties, including Bank's premises, shall not be disturbed. If any of these services are disturbed due to any work undertaken by the Contractor, the Contractor shall take all initiative to get the same restored at the earliest. No extra amount shall be paid on this account.
 - xi) In the event of any damage being caused to the movable or immovable property of the Bank or its residents or guests or employees or to the property of the employees of the

Bank, the Bank reserves the right to compute the damage in terms of money and to deduct the same from the bill of the contractor or from the security deposit.

- xii) **The contractor shall not use the Logo and/ or trade name of Bank or letter head of Bank and the relationship between the contractor and Bank being on principal-to-principal basis, the contractor shall not hold himself/ herself as an agent of Bank. The contractor shall not use Bank's name and address on his letterhead/ stationery for purposes of Registration or communication with any Government/ Local Body or any other organisation or person and no tenancy shall be created by the presence of his workmen/ employee in Bank's premises.**
- xiii) Contractor shall maintain all registers as required by the Regional Labour Commissioner and shall furnish the same to the Bank or its representative as and when required.
- xiv) The contractor shall provide all necessary superintendence during execution of the work and all along thereafter as may be necessary for proper fulfillment of the obligations under the contract.
- xv) Site Supervisor & housekeeping staff and their qualifications and experience shall not be lower than specified in Scope of work. Site Supervisor and other housekeeping staff shall be appointed by the contractor soon after receipt of the Work order from the Bank and shall be available at site before start of work. The site supervisor shall be present at the site of work for supervision and also present himself/themselves, as required, to the Bank and/or his designated representative to take instructions. Instructions given to the site supervisor shall be deemed to have the same force as if these have been given to the contractor. The site supervisor and Housekeeping Staff shall be available at site fully during the specified durations and whenever so required by the Bank and shall also note down instructions conveyed by the Bank or his designated representative(s) in the site order book and shall affix his/their signature in token of noting down the instructions. Necessary site Registers viz. complaint register, Material receipt/consumption register/ Labour attendance register etc. shall be strictly maintained by him on daily basis and got duly authenticated from Caretaker.
- xvi) The contractor is bound to carry out all items of work necessary for performance of the job even though such items are not included in the scope of work and rates. Schedule of instruction in respect of such additional items and their quantities will be issued in writing by the Bank.
- xvii) If the Bank, whose decision in this respect is final and binding on the contractor, is convinced that no such site supervisor and/ or staff is/are effectively appointed or is/are effectively attending or fulfilling the provision of this clause, a penalty may be imposed as specified in penalty clause in Articles of agreement.
- xviii) If there are varying or conflicting provisions made in any one document forming part of the contract, the Bank shall be the deciding authority regarding the intention of the document and his decision shall be final and binding on the contractor.
- xix) The contractor shall make their own arrangements for storing the necessary tools plants, materials, equipment at a place shown by the Bank in respective premises.
- xx) The entire work shall be carried out in consultation with AM/Mgr. (P&S) and Caretaker.

xxi) Contractor shall take necessary workmen compensation insurance policies as per standard norms indicated elsewhere. The original copy of policy shall be submitted to the Bank.

xxii) If the work is not found satisfactory, the contract can be terminated by the Bank by giving one month's notice.

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

Signature of the authorized person:

Name of the signatory (.....)

(in block capital letters):

Status of the signatory i.e. proprietor / partner/director:

Date:

Section - VI

Evaluation criteria

Technical Bids of applicants will be evaluated based on the eligibility criteria mentioned in the tender document, after scrutinizing all the relevant documents sought from bidders and as per methodology given as follows. Bidders must note that a two-stage procedure will be adopted in evaluating the bids with the technical evaluation being completed prior to opening of Financial Bids.

a) Evaluation of Technical Bid

Technical Bids will be opened first and evaluated to determine responsiveness to the Bank's requirements. The technical bid evaluation shall be done based on the following **eligibility criteria:**

- i. The bidder must have minimum five (05) years of experience in carrying out similar nature of works viz Providing Facility Management Services (Housekeeping) at 5-Star Hotel / 'A' Class Airport / Well-known Hospitals/ Malls/large office etc. ending March 31, 2024 (from April 01, 2019 onwards).
- ii. The bidder must have completed similar works during the last 5 years ending March 31, 2024 (from April 01, 2019 onwards) within the criteria given below:
 - a) One similar work costing not less than 80% of ₹13.25 Cr (excluding GST) (The amount of completed work carried out during one financial year/calendar year only will be considered for working out the qualifying amount of work)
OR
 - b) Two similar works costing not less than 50% of ₹13.25 Cr (excluding GST) (The amount of completed work carried out during one financial year/calendar year only will be considered for working out the qualifying amount of work)
OR
 - c) Three similar works costing not less than 40% of ₹13.25 Cr (excluding GST) (The amount of completed work carried out during one financial year/calendar year only will be considered for working out the qualifying amount of work)

Note – A) The above works should be supported with work order, work completion certificates and TDS certificates.

B) In case of Integrated works the bidder shall submit documentary evidence viz., work order, work completion certificate, Agreement, TDS certificates clearly stating the nature of similar work (Housekeeping work). The supporting documents should state the total amount of housekeeping work, manpower deployed, etc

C) Contract shall be a direct contract between principal employer and the contractor. Third party contract/ sublet contract will not be considered for evaluation.

- iii. Contractor should have minimum **annual turnover** of 100% of the estimated cost (₹13.05 Cr) during the last 03 consecutive financial years (2021-22, 2022-23 and 2023-24) ending 31st March 2024. Copies of audited financial statements shall be uploaded, in

support of the annual turnover, while submitting Part - I (Technical Bid) of the tender.

- iv. They should furnish **solvency certificate** issued by their Banker, specifically for the purpose of the work for an amount not less than the estimated cost (₹13.25 Cr) of work.
- v. They should have a full-fledge service set up in Mumbai and Suburban area and with minimum 300 manpower (housekeeping staff- supervisor/ janitors) on payroll.
- vi. Contractors should have a valid license issued by Government authorities and ISO 9001:2015 Certificate in Quality Management system.
- vii. The bidder must provide **minimum three verifiable feedback reports** (as per format given in **SECTION XIII**) of completed similar works amounting not less than 40% of ₹13.25 Cr for providing housekeeping services.
- viii. Contractors should have applicable and valid registrations with statutory authorities constituted for labour welfare and other purposes such as ESIC, EPF, PAN, TIN, GST, etc. duly supported by documentary evidence and certificates of registration.
- ix. Contractor should have at least one active/operational current account in a scheduled commercial bank.
- x. The Tendering firms/companies should submit Income Tax Return Certificate/ Assessment Order and audited financial statements for the past three financial years i.e., 2021-22, 2022-23 and 2023-24.
- xi. The bidder should submit the list of its clients (current and previous) with contact details and email id for the last 05 years ending March 31, 2024 (from April 01, 2019 onwards).
- xii. **The bidder must not have been prosecuted or suffered any penalty for violation of any statutory laws by any Authority. Undertaking on the letterhead of the bidder regarding the same shall be submitted.**
- xiii. **The bidder must not have been suspended / delisted / blacklisted/ banned or any such process initiated against him/her, by any organization including RBI at any location in India on any grounds. Undertaking on the letterhead of the bidder regarding the same shall be submitted.**
- xiv. The bidder should not have rescinded/abandoned any contract awarded by any of his clients before the expiry of prescribed period of contract. The bidder shall give details of all disputes he/she had with his/her clients and furnish the status thereof.
- xv. Service quality by the bidder at current similar facilities (to be decided by the Bank based on client site visit reports, the decision taken by the Bank in this regard will be final and binding).

The bidders shall submit documentary evidence in support of all the above eligibility criteria as also the other terms and conditions enumerated above, wherever applicable. Only those bidders who qualify as above will be eligible to participate in the captioned tender work. All the supporting documents for the above criteria are required to be uploaded/ submitted for evaluation.

Evaluation Matrix

Sr. No	Evaluation Parameter	Weightage
1.	Average Annual Turn Over in last 03 years (as on March 31, 2024)	Max 10 marks
a	More than ₹500 crore	10
b	More than ₹100 crore up to ₹500 crore	07
c	More than ₹15 crore up to ₹100 crore	05
2.	Number of years in operation (as on March 31, 2024)	Max 10 marks
a	More than 15 years	10
b	More than 10 years up to 15 years	07
c	More than 05 years up to 10 years	05
3.	Manpower on Payroll	Max 10 marks
a	More than 500	10
b	More than 400 up to 500	07
c	More than 300 up to 400	05
4.	Similar completed work	Max 15 marks
a	More than 10	15
b	More than 05 upto 10	10
c	More than 03 upto 05	07
5.	Built Up Area (Sq. ft.) of single property	Max 10 marks
a	More than 150000 sq. ft.	10
b	More than 100000 sq. ft. and up to 150000 sq. ft.	07
c	More than 70000 sq. ft. and up to 100000 sq. ft	05
6.	Satisfactory feedback report from previous clients (as per format given in SECTION XIII)	Max 15 marks
a	More than 10	15
b	More than 05 upto 10	10
c	More than 03 upto 05	07
7.	Quality of services by the bidder at their present site (to be decided by the Bank based on site visit reports. The decision taken by the Bank in this regard will be final and binding) – Minimum 15 marks	Max 30 marks
a	Level of general cleanliness, mechanization of operation, washroom cleaning & maintenance	0-8
b	Redressal of complaints and Record Keeping	0-5
c	Feedback from client	0-5

d	Site Area (Minimum 1,00,000 sq. ft)	0-4
e	Quality of chemicals used (standard brands and ecofriendly) as well as tools and equipment	0-4
f	Proper uniform (with company's name badge) including safety equipment provided to manpower at site	0-4

(Note: (i) Site visit will be done only for the bidders who fulfil the eligibility criteria and secure at least 50 marks in above mentioned criteria (Sr No 1 to 6).

(ii) Further, in order to qualify in the Technical Bid, the bidder shall score minimum 15 marks in site visit and fulfil above mentioned eligibility criteria (Sr No 1 to 7) and score minimum 70 marks as per evaluation matrix.)

Before opening of the Financial Bid, Officials of the Bank will visit the establishment/s maintained by the firms to check the quality of work pertaining Housekeeping services. The bidder shall facilitate the inspection of the similar facilities maintained by them, by the Officials of the Bank to ascertain the performance, as specified above.

Proposals scoring minimum of 70% marks (i.e. 70 marks out of total 100 marks as per the table above) shall be considered for further evaluation in the Financial Bid. The Bank shall notify those bidders whose proposals did not meet the minimum qualifying marks or were considered non-responsive to the tender conditions.

The Bank shall simultaneously notify the bidders who have qualified, indicating the date and time for opening of the Financial Bids. The notification may be sent by electronic mail. To verify the claim regarding work/similar contract in other locations, the Bank may call for information/report from the concerned bodies.

b) Evaluation of financial bid

After the technical evaluation has been completed, the financial Bids of only technically qualified bidders will be opened for the purpose of financial evaluation. The financial Bids shall be opened publicly in the presence of the bidder's authorised representatives who choose to attend (only one representative per bidder). The name of the Bidder and the offered prices shall be read aloud and recorded when the financial Bids are opened.

Reserve Bank of India does not bind itself to accept the lowest or any tender and reserves to itself the right to accept or reject any or all the tenders either in whole or in part. Reserve Bank reserve the rights to itself to reject any bidder during any stage of the tendering process, without giving any reason thereof.

Bids shall be evaluated based on the lowest financial bid. In case two firms offer the same lowest net bundled prices, then only the experience of similar kind of work by the firm and technical evaluation marks shall be considered for evaluation purpose of Financial Bid. The decision of the Bank shall be final and binding.

