



Notice Inviting e-Tender [NIT]

Tender for Annual Maintenance Contract for providing services of Resident Engineer for the operation and maintenance of IP CCTV System installed at Reserve Bank of India, Dehradun

Online Tenders in two parts through E-Tendering process are invited for awarding Tender for Annual Maintenance Contract for providing services of Resident Engineer for the operation and maintenance of IP CCTV System installed at Reserve Bank of India, Dehradun. The period of contract will be from **the date of award of work to March 31, 2026**. The said contract may be renewed on annual basis (one year at a time) for further period of two years i.e. 2026-27 (April to March) and 2027-28 (April to March) subject to the satisfactory performance of the contractor during the year 2025-26 & 2026-27 and other terms and conditions detailed in the tender document. The work is estimated to cost approx. **₹11,74,800/-** for 12 months including all taxes.

2. Online tenders will be available for viewing/ downloading to all bidders from **03:00 PM on August 06, 2025**, onwards. The Bidders who do not comply with the eligibility criteria and technical evaluation will not be considered for opening of their Part-II financial bid tender.

3. The Bidders who do not submit Earnest Money Deposit (EMD) along with technical bid will not be considered for opening of Part-I of tender. The proof of EMD paid by NEFT only shall be submitted through email – estatedehradun@rbi.org.in to reach us latest by **02:30 PM on September 15, 2025**.

4. A Pre-bid meeting (off-line mode) of the intending Bidders will be held on **September 03, 2025, from 12:00 PM to 01:00 PM** at Reserve Bank of India, Plot No. 16-17, IT Park, Sahastradhara Road, Dehradun.

5. All the documents mentioned in the tender document should be uploaded on MSTC site i.e., www.mstcecommerce.com/eproc. The same will be downloaded for evaluation by the Bank.

6. After examination, if any of the Bidder is not found to possess the required eligibility, their tenders may be rejected by the Bank.

7. Part-I of the tenders will be opened on-line at **03:15 PM on September 15, 2025**, in the presence of the authorized representative of the Bidders who choose to be present at the time of opening the Part I of the Tender. Part-II (Price bid) of the eligible bidders shall be opened on a subsequent date which will be intimated to the bidders in advance.

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

Regional Director

Date: August 06, 2025

Reserve Bank of India
Dehradun



Schedule of Tender

a. E-tender No.	RBI/DEHRADUN REGIONAL OFFICE/Estate/3/25-26/ET/373
b. Name of work	Tender for Annual Maintenance Contract for providing services of Resident Engineer for the operation and maintenance of IP CCTV System installed at Reserve Bank of India, Dehradun
c. Mode of Tender	e-Procurement System (Online Part I and Part II - Price Bid through www.mstcecommerce.com/eprocn). Guidelines for e-tender has been provided in the tender document.
d. Date of NIT available to bidders for download	03:00 PM on August 06, 2025
e. Earnest Money Deposit	₹23,496/- from each bidder
f. Last date of submission of EMD.	02:30 PM on September 15, 2025
g. Pre-Bid Meeting	September 03, 2025, from 12:00 PM to 01:00 PM
h. Publication of Pre-Bid Meeting Minutes on the Bank's Website	September 04, 2025
i. Date of starting of e-tender for submission of online Techno-Commercial Bid and price Bid at www.mstcecommerce.com/eprocn	03:00 PM on August 06, 2025
j. Date of closing of online e-tender for submission of Techno-Commercial Bid & Price Bid.	03:00 PM on September 15, 2025
k. Date & time of opening of Tender Part I (i.e., Techno-Commercial Bid) Part II (i.e., Price Bid)	03:15 PM on September 15, 2025 Shall be opened at a later date that will be intimated to the bidders in advance through email, if required.
l. Transaction Fee	Payment of Transaction Fee as mentioned in the MSTC portal through MSTC payment gateway / NEFT / RTGS in favour of MSTC Limited.

Date: August 06, 2025

Regional Director
Reserve Bank of India
Dehradun



**Tender - Part I
Techno-Commercial Bid**

For

Annual Maintenance Contract for providing services of Resident Engineer for the operation and maintenance of IP CCTV System installed at Reserve Bank of India, Dehradun

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



Disclaimer

Reserve Bank of India, Dehradun (the Bank) has prepared this tender document. The information is provided to prospective Bidders to enable them to bid for Annual Maintenance Contract for providing services of Resident Engineer for the operation and maintenance of IP CCTV System installed at Reserve Bank of India, Dehradun.

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



Section I - Eligibility Criteria & Important Information

1.1 Name of the work: Tender for Annual Maintenance Contract for providing services of Resident Engineer for the operation and maintenance of IP CCTV System installed at Reserve Bank of India, Dehradun

1.1.1 Eligibility criteria:

- (a) Bidder should be a company registered under Companies Act or a partnership firm registered under Indian Partnership Act or a registered proprietary concern. Copy of the Memorandum and Articles of Association/ Certificate of Incorporation/ Partnership Deed/ similar other relevant documents should be submitted as part of Technical Bid
- (b) Registrations: Bidder must have a valid registration under GST, Employee State Insurance Act, Provident Fund, Labour laws (if applicable). Bidder must submit Copy of PAN, GST Registration certificate, Certificate for registration under Employee State Insurance Act, certificate for EPF registration, registration under labour laws (if applicable) as part of Technical Bid.
- (c) Bidders must have **at least 5 years of experience as on July 31, 2025**, in providing services of Resident Engineer for the operation and maintenance of IP CCTV System or such similar works viz. SITC of IP-CCTV system, within the criteria given below during last 3 years i.e., from July 01, 2022, to July 31, 2025, as per below mentioned criteria:
- i) Three completed works each costing not less than 40% of the estimated cost of the contract **i.e., 40 % of ₹ 11,74,800/- OR**
 - ii) Two completed works each costing not less than 50% of the estimated cost of the contract **i.e., 50 % of ₹ 11,74,800/- OR**
 - iii) One completed work costing not less 80% of the estimated cost of contract **i.e., 80% of ₹ 11,74,800/-**
- The bidder must be an authorised service partner/ service provider of the OEM (Bosch) of the CCTV system.
 - The bidders must provide details of work supported by work orders & client certificates (as per the format given in [Annexure III](#)) duly signed by the respective competent issuing authority must be enclosed along with technical Bid.
 - In respect of Departments / organisations other than Government Departments/ Public Sector Undertakings, apart from the certificates mentioned above, the TDS certificates (Form 26 AS) issued by Income Tax Department matching with the payments related to the work executed shall also be enclosed.
 - These supporting documents will be sent by the Bank to respective issuing authorities for authentication of genuineness & comments on performance of the bidder. If found unsatisfactory or no response is received within stipulated reasonable time, the bid is liable to be rejected.
 - A client-wise list of work(s), year(s) of execution of work (s) awarded, and actual value of executed work(s), reasons for delay (if any), names and full contact details of the officers/ authorities/ departments under whom the work(s) was/were executed should be furnished as per [Annexure I](#)
- (d) The details along with documentary evidence of previous experience of similar nature of work and of carrying out works for the Reserve Bank of India, if any may also be submitted.
- (e) Must have **average annual turnover of ₹ 11,74,800/-** (100% of the Estimated Cost) **or more** during the last three financial years ending March 31, 2025.
- (f) Copies of the Income Tax Clearance Certificates/ Income Tax Assessment orders/ IT Returns along with latest audited final accounts of the business of the Bidder duly certified by a Chartered Accountant or certificate of turnover issued by a Chartered Accountant should be



enclosed as proof of their credit worthiness along with turnover for the last three years.

(g) Bankers' solvency certificate ([Annexure II](#)) of **value not less than ₹11,74,800/-** as per the proforma given along with the technical Bid. Solvency should not be older than the six months from the date of issue of the tender.

1.2 Important Information:

Estimated cost of the work	Approx. ₹ 11,74,800/- for 12 months including all taxes.
Earnest Money Deposit (EMD)	EMD of ₹ 23,496/- through NEFT only.
Performance Bank Guarantee	as per Clause 4.11 in Section VII
Power of Attorney	Shall be submitted in favour of the person signing the tender documents in case of a company.
Payment condition	as per Clause 4.6 in Section VII
Penalty	as per Clause 4.5 in Section VII
Validity of the tender	90 days from the date of opening of Financial Bid
All disputes arising shall be subject to the jurisdiction of courts	Dehradun
Address for dispatching the Bank Guarantee	The Regional Director, Reserve Bank of India, Estate Department, Plot No. 16-17 IT Park, Sahastradhara Road, Dehradun 248013

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

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

Date:

Regional Director
Reserve Bank of India
Dehradun



Section II - Guidelines for e-Procurement

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

1. Process of e-tender:

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

Special Note: The Techno-Commercial Bid and Price Bid must be submitted on-line through www.mstcecommerce.com/eprocn

1) Vendors are required to register themselves online with www.mstcecommerce.com → eProcurement → New Common Portal → Vendor Login. Register as Vendor by filling up details and creating own user id and password → Submit.

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

Contact Persons (RBI - During Office Hours only):

- a. Shri Vijay Kumar Garg (8725001296)
- b. Shri Sonu Singh Yadav (8141228253)

Contact Persons (MSTC Ltd – During Office Hours only):

HO Central Help Desk: (For vendors)

Phone Number: 07969066600

Email: helpdeskho@mstcindia.in (Please mention "HO Helpdesk" as subject while sending emails) Availability - 9:30 AM to 5:00 PM on all working days for all Technical issues e-Tenders, System settings etc.

North Zone Helpdesk - (011) 2321 4201, (011) 2321 3945 email - mstcnro@mstcindia.co.in
IVRS No.: (079) 69066600

System Requirements:

- i) Windows 7 or above Operating System.
- ii) IE-7 and above Internet browser.
- iii) Signing type Digital Signature
- iv) Latest updated JRE 8 (x86 offline) software to be downloaded and installed in the system.

To disable "Protected Mode" for DSC to appear in the signer box following settings may be applied.

- Tools => Internet Options => Security => Disable protected Mode If enabled- i.e, Remove the tick from the tick box mentioning "Enable Protected Mode".

Other Settings:

- Tools => Internet Options => General => Click on Settings under "browsing history / Delete Browsing History" => Temporary Internet Files => Activate "Every time I Visit the Webpage".

To enable ALL active X controls and disable 'use pop up blocker' under Tools => Internet Options => custom level (Please run IE settings from the page www.mstcecommerce.com



once)

The 'Techno-Commercial Bid' and the 'Price Bid' shall have to be submitted online at www.mstcecommerce.com/eprocn. Tenders will be opened electronically on specified date and time as given in the tender.

All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity.

2. 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, 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.

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 e-mail 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).

E-tender cannot be accessed after the due date and time mentioned in NIT.

3. Bidding in e-tender:

a) Earnest Money Deposit for a sum of ₹ 23,496/- (**Rupees Twenty-Three Thousand and Four hundred ninety-six only**) shall be remitted to Bank Account the Bank **on or before 02:30 PM on September 15, 2025, through NEFT Mode only. No exemption from the submission of EMD shall be given to MSMEs.**

The account details for NEFT transactions are as follows.

Beneficiary Name: Reserve Bank of India

IFSC: RBIS0DNPA01 (Fifth and tenth characters are Zero)

Account No: 186003001

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

No interest will be paid on EMD. EMD of the unsuccessful vendor(s) will be refunded / returned by the tender inviting authority in due course.

b) The process involves Electronic Bidding for submission of 'Techno-Commercial Bid' and 'Price Bid'.

c) The vendor(s) who have submitted transaction fee can only submit their Bids through internet in MSTC website www.mstcecommerce.com => e-procurement => New Common Portal => Vendor Login => Selection of event.

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



'Techno-Commercial Bid'.

e) After filling the 'Techno Commercial Bid', vendors must click 'save' for recording the same. Once the 'Price Bid' link becomes active and the details are filled up, vendors have to click on "save" to record the 'Price Bid'. After both the 'Techno-Commercial Bid' & 'Price Bid' have been saved, vendor must click on the "Final submission" button to register the bids.

f) Pages of Part I (Techno-Commercial Bids) of the tender where details shall be filled in and signed, shall be downloaded from the uploaded tender documents, details filled in, signed and uploaded. Vendors are instructed to use 'Attach Doc' button to upload documents. Multiple documents can be uploaded.

g) In all cases, vendors are advised to use their own ID and Password along with Digital Signature at the time of submission of their bids.

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 'Buyer' will form a binding contract between 'Buyer' and the 'Vendor' for execution of the work.

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) 'Buyer' reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part, without assigning any reason thereof.

No deviation of the terms and conditions of the tender document is acceptable after opening of Part I of the tender. Submission of bid in the e-tender floor by any vendor confirms his acceptance of terms & conditions for the tender. Any order resulting from this tender shall be governed by the terms and conditions mentioned therein. The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reasons thereof.

Vendors are requested to read the vendor guide and see the video in the page www.mstcecommerce.com/eprocn to familiarize them with the system before bidding.



Section III - Scope of work & Special Terms

1. Details of Installation:

The Bank Invites Tender for Annual Maintenance Contract for providing Services of Resident Engineer for the operation and maintenance of IP CCTV System installed at Reserve Bank of India, Dehradun. Brief details of IP CCTV system are as under:

Sr. No.	Description of Item	Make	Quantity
1	Dome Camera	Bosch	48
2	Box Camera	Bosch	31
3	PTZ Camera	Bosch	26
4	San Storage Box with 96 TB Hot Swappable Hard Disk	Bosch	1
5	San Storage Box with 36 TB Hard Disk	Bosch	1
6	Server Grade Machine	Dell	2
7	Workstation	HP	8
8	43" LED professional Monitor	Samsung	8
9	2X2 Grid of 46" (4 nos.) Ultra Narrow bezel (Video Wall)	Samsung	1
10	24 Port Layer-3 Fiber Core Switch	Allied Telesis	2
11	8 Port Layer-2 Switch	Allied Telesis	17
12	24 Port Layer-2 Switch	Allied Telesis	3

The details given above are indicative to make the potential bidder understand the scope of work only. However, the Resident Engineer will be responsible for smooth operation of whole IP CCTV system. There will be no additional payment other than contract amount irrespective of the increase or decrease in the number of CCTVs or any other item of the IP CCTV System detailed above.

2. IP CCTV Resident Engineer

The tenderer shall depute a Resident Engineer (RE) in Bank Premises. The resident engineer should be on the payroll of the Bidder and the competencies of the RE shall be as follows:

Qualification: Minimum bachelor's degree in computer / electronics/ IT engineering

Trainings / certifications: Valid certification from OEM of Video Management System (VMS), networking, server and storage supplied and installed at site under this contract.

Experience: minimum three years in the field of installation/operation/maintenance of IPCCTV system.

Scope of work for RE: The RE will report to the Security Officer/ CCTV Control Room in charge of the Bank, provide all operational assistance and ensure that the system maintenance is being done in proper manner. He will also coordinate with the CCTV operating officers and provide all assistance for effective and efficient use of the system for its operation. The RE shall impart training to the users for proper operation of IPCCTV system. The RE shall also do necessary modification in configuration of system with the approval and direction of Bank's authorities if required. The engineer shall comply with the instructions issued by the Bank from time to time with regard to operation, maintenance, safety and



security of the IP CCTV system. During absence of the regular Resident Engineer, the vendor shall arrange to provide other Resident Engineer on a temporary basis with equal qualification/ experience etc. The tenderer should not change their Resident Engineer on frequent basis. The tenderer should inform the Bank in writing in advance about the change of engineer under unavoidable circumstance.

Working hours: The RE shall report to Bank during Bank's office hours on weekdays. In addition to the above, the RE may be required to attend office during extended hours/ Saturday / Sunday / Holiday etc. for attending to breakdown / preventive maintenance for which no additional payment will be made, on this account.

On need basis, if required, occasionally the resident engineer may be called on extended hours / Saturday / Sunday / Holiday etc. by Bank for which additional payment for extra hours / days shall be made on pro-rata basis. If required, the contractor shall provide additional Resident Engineer on the same rates, terms and conditions as quoted in the tender.

Important Notes regarding Scope of Work, Manpower, etc.