Section VII
Scope of Work

1. Description of Work:

This work is the Facility Management (Housekeeping) Services for Bank's Offices. The work which has to be carried out is as follows: -

- Daily/Monthly/Quarterly (deep cleaning) cleaning of internal & external general area (i.e., Main entrance, corridors, lobby, staircases, Banking Hall, Conference rooms, Cabins, Workstations and Terraces etc.)
- All washrooms should be cleaned daily and Deep cleaning should be done weekly.
- Specialized cleaning of Vault Area
- Providing flower arrangement, washroom amenities, car wash services.
- Miscellaneous works.
- To provide a high level of a neat, clean, hygienic look to the entire Bank's premises to keep the surrounding dust free as per the details given in tender document.
- To ensure that the staffs deployed are dressed in neat and clean uniform approved by the Bank officials.

Also, necessary liaison with BMC for above services should be maintained by the vendor.

2. Details of Office Premises where work is to be carried out are as under:

Sr. No.	Name of the Office Buildings and Address
1	Main Office Building Shahid Bhagat Singh Marg, Fort, Mumbai - 400 001
2	Amar Building – Shahid Bhagat Singh Marg, Near Main Building, Fort, Mumbai - 400 001
3	Bandra-Kurla Complex Office Office building, Bandra-Kurla Complex, Plot C-7, C-8, C-9, Near Drive-in-Theatre, Bandra East, Mumbai - 400 051
4	Byculla Office, Reserve Bank of India Dr. A. Nair Road, Opp. Mumbai Central, Mumbai - 400 008
5	World Trade Center – Colaba, Mumbai
6	Makers Tower (E- Wing 13 th Floor + F- Wing 2 nd , 17 th , 18 th 19 th & 20 th Floor) – Colaba, Mumbai
7	Nariman Bhawan (12th and 13th floor) Nariman Bhavan Building, Nariman Point, Mumbai

8	MTNL Building (7th floor) Fountain Building-II, Mumbai
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Note- Number of floors mentioned in above properties may increase/decrease at any point of time.

3. Manpower Requirement:

- i) **Site Supervisors (Semi-Skilled) and Housekeepers (Unskilled)** - Contractor shall deploy experienced (Minimum 12th standard with five years' experience in the relevant field) site supervisor in each Commercial complex along with Semiskilled workers(s) as stated under. The supervisor shall be ready for take instructions from Bank's Officers / Caretaker or any person deputed by the Bank and he shall supervise the work at site. The site Supervisor shall record attendance of all the staff members deployed by the contractor against the contract on daily basis and show it to Bank's officials whenever demanded by them. He should control all the workers under his charge and allocate duties to them. The Site Supervisors of the contractor shall take rounds of the premises and take necessary action for maintaining hygiene/cleanliness. He shall also interact with the caretaker/ Bank's representative and take their feedback to improve the performance, wherever required. He should ensure that the complete premise is clean and well maintained. He should maintain a feedback/suggestion/complaint book wherein residents/ officials may give their comments regarding the maintenance/ cleanliness work.

Floor Sweepers shall be carrying out Cleaning sweeping, mopping with disinfectant staircases, cabins, lobbies, reception, pantries, Corridors Ceilings, Banking Hall, Office Rooms/ cabins, training rooms, conference rooms etc. at regular intervals on daily basis. Cleaning, scrubbing and disinfecting bathrooms, toilets, wash basins, sanitary fittings, floors etc. of all the areas including at regular intervals on daily basis.

Vacuum and Shampoo cleaning of all carpets and upholstered furniture. Cleaning, dusting electrical switch boards, light fixtures, fans, air conditioner vents, name plates, door mats, firefighting equipment, computer systems, phones, doors, windows, furniture, window glasses, grills, curtains etc. then mopped if required, within the time frequency allocated.

They are to respond to urgent calls from Bank staff to clean up spills promptly. Washroom area shall be cleaned regularly. There is a permanent sweeper scheduled on Mondays to Saturdays. Floor Sweepers are required to sign a register at regular hourly intervals during cleaning operations.

Contractor shall deploy manpower as specified in the tender against each cluster of properties as per the timings mentioned therein. The site supervisor shall be fully responsible to execute the desired work from the given manpower for effective maintenance work. All labour and supervisor should report to the Office Caretaker in each property. The working hours shall be arranged in shift duty (Two shift) i.e., for each 8.00hrs for all 6 days in a week. The duty hours in a particular shift can be altered according to Bank's requirement.

Deployment of **minimum manpower is as under: -**

Sr No	Office	No. of Washrooms		Manpower required in office buildings	
		Gents	Ladies	Housekeeping staff	supervisor
1	Mumbai Regional Office	23	14	57	3
2	Amar Building (Including Museum)	14	12	21	2
3	BKC Office	68	40	53	2
4	Byculla Office	13	7	26	2
5	WTC Office + Maker Tower	15	10	71	3
6	Nariman Bhawan	2	2	18	2
7	MTNL Building	1	1	12	1
Total				258	15
Total Number of Housekeeping staff				258 Nos	
Total Number of Supervisors				15 Nos	

Note: Deployment/re-appropriation of the number of Site supervisor and housekeeping staff may change as per requirement of the Bank. Appropriate no of ladies and gents' staff shall be deployed by the contractor.

- ii) The weekly holiday should be given to the Staff by the Contractor with an alternative arrangement in the absence of regular assigned workman. Any additional manpower required to carry out the complete scope of work shall be provided by the contractor without any additional charges. Bank reserves the right to depute officer/ staff to verify the wages given by the Contractor to the labour deployed by contractor for performance of this work. The contractor shall make alternative arrangement in the absence of regular assigned workman. Any additional manpower required to carry out

the complete scope of work shall be provided by the contractor without any additional charge.

- iii) The contractor shall submit daily labour report duly signed by site Supervisor to the Bank's Caretaker. The contractor shall also maintain a record of payment to the workers, which shall be submitted along with the bill.
- iv) The workman shall be provided with uniform / terry cotton jacket with Label stating "House Keeping Service" in bold letters and the workman should wear the photo I.D card duly signed by the Caretaker.
- v) The entire work shall be carried out in consultation with Caretaker and Security Officer and obtain necessary acknowledgement and the same shall be furnished along with the bills duly certified by the concerned Caretaker/Security Officer.
- vi) All the cleaning materials and equipment will be provided by the contractor. The contractor shall make their own arrangements for storing the necessary tools, materials, equipment.
- vii) Housekeeping chemicals shall be eco-friendly, having low VOC and meet green seal standard (GS-37) or other Indian equivalent standards, for all building applications.
- viii) Each Office may require a different cleaning procedure and each surface requires different cleaning products. The contractor shall use cleaning materials which are preferably non-toxic & eco-friendly as approved by the Bank. The Contractor shall use cleaning materials only standard quality and Bio products as approved by the Bank. The materials used shall not damage the sheen of the flooring / dado finishes Brass/stainless steel fitting and fixtures shall be polished using appropriate good quality approved materials. The contractor, before using any new cleaning product or method, etc., shall make sure to test it on a small, inconspicuous area first.
- ix) The contractor may be permitted to use the Bank's step ladder if available, with the permission of the Bank's officials. However, taking it to the work location and keeping it back at the proper place shall be the responsibility of the contractor. However, in case the Bank's ladder is not available for the use of the contractor, they have to make their own arrangements at no extra cost to the Bank.
- x) The contractor should note that the periodical cleaning work shall be carried out without any disturbances to the Bank's employees of the Office during the day time work. All operations necessary for the execution of the works shall, so far as the compliance with the requirements of the concerned statutory authorities, Contractor shall suitably barricade the work area, whenever situation so requires, at his own cost so as to

ensure safety of his own men and other Employees/ members of public.

- xi) The work to be carried out under the Contract shall, except as otherwise provided in these conditions, include all labour, materials, tools, equipment and transport which may be required in preparation of and for and in the full and entire execution and completion of the works. The Contractor shall provide at his cost everything necessary for the proper execution of the works mentioned in the tender documents, whether the same may or may not be particularly shown or described therein provided that the same can reasonably be inferred there from. The Contractor shall carry out and complete the said work in every respect in accordance with this Contract and with the directions of and to the satisfaction of the Bank. The Bank may in his absolute discretion and from time to time issue written instructions, detailed directions and explanations which are hereafter collectively referred to as “Employer’s Instructions” in regard to :
- a) The variation or modification of the quantity of works or the addition or omission or substitution of any work.
 - b) The removal from the site of any material brought thereon by the Contractor not fulfilling the tender specifications and the substitution of any other material therefor.
 - c) The removal and/or re-execution of any material/works executed by the Contractor but not fulfilling the tender specifications.
 - d) The dismissal from the works of any persons employed by the contractor thereupon.
 - e) The opening up for inspection of any work covered up.
 - f) The amending and making good of any defects noticed and reported during currency of the contract.
- xii) The Contractor shall forthwith comply with and duly execute any work comprised in such Bank’s instructions provided always that verbal instructions, directions and explanations given to the Contractor or his representatives upon the works by the Bank shall, if involving a variation, be confirmed in writing by the Contractor within seven days, and if the same is not approved/ disapproved by the Bank in writing within a further period of seven days, such shall be deemed to be Bank’s Instructions within the scope of the Contract.

xiii) All labour and supervisor should report to the Office Caretaker in each property. The working hours shall be arranged in shift duty (Two Shifts) i.e. for each 8.00hrs for all 6 days in a week. However, in case of the emergency works, the workers shall continue to work till the emergency work is over.

4. Details of the work to be carried out as follows:

Housekeeping services should be provided on all days excluding National holidays (26th January, 15th August and 2nd October) in Banks offices with two Shift, First Shift start at 7:00 AM to 3:00 PM and Second Shift start at 12:00 PM to 08:00 PM from Monday to Friday and every Saturday housekeeping services should be provided in Single Shift i.e., 7:00 AM to 3:00 PM so that all Bank's Office premises are neat and clean all the time. Working hours should be adjusted in such a manner that cleaning work in the morning should be completed well before 9:30 am in all office areas where work will start at 10:00 AM. Housekeeping staff has to do following activities:

- i. Cleaning of General area**
- ii. Cleaning of washrooms**
- iii. Cleaning of Internal area**
- iv. Cleaning of External area**
- v. Providing, refilling and maintain the Washroom amenities**
- vi. Providing Flower arrangement services**
- vii. Providing all Cleaning materials**
- viii. Providing all tools and equipment**
- ix. Curtain cleaning**
- x. Washing of Linen**
- xi. Daily Waste Disposal**
- xii. Supply and distributing of Bin Liners in all offices on monthly basis**
- xiii. Miscellaneous services**

A. Daily Services:

Cleaning, scrubbing and disinfecting bathrooms, toilets, wash basins, sanitary fittings, floors etc. of all the areas including at regular intervals on daily basis. Cleaning sweeping, mopping with disinfectant stair cases, cabins, lobbies, reception, pantries, Corridors Ceilings, Banking Hall, Office Rooms/ cabins, training rooms, conference rooms etc. at regular intervals on daily basis.

Vacuum cleaning of all carpets and upholstered furniture. Cleaning, dusting electrical switch boards, light fixtures, fans, air conditioner vents, name plates, door mats, firefighting equipment, computer systems, phones, doors, windows, furniture, window glasses, grills, curtains etc. Spray the room fresheners in all cabins/rooms on daily basis at regular intervals.

Cleaning of dust bins, waste paper baskets, cobwebs etc. and disposing off all collected refuse on daily basis at regular intervals i.e. two times. The dust bins shall be washed and garbage bags need to be placed in all garbage bins to avoid stains and clear them when it is full time to time. Collect garbage in specified colour coded bags from all dust bins and garbage bins existing inside the premises and shall dispose at the designated area.

Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet Seats, containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Re-stock toiletries, which include liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets, etc. after daily check-ups in the morning, afternoons and on call basis during daytime. Thorough cleaning of all Washrooms with phenol, removing all dust and unwanted material, keeping dry, cleaning of window grills/glass once in a day. Naphthalene balls should be put in wash basins and toilets. Air purifiers, toilet rolls and liquid soap are to be provided by the bidder regularly to ensure continuous availability of the materials in requisite place.

It is the responsibility of vendor, to keep round the clock a housekeeping staff who is expert in the clearance of chocking of sinks, wash basins, floor traps, nahani traps, EWC, IWC, P-Traps, Rain water pipes, sewer chamber & sewer lines, the chocking shall be cleaned within one hour after reporting the complaint.

Cleaning of all open areas between the building and boundary including sweeping of roads, paths, cleaning of open drains, Pump Rooms, AC Plants, Electrical Substation, Banking Hall, Terraces, Main Gates, etc. as directed by the Bank's Caretaker and Security Officer.

i. Waste Disposal Management: - The successful Bidder will prepare a flowchart indicating the method of collection / disposal, etc. The contractor will teach and train his staff for the collection / disposal work. The garbage will have to be disposed off at least

twice a day. The vendor will make arrangement to collect garbage in specified colour coded bags from all designated area within the Bank's premises. **The segregation of wet, dry and any other waste shall be done and disposed off as per MCGM rules. Liaising with MCGM and cost for transportation for the same (if any) shall be borne by the contractor.**

Removing of waste material from dustbins kept at Washroom area and office premises of the Bank. The waste collected (as per applicable BMC norms) and disposal of the same is to be done on daily basis. All waste collected is to be placed within the large bins provided for this purpose located at the site by the Bank. Also two wheel Dustbin containers provided by the Bank are to be used for the disposal of waste. Also, necessary liaison with BMC in this regard should be maintained by the vendor.

ii. Details for cleaning of General area:

Clean and maintain general areas as per highest cleaning standards. Public areas, Waiting areas, Corridors, Basements, Staircases, Elevators/Lifts, Library area, Store rooms etc.

Remove all garbage from the dustbins. Dust the entire area with a damp cloth or when necessary with Bacillocid solution. Vacuum cleans the entire area. Mop the floor, Scrubbing of the above mentioned areas to be done thoroughly daily basis with R-2 Spiral solution. Once a week area to be polish with terenova. Polished area needs to be buffed on daily basis. Curtain, Venetian Blinds/rollers should be washed on monthly basis. Through cleaning of the areas to be done once in a week. Maintenance to be noted in checklist and fed in the computer on daily basis.

Cleaning of office Cabins:-

The vendor shall remove trash from office dustbins and change the trash liner every evening before closing hours. Cleaning and dusting of entire furniture, partitions, wooden cabin walls, railings, doors, windows venetian blinds, racks, sofas, computers, telephones, curtains, wall mounted fans etc. with dry/wet cloth, feather brush and duster. The offices shall be dry dusted and swept after the closing hours. Vacuum cleaning shall be done on carpets and upholstery. The worktables shall be mopped with soap solution in the morning. Spray the room fresheners in all cabins/rooms on daily basis at regular intervals. The cabins shall be mopped with soap solution in the morning and kept odour free using deodorizer.

Cleaning of other Areas:-

All the dustbins shall be washed and lined with colour coded bags in the floor shall be thoroughly mopped with a specialized soap solution. The entire area shall be scrubbed at least twice in a week. Toilets and Washrooms shall be cleaned with soap solution and kept odour free using deodorizer cubes. The common areas shall be swept and mopped in the morning and at regular intervals to keep them clean. In morning the trash bag shall be changed when it is full. Walls shall be thoroughly cleaned using a specialized soap/disinfectant solution in the morning.

Glass Windows, Doors & Aluminum Partitions:-

All glass windows, doors and aluminum partitions of Bank's Offices should be cleaned with appropriate soap solution on daily basis. Glasses shall be wiped with dry cloth to remove fingerprints at regular intervals.

Corridor and Banking Hall:

To clean corridor within the facility safely and with as little interference as possible with daily activities and to minimize the potential risk associated with wet floor. Place "Wet floor" caution signs at both ends of corridor to alert staff and visitors to a potential risk. Brush the floor with feather duster. Check the cobwebs in and around the wall and pillars. Wet mop all corridor, covering only half of the width at time. This allows safe foot traffic at all times. Wet mop the remaining half of the corridor only when the first half has dried completely. React to an emergency code in the area being cleaned by moving all equipment and supplies (except "Wet floor" signs, which should remain in place to mark potentially slippery areas) out of the main traffic area to avoid interfering with emergency

Elevator / Lifts:

To clean elevator cars, tracks, interiors and exterior of doors safety with as little inconvenience to the passengers.

Material required Step ladder, Rags, Dust Mop, Bucket with wringer, Wet Mop, Disinfectant detergent, Hand vacuum, D-7/Steel & Brass polish, Small brush, Rubber gloves etc.

Take the elevator to a non-public floor for cleaning and turn off with key, Mix Disinfectant detergent in pail and bucket, remove the light diffusers carefully & clean with damp cloth soaked in disinfectant detergent. Wipe dry to prevent streaking and replace. Dust mop

the floor, Vacuum the tracks with vacuum equipped with crevice tool. Spray D-7 into the stainless walls if wall are stainless, rinsing thoroughly with warm water, then apply very thin coat of baby oil and buff it properly. Clean channel on regular basis and weekly cleaning with cleaning kit as per standard practice.

Staircases:

In Staircases activity of Dusting to staircase railing, sweeping with feather brush/vacuum clean, corners cleaning. Pay attention to hand marks, smudges, and snuffs on the railing and glass panels. Finally mop the floors. Report any maintenance requirement to the Bank's caretakers immediately. Hourly mopping/touch up with hand mop to be given to maintain it. Heavy cleaning and scrubbing should be carried out at evening in second shift. Check corner properly for the dirt, check for the cobwebs on regular basis.

Window cleaning:

To maintain a clean and smudge-free surface on interior and exterior glass use the R-3 Squeegee with handle, Window cleaner, Small plastic bucket, Clean rags, Sponge, Glass scraper, Window brush, Glass cleaning Kit.

Prepare window cleaning solution, place window brush into solution, apply solution to window surface with use of strokes, Use squeegee, starting at bottom corner and working upward along outside edge, across top, then downward using 'S' stroke. Dry squeegee blade as needed with clean dry cloth, remove any solution remaining on window frames or ledge with clean cloth. Clean equipment and store properly. Some areas may require the use of a glass scraper to remove tough stains.

Cleaning of Marble surfaces/Granite/Tiles:

Scrub the surface with mild cleaning agent and a scrubber. Rinse the surface thoroughly. In case of excessive stains seek marble polisher's help. For any stubborn white water marks on floor corners spray super gel and leave for 5 minutes and rinse with wet and dry the floor with the help of discard. Once a week area needs to be polished with Trinova.

B. Cleaning of Washrooms on daily basis:

To provide clean, hygiene and bacteria free washrooms to the Bank's Staff, materials shall be used i.e. R-2 Hygienic hard Surface Cleaner concentrate (Normal area 20-50 ml. in 1 litre of water). R-3 Glass cleaner concentrate (Normal area 20-50 ml. in 1 litre of

water). R-4 Furniture Maintainer, R-5 Room Freshener, R-6 Toilet bowl/W.C. cleaner, R-9 Bathroom Cleaner Concentrate (Normal area 50-100 ml. in 1 Liter of water) etc.

Cleaning Washrooms including flooring, dado, all fittings and fixtures, W.C. pan, flushing tank, wash basins, Clean, sanitize and de-scale all vitreous fixtures, Dust all horizontal surfaces, Sweep, damp mop & disinfect all floors, Clean Glass & mirrors, Clean walls, doors & partitions, Dust all horizontal surfaces, Clean and sanitize all counter tops, Clean & polish all metal fixtures, Clean windows, ventilators with glass panes/louvers including cleaning of mosquito mesh shutters from inside the Washrooms.

Check all maintenance in washroom. Remove all garbage from garbage bins and change garbage bag. Apply R-6 in w/c/toilet pot properly. Scrub tiles, washbasin all fittings & fixtures nicely with R-9. Wash tiles, washbasin all fittings & fixtures nicely. Scrub toilet bowl from inside and outside. Wipe all tiles, fixtures, fittings, washbasin & w/c (seat cover & outside w/c). Clean mirror with R-3, no water marks, frame edges clean. Scrub & Mop washroom floor from inside to outside. Check & fill liquid soap, toilet roll, tissue paper, odonil, urinal cubes & naphthalene bowl. Spray air freshener. Sign on toilet check list bind main door.

Cleaning of the water closet with use of R-6, Pine gold/Disinfectant Dettol, Nylon scrubber, WC brush etc. Scrub the seat and the seat cover with cleaning agent. Flush out the water and spread R-6 all over the rim of WC and leave it for five minutes. Wash it with water. Using the WC scrub brush, thoroughly clean the WC and flush. With a clean discard, wipe the WC, WC pipes and underneath the WC bowl. Push out the water from the bowl and put pine gold in it. Wipe the WC with clean discard. Wipe the WC with dettol. In case of any stubborn stains, report to the supervisors. Do not use any hard abrasive on the WC. Check under the grooves and rim of WC for sparkling cleanliness.

Check for continuous flow of water, Flush timer, Missing or broken items, Stained/scratched/broken/cracked/WC or WC seat, Leakages under WC.

Cleaning of the Washbasin with use materials i.e. Cleaning agent-R-1, Nylon scrubber Discard towel, Toothbrush etc. Check the washbasin for cracks, loose fitting. With the scrubber and cleaning agent scrub the washbasin and counter taking care to scrub the rim and the drain corners properly with a toothbrush. Remove all the trays and other item from the counter before starting. Take out the washbasin stopper and remove any hair sticking on the washbasin stopper jail. With the help of a toothbrush, clean the plastic jail properly removing any slime or stains from it. Rinse the cleaning agent properly from

the basin and dry it with a dry discard. With a wet discard, wipe the bottle trap to remove any dust or cobwebs from it. Lastly, pour some pine gole into the drain so that the water in the bottle does not give any odor and the washbasin is properly sanitized. Standards to be maintained Washbasin should be sparkling clean.

Cleaning of Chrome fittings with use of materials i.e Cleaning agent-R-1, D-7, Toothbrush, Sponge, Chrome polish etc. Clean the surface with a cleaning agent and a sponge. Rinse thoroughly and Wipe dry with a towel discard. Apply chrome and shine, Standards to be maintained Check for any loose screws, corroded or tarnished fittings, leakage, bends and dents, rust, salt deposition, detached chains. All fixtures should be free of dust and depositions.

Chrome fitting should be shining after cleaning them with a mild-cleaning agent. There should be not watermarks. Polish the fitting with chrome polish. The bottle trap should be free of dust and cobwebs. No hard abrasive to be used to prevent scratching. In case of any stubborn stains, report to Bank’s caretaker immediately.

Cleaning of looking mirrors with use of material i.e. Glass cleaner kit, Feather duster Flannel cloth, R-3 etc. Dust the top of the glass with the feather duster to remove dust. Neatly fold the glass cloth and spray glass cleaner on it and wipe the surface in a sideways motion or top to down. Clean any oil stains or smudges on the mirror. Finally, wipe with a lint free cloth. The mirror should be sparkling after being cleaned.

Re-stock toiletries, which include liquid hand soap, toilet rolls, air fresheners, sanitary cubes, Urinal mat/screen, naphthalene balls in toilets, etc. after daily check-ups in the morning, afternoons and on call basis during daytime. All the Washroom, Washbasins & Toilets should be cleaned minimum once in an hour’s as indicated in below table:

Timings for cleaning:

Sl. No.	Location	From	To
1	All washrooms (Deep Cleaning)	07.00 am	09.30 am
2	All washrooms	10.00 am	11.00am
3	All washrooms	11.00 am	12.00 pm
4	All washrooms	12.00 pm	13.00 pm
5	Lunch Time	13:00 pm	13:30 pm
6	All washrooms	13.30 pm	14.30 pm
7	All washrooms	14.30 pm	15.30 pm
8	All washrooms	15.30 pm	16.30 pm

9	All washrooms	16.30 pm	17.30 pm
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C. Weekly deep cleaning of Washrooms:

Cleaning including flooring, dado, all fittings and fixtures, W.C. pan, flushing tank, wash basins, Clean, sanitize and de-scale all vitreous fixtures, Dust all horizontal surfaces, Sweep, damp mop & disinfect all floors, Clean Glass & mirrors, Clean walls, doors & partitions, Dust all horizontal surfaces, Clean and sanitize all counter tops, Clean & polish all metal fixtures, Clean windows, ventilators with glass panes/louvers including cleaning of mosquito mesh shutters from inside the Washroom.