The tenderer will provide insurance cover to its Workmen/ Resident engineers working in the Bank. The resident engineer or their legal heirs shall not claim any insurance benefit from the Bank in case workmen/ engineers suffer any loss or damage to their life or person or property while working in the Bank premises. In addition, the resident engineers must comply with the following:

- a) At all times abide by general rules of conduct and discipline as required by the Bank and changes made to it from time to time.
- b) At all times strictly follow the confidentiality conditions laid out by the Bank and changes made to it from time to time.
- c) Will be provided with individual security passes to enable access into the office and facilities on the understanding that these will be returned on termination of contract.
- d) Displaying identity card with photo from the company.
- e) Should submit weekly pending calls report.
- f) Monthly downtime report
- g) Monthly report of standby's / spares deployed; hardware repaired.
- h) In case, Bank is not satisfied with the performance of Resident Engineer deputed by the Bidder, the contractor shall change the engineer if advised by the Bank.

3. Penalty for absence of Resident Engineer: The days of unauthorised absence / absence without intimation to the Bank Officials / non-providing of the reliever in the absence of the Resident Engineer shall attract a penal recovery at double the rate of the charges payable towards Resident Engineer for such duration i.e. at the rate calculated as:

*Penalty amount/ day= (Contract Amount/ 365) *2*

4. Terms of Payment of Resident Engineer: The payment towards charges for the Resident Engineer shall be made to the resident engineer on monthly basis by the successful bidder and after satisfactory completion of the service against submission of complete and proper bill.

Note: The Bank reserves the right to seek additional manpower or reduce the



workforce as indicated above whenever necessary. The payment towards additional manpower will be made at the same contracted rate.

5. **Renewal of Resident Engineer Charges:** The said contract may be renewed on annual basis (one year at a time) for further period of two years i.e. 2026-27 (April to March) and 2027-28 (April to March) subject to the satisfactory performance of the contractor during the year 2025-26 & 2026-27 and other terms and conditions detailed in the tender document. Renewal of the rates for deputing the resident engineer shall be worked out as per the following formula:

$$Ac = [Ap \{15 + 70 \times (CPIc/CPIp) + 15 \times (EPIc/EPIp)\} / 100]$$

Ac = All-inclusive contracted rate for the current year.

Ap = All-inclusive contracted rate for the previous year.

CPIc = Consumer Price Index for industrial workers (All India Average) 6 months prior to commencement date of contract for the current year.

CPIp = Consumer Price Index for industrial workers (All India Average) 6 months prior to commencement date of contract for the previous year.

EPIc = Wholesale Price Index for Electrical Products 6 months prior to the Commencement date of contract for the current year.

EPIp = Wholesale Price Index for Electrical Products 6 months prior to the Commencement date of contract for the previous year.

6. **Minimum wages to the Resident Engineer:** The contractor shall ensure that minimum wages applicable for "Highly Skilled" person for "Electrical Works" as per statutory requirement i.e., as per Central Labour Commissioner's Rates (C.L.C. rates) or the minimum wages prescribed by the respective state authorities, whichever is higher, shall be paid to the resident engineer. A certificate to that effect, on every month, has to be submitted to the Bank during the contract period.

7. **Labour License:** The contractor shall adhere to various provisions of the Contract Labour (Regulation & Abolition) Act 1970 and fulfil all the statutory requirements.

8. **Police Verification:** The bidder shall also arrange and provide Police Verification of the resident engineer deputed by them under the contract.

9. **Force Majeure conditions:** Neither Party shall be responsible for any failure to perform due to unforeseen circumstances or due to causes beyond the defaulting Party's control even after exertion of best efforts to prevent such failure, which failure may include, but not be limited to, acts of God, war, riots, embargoes, strikes, lockouts, acts of any Government authority, delays in obtaining licenses or rejection of applications under the Statutes, fire or floods.

10. **Other Terms & Conditions:** Earnest Money Deposit, PBG, Insurance Cover for Resident Engineer will be as applicable in the tender document.

I/We hereby declare that I/we have read and understood the above instructions for the guidance of the tenderers.

Name & Signature of Witness:

Address:

Date:

Name & Signature of Bidder

Address

Date



Section IV - Form of Tender

To
Regional Director
Reserve Bank of India
Plot No. 16-17, IT Park
Sahastradhara Road
Dehradun.

Sir,

Having examined the Specifications, scope of work and Schedule of Quantities relating to the works specified in the Memorandum hereinafter set out and having visited and examined the site of the works specified in the said Memorandum and having acquired the requisite information relating thereto as affecting the tender.

I/we hereby offer to execute the works specified in the said Memorandum within the time specified in the said Memorandum at the rates mentioned in the Schedule of Quantities and in accordance with the Specifications, The instructions in writing referred to in Conditions of Tender, The Articles of Agreement, Special Conditions, Schedule of Quantities and Conditions of Contract 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

Name of the work:	Tender for Annual Maintenance Contract for providing Services of Resident Engineer for the operation and maintenance of IP CCTV System installed at Reserve Bank of India, Dehradun
Period	The period of contract for is from the date of award of work order, to March 31, 2026 . The said contract is renewable for 2026-27 (April to March) and 2027-28 (April to March) (one year at a time) subject to the satisfactory performance of the contractor during the year 2025-26 and 2026-2027 and other terms and conditions detailed in the tender document.
Estimated Cost	₹ 11,74,800/-
Earnest Money	₹ 23,496/-
Performance Bank Guarantee (PBG)	The Successful Bidder shall furnish PBG for an amount equal to 5% (Five percent) of the contract value (inclusive of GST) from any Scheduled Bank or transfer an amount equivalent to the PBG through NEFT/RTGS to the account number mentioned by the Bank at para 3.5 or withholding of an amount equivalent to the PBG from the monthly bills, with explicit written consent regarding such withholding of amount from the successful bidder to the Bank (which will be submitted along with letter of acceptance) towards security deposit for the due fulfilment of the contract. This amount must be valid at least till the completion of contractual obligations or submission of PBG in its real form (i.e.,



	issued by the scheduled bank) within 07 days from the date of issue of work order. It shall be extendable and enhanced for further period of contract subject to, renewal of Annual Maintenance Contract on yearly basis from the next year onwards.
Terms of Payment	On monthly and actual work done basis subject to, submission of proper bill in all aspects and satisfactory completion of the service and certification from the authorised officials the Bank. The work will be carried out under the guidance and supervision of the Bank's authorized officials.

I / We agree to:

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

2. I / we have deposited a sum of ₹ 23,496/- as Earnest Money Deposit with the Reserve Bank of India, which amount is not to bear any interest. Should I / We fail to execute the contract when called upon to do so, I / We do hereby agree that this sum shall be forfeited by me / us to the Reserve Bank of India.

3. Our Bankers are: (Full Address)

(i)

(ii)

4. Names of Partners of our firm are:

(i)

(ii)

Name of the Partner of the firm Authorized to sign

Or

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

Yours faithfully,

Signature of Contractor:

Signature, Name and Addresses of Witnesses:

01.

02.



Section V – Format of Articles of Agreement

करार की शर्तें	Articles of Agreement
<p>यह करार वर्ष 202_ केदिन एक तरफ से भारतीय रिज़र्व बैंक, प्लॉट संख्या 16 और 17, आईटी पार्क, देहरादून जिसका केंद्रीय कार्यालय मुंबई में है - 400 001। (इसके बाद इसे "नियोक्ता" कहा गया है) और दूसरी तरफ.....</p> <p>एक कंपनी जिसका पंजीकृत कार्यालय ____ में स्थित है (इसके बाद "ठेकेदार" कहा गया है) के बीच किया गया है।</p> <p>जबकि नियोक्ता भारतीय रिज़र्व बैंक द्वारा तैयार किए जाने वाले कार्य का वर्णन करते हुए विनिर्देशों के अनुसार बैंक के कार्यालय..... में.....यह कार्य प्रदान करने का इच्छुक है ।</p> <p>और जबकि ठेकेदार निविदा/कोटेशन/यहां उल्लिखित शर्तों (इसके पश्चात इन सभी को कथित शर्तों के रूप में संदर्भित किया गया है) के अधीन कार्य करने के लिए सहमत है। यह कार्य वह यहां आगे उल्लिखित संबंधित दरों पर जो कि के बराबर है, की अवधि के लिए कोटेशन/कार्य आदेश में कोट की गई दर पर या इसके अंतर्गत देय होने वाली अन्य किसी राशि पर निष्पादित करने के लिए सहमत है।</p> <p>अब इस पर निम्नानुसार सहमति हुई है:-</p> <p>1. उक्त शर्तों में निर्धारित समय और तरीके से भुगतान की जाने वाली उक्त संविदा राशि को ध्यान में रखते हुए, ठेकेदार उक्त शर्तों के अधीन उक्त विनिर्देशों में दर्शाए गए और वर्णित कार्य को निष्पादित और पूरा करेगा।</p>	<p>ARTICLES OF AGREEMENT made the day of , 20 between the RESERVE BANK OF INDIA, PLOT NO. 16 & 17, IT PARK, DEHRADUN having its Central Office at Mumbai - 400 001. (Hereinafter called "the Employer") of the one part and a Company having its Registered Office at (hereinafter called the "Contractor") of the other part.</p> <p>WHEREAS the Employer is desirous of awarding the work of at Bank's as per the specifications describing the work to be done to be prepared by Reserve Bank of India.</p> <p>AND WHEREAS the Contractor has agreed to execute the subject to the conditions set forth in the tender / quotation / herein (all of which are collectively hereinafter referred to as "the said conditions") at the respective rates therein set forth amounting to the sum of Rupees..... as applicable for the period from to at the rate quoted in the quotation / work order / as therein arrived at of such other sum as shall become payable there under.</p> <p>NOW IT IS HEREBY AGREED AS FOLLOWS: -</p> <p>1. In consideration of the said Contract Amount to be paid at the times and in the manner set forth in the tender conditions,</p>