- i) Cleaning, scrubbing and disinfecting bathrooms, toilets, wash basins, sanitary fittings, floors etc. of all the areas including at regular intervals on daily basis.
- ii) The dust bins shall be washed and garbage bags need to be placed in all garbage bins to avoid stains and clear them when it is full time to time.
- iii) Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet Seats, containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Re-stock toiletries, which include liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets, etc. after daily check-ups in the morning, afternoons and on call basis during daytime.

D. Curtain Cleaning:- Curtains available in the Board Room (1st floor MOB) shall be cleaned quarterly. The procedure of spot cleaning (regularly) and steam cleaning (quarterly) shall be used. Deodorizing of the curtains shall be done after steam cleaning.

E. Washing of Linen:- Collecting, washing, drying, ironing and delivering of Linen to the offices (i.e., MOB and Byculla). The Contractor shall ensure the timely collection of the Linen from police guard rooms, driver rooms, VIP cabins and delivering in good condition, maintaining hygiene and quality standards. Use of suitable detergents and cleaning agents that comply with environmental and safety standards. Proper labeling and tracking shall be done to prevent loss or mix-ups.

The approximate quantity of the Linen is as follows:

Sr. No	Items of Linen	Approx. Quantity (Monthly)
1	Hand Towel	300
2	Bed Sheet	30
3	Pillow Cover	50

4	Solapuri Chadar	60
5	Table Cloth	20

The list of items mentioned above is tentative and may increase or decrease as per requirement. In case of addition of other items the rates shall be decided by mutual consultation.

F. Terrace Cleaning:-

The Contractor shall clean the terrace periodically as per instructions. The Contractor's quoted rates should be inclusive of this item. No extra payment what so ever will be made on this account. Lifting, carrying and disposing the dead birds animals, rats, insects etc, if found in and around the Bank's premises. Cleaning and sweeping of open area including balconies and roof tops with brooms.

G. Structural glazing, ACP cladding and Big Windows:

To provide clean environment to the visitors & VIP guests regularly. Cleaning of fixed glass panes/ structural glazing /exterior ACP cladding from out sides using Spiderman method. Including removal of bee hives if any on quarterly basis and bird dropping etc. including cleaning of ACP wall cladding provided at Byculla Office Building etc. Dynamic rope, seat harness, Grigri Shunt Suction pad, Cleanser (all clean), brush, Wiper, Scrapper, Helmet, Bucket shall use during cleaning.

H. Specialized cleaning in Vault Area:

Specialized cleaning of all Vault area including CVPS Section along with furniture, fixtures, Cabins/Cash counters, electricity fittings, bathroom fittings, sanitary wares etc. Cleaning, scrubbing and disinfecting of all the Vault area, Security passage area, floors including cleaning sweeping, mopping with disinfectant stair cases, cabins, lobbies, pantries, Corridors etc.

Vacuum cleaning of all carpets and upholstered furniture. Cleaning, dusting electrical switch boards, light fixtures, fans, air conditioner vents, name plates, door mats, firefighting equipment, computer systems, phones, doors, windows, furniture, window glasses, grills, curtains etc. Spray the room fresheners in all Vault area. The specialized cleaning in Vault Area should schedule as when requirement of Bank with prior approval of Security Officer and necessary security gate passes of Housekeeping staff should obtained before schedule of work.

I. Housekeeping Monitoring and Control:-

For better management and smooth services, the following monitoring mechanism will be adopted by the successful Bidder:-

(i) Washroom Checklist:-This is to be attached on the back of the each toilet door. It is to be filled up by the Contractor supervisor on duty daily-basis.

(ii) Housekeeping Services Complaints Report: - This is to be filled up by the Site-Supervisor staff of the vendor who receive/observe the complaints/requirements for any of the Services. All suggestions, complaints related to services or staff deployed by the contractor will be registered at site on the computer provided to the Contractor and reported to Bank's Caretaker & Security officer. The contractor will take immediate action to resolve the same failing which the Penalty Clause will be invoked.

(iii) Housekeeping Services Complaint Register: - This register is to be completed on the basis of information received by the Bank's Caretaker & Security officer. Officials through the inspection of the site, material on site, attendance sheet of the staff, weekly report, client letter/fax/e-mail, verbal complaints from Bank's Staff etc. and necessary action is to be taken.

J. Cleaning Material:

The Contractor should utilize materials/brands which have been approved by the Bank. Cleaning of washrooms, washbasins etc. should be done only with Industrial grade cleaning products or Bio-products/ISO marks. Cleaning materials (like Cleaning Chemicals, All cleaning soft tools, All Disinfections materials) should be utilized as per the requirement and site conditions in all Washrooms (i.e. type of flooring etc.) minimum consumption of cleaning material, list & type of material will be finalized with successful bidder in-consultation with Manufacturers of approved cleaning materials before start of the actual work. The Contractor must keep sufficient supplies on site to perform the contract work and for emergency purposes. It is the responsibility of the Contractor to properly secure these supplies to prevent theft. List of approved materials and suppliers:

SR No	Item / Material	Make / Name of the Manufacturer
A	Cleaning Chemicals:	
	All chemicals like Floor Cleaner, Hard surface Cleaner, Glass cleaner, Bowl Cleaner, Hand	M/s John Diversey Ltd
		M/s Taski Ltd

	Wash (R1, R2, R3, R4, R5, TR101, phenyle)	
B	Cleaning Soft tools:	
	All cleaning soft tools like Dolly mops, Squeezing bucket, floor wipers, Cleaning scrubbers, glass wipers, Glass cloth, Table duster, Dry Mops etc.	M/s Kleenol India Limited
		M/s Cleanfix - Schevaran
		M/s John Diversery Ltd
C	Disinfection Materials:	
	All disinfections materials like Sanitizers, Odonil cubes, Naphthalene balls, Air Fresheners, Aer pockets, etc.	M/s Godrej Ltd
		M/s Minichem India Ltd.

R1- Cleaner cum Sanitizer (Bathroom cleaner), **R2-** Cleaner cum Sanitizer (Floor cleaner) also used multipurpose, **R3-** Glass Cleaner, **R4-** Wooden Furniture Polish, **R5 -** Water based Air Freshener, **TR101 -** Carpet shampoo , **Phenyle -** Disinfectant used for floor cleaning

K. Tools and equipment:

The Contractor agrees to utilize tools/equipment (listed below) which has been approved by the Bank. The successful bidder shall have to provide following tools and equipments for Housekeeping services of all Offices under this contract.

Details of mechanized & automated cleaning and equipment to be used in carrying out the Housekeeping work:

Sr No	Mechanized & automated cleaning and equipment	Name of Office Premises							
		MRO	Amar Bhawan Including Museum	BKC Office	Byculla Office	WTC Office + Maker Tower	Nariman Bhawan	MTNL Building	Total no of equipment
1	Automatic scrubber driver	3	2	3	2	3	1	1	15
2	Single Disc machine	3	2	3	2	3	1	1	15
3	High pressure Jet machine	2	1	2	1	2	1	1	10

Note: The quantity is indicative and whenever additional cleaning machines/ any other type of cleaning machine are required as per the scope of work the bidder should provide without any additional cost.

4	Water dry vacuum cleaner	3	2	3	2	3	1	1	15
5	Road Sweeper (Manual)	1	-	1	1	-	-	-	3
6	Glass Cleaner Kit	3	2	3	2	3	1	1	15
7	Poll 6 meters & Poll 11 meters	3	2	3	2	3	1	1	15
8	Injection extraction machines	2	2	2	2	3	1	1	13
9	Foam generator machines for carpet cleaning and upholstery fabric	2	2	2	2	3	1	1	13
10	Wringer Trolley	4	4	4	4	4	1	1	22
11	Caddy Bucket 20	16	16	16	16	24	8	8	104
12	Ladders	3	3	3	3	3	1	1	17

L. Schedule of Housekeeping Services:

Sr No	Period	Housekeeping Services
1	WEEKLY	Dust, clean, & sanitize all telephones as required Damp clean metal top caps to all system furniture. High dust above hand height all horizontal surfaces including shelves, lockers, ledges, moldings. Dust all furniture including: desks, chairs, tables, filing cabinets, book cases, partitions, office equipment, ledges, baseboards, open shelves, televisions and light fixtures, Dust Venetian Blinds (Wet cleaning as requested) Dust and clean all HVAC intake and outtake vents, light switches, and other mounted items etc. Deep Cleaning of Washrooms.

2	MONTHLY	Damp Mop and machine buff all hard surface areas. Low dust and clean all horizontal surfaces including window sills, frames and sashes, ledges, baseboards, moldings, pictures, plaques, mural frames, railings, door ledges, and wall plates. Note: All corners and crevices shall be kept free of dust and dirt. High dust above hand height all horizontal surfaces, including shelves, moldings, ledges, picture and mural frames, etc.
3	QUARTERLY	<p>Strip, treat, and buff all uncarpeted areas to include lobby, Bathrooms, Corridors, Passages, Stair cases etc and other related hard surfaces.</p> <p>Shampoo (Steam/Extract Method) carpets in heavy traffic areas to include vestibules, Carpeted walkways, Conference rooms, Board Rooms, Cabins and Customer Service Areas.</p> <p>Clean Exterior of All Perimeter windows, Structural glazing, ACP cladding and Big Windows, Specialized cleaning in Vault area,</p> <p>General Cobwebs and spiders shall be removed. All items of furniture and office equipment that had to be moved shall be returned to their original positions</p>

M. Guidelines for cleaning works:

1. High standard of cleanliness should be maintained by using modern equipment and materials.
2. Cleaning works are to be undertaken at the time specified by the Contractor, taking into consideration the volume and nature of work, without compromising on the quality of the work.
3. Cleaning of lighting fixtures, exhaust fans, etc.
4. Cleaning of floor, walls and ceiling and removing dirt, dust and stains from them. It should also be made free of cobwebs including removing them from inaccessible places by using appropriate tools.
5. Cleaning of windows, window panes, grills, doors, ventilators, etc., without causing any damage to the installed blinds.
6. Cleaning of accessories provided in the wash rooms like buckets/mugs/soap cases etc.
7. All the cleaning material and equipment will be provided by the service provider / contractor / firm.

8. The cleaning material used shall be of standard quality (of eco-friendly and non-toxic variety) to avoid damage to CP fixture/tiles/flooring, etc.
9. The Contractor should procure/keep/provide stock of sufficient/adequate quantity cleaning materials/tools/equipment for use to ensure state of the art cleaning.
10. The contractor should use appropriate non-toxic and eco-friendly cleaning materials available in the market and as approved by the Bank. The Contractor shall use only standard quality cleaning materials (Taski or equivalent brand) for cleaning. The materials used shall not damage the sheen of the flooring / dado finishes Brass/stainless steel fitting and fixtures shall be polished using appropriate good quality approved materials.
11. The Contractor shall provide the workers with hand gloves where necessary.
12. Any additional work as and when required has to be attended to.

N. Supply of Washroom Amenities Items on FTU Basis:

Gents Washroom:

- i. Automatic Soap Dispenser - 2 Nos
- ii. Automatic Hand Dryers -1 No
- iii. Digital Fragrance Air Dispenser - 2 Nos
- iv. M Fold White 42(Gsm) Paper Dispenser - 1 No
- v. Urinal Fragrance Mat/Screen (to each Urinal)
- vi. Stainless steel Perforated Bin 10x14 at Washbasin & Toilet area - 3 Nos
- vii. Toilet Paper holder with paper roll in Toilets - 2 Nos

Ladies Washroom:

- i. Automatic Soap Dispenser - 2 Nos
- ii. Automatic Hand Dryers -1 No
- iii. Digital Fragrance Air Dispenser - 2 Nos
- iv. M Fold White 42(Gsm) Paper Dispenser - 1 No
- v. Sanitary Pads Disposable Bins – 1 No
- vi. Stainless steel Perforated Bin 10x14 at Washbasin & Toilet area - 3 Nos
- vii. Toilet Paper holder with paper roll in Toilets - 2 Nos

List of approved brands of Washroom Amenities Items used for Washroom cleaning Work:

Machines	Make / Name of the Manufacturer
Automatic Soap Dispenser	Euronics / John Diversey Ltd / Taski or any approved equivalent
Automatic Hand Dryers	
Digital Fragrance Air Dispenser -	
Shoe Shining Machine with Sole cleaner	
M Fold White 42(Gsm) Paper Dispenser	
Urinal Fragrance Mat/Screen	
Stainless steel Perforated Bin 10x14 at Washbasin & Toilet area	
Toilet Paper holder with paper roll in Toilets	
Sanitary Pads Disposable Bins –	

The tenderers shall supply, install, maintain and periodically refill above Washroom Amenities Items as per the approved list by the Bank on FTU Basis (Free To Use). It will be maintained on daily basis by Housekeeping staff and the contractor will be liable to replace the damaged/faulty items forthwith, failing which punitive action will be taken as deemed fit by the Bank. All washroom amenities must be battery operated (automatic) and the charges of replacing batteries must be included in the Price Bid

The contractor shall have no right to claim any cost/damage/loss due to theft, fire etc. If at any stage during the currency of contract, the quality of Washroom Amenities Items, performance of the contractor etc. is not found satisfactory, the contract will be terminated forthwith and Performance Security deposit forfeited.

In case of failure on the part of approved contractor to supply the above mentioned items as per supply order within the stipulated period, the contract shall be cancelled and performance security would be forfeited apart from taking other punitive action as deemed fit by this P&SE Department.

The tenderers are requested to read and understand the terms and conditions of the contract mentioned in the foregoing paragraphs before sending their quotations, as no violation of the aforesaid terms and conditions shall be permitted once the quotation is accepted by the Bank.

O. Providing General amenities at all offices -

(I) Flower Arrangement in Sr Officer's cabins, Conference Rooms, executive corridors, entrances, lobbies, etc., with ceramic pots

Flowers / plants / leaves and flower vases / baskets / pots / sticks shall be fresh and of best quality of their respective kinds as specified. Samples of all the flower arrangements proposed to be supplied by the Contractor shall be displayed at any time to the representative of Bank.

Flower arrangement work is subjected to followings terms and conditions:

- i. The contractor shall arrange and supply suitable flower arrangement at various locations of the Bank as specified by Bank with ceramic pots.
- ii. Flower arrangement should be changed **twice a week i.e. on Monday and Wednesday**.
- iii. The flower arrangement work at the specified locations shall be completed by **09.00 AM**.
- iv. In case of emergency and occasions such as Board meetings, visit of foreign delegates, 15 August, 26 January, etc the contractor may have to provide flower arrangements even on holidays / non – working days as per the requirement of the Bank. Extra charges for the same will be paid by the Bank.
- v. The likely number of flower arrangement required by the Bank as mentioned in the tender may be changed including the days of supply as per the requirement of the Bank.
- vi. All flower arrangements shall be supplied along with plant materials like leaves, etc. for decoration and flower vases / baskets / sticks and suitably decorated and displayed at locations as per the requirement of the Bank.
- vii. Seasonal flowers used shall be Polyanthas Tuberosa (Nishigandha), Chrysanthemum (Shevanti), Roses of different colours (Indian), Bellis Perennis (Daisy), Gladiolus, Helianthus (sunflower) or any approved equivalent as directed by P & SE officials.
- viii. Exotic flowers used shall be Anthurium Andraeanum (Anthurium), Strelitzia (Bird of paradise), Dianthus caryophyllus (Carnation), Gerbera jamesonii (gerbera), Orchidaceae (Orchid), Liliaceae (lily), Heliconia, Liliaceae Orientalis or any approved equivalent as directed by P & SE officials.

Details of Flower arrangement are as follows:

Sr No	Description of work	No of Cabins	Approx. total quantity per month
1	Combination of 6-8 Flowers – Flower arrangement for DGM and GM cabins with ceramic pot	335 Nos.	2680 Nos
2	Combination of 9-11 Flowers – Flower arrangement for CGM and above officer's cabin with ceramic pot	60 Nos.	480 Nos

3	Combination of 22-25 Flowers – Flower arrangement for conference rooms, executive corridors and entrance with ceramic pot.	48 Nos.	384 Nos
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Note: The total quantity of flower arrangement may be changed as per the discretion of the Bank

(II) Providing Shoe Shining Machine:

Providing Shoe Shining Machine with Sole cleaner (M/s Euronics or M/s Novatech) and total quantity of 5 Nos in each Office Building (may be altered as per requirement) should installed in consultation with Banks officials.

The tenderers shall supply, install, maintain and periodically refill above Shoe Shining Machine as per the approved list by the Bank on FTU Basis (Free To Use). It will be maintained on daily basis by Housekeeping staff and the contractor will be liable to replace the damaged/faulty items forthwith, failing which punitive action will be taken as deemed fit by the Bank.

(III) Executive’s Car wash using shampoo on Fortnightly Basis & General Washing on Daily basis:

Executive’s Car wash using shampoo (approximately 20 Nos) on Fortnightly Basis (as on when basis) using standard quality of car wash shampoo such as Wavex wash, Tetraclean High Foam, 3M, etc. Equipment such as pressurized water jet and vacuum cleaner shall be used for external and interior cleaning respectively. General Cleaning of all cars must be done on daily basis.

The total quantity of shampoo service is approx. 40 Nos per month. Cleaning work and number of cars may be changed as per the discretion of the Bank.

(IV) Supply and distributing of Bin Liners in all Office Buildings on monthly basis:

Supply and distributing of Bio-Compostable Bin liners of size (19”x21” & 30”x37”) to the RBI’s all Office Buildings in Mumbai. Contractor shall include all charges for packing, transport, loading, unloading, delivery at site, hire for any tool, etc. The approx. monthly requirement is as under:

Sr. No.	Quantity (approx)	Color	Size in Inches
i	50 Kg (3500 pcs)	Green	19”x 21”
ii	50 Kg (3500 pcs)	Blue	19” x 21”
iii	191 Kg (2292 pcs)	Green	30” x 37”
iv	191 Kg (2292 pcs)	Blue	30” x 37”

Bio-Compostable Bin liners must be as per the IS - 17088:2008 titled as Specifications for Bio-compostable Plastics, as amended from time to time. As per the Rule 11 (Marking or labelling) each carry bag should be made from compostable plastics shall bear a label "Bio-compostable" and shall conform to the Indian Standard: IS/ISO-17088 (as amended from time to time) titled as "Specifications for Compostable Plastics".

Bio-Compostable plastic bags for size 19" X 21" and Size 30" X 37" having 25 microns & 35 microns thickness respectively and double sealing at the bottom. At the time of supply, Vendor must submit the quality control certificate from the manufacturer on his letter head certifying that bags are compostable and submit the Test Certificate by Central Institute of Plastics Engineering and Technology along with each and every lot supplied.

After supply and distributing of the Bin-liners contractor should sign the call sheets from the Caretakers & Security Officer and same should be present with monthly bill.

Housekeeping Staff shall change bin liners every day in all bins of each washroom and large dustbins placed in the office.

Section – VIII

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. Always use the safety wares like life jacket, seat-belt etc. when carrying out safety related works (like cleaning of ventilators or high access points/places etc)
4. No concentrated chemicals should be used which may be liable to create any injury to workers, Banks staff etc.
5. No harmful / highly inflammable chemicals should be used for AMC purpose.
6. Workers employed shall be provided with protective footwear, masks, protective gear including hand-gloves or any protectable cover as per requirement while carrying out Housekeeping work to avoid injuries.
7. Fire safety measures shall be adhered to as per local by laws.
8. Use of cleaning material keeping trollies is a must.
9. Whenever cleaning is being carried out appropriate signages (Careful wet floor/Cleaning work in progress etc.) is a must.

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

Signature of tenderer with seal:

Date:

Section – IX
(A) Pre-Contract Integrity Pact

(ON A STAMP PAPER of ₹ 100/-)

Between

Reserve Bank of India (RBI), Protocol & Security Establishment, Reserve Bank of India, Mumbai Regional Office, First Floor, Main Building, SBS Road, Fort, Mumbai- 400001 hereinafter referred to as "**The Principal**",

and

.....hereinafter referred to as "**The Tenderer / Contractor**"

General

The Principal intends to award, under laid down organizational procedures, contract/s for The Principal values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness / transparency in its relations with its Tenderer(s) and / or Contractor(s).

In order to achieve these goals, the Principal will appoint two Independent External Monitors (IEMs), who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

I – Commitments of the Principal

(1) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:-

a. No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

b. The Principal will, during the tender process treat all Tenderer(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all Tenderer(s) the same information and will not provide to any Tenderer(s) confidential / additional information through which the Tenderer(s) could obtain an advantage in relation to the tender process or the contract execution.

c. The Principal will exclude from the process all known prejudiced persons.

(2) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC / PC Act, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

II – Commitments of the Tenderer(s)/ contractor(s)

(1) The Tenderer(s) / Contractor(s) commit himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution.

a. The Tenderer(s) / Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.

b. The Tenderer(s) / Contractor(s) will not enter with other Tenderers into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.

c. The Tenderer(s) / Contractor(s) will not commit any offence under the relevant IPC / PC Act, further the Tenderer(s) / Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details including information contained or transmitted electronically.

d. The Tenderer(s) / Contractor(s) of foreign origin shall disclose the name and address of the Agents / representatives in India, if any. Similarly, the Tenderer(s) / Contractor(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" shall be disclosed by the Tenderer(s) / Contractor(s). Further, as mentioned in the Guidelines all the payments made to the Indian agent / representative have to be in Indian Rupees only.

e. The Tenderer(s) / Contractor(s) will, when presenting his bid, disclose any and all payments he has made, is committed to or

intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.

(2) The Tenderer(s)/Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

III – Disqualification from tender process and exclusion from future contracts

If the Tenderer(s)/Contractor(s), before award or during execution has committed a transgression through a violation of Section 2, above or in any other form such as to put his reliability or credibility in question, the Principal is entitled to disqualify the Tenderer(s) / Contractor(s) from the tender process or take action as per the procedure mentioned in the "Guidelines on Banning of business dealings".

IV – Compensation for Damages

(1) If the Principal has disqualified the Tenderer(s) from the tender process prior to the award according to Clause III, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit / Bid Security.

(2) If the Principal has terminated the contract according to Clause III, or if the Principal is entitled to terminate the contract according to Clause III, the Principal shall be entitled

to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

V – Previous transgression

(1) The Tenderer declares that no previous transgressions occurred in the last 3 years with any other Company in any country conforming to the anti-corruption approach or with any other Public Sector Enterprise in India that could justify his exclusion from the tender process.

(2) If the Tenderer makes incorrect statement on this subject, he can be disqualified from the tender process or action can be taken as per the procedure mentioned in "Guidelines on Banning of business dealings."

VI – Equal treatment of all Tenderers / Contractors / Subcontractors

(1) The Tenderer(s)/ Contractor(s) undertake(s) to demand from all subcontractors a commitment in conformity with this Integrity Pact, and to submit it to the Principal before contract signing.

(2) The Principal will enter into agreements with identical conditions as this one with all Tenderers, Contractors and Subcontractors.

(3) The Principal will disqualify from the tender process all Tenderers who do not sign this Pact or violate its provisions.