<p>2. नियोक्ता ठेकेदार को उक्त संविदा राशि या ऐसी अन्य राशि का भुगतान करेगा, जो निविदा शर्तों में निर्दिष्ट समय और तरीके से देय होगी।</p> <p>3. उपर्युक्त शर्तों में, संपदा विभाग, भारतीय रिज़र्व बैंक, प्लॉट संख्या 16 और 17, आईटी पार्क, देहरादून के प्रभारी सहायक महाप्रबंधक (संपदा) नियोक्ता की ओर से कार्य करेंगे।</p> <p>4. उक्त शर्तों और उनके परिशिष्ट को इस करार के हिस्से के रूप में पढ़ा और समझा जाएगा और इसके पक्षकार क्रमशः उक्त शर्तों का पालन करेंगे, उन्हें मानेंगे और उक्त शर्तों में क्रमशः अपनी ओर से करारों का पालन करेंगे।</p> <p>5. संविदा और यहां उल्लिखित दस्तावेज इस संविदा का आधार बनेंगे।</p> <p>6. नियोक्ता अपने पास कार्य की प्रकृति को बदलने का अधिकार सुरक्षित रखता है जिसमें कार्य की किसी भी वस्तु को जोड़ सकता या हटा सकता है या उसके कुछ हिस्सों को इस संविदा पर प्रतिकूल प्रभाव डाले बिना करवा सकता है।</p> <p>7. इस अनुबंध के तहत नियोक्ता द्वारा सभी भुगतान केवल देहरादून में किए जाएंगे।</p> <p>8. इस करार से उत्पन्न होने वाले या किसी भी तरह से जुड़े सभी विवादों को देहरादून में उत्पन्न माना जाएगा और केवल देहरादून के न्यायालयों के पास इसे निर्धारित करने का अधिकार क्षेत्र होगा।</p>	<p>the Contractor shall upon and subject to the said Conditions execute and complete the work shown and described in the said specifications.</p> <p>2. The Employer shall pay the Contractor the said Contract Amount or such other sum as shall become payable, at the times and in the manner specified in the said Conditions.</p> <p>3. In the said Conditions herein before mentioned, the Assistant General Manager (Estate) in charge of the Estate Department, Reserve Bank of India, Plot No. 16 & 17, IT Park, Dehradun shall act on behalf of the Employer.</p> <p>4. The said conditions and Appendix thereto shall be read and construed as forming part of this Agreement and the parties hereto shall respectively abide by, submit themselves to the said Conditions and perform the agreements on their part respectively in the said Conditions contained.</p> <p>5. The Agreement and the Documents mentioned herein shall form the basis of this Contract.</p> <p>6. The Employer reserves to itself the right of altering the nature of the work by adding to or omitting any items of work or having portions of the same carried out without prejudice to this Contract.</p> <p>7. All Payments by the Employer under this Contract will be made only at Dehradun.</p> <p>8. All disputes arising out of or in any way connected with this agreement shall be deemed to have arisen at Dehradun and only Courts in Dehradun shall have jurisdiction to determine the same.</p>
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<p>9. कि इस संविदा के कई हिस्सों को ठेकेदार द्वारा पढ़ा गया है और ठेकेदार द्वारा पूरी तरह से समझा गया है।</p> <p>10. भविष्य में नवीनीकरण बैंक के नियमों के अनुसार होगा।</p> <p>11. कार्य आदेश पत्र सं.....इस करार का हिस्सा होगा।</p> <p>12. निविदा /कोटेशन में एएमसी से संबंधित सभी नियम और शर्तों को भी ठेकेदार द्वारा माना जाएगा।</p> <p>13. गैर-प्रकटीकरण खंड: ठेकेदार प्रत्यक्ष या अप्रत्यक्ष रूप से बैंक की बुनियादी सुविधा/ प्रणालियों / उपकरणों आदि की किसी भी जानकारी, सामग्री और विवरण का खुलासा नहीं करेगा, जो इस करार के संबंध में अपने संविदात्मक दायित्वों के निर्वहन के दौरान ठेकेदार के कब्जे या जानकारी में आ सकता है और हर समय पूरी तरह से गोपनीय रखेगा। ठेकेदार संविदा के विवरण को निजी और गोपनीय मानेगा, केवल इसे छोड़कर जो इसके तहत उसके दायित्वों को पूरा करने या लागू कानूनों का पालन करने के लिए आवश्यक हो। ठेकेदार नियोक्ता की पूर्व लिखित सहमति के बिना किसी भी व्यापार या तकनीकी पत्र या कहीं और कार्यों के किसी भी विवरण को प्रकाशित, प्रकाशित करने की अनुमति या प्रकट नहीं करेगा। ठेकेदार किसी भी गोपनीय जानकारी के प्रकटीकरण के परिणामस्वरूप नियोक्ता को होने वाले किसी भी नुकसान के लिए नियोक्ता की</p>	<p>9. That the several parts of this Contract have been read by the Contractor and fully understood by the Contractor.</p> <p>10. Future renewals will be as per Bank's rules.</p> <p>11. The work order letter no.dated will form part of the agreement.</p> <p>12. All terms and conditions pertaining to AMC in the tender/ quotation will also be honoured by the Contractor.</p> <p>13. Non-disclosure clause: "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 during the course of discharging its contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. The contractor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The contractor shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Employer. The contractor shall indemnify the Employer for any loss suffered by the Employer as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Contractor and the Employer shall be entitled to claim damages and pursue legal remedies.</p> <p>The Contractor shall take all appropriate actions with respect to its employees to ensure that the obligations of non-</p>
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क्षतिपूर्ति करेगा। उपर्युक्त का पालन नहीं करने पर ठेकेदार की ओर से संविदा का उल्लंघन माना जाएगा और नियोक्ता नुकसान का दावा करने और कानूनी उपाय करने का हकदार होगा। ठेकेदार यह अपने कर्मचारियों के संबंध में सभी प्रकार की उचित कार्यवाई करेगा जिससे यह सुनिश्चित हो सके कि इस करार के तहत गोपनीय जानकारी के गैर-प्रकटीकरण का दायित्व पूरी तरह से पूरा हो गया है।

गैर-प्रकटीकरण और गोपनीयता के संबंध में ठेकेदार के दायित्व किसी भी कारण से इस करार की समाप्ति या इसे समाप्त किए जाने के बाद भी बना रहेगा।

14. लैंगिक उत्पीड़न खंड:

सेवा प्रदाता / एजेंसी "कार्यस्थल पर महिलाओं का लैंगिक उत्पीड़न (रोकथाम, निषेध और निवारण) अधिनियम, 2013" के प्रावधानों का पालन करेगी।

सेवा प्रदाता एजेंसी बैंक परिसर में अपने कर्मचारी के खिलाफ लैंगिक उत्पीड़न की किसी भी शिकायत के मामले में "कार्यस्थल पर महिलाओं का उत्पीड़न (रोकथाम निषेध और निवारण) अधिनियम 2013" के प्रावधानों के पूर्ण अनुपालन के लिए पूरी तरह से जिम्मेदार होगी। सेवा प्रदाता/एजेंसी द्वारा गठित आंतरिक शिकायत समिति के समक्ष शिकायत दर्ज की जाएगी और सेवा प्रदाता/एजेंसी शिकायत के संबंध में उक्त अधिनियम के तहत उचित कार्यवाई सुनिश्चित करेगी।

बैंक के किसी भी कर्मचारी के खिलाफ सेवा प्रदाता के किसी भी पीड़ित कर्मचारी से लैंगिक उत्पीड़न की किसी भी शिकायत पर बैंक द्वारा गठित क्षेत्रीय शिकायत समिति द्वारा संज्ञान लिया जाएगा।

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."