VII – Criminal charges against violating Tenderer(s) / Contractor(s) / Subcontractor(s)

If the Principal obtains knowledge of conduct of a Tenderer, Contractor or Subcontractor, or of an employee or a representative or an associate of a Tenderer, Contractor or Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

VIII – Independent External Monitor / Monitors

(1) The Principal appoints two competent and credible Independent External Monitors (hereinafter referred to as the Monitor) for this Pact. The task of these Monitors is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.

(2) The Monitor are not subject to instructions by the representatives of the parties and perform their functions neutrally and independently. The Monitor report to the Governor, RBI.

(3) The Tenderer(s)/Contractor(s) accepts that the Monitor have the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon their request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor is under contractual obligation to treat the information and documents of the Tenderer(s)/ Contractor(s)/ Subcontractor(s) with confidentiality.

(4) The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.

(5) As soon as the Monitor notices, or believes to notice, a violation of this agreement, they will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor have no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.

(6) The Monitor will submit a written report to the Governor, RBI, within 8 to 10 weeks from the date of reference or intimation to him by the Principal and should the occasion arise, submit proposals for correcting problematic situations.

(7) Monitor shall be entitled to compensation on the same terms as being extended to / provided to Independent Directors on the RBI, Central Board of Directors.

(8) If the Monitor have reported to the Governor, RBI, a substantiated suspicion of an offence under relevant IPC / PC Act, and the Governor, RBI has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

(9) The word 'Monitor' would include both singular and plural.

IX – Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor 10 months after the last payment under the contract and for all other Tenderers 5 months after the contract has been awarded. If any claim is made / lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged / determined by Governor, RBI.

X – Other provisions

(1) This Pact is subject to Indian Law, Place of performance and jurisdiction is the Registered Office of the Principal i.e, Mumbai.

(2) Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.

(3) If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.

(4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

(For & On behalf of the Principal) (For & behalf of Tenderer / Contractor)

(Office Seal) (Office Seal)

Place -----

Date -----

Witness 1: Witness 2:

(Name & Address) (Name & Address)

(B) Post-Contract Integrity Pact

(ON A STAMP PAPER of ₹100/-)

This Agreement (hereinafter referred to as Integrity Pact) is made on thisDay ofMonth, 2025, between Reserve Bank of India (RBI), Protocol & Security Establishment, Reserve Bank of India, Mumbai Regional Office, First Floor, Main Building, SBS Road, Fort, Mumbai- 400001 hereinafter referred to as "The Principal", which expression shall mean and include, unless the context otherwise requires, his successors in Office and assigns) of the First Part

and

M/srepresented by(hereinafter referred to as "**The Tenderer / Contractor**", which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

Whereas The Principal intends to award, under laid down organizational procedures, contract/s for The Principal values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness / transparency in its relations with its Tenderer(s) and / or Contractor(s).

In order to achieve these goals, the Principal shall appoint two Independent External Monitors (IEMs), who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above. Shri Nageshwar Rao Koripalli, IRS (Retd) and Shri Pramod Shripad Phalnikar, IPS (Retd.) have been appointed as Independent External Monitors (IEMs) for this Tender.

Whereas the Tenderer/Contractor is a Private Company/Partnership/firm/LLP/LLC, constituted in accordance with relevant law in the matter and the Principal is the Central Bank of the country performing its function on behalf of the President of India.

NOW, THEREFORE.

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to: -

Enabling the Principal to obtain the desired contractor who can provide excellent 'Facility Management Services (Housekeeping) at Residential Colonies of Reserve Bank of India, Mumbai', and

Enabling Tenderer/contractor to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors shall also abstain from bribing and other corrupt practices and the Principal shall commit to prevent corruption, in any form, by its officials by following transparent procedures.

The Parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

I – Commitments of the Principal

(1) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles: -

a. No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

b. The Principal will, during the tender process treat all Tenderer(s) with equity and reason. The principal will in particular, before and during the tender process, provide to all Tenderer(s) the same information and will not provide to any Tenderer(s) confidential / additional information through which the Tenderer(s) could obtain an advantage in relation to the tender process or the contract execution.

c. The Principal will exclude from the process all known prejudiced persons.

(2) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC / PC Act, or if there be a substantive suspicion in this regard, the Principal shall inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

II – Commitments of the Tenderer(s)/ contractor(s)

(1) The Tenderer(s) / Contractor(s) commit himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution.

a. The Tenderer(s) / Contractor(s) shall not, directly or through any other person or firm, offer, promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.

b. The Tenderer(s) / Contractor(s) shall not enter with other Tenderers into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.

c. The Tenderer(s) / Contractor(s) shall not commit any offence under the relevant IPC / PC Act, further the Tenderer(s) / Contractor(s) shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details including information contained or transmitted electronically.

d. The Tenderer(s) / Contractor(s) of foreign origin shall disclose the name and address of the Agents / representatives in India, if any. Similarly, the Tenderer(s) / Contractor(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" shall be disclosed by the Tenderer(s) / Contractor(s). Further, as mentioned in the

Guidelines all the payments made to the Indian agent / representative have to be in Indian Rupees only.

e. The Tenderer(s) / Contractor(s) shall, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.

f. The Tenderer(s) / Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait their decision in the matter.

(2) The Tenderer(s)/Contractor(s) shall not instigate third persons to commit offences outlined above or be an accessory to such offences.

III – Disqualification from tender process and exclusion from future contracts

If the Tenderer(s)/Contractor(s), before award or during execution has committed a transgression through a violation of Clause II, above or in any other form such as to put his reliability or credibility in question, the Principal is entitled to disqualify the Tenderer(s) / Contractor(s) from the tender process or take action as per the procedure mentioned in the "Guidelines on Banning of business dealings".

IV – Compensation for Damages

(1) If the Principal has disqualified the Tenderer(s) from the tender process prior to the award according to Clause III, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit / Bid Security.

(2) If the Principal has terminated the contract according to Clause III, or if the Principal is entitled to terminate the contract according to Clause III, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

V – Previous transgression

(1) The Tenderer declares that no previous transgressions occurred in the last 3 years with any other Company in any country conforming to the anti-corruption approach or with any other Public Sector Enterprise in India that could justify his exclusion from the tender process.

(2) If the Tenderer makes incorrect statement on this subject, he can be disqualified from the tender process or action can be taken as per the procedure mentioned in "Guidelines on Banning of business dealings."

VI – Equal treatment of all Tenderers / Contractors / Subcontractors

(1) The Tenderer(s)/ Contractor(s) undertake(s) to demand from all subcontractors a commitment in conformity with this Integrity Pact, and to submit it to the Principal before contract signing.

(2) The Principal will enter into agreements with identical conditions as this one with all Tenderers, Contractors and Subcontractors.

(3) The Principal will disqualify from the tender process all Tenderers who do not sign this Pact or violate its provisions.

VII – Criminal charges against violating Tenderer(s) / Contractor(s) / Subcontractor(s)

If the Principal obtains knowledge of conduct of a Tenderer, Contractor or Subcontractor, or of an employee or a representative or an associate of a Tenderer, Contractor or Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

VIII – Independent External Monitor / Monitors

(1) The Principal appoints two competent and credible Independent External Monitors (hereinafter referred to as the Monitor) for this Pact. The task of these Monitors is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.

(2) The Monitor are not subject to instructions by the representatives of the parties and perform their functions neutrally and independently. The Monitor report to the Governor, RBI.

(3) The Tenderer(s)/Contractor(s) accepts that the Monitor have the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor. The Contractor shall also grant the Monitor, upon their request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor is under contractual obligation to treat the information and documents of the Tenderer(s)/ Contractor(s)/ Subcontractor(s) with confidentiality.

(4) The Principal shall provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.

(5) As soon as the Monitor notices, or believes to notice, a violation of this agreement, they shall so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor have no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.

(6) The Monitor will submit a written report to the Governor, RBI, within 8 to 10 weeks from the date of reference or intimation to him by the Principal and should the occasion arise, submit proposals for correcting problematic situations.

(7) Monitor shall be entitled to compensation on the same terms as being extended to / provided to Independent Directors on the RBI, Central Board of Directors.

(8) If the Monitor have reported to the Governor, RBI, a substantiated suspicion of an offence under relevant IPC / PC Act, and the Governor, RBI has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

(9) The word 'Monitor' would include both singular and plural.

IX – Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor 10 months after the last payment under the contract and for all other Tenderers 5 months after the contract has been awarded. If any claim is made / lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged / determined by Governor, RBI.

X – Other provisions

(1) This Pact is subject to Indian Law, Place of performance and jurisdiction is the Registered Office of the Principal i.e, Mumbai.

(2) Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.

(3) If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.

(4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

XI – The Parties hereby sign this Integrity Pact aton.....

(For & On behalf of the Principal)

(For & behalf of Tenderer / Contractor)

(Office Seal) (Office Seal)

Place -----

Date -----

Witness 1:
(Name & Address)

Witness 2:
(Name & Address)

Section – X
Undertaking

(ON A STAMP PAPER of Rs.100/-)

To,
The Regional Director
Reserve Bank of India
Protocol and Security Establishment
Mumbai Regional Office,
1st Floor, Main Building, SBS Road,
Fort, Mumbai – 400001

Place:

Date:

E-TENDER FOR PROVIDING FACILITIES MANAGEMENT SERVICES (HOUSEKEEPING) AT OFFICE BUILDINGS OF RESERVE BANK OF INDIA, MUMBAI

Sir,

1. I/We hereby agree to abide by all terms and conditions laid down in tender document.
2. This is to certify that I/We before signing this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ourselves abide by the said terms and conditions.
3. I/We abide by the provisions of Code on Wages, 2019, Contract Labour Act and other statutory provisions like Employees Provident Fund & Miscellaneous Provisions Act, 1952, ESI Act, 1948, Gratuity, Leave Relief, Relieving Charges, Uniform and Allowances thereof and any other charges applicable from time to time. I/We will pay the wages to the personnel deployed as per Code on Wages, 2019 as amended by the Government from time to time and shall be fully responsible for any violation.
4. We shall also be liable to pay the following statutory perquisite to the manpower deployed by us in connection with the captioned work:

Sr. No	Description	To be filled by the Contractor
1	We should quote the rates based on Minimum wages declared by Central Government as per notification published in September 2024 (Basic +VDA)	Yes/ No
2	No of days per month considered for payment to the manpower deployed is – 26 days	Yes/ No
3	Employee State Insurance Scheme (ESIC) – 3.25% of (Basic + VDA), if applicable	Yes/ No

4	Employee Provident Fund (EPF) – 13% of (Basic + VDA+ EDLI + Administrative charges). Under EPF the contribution is payable on maximum wages ceiling of ₹15,000/-	Yes/ No
5	Bonus – 8.33% (Basic + VDA), if applicable	Yes/ No

5. I/We (Name of the firm/establishment) also undertake that if there is any additional statutory obligation with respect to the captioned work, is applicable on us due to change of the status / standing of our firm / Number of manpower deployed, we shall continue to fulfil the increased obligation within the quoted rates / the rates revised as per the formula indicated in the tender without any additional claim.

Place:

Signature and seal of the Contractor

Date:

Name:

Address:

Section XI

1. Proforma of Bank Guarantee for Security Deposit

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

To,

The Regional Director
Reserve Bank of India
Protocol and Security Establishment
Mumbai Regional Office,
1st Floor, Main Building, SBS Road,
Fort, Mumbai – 400001

Place:

Date:

Dear Sir,

Bank Guarantee for performance security deposit - "E-TENDER FOR PROVIDING FACILITIES MANAGEMENT SERVICES (HOUSEKEEPING) AT OFFICE BUILDINGS OF RESERVE BANK OF INDIA, MUMBAI".

WHEREAS

Reserve Bank of India, having its Central Office at Shahid Bhagat Singh Road, Fort, Mumbai, (hereinafter called "the RBI") has awarded the Contract for the captioned project (hereinafter called the "Contract") to M/s _____ (Name of the Contractor) (hereinafter called " the said Contractor" which expression shall include its successors and assigns).

AND Whereas the Contractor is bound by the said Contract to submit to RBI a Performance Security for a total amount of ₹. _____ (Rupees _____ only) (Amount in figures and words) for the due fulfilment by the said contractor of the terms and conditions contained in the contract. We, _____ (Name of the Bank), (hereinafter called "the Bank"), at the request of M/s _____, the contractor, do hereby undertake to pay to the RBI an amount not exceeding Rs. _____ as Performance Guarantee for due fulfilment of the terms and conditions of the contract.

NOW THIS GUARANTEE WITNESSETH

1. We ----- (Name of the Bank) do hereby agree with and undertake to RBI, their Successors, Assigns that in the event of the RBI coming to the conclusion that the Contractor has not performed his obligations under the said conditions of the contract or have committed a breach thereof, which conclusion shall be binding on us as well as the said contractor, we shall on demand by the RBI, pay without demur to the RBI, a sum of Rs. (Rupees----- only) or any lower amount that may be demanded by the RBI. Our guarantee shall be treated as equivalent to the Performance Guarantee

Amount for the due performance of the obligations of the Contractor under the said Contract, provided, however, that our liability against such sum shall not exceed the sum of Rs..... (Rupees----- only).

2. We also agree to undertake to and confirm that the sum not exceeding Rs. (Rupees----- only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the RBI on receipt of a notice in writing stating that the amount is due to them and we shall not ask for any further proof or evidence and the notice from the RBI shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. The Bank shall pay to RBI any money so demanded notwithstanding any dispute/disputes raised by the Contractor in any suit or proceedings pending before any Court, Tribunal or Arbitrator/s relating thereto and the liability under this guarantee shall be absolute and unequivocal. We undertake to pay the amount claimed by the RBI forthwith upon receipt of the notice as aforesaid.

3. We confirm that our obligation to the RBI under this guarantee shall be independent of the agreement or agreements or other understandings between the RBI and the Contractor.

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

5. Any notice by way of demand or otherwise hereunder may be sent by special courier, e-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.

We hereby further agree that –

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

b) Our liability under these presents shall not exceed the sum of Rs..... (Rupees only)

c) Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents/clients or their obligations thereunder or by dissolution or change in the constitution of our said constituents.

d) This guarantee shall remain in force up to ----- (60 days beyond the Defect liability period) provided that if so desired by the RBI, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.

e) 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

f) 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

g) Our liability under these presents will terminate unless these presents are renewed as provided hereinabove on the _____ or on the day when our said constituents comply with their obligations, as to which a certificate in writing by the RBI alone is the conclusive proof whichever date is later. Unless a claim or suit or action is filed against us within or any extended period, all the rights of the RBI against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

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

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

Signature of authorized Bank official

Name:

Designation:

Stamp/ Seal of the Bank:

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

Witness 1

Signature

Name

Address

Witness 2

Signature

Name

Address

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

2. PROFORMA OF BANK GUARANTEE FOR EARNEST MONEY DEPOSIT/BID SECURITY

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

To,

The Regional Director
Reserve Bank of India
Protocol and Security Establishment
Mumbai Regional Office,
1st Floor, Main Building, SBS Road,
Fort, Mumbai – 400001

Place:

Date:

Dear Sir,

Name of Work: E-TENDER FOR PROVIDING FACILITIES MANAGEMENT SERVICES (HOUSEKEEPING) AT OFFICE BUILDINGS OF RESERVE BANK OF INDIA, MUMBAI

Ref.: NIT/ Advt.No.

Date:

WHEREAS

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

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

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

NOW THIS GUARANTEE WITNESSETH

1. We _____ (Name of the Bank) do hereby agree with and undertake to RBI, their Successors, Assigns that in the event of the RBI coming to the conclusion that the Contractor have not performed their obligations under the said conditions of the tender or have committed a breach thereof, which conclusion shall be binding on us as well as the said Contractor; we shall on demand by the RBI, pay without demur to the RBI, a sum of ₹----- (Rupees only) or any lower amount that may be demanded by the RBI.

Our guarantee shall be treated as equivalent to the Earnest Money Deposit for the due performance of the obligations of the Contractor under the said Conditions, provided, however, that our liability against such sum shall not exceed the sum of ₹ -----
-(Rupees only).

2. We also agree to undertake to and confirm that the sum not exceeding ₹-----
(Rupees only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the RBI on receipt of a notice in writing stating that the amount is due to them and we shall not ask for any further proof or evidence and the notice from the RBI shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. We undertake to pay the amount claimed by the RBI forthwith upon receipt of the notice as aforesaid.

3. We confirm that our obligation to the RBI under this guarantee shall be independent of the agreement or agreements or other understandings between the RBI and the Contractor.

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

We hereby further agree that –

a) Any forbearance or commission on the part of the RBI in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said tender and/or hereunder or granting of any time or showing of any indulgence by the RBI to the Contractor or any other matters in connection therewith shall not discharge us in any way and our obligation under this guarantee. This guarantee shall be discharged only by the performance by the Contractors of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding ₹----- (Rupees only).

b) Our liability under these presents shall not exceed the sum of ₹ ----- (Rupees only).

c) Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents/clients in tendering for the said work or their obligations there under or by dissolution or change in the constitution of our said constituents.

d) This guarantee shall remain in force upto six months from the last date of receipt of tender provided that if so desired by the RBI, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.

e) Our liability under these presents will terminate unless these presents are renewed as provided hereinabove on the or on the day when our said constituents comply with their obligations, as to which a certificate in writing by the RBI alone is the conclusive proof whichever date is later. Unless a claim or suit or action is filed against us within or any extended period, all the rights of the RBI against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder

Yours faithfully,

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

Authorized Official (with seal)

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

Section XII

FORM OF BANKER'S CERTIFICATE FROM A SCHEDULED BANK

(To be uploaded by the Contractor along with the Tender)

- 1) Name of the company/agency/firm:
- 2) Composition of the company/agency/firm (whether Partnership/Private Limited/ Proprietorship/ Public Limited):
- 3) Name of the Proprietor/ Partners/ Directors of the company/agency/firm:
- 4) Name of the Banker:
- 5) Name of the Branch and complete postal address:
- 6) Name and job title of the contact person along with his/her Telephone No (s) and E-mail Id:
- 7) Type of Account:
- 8) Account Number:
- 9) IFSC Code:
- 10) Turnover of the company/agency/firm for the last 03 years (year wise):
- 11) Credit facility/ Overdraft facility enjoyed by the company/agency/firm:
- 12) The period from which the company/agency/firm has been banking with the bank:
- 13) Any other remarks:
- 14) You may also kindly forward your opinion whether the above company/agency/firm is considered financially sound to be entrusted with the contract for works estimated to cost ₹13.25 Cr per annum.

Place:

Signature (for the bank)

Date:

Note:

(i) Banker's certificates should be on letter head of the bank

(ii) In case of partnership firm, certificate to include names of all partners as recorded with the bank.

(iii) Scanned copy (PDF format) of the original must be uploaded while submitting e-tender online through MSTC E-Commerce portal

Section XIII

Client certificate regarding performance of contractor on client's letterhead

1. Name & address of the Client -
2. Details of Works executed -
3. Name of work with brief particulars -
4. Agreement amount -
5. Date of commencement of contract -
6. Date of expiry of contract -
7. Duration of relationship with the Agency -
8. Details (Date of levy of penalty, Amount of penalty and reasons) of penalty levied for deficiencies in services rendered -
9. Details of disputes with the agency during the contract -
10. General Feedback on the quality of service by Agency -
11. Rating of services rendered: Outstanding/Very Good/ Good/Satisfactory/ poor –
12. Clients Details (Email id and Contact Number)-
13. Recommendation, if any or any other feedback -

Date:

(Authorized signatory of the Client) with Seal

Scanned copy (PDF format) of the original must be uploaded while submitting bids for e- tender online through MSTC E-Commerce portal.

Section XIV

List of Major Similar Contracts

(Works completed during the last five years ending March 31, 2024 and one ongoing AMC

During the last 05 years ending March 31, 2024 (from April 01, 2019 onwards)

Sl. No.	Name of similar work and location	Nature of work / items of work involved in the contract	Name of the owner/ client and Architect. Also indicate Whether Government or Semi government or Private Body with full postal address.	Cost of Work		Period of Completion			Reason for delay, if any	Whether work was left incomplete or contract was terminated from either side?	Any other relevant information
				Contract Amount	Actual Value of Work Done	Date of Commencement of Work	Scheduled date of Completion	Actual Date of Completion			
1.											

NOTE:

*The list of works/project mentioned should be substantiated with documentary evidence of **work orders and work completion certificate**. Alternatively, an affidavit of genuineness of such certificates needs to be submitted by the Firm.*

Place:

Signature of applicant

Date:

Name & Designation

Section XV

FORMAT FOR POWER OF ATTORNEY FOR AUTHORIZED SIGNATORY

(On Non-Judicial Stamp Paper of appropriate value)

To,

The Regional Director
Reserve Bank of India
Protocol and Security Establishment
Mumbai Regional Office,
1st Floor, Main Building, SBS Road,
Fort, Mumbai – 400001

Place:

Date:

Dear Sir,

**E-TENDER FOR PROVIDING FACILITIES MANAGEMENT SERVICES
(HOUSEKEEPING) AT OFFICE BUILDINGS OF RESERVE BANK OF INDIA, MUMBAI**

We.....(Name of the Bidder and address of their registered office) do hereby constitute, appoint and authorize Mr. / Ms. (Name and residential address of 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 bid for the captioned Project, including signing and submission of all documents and providing information / responses to the Reserve Bank of India (RBI), representing us in all matters before RBI, and generally dealing with RBI in all matters in connection with our proposal for the said tender.

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.

Signature/(s) of the Bidder

Name/(s)

Stamp/Seal of the Bidder

Note:

Power of Attorney should be properly stamped and notarized

Power of Attorney furnished by Contractor shall be irrevocable.

Section XVI

Proforma for Indemnifying the Employer against Patent Rights

(On Non-Judicial Stamp Paper of appropriate value)

To,

The Regional Director
Reserve Bank of India
Protocol and Security Establishment
Mumbai Regional Office,
1st Floor, Main Building, SBS Road,
Fort, Mumbai – 400001

Place:

Date:

Dear Sir,

**E-TENDER FOR PROVIDING FACILITIES MANAGEMENT SERVICES
(HOUSEKEEPING) AT OFFICE BUILDINGS OF RESERVE BANK OF INDIA, MUMBAI**

We, M/s _____ (Name of Contractor) hereby undertake to fully indemnify and keep indemnified the Employer i.e. RBI against any action, claim or proceeding relating to infringement or use of any patent or design or trademark or any other intellectual property rights or any alleged patent or design rights or other intellectual property rights and shall ourselves pay any royalties, license fees etc. which may be payable in respect of any article or part thereof included in the contract or damages, cost and charges of all and every sort that may be legally incurred in respect thereof.

In the event of any claims made under or action brought against RBI in respect of any such matters as aforesaid, we shall, on being notified thereof, at our own expense, settle any dispute or conduct any litigation that may arise therefrom, provided that we shall not be liable to indemnify the RBI if the infringement of the patent or design or any alleged patent or design right is the direct result of an order passed by the Officer-in-Charge in this behalf.

Yours faithfully,

For _____

Authorised signatory

NAME AND ADDRESS OF THE CONTRACTOR:

SIGN & SEAL OF THE CONTRACTOR:

Date:

Place:

Section XVII

1. DECLARATION

I, Shri/Smt.being the owner/proprietor/director of..... (name of the firm/establishment), do hereby declare that I have adhered to the rules and regulations stipulated in Contract Labour (Regulation and Abolition) Act,1970 and Code on Wages, 2019 as amended from time to time, to the extent applicable to my firm/establishment. In this context, I also declare that I have paid wages to the workers/ labour engaged by me in connection with the work entrusted to me by the Bank, as per prevailing CLC rates.