14. SEXUAL HARASSMENT

The Contractor / Agency shall comply with the provisions of "the Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013". In case of any complaint of sexual harassment against its employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor / Agency and the Contractor/Agency shall ensure appropriate action under the said Act in respect 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 involves the employees of the contractor, for instance any monetary relief to Bank's employee, if sexual violence by the employee of the contractor is proved. The contractor shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.

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



<p>सेवा प्रदाता किसी भी मौद्रिक मुआवजे के लिए जिम्मेदार होगा जो उसे सेवा प्रदाता के कर्मचारियों के इसमें शामिल होने की स्थिति में भुगतान करने की आवश्यकता हो सकती है, उदाहरणतः यदि सेवा प्रदाता के कर्मचारी द्वारा लैंगिक उत्पीड़न सिद्ध हो जाने पर बैंक कर्मचारी को कोई मौद्रिक राहत देनी पड़े। सेवा प्रदाता कार्यस्थल पर लैंगिक उत्पीड़न की रोकथाम और संबंधित मुद्दों के बारे में अपने कर्मचारी को शिक्षित करने के लिए जिम्मेदार होगा।</p> <p>15. शासी भाषा: यह करार अंग्रेजी और हिंदी में निष्पादित किया गया है। यदि इस संविदा का हिंदी अनुवाद अंग्रेजी संस्करण के साथ विरोध करता है या इसमें अंग्रेजी संस्करण के अतिरिक्त या उससे अलग शब्द शामिल हैं, तो अंग्रेजी संस्करण को माना जाएगा।</p> <p>इसके साक्ष्य में, नियोक्ता ने अपने विधिवत प्राधिकृत अधिकारी के माध्यम से इस पर हस्ताक्षर किए हैं और ठेकेदार ने इस पर अपनी कॉमन मुहर लगाई है और इसे उपर्युक्त दिन और वर्ष को दो प्रतियों में निष्पादित किया है।</p>	<p>16. IN WITNESS WHEREOF the Employer has set its hands to these presents through its duly authorized official and the Contractor has caused its common seal to be affixed hereunto and the said two duplicates/ has caused these presents and the said two duplicates hereof to be executed on its behalf, the day and year first herein above written.</p>
<p>ठेकेदार की ओर से हस्ताक्षरित एवं के हस्ते सुपुर्द</p>	<p>SIGNED AND DELIVERED BY the Contractor by the hand of</p>
<p>श्री (नाम एवं पदनाम) इनकी उपस्थिति में हस्ताक्षर किए गए</p> <p>1) पता</p>	<p>Shri..... Address</p> <p>in the presence of 1)</p>



<p>.....</p> <p>.</p> <p>.....</p> <p>....</p> <p>2)</p> <p>.....</p> <p>पता</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>(साक्षी)</p>	<p>Address</p> <p>_____</p> <p>2) _____</p> <p>_____</p> <p>Address</p> <p>_____</p> <p>_____</p> <p>(Witnesses)</p>
<p>भारतीय रिजर्व बैंक की ओर से हस्ताक्षरित एवं के हस्ते सुपुर्द</p>	<p>SIGNED AND DELIVERED BY the Reserve Bank of India by the hand of</p>
<p>श्री</p> <p>(नाम एवं पदनाम)</p> <p>इनकी उपस्थिति में हस्ताक्षर किए गए</p> <p>1) _____</p> <p>_____</p> <p>पता</p> <p>_____</p> <p>2) _____</p> <p>_____</p> <p>पता</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>(साक्षी)</p>	<p>Shri _____</p> <p>(Name & Designation)</p> <p>in the presence of</p> <p>3) _____</p> <p>_____</p> <p>Address</p> <p>_____</p> <p>4) _____</p> <p>_____</p> <p>Address</p> <p>_____</p> <p>_____</p> <p>(Witnesses)</p>



Section VI – General Instructions to Bidders

3.1 **Tender Document:**

3.1.1 Tender shall consist of this document having Eleven (XI) sections along with NIT and any Annexures, Schedules, Addendum, Corrigendum, minutes of Pre-bid meeting, etc., issued by the Bank for the purpose.

3.1.2 Bidders are advised to study all sections of tender documents thoroughly. Submission of Bid shall be deemed to have been done after careful study and examination of the tender documents with full understanding of its implications.

3.1.3 Bidders are advised to use only the forms (tender books) uploaded on MSTC portal. In case the tenders are submitted from downloaded tender forms from the website, if any change/modification thereto is found subsequently, such tenders are liable for disqualification. However, if they desire to submit additional information, they may do so on their own letter head/ paper. Each page of the tender forms shall be signed and returned.

3.1.4 Eligibility criteria shall be as per the tender document.

3.2 **Amendment to tender document**

3.2.1 At any time prior to the deadline for the submission of Bids, the Bank may, for any reason, whether at its own initiative or in response to a clarification or query raised by a prospective Bidder, modify the tender by an amendment.

3.2.2 Any such amendment will be hosted on the Bank's website www.rbi.org.in only. The addendum (s) issued will form part of the tender documents.

3.2.3 In order to afford prospective Bidders, reasonable time for preparing their Bids after considering such amendments, the Bank may, at its discretion, extend the deadline for the submission of Bids.

3.3 *Preparation of Bid:* Tender in prescribed form shall be submitted in two parts – Part I (Technical Bid) and Part II (Financial Bid)

3.3.1 *Technical Bid:*

Part-I of the tender will contain Bank's standard conditions (not Price Bid) for the proposed work, tender's covering letter and the EMD of ₹ 23,496/- i.e., 2% of the estimated amount.

- (i) Sections I to XI are part of technical Bid.
- (ii) Bidder must fill all the details specified in various sections/ annexures.
- (iii) EMD shall be part of Technical Bid. No interest is payable on the EMD. The bids received without EMD shall be rejected.
- (iv) The tender documents must be filled in English. If any of the documents is missing or unsigned, the tender may be considered invalid by the Bank at its own discretion. The tender documents must be without any ambiguity and if any of the documents is missing or unsigned, the tender may be considered invalid by the Bank at its discretion. Only the documents as uploaded by the tenderer on MSTC portal shall be considered as final and no additional document shall be entertained for consideration. Conditional bids will be summarily rejected.

Note: Bids which are incomplete i.e., if any document as required as per this tender is not submitted by the date and time is liable to be rejected at the sole discretion of the Bank.

3.3.2 *Financial Bid:* Part-II of the tender will contain Bidder's price Bid only.

- (i) **Currency of Bid:** Bid prices shall be quoted in Indian Rupees only and will be valid for 90 days from the date of opening of Financial Bid. Rates quoted should also include all taxes, charges, levies, cess, insurance, transportation and other Govt. taxes.
- (ii) The rate should be quoted strictly in line with the price schedule leaving no column blank whatsoever to avoid any ambiguity.
- (iii) If any columns of the price schedule are found blank, then the tender of the respective



Bidders shall be treated as unresponsive and will be summarily rejected by the Bank at its own discretion.

(iv) Part-II of the tender will contain no conditions / documents, but tenderer's price Bid only.

Special Note for part-II: - The bidder must quote prices as per format prescribed in Part II as available in MSTC portal.

(v) The Bidder should ensure that all columns of the price schedule are duly filled, and no column is left blank. After opening of the price bid, the Bank may entertain no clarifications / additional information etc., sent by the bidders on its own post opening of Part II in whatsoever form.

(vi) If the rates written in figures and words do not tally, then the arithmetic accuracy shall be checked, and the final amount will be derived accordingly and taken as correct.

3.3.3 It will be imperative on the part of each Bidder to fully acquaint himself with all the local conditions and factors, which would have any effect on the performance of the contract and cost of the items. No request for the change of price shall be entertained, on account of any local condition or factor once the offer of the Bank is accepted by the Bidder. This, however, excludes any changes in minimum wages/government levies which are payable statutorily and may be allowed subject to satisfaction of the Bank.

3.4 Bids shall remain valid for acceptance by the Bank for the period of 90 days from the date of opening of Financial Bid. This period may be further extended, if required, by mutual consent.

3.5 Earnest Money Deposit (EMD) / Bid security:

3.5.1 The Bidders shall deposit EMD of ₹ 23,496/- by NEFT only with their Bid.

EMD A/C No- 186003001 Reserve Bank of India, IFSC Code - RBIS0DNPA01 (5th & 10th being zero)., Branch Name – Dehradun

Also, no exemption from the submission of EMD has been granted to MSEs.

3.5.2 EMD shall be in form of a NEFT only. No interest on EMD shall be paid.

3.5.3 Bids not accompanied by EMD, shall be treated as non-responsive, and will be rejected by the Bank at its discretion.

3.5.4 The EMD of unsuccessful Bidders shall be returned by the Bank after award of work to Successful Bidder after submission of a fresh Performance Bank Guarantee.

3.5.5 Compensation/ Recovery from the Contractor: All compensation or other sums of money payable by the Contractor to the Bank under the terms and conditions of this Contract may be deducted from the payable bill amount/Security Deposit or by invoking the Bank Guarantee if the amount so permits unless the Successful Bidder deposits such amounts by transfer within ten days of issue of demand notice by the Bank.

3.6 EMD shall be forfeited if the Bidder:

- (i) makes misleading or false representations in the forms, statements and attachments submitted, suppressed any material information, details of any legal proceedings pending in the court which might otherwise would have created any impact on the eligibility criteria.
- (ii) withdraws his Bid during the period of Bid validity, or
- (iii) has been blacklisted by any government agency and the blacklist is still in force.
- (iv) fails to commence the work as per schedule or after issue of work order or does not provide satisfactory services or does not provide & use consumables as prescribed above, in the tender document.

3.7 Procedure for Submission of Bids



Interested Bidders / Agencies shall upload the tenders in prescribed form in two parts. Part-I tender will contain the Bidders' covering letter, Bidders' additional documents, if any, and documents as indicated in Annexures. Part – II tender will contain price/financial bid only.

3.7.1 Technical Bid

- (a) Prices/ additional conditions must not be indicated/ included in the Technical Bid.
- (b) EMD shall be part of Technical Bid.

3.7.2 Financial Bid

The rate shall be inclusive of all taxes, wages as per extant guidelines / laws, ESI, EPF and labour license as applicable, insurance, tools, Overhead & Profits etc.

3.8 No conditional/ optional quote shall be accepted.

3.9 Bidders shall not be permitted to alter or modify their Bids after receipt of Bids.

3.10 Receipt of Bids - The Bids will be accepted till the schedule time and date as given in "schedule of tender".

3.11 Opening of Technical Bid

The Technical Bids will be opened on the scheduled time and date as referred in Schedule of Tender (SoT) at Reserve Bank of India, Dehradun. The Bidders or their authorized representatives may remain present, if they so desire.

3.12 Scrutiny of Technical Bid

3.12.1 Technical bids shall be evaluated as per already established procedures of the Bank and in line with eligibility criteria mentioned at para1.1.1 and other conditions mentioned in the tender document.

3.12.2 The decision of the Bank on technical suitability of the offer shall be final and shall not be called into question.

3.12.3 If any Bidder is not found to possess the required eligibility for participating in the tendering process at any point of time and/or his performance reports received from his clients and/or his Bankers report are found unsatisfactory, the Bank reserves the right to reject his offer even after opening of the tender. The Bank is not bound to assign any reason for doing so.

3.13 Opening of Financial Bid

The financial Bids will be opened on the scheduled time and date as referred in Schedule of Tender (SoT) at Reserve Bank of India, Dehradun. The short-listed Bidders or their authorized representatives may remain present for opening of financial bids if they so desire.

3.14 Scrutiny of Financial Bid

The Financial Bid shall be evaluated on the basis of lowest price quoted, tender conditions and the Bank's established norms/rules. The decision of the Bank on financial suitability of the offer shall be final and shall not be called into question.

3.15 The Bank reserves the right to accept any Bid and to reject any or all Bids without assigning any reason for the same.

The Bank reserves the rights to vary the Schedule/Scope of Work at the time of award of work order or signing of Contract or any time during the currency of the contract.

Notwithstanding anything mentioned above, the Bank reserves the right to accept or reject any Bid at any time prior to award of Contract without thereby incurring any liability to the affected Bidder or Bidders. The Bank may not assign any reason for rejection of any or all Bids. The Bank reserves the right to cancel/ annul the selection process, at any stage prior to the award of the contract on account of the following:

- (a) in case no Bid is received



- (b) occurrence of any event due to which it is not possible to proceed with the selection process
- (c) evidence of a possible collaboration/ collusion/ mischief on part of Bidders, impacting the competition and transparency of the selection process,
- (d) any other reason including non-compliance with the tender terms & conditions, which in the opinion of the Bank necessitates the cancellation of the selection process

On occurrence of any such event, the Bank shall also promptly return the EMD submitted by the Bidders within reasonable time. The Bank is not obligated to provide any reason or clarification to any Bidder on this account. Liability of the Bank under this clause is restricted to returning the EMD and no other reimbursements of costs/ expenses of any type shall be made by the Bank on this account.

The Bank further reserves the right to re-tender the process or get the work done by a government agency or Quasi Government agency if the Bank is of the opinion that the Bids received are not economically or otherwise feasible or not acceptable due to reasons in sub clauses (a) to (d) above.

3.16 Settlement of Disputes and Arbitration:

All unresolved disputes arising shall be subject to the jurisdiction of the appropriate court in Dehradun and will be governed by the relevant statutory provisions in force in India.

Any claims, dispute and or difference arising out of or relating to this contract like specifications, estimates, instructions, orders, quality of workmanship or materials used on the work, interpretation of the terms mentioned in the tender document, validity or termination of this Agreement etc. will be resolved through joint discussion among the Authorized Representatives of the concerned parties. However, if the disputes are not resolved by the discussions as aforesaid, then the matter will be referred for adjudication to the arbitration of a sole arbitrator to be appointed by the Regional Director, Reserve Bank of India, Dehradun. In case the Agency does not agree to such appointment, both the parties will appoint an arbitrator each and the arbitrators then will appoint the Presiding Arbitrator. The Arbitrator may give interim awards and/or directions, as may be required. The award of the Arbitrator/panel of Arbitrators shall be final and binding on both the parties. The Arbitration and Conciliation Act, 1996 shall be applicable. In case of any unresolved dispute between the Agency and RBI it shall fall within the jurisdiction of the courts in Dehradun, Uttarakhand and will be governed by the relevant statutory provisions in force in India.

It is agreed that the Contractor shall not delay the carrying out of the works by reason of any such matter, question or dispute being referred to arbitration, but shall proceed with the works with all due diligence and shall until the decision of the arbitrator is given, abide by the decision of the Employer. No award of the arbitrator shall relieve the Contractor of his obligations to adhere strictly to the Employer's instructions with regard to the actual carrying out of the works. The place of Arbitration shall be Dehradun.

3.17 Minimum wages

- (a) Rates quoted by the Bidders should be in accordance with the provisions of Contract Labour (Regulation and Abolition) Act, 1970/ Minimum Wages Act. The Successful Bidder shall ensure payment of minimum wages to the workmen employed by them. Payment should be made through NEFT to the Bank account/s of the workmen and Successful bidder shall maintain a register of wages and shall issue a wage slip to every workman employed by them and obtain their signature or thumb impression on the wage slips. In addition, they have to provide essential amenities like drinking water, first aid facility etc. to their employees as per Contract Labour (Regulation and Abolition) Act, 1970.

Salary of the employees shall be disbursed through NEFT only into their bank account and a copy of the NEFT payment, salary slip duly signed & acknowledged by the employee and bank details shall be produced with the bill to be submitted to the Bank



for payment to the Vendor. No cash payment by the company/Successful Bidder shall be made to their employees.

The bidders shall follow Minimum Wages Act and all other applicable laws, rules and regulations, statutory requirements. Minimum wages and/ or Variable Dearness Allowance will be revised as per the Notification issued by the Chief Labour Commissioner (Central), Ministry of Labour & Employment from time to time with i.e., effective from 1st April and 1st October every year and any other random revisions (if any). The bidders shall keep in mind the latest wage structure while offering rates.

(b) The Successful Bidder has to give undertaking on Non Judicial Stamp Paper of applicable value before the award of the work that it undertakes to actually pay wages to all the labourers of all descriptions to be engaged by it for completion of that particular job/ work at the rate which is not less than minimum wages under CLRA Act and also keep the Principal Employer indemnified against all the actions that may be initiated against the Principal Employer by the Statutory Authorities for the Successful Bidder's failure to pay such wages and provide the essential amenities.

(c) The Successful Bidder shall indemnify the Bank and keep it indemnified against all losses and claims, damages or compensation for breach of any provisions of the Payment of Wages Act 1936, Minimum Wages Act 1948, Employee Provident Fund Act 1952, Employees' State Insurance Act 1948, Contract Labour (Regulation and Abolition) Act 1970 or any other such labour law/ statute in force in this regard. The Successful Bidder only shall be responsible for liabilities, if any, in this regard.

(d) The Successful Bidder shall, inter-alia, also follow the Sub-section 5(1) 'Time of payment of wages' of Payment of Wages Act, 1936, as per which –

The wages of every person employed upon or in —

(a) industrial establishment or commercial establishment upon or in which less than one thousand persons are employed, shall be paid before the expiry of the seventh day.

(b) any other industrial establishment or commercial establishment shall be paid before the expiry of the tenth day, after the last day of the wage-period in respect of which the wages are payable.

(e) The Bank will also insist to the Successful Bidder for Bank account payment details and other related documents of employee and it will furnish such details/documents of engaged employee as proof of payment on enquiry.

(f) **The Bank requires the Successful Bidder to submit the monthly bills along with all the necessary supportive documents by 10th of following month which will be paid within 45 days (at max, in any case) from the date of submission of complete and proper bill.**

3.18 Insurance in respect of damages to Persons and Property:

The Contractor shall be responsible for all injury or damage to persons, animals or things, and for all damage to property which may arise from any factor omission on the part of the Contractor. **Thus, the contractor needs to undertake the following insurance policies, in the joint names of the Employer i.e., Reserve Bank of India and the Contractor with the name of the former being placed first in the policy, mandatorily before commencement of the work.**

a) Workmen Compensation Policy for all employees deployed at site

b) Third Party Liability Policy as per following details:

- (i) For injury to persons – minimum ₹ 2 Lakh per person per accident
- (ii) For damage to property – minimum ₹ 5 Lakh per accident



Note:

- These policies shall be valid till the completion of the work / contract. If the Successful Bidder does not provide these policies, the Bank reserves the right to take the above insurance policies and recover the cost thereof from the bill of the Successful Bidder.
- The Contractor shall be responsible for any liability which may not be covered by the insurance policies referred to above and also for all other damages to any person, animal or defective carrying out of this contract, whatever, may be the reasons due to which the damage shall have been caused.
- The Contractor shall also indemnify and keep indemnified the Employer against all and any costs, charges or expenses arising out of any claim or proceedings relating to the works and also in respect of any award of damage or compensation arising therefrom.

3.19 Signing of Contract Agreement

The General instructions to the Bidders and special conditions, conditions hereinbefore referred to, Conditions of Contract and Technical Specifications enclosed with the tender documents, the subsequent correspondence exchanged between the Bank and the Bidder, and the work order placed shall be the basis of the final contract to be entered into with the Successful Bidder. On receipt of intimation from the Bank of the acceptance of his/their tender, the Successful Bidder shall be bound to implement the Contract and within **14 days from the date of issue of work order**, the Successful Bidder shall sign an agreement in accordance with the draft agreement on non-judicial stamp paper/s of appropriate value. The cost of the stamp paper/s shall be borne by the contractor (One Certified copy of the agreement will be handed over to the contractor by the Employer). The format of Articles of Agreement is provided in the tender document. Notwithstanding the signing of the agreement, the written acceptance by the Bank of the tender in itself will constitute a binding agreement between the Bank and the person so tendering, whether such contract is or is not subsequently executed. The cost of necessary stamp paper as per Stamp Act for execution of the agreement shall be borne by the Successful Bidder. No payment for the work done will be made unless contract is signed by the contractor. The Successful Bidder shall not sublet any portion of the contract without the permission of the bank. In case of breach of these conditions, the Bank may serve a notice in writing on the successful Bidder rescinding the contract whereupon the security deposit shall stand forfeited to the Bank, without prejudice to its other remedies against the successful Bidder. If the successful bidder fails to sign the formal agreement within the stipulated period or fails to commence the work on the due date, the letter awarding the work shall be treated as cancelled and the EMD deposited shall be forfeited. Further, the Bank reserves the right to debar such persons/ agencies/ companies from participating in any tenders or undertaking any work in the Bank for a period of three years. However, before doing so, the Bank may give such bidders a seven days' notice to show cause (SCN) and consider any reply submitted to the SCN before finally deciding on debarring the person/ agency/ company. The decision of Regional Director, Dehradun shall be final in this regard.

3.20 Right to Accept Part Tender: The Bank reserves the right to accept the tender either in whole or in part.

3.21 *It may also be noted that the general terms and conditions are indicative in nature and the same shall not restrain the Bank from imposing or requiring the tenderer to agree upon such further or other terms and conditions, or to alter, modify or omit those terms and conditions, as are considered necessary for the due and proper execution of the work being awarded under this tender.*

3.22 *Failure of the successful bidder to comply with the requirements of above clauses shall constitute sufficient grounds for the annulment of the award and invoke the Bank Guarantee submitted.*

3.23 Taxes/ Duties/ Levies: The prices quoted shall be inclusive of GST and all other taxes,



local levies etc. imposed by Central/State Government/Local Bodies. If the tenderer fails to include such taxes and duties in the tender, no claim thereof will be entertained by the Bank afterwards. The GST is applicable on this contract, and this shall be paid on the applicable components at applicable rates.

3.24 Sub-letting of the Contract not allowed - The Contract is not a transferable contract under any circumstances. If awarded, the vendor shall not assign/sublet/transfer the contract either fully or partly or any portion of the contract to any other person or company/organization without permission from the Bank.

3.25 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 Schedule of Quantities, which rates and prices shall, except as otherwise provided, cover all his obligations under the Contract and all matters and things necessary for proper completion and maintenance of the works. The firm must ensure to supply the required manpower within 14 days from the date of contract.

3.26 Employment of child labour is strictly prohibited and will lead to immediate termination of the contract. Weekly holiday must be given to all staff (which should be strictly adhered to) as per Statutory Requirement without affecting services. No extra payment will be considered other than rates quoted by the firm. Similarly leave must be given to the workers as per labour laws with an alternative arrangement.

3.27 Facilitating Service beyond Office hours:

Besides normal working hours, the Bank also functions, at times, on odd working hours. If required, the Contractor shall facilitate the maintenance service beyond office hours. The working hours for the workers deployed during that period shall be informed by the Bank. Please note that the said arrangement shall be made by the Contractor within the manpower approved for this contract. No extra payment to the workers shall be made by the Bank. The Bank will not provide any accommodation to the employee engaged by the Contractor. The Contractor must bear all liabilities of his/her employees including transportation costs even when the workers are called for duty on odd hours. The Bank will not bear any liability towards conveyance charges and accommodation of the workers.

3.28 Revision of the contract amount during the financial year:

The contract amount will remain fixed through out the Financial Year except for the revision in Minimum wages as prescribed by the Chief Labour Commissioner (Central), Ministry of Labour & Employment. The successful bidder has to ensure to pay the revised minimum wages to the Resident Engineer and produce documents along with the monthly bill as mentioned in the tender document.

3.29 Renewal of the Contract:

The period of contract for is from **the date of award of work to March 31, 2026**. The said contract is renewable for 2026-27 (April to March) and 2027-28 (April to March) (one year at a time), subject to the satisfactory performance of the contractor during the year 2025-26 & 2026-27 and other terms and conditions detailed in the tender document. The escalation in the contract amount (inclusive of GST) during renewal shall be considered as follows:

$$Ac = [Ap \{ 15 + 70 \times (CPI_c / CPI_p) + 15 \times (EPI_c / EPI_p) \} / 100]$$

Ac = All-inclusive contracted rate for the current year.

Ap = All-inclusive contracted rate for the previous year.

CPI_c = Consumer Price Index for industrial workers (All India Average) 6 months prior to commencement date of contract for the current year.

CPI_p = Consumer Price Index for industrial workers (All India Average) 6 months prior to



commencement date of contract for the previous year.

EPI_c = Wholesale Price Index for Electrical Products 6 months prior to the Commencement date of contract for the current year.

EPI_p = Wholesale Price Index for Electrical Products 6 months prior to the Commencement date of contract for the previous year.

Place:

(Signature of the Bidder with stamp)



Section VII – Special Conditions of the contract

4.1. Technical and Financial bids will be evaluated as per the details provided in the tender document

4.1.1 Technical Bid:

The Bank would examine and evaluate received Technical Bids, as per the proposal submitted by the Bidders in line with the Bank's requirement mentioned in Scope of Work.

4.1.2 Financial Bid:

(a) Financial Bid will be evaluated based on least quoted cost of works as per the Scope of Work for providing the required highly skilled/ skilled/ semi-skilled/ unskilled manpower set out in this tender document.

(b) If there is a discrepancy between the amount expressed in words and figures, the amount in words shall prevail.

4.2 Renewal of contract

The said contract is renewable for 2026-27 (April to March) and 2027-28 (April to March) (one year at a time), subject to the satisfactory performance of the contractor during the year 2025-26, 2026-27 and other terms and conditions detailed in the tender document.

4.3 Non-disclosure

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

4.4 Identification and Verification of personnel/ employees

4.4.1 Successful Bidder shall provide identity cards to its employees or agents who shall be doing the subject job at the Bank's premises. All the employees and agents should bear the identity card at all the times they are working in Bank's premises.

4.4.2 The Successful Bidder shall obtain Police Verification Report on character and antecedents of its personnel and other details relating to age, educational qualification, name and permanent address to be provided under this contract along with their passport size photographs before engaging them for duty in Bank's Premises. A copy of the Aadhaar card of such persons along with police verification report will be furnished within one month to the Bank from their deployment in the Bank's premises.

4.5 Penalty Clause

The days of unauthorised absence/ absence without intimation to the Bank Officials or non-providing of the reliever in any of the absence of the Resident Engineer shall attract a penal recovery at double the rate of the charges payable towards Resident Engineer for such



duration.

4.6 Payment Conditions:

The payment to the successful bidder made shall be on monthly basis as per actual work done subject to submission of proper original invoice in all aspects and subject to satisfactory performance. The payment thereon will be made after the same is duly certified by the Bank's Officers that the services have been provided satisfactorily, after deducting all statutory dues/taxes, etc.

Salary of the employees shall be disbursed through NEFT only to their Bank account on or before 7th day of every month and a copy of the NEFT payment along with salary slip of every employee shall be produced to the Bank with the submission of the bill for payment to the vendor.

4.7 Force Majeure:

The Bidder/ Successful Bidder shall not be liable for forfeiture of its EMD/ Security Deposit (Performance Bank Guarantee - PBG) or for payment of liquidated damages or termination for default, if the delay in performance or other failure to perform its obligations under the contract is a result of an event of Force Majeure. For purposes of the clause, "Force Majeure" means an event beyond the control of the Bidder/Successful Bidder and not involving the Bidder's/Successful Bidder's fault or negligence and not foreseeable. Such events may include wars or revolutions, fires, floods, epidemics, quarantine restrictions, freight embargoes etc. The Bank will decide whether delay or failure on the part of the Bidder/Successful Bidder was the result of an event beyond his control or not. The decision of the Bank in this regard should be final and binding on the Bidder/Successful Bidder and will not be open to question before any court / forum in any proceedings.

4.8 Termination for Default

4.8.1 The Bank may, without prejudice to any other remedy for breach of contract, by a one month's written notice of default sent to the Successful Bidder and upon the Successful Bidder's failure and/or neglect to propose and/or execute any corrective action to set right the default, terminate this AMC Contract in whole or in part, in case of the following:

(i) If the Successful Bidder fails to deliver any or all of the items of work / consumables as specified in the Tender document within the time period(s) specified in the Contract.

Or

(ii) If the Successful Bidder fails to perform any other obligation(s) under the Contract.

4.8.2 On termination of the Contract for default, the Security Deposit (PBG-Performance Bank guarantee) of the Successful Bidder will be forfeited.

4.8.3 On termination of the Contract for default, action will be taken to blacklist the Successful Bidder.

4.8.4 The Bank has right to go to court of law in case of breach of the terms and conditions as specified in the tender document.

4.9 Termination for Insolvency:

The Bank may at any time terminate the Contract by giving written notice to the Successful Bidder, without compensation to the Successful Bidder, if the Successful Bidder becomes Bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which the Bank is or will be entitled to take or seek.

4.10 Patents:

The Successful Bidder shall indemnify the Bank against all claims in respect of patent rights and shall defend all actions arising from such claims and shall itself pay all royalties, license fees, damages cost and charges of all and every sort that may be legally incurred in respect thereof.



4.11 Performance Bank Guarantee (PBG):

On award of contract, the Successful Bidder shall furnish a performance Bank Guarantee for an amount equal to 5% (Five percent) of the contract value (inclusive of GST) from any Scheduled Bank or transfer an amount equivalent to the PBG through NEFT to the account number mentioned by the Bank at para 3.5 above or withholding of an amount equivalent to the PBG from the monthly bills, with explicit written consent regarding such withholding of amount from the successful bidder to the Bank (which will be submitted along with letter of acceptance) towards security deposit for the due fulfilment of the contract. This amount must be valid at least till the completion of contractual obligations or submission of PBG in its real form (i.e., issued by the scheduled bank) within 07 days from the date of issue of work order. The Earnest Money Deposit furnished at the time of submission of tender will be returned thereafter. This Bank Guarantee towards security deposit shall be valid at least till the currency of the contract with a minimum claim period of three months from the expiry of validity.

All compensation or other sums of money payable by the Successful Bidder to the Bank under the terms of this Contract may be deducted from the security deposit, if the amount so permits unless the Successful Bidder deposits such amounts by cheque/Demand Draft/NEFT within ten (10) days of issue of demand notice by the Bank.

4.12 Adherence to Safety Code:

The Successful Bidder will have to adhere to the safety code as detailed below:

- a) The Successful Bidder shall follow the safety regulations as prescribed in the tender and Indian Standards. It shall provide necessary safety appliances to its employees as instructed by the Bank depending upon the nature of work. All model safety rules, issued by safety section, from time to time shall be strictly followed.
- b) First-aid appliances/kits, adequate supply of sterilized dressings and cotton wool, shall be maintained in a readily accessible place.
- c) The injured person shall be taken to a public hospital without loss of time, in cases where the injury necessitates hospitalization.
- d) Any person found under the influence of alcohol or any intoxicating drugs on duty is unfit for duty and should not be allowed to work.
- e) There may be venomous reptiles and insects in the green areas where AMC work is to be carried out. Utmost care shall be taken by the Successful Bidder throughout the contract period to prevent accidents.

4.13 Employment of Staff and employees:

The contractor shall provide all necessary superintendence during execution of the work and all along thereafter as may be necessary for proper fulfilment of the obligations under the contract until the expiry of the contract.

The Bank shall be at liberty to object to and require the contractor to remove from the works any person who in his opinion misconducts himself or is incompetent or negligent in the performance of his duties or whose employment is otherwise considered by the Bank to be undesirable. Such person shall not be employed again at works site without the written permission of the Bank and the persons so removed shall be replaced as soon as possible by competent substitutes.

The following acts by the staff engaged will cause the Bank or the Contractor to initiate strict action against that employee –

- (i) Wilful disobedience, (ii) Theft/Fraud/Dishonesty, (iii) Habitual late attendance, (iv) Habitual indiscipline, (v) Drinking and Smoking in the premises, (vi) Sleeping on duty etc.

4.14 All relevant Statutory Laws to be complied with by the Contractor:



a) The contractor shall obtain a valid license under the Contract Labour (R&A) Act, 1970, and the Contract Labour (