Place:

Signature and seal of the Contractor

Date:

Name:

Address:

Email:

Mobile no.:

2. GST DECLARATION

I do hereby declare that the GST Registration Number of my/our firm/ company/ establishment is..... and the GST claimed in the bill will be paid duly to the Government of India after receipt of the same from the Bank.

I will inform the Bank in due time about the payment of GST to Government of India.

Place:

Signature and seal of the Contractor

Date:

Name:

Address:

Email:

Mobile no.:

Section XVIII

Scheduled of Quantity

It is for illustrative purpose only and the same should not be submitted with Pre-Qualification Criteria. It should be submitted at Online MSTC Portal under the Section Financial Bid.

Sr. No	Description	Quantity	Unit	Rates (in figure and words)	Amount for 12 Months
1	Towards deployment of Site Supervisors – The rate shall be quoted on per month basis for total number of manpower based on 26 days. Total no. of Site Supervisors - 15 (Semiskilled)	12	Per month	Rates are Not Quoted here	Rates are Not Quoted here
2	Towards deployment Housekeeping Staff – The rate shall be quoted on per month basis for total number of manpower based on 26 days. Total no. of Housekeeping Staff - 258 (unskilled)	12	Per month	Rates are Not Quoted here	Rates are Not Quoted here
3	Towards supply of Washroom Amenities Items on FTU Basis in all 136 Nos Gents Washroom – Number of items per washroom: a) Automatic Soap Dispenser - 2 Nos b) Automatic Hand Dryers -1 No c) Digital Fragrance Air Dispenser - 2 Nos d) M-Fold White 42 (Gsm) Paper Dispenser - 1 Nos e) Urinal Fragrance Mat/Screen f) Stainless steel Perforated Bins 10x14 at Washbasin & Toilet area - 3 Nos g) Toilet Paper holder with paper roll in Toilets - 2 Nos) (Rates should be quoted for all items on lump sum basis per month to total number of 136 Gents Washroom)	12	Per month	Rates are Not Quoted here	Rates are Not Quoted here
4	Towards supply of Washroom Amenities Items on FTU Basis in all 86 Nos Ladies Washroom –	12	Per month	Rates are Not Quoted here	Rates are Not Quoted here

	<p>Number of items per washroom:</p> <p>a) Automatic Soap Dispenser - 2 Nos</p> <p>b) Automatic Hand Dryers -1 No</p> <p>c) Digital Fragrance Air Dispenser - 2 Nos</p> <p>d) M-Fold White 42 (Gsm) Paper Dispenser - 1 No</p> <p>e) Sanitary Pads Disposable Bins - 1 No</p> <p>f) Stainless steel Perforated Bins 10x14 at Washbasin & Toilet area - 3 Nos</p> <p>g) Toilet Paper holder with paper roll in Toilets - 2 Nos</p> <p>(Rates should be quoted for all items on lump sum basis per month to total number of 86 Ladies Washroom)</p>				
5	<p>Towards supply of General amenities at all Offices –</p> <p>a) Towards supply of 6-8 flowers – No. of cabins 335 (DGM & GM)</p> <p>c) Towards supply of 9-11 flowers – No. of cabins 60 (CGM & above)</p> <p>d) Towards supply of 22-25 Flowers – Total 48 Nos (RD's and ED's cabin, conference rooms, executive corridor, entrance)</p> <p>e) Towards supply of Shoe Shining Machine with Sole cleaner (with refilling) - 40 Nos</p> <p>f) Washing of Executive Car's Fortnightly using Shampoo.</p> <p>Note: The services for items (a), (b) and (c) is weekly twice. The services for items (d) are FTU basis. Refer Section VII, (4) (O) for details.</p> <p>(Rates should be quoted for all items on lump sum basis per month)</p>	12	Per month	Rates are Not Quoted here	Rates are Not Quoted here
6	<p>Towards supply of Bin Liners –</p> <p>The approximate quantity required per month is as under:</p> <p>i) size 19" x 21" – 100 Kg</p> <p>ii) size 30" x 37" – 382 Kg</p>	12	Per month		

	<p>Note: Rates are inclusive of packing, transport, loading, unloading, delivery at site, etc. and as per the Section VII (4) (O) (iv)</p> <p>(Rates should be quoted for all items on lump sum basis per month)</p>				
7	<p>Towards supply of Cleaning Material, Cleaning Disinfectants & Other Consumables</p> <p>(Rates should be quoted for Per Month on lumpsum basis)</p>	12	Per month	Rates are Not Quoted here	Rates are Not Quoted here
8	<p>Towards Establishment and Service Charges:</p> <p>Towards supply of accessories, tools and equipment, equipment maintenance charges, establishment & service charges, and contractor's profit.</p> <p>(Rates should be quoted for Per Month on lump sum basis.)</p>	12	Per month	Rates are Not Quoted here	Rates are Not Quoted here
Grand Total of all the Eight Items (Sr No 1 to 8)					Rates are Not Quoted here

Place:

Signature of the contractor

Date:

(Seal)

Part - II

Section – I

Financial Bid – (PRICE BID)

It is for illustrative purpose only and the same should not be submitted with Pre-Qualification Criteria. It should be submitted at Online MSTC Portal under the Section Financial Bid.

Sr. No	Description	Quan tity	Unit	Rates (in figure and words)	Amount for 12 Months
1	Towards deployment of Site Supervisors – The rate shall be quoted on per month basis for total number of manpower based on 26 days. Total no. of Site Supervisors - 15 (Semiskilled)	12	Per month	Rates should be quoted in MSTC under the Section of Financial Bid	Rates should be quoted in MSTC under the Section of Financial Bid
2	Towards deployment of Housekeeping Staff – The rate shall be quoted on per month basis for total number of manpower based on 26 days. Total no. of Housekeeping Staff - 258 (unskilled)	12	Per month	Rates should be quoted in MSTC under the Section of Financial Bid	Rates should be quoted in MSTC under the Section of Financial Bid
3	Towards supply of Washroom Amenities Items on FTU Basis in all 136 Nos Gents Washroom – Number of items per washroom: a) Automatic Soap Dispenser - 2 Nos b) Automatic Hand Dryers -1 No c) Digital Fragrance Air Dispenser - 2 Nos d) M-Fold White 42 (Gsm) Paper Dispenser - 1 Nos e) Urinal Fragrance Mat/Screen f) Stainless steel Perforated Bins 10x14 at Washbasin & Toilet area - 3 Nos g) Toilet Paper holder with paper roll in Toilets - 2 Nos)	12	Per month	Rates should be quoted in MSTC under the Section of Financial Bid	Rates should be quoted in MSTC under the Section of Financial Bid

	(Rates should be quoted for all items on lump sum basis per month to total number of 136 Gents Washroom)				
4	<p>Towards supply of Washroom Amenities Items on FTU Basis in all 86 Nos Ladies Washroom –</p> <p>Number of items per washroom:</p> <ul style="list-style-type: none"> a) Automatic Soap Dispenser - 2 Nos b) Automatic Hand Dryers -1 No c) Digital Fragrance Air Dispenser - 2 Nos d) M-Fold White 42 (Gsm) Paper Dispenser - 1 No e) Sanitary Pads Disposable Bins - 1 No f) Stainless steel Perforated Bins 10x14 at Washbasin & Toilet area - 3 Nos g) Toilet Paper holder with paper roll in Toilets - 2 Nos <p>(Rates should be quoted for all items on lump sum basis per month to total number of 86 Ladies Washroom)</p>	12	Per month	Rates should be quoted in MSTC under the Section of Financial Bid	Rates should be quoted in MSTC under the Section of Financial Bid
5	<p>Towards supply of General amenities at all Offices –</p> <ul style="list-style-type: none"> a) Towards supply of 6-8 flowers – No. of cabins 335 (DGM & GM) b) Towards supply of 9-11 flowers – No. of cabins 60 (CGM & above) c) Towards supply of 22-25 Flowers – Total 48 Nos (RD's and ED's cabin, conference rooms, executive corridor, entrance) 	12	Per month	Rates should be quoted in MSTC under the Section of Financial Bid	Rates should be quoted in MSTC under the Section of Financial Bid

	<p>d) Towards supply of Shoe Shining Machine with Sole cleaner (with refilling) - 40 Nos</p> <p>e) Washing of Executive Car's Fortnightly using Shampoo.</p> <p>Note: The services for items (a), (b) and (c) is weekly twice. The services for items (d) are FTU basis.</p> <p>Refer Section VII, (4) (O) for details.</p> <p>(Rates should be quoted for all items on lump sum basis per month)</p>				
6	<p>Towards supply of Bin Liners – The approximate quantity required per month is as under: i) size 19" x 21" – 100 Kg ii) size 30" x 37" – 382 Kg</p> <p>Note: Rates are inclusive of packing, transport, loading, unloading, delivery at site, etc. and as per the Section VII (4) (O) (iv)</p> <p>(Rates should be quoted for all items on lump sum basis per month)</p>	12	Per month	Rates should be quoted in MSTC under the Section of Financial Bid	Rates should be quoted in MSTC under the Section of Financial Bid
7	<p>Towards supply of Cleaning Material, Cleaning Disinfectants & Other Consumables (Rates should be quoted for Per Month on lumpsum basis)</p>	12	Per month	Rates should be quoted in MSTC under the Section of Financial Bid	Rates should be quoted in MSTC under the Section of Financial Bid
8	<p>Towards Establishment and Service Charges: Towards supply of accessories, tools and equipment, equipment maintenance charges,</p>	12	Per month	Rates should be quoted in MSTC under the Section of Financial Bid	Rates should be quoted in MSTC under the Section of Financial Bid

	establishment & service charges, and contractor's profit. (Rates should be quoted for Per Month on lump sum basis.)				
Grand Total of all the Eight Items (Sr No 1 to 8)					Rates should be quoted in MSTC under the Section of Financial Bid

Note: It is for illustrative purpose only and the same should not be submitted with Pre-Qualification Criteria. It should be submitted at Online MSTC Portal under the Section Financial Bid.

I/We hereby declare that I/we have read and understood the schedule of Rates and contents of Part II of the tender and also have read and understood all the above conditions and the same shall remain binding upon me/us in case the work is entrusted to me/us.

Place:

Signature of the contractor

Date:

(Seal)

Section II

Information to be submitted by successful bidder

Details of rates for items included in Item No. 3, 4 & 5 of the Price Bid (on Bidders Letterhead) – to be uploaded with price bid

Sr No	Description	Quantity	Rate per unit per month
3	Gents Washroom Amenities on FTU basis		
a	Automatic Soap Dispenser	1	
b	Automatic Hand Dryers	1	
c	Digital Fragrance Air Dispenser	1	
d	M Fold White 42 (Gsm) Paper Dispenser	1	
e	Urinal Fragrance Mat/Screen	1	
f	Stainless steel Perforated Bin 10x14 at Washbasin & Toilet area	1	
g	Toilet Paper holder with paper roll in Toilets	1	
4	Ladies Washroom Amenities on FTU basis		
a	Automatic Soap Dispenser	1	
b	Automatic Hand Dryers	1	
c	Digital Fragrance Air Dispenser	1	
d	M Fold White 42 (Gsm) Paper Dispenser	1	
e	Sanitary Pads Disposable Bin	1	
f	Stainless steel Perforated Bin 10x14 at Washbasin & Toilet area	1	
g	Toilet Paper holder with paper roll in Toilets	1	

5	Towards supply of General amenities at all Offices		
a	Towards supply of 6-8 flowers	1	
b	Towards supply of 9-11 flowers	1	
c	Towards supply of 22-25 flowers	1	
d	Towards supply of Shoe Shining Machine with Sole cleaner (with refilling) on FTU basis	1	
e	Washing of approx. 20 Nos of Executive Cars on Fortnightly basis using Shampoo.	1	

(Note: The above rates are the same quoted in price bid. This is for reference to any additional requirement in office building as per site condition)

Place:

Signature and seal of the contractor

Date:

Name:

Address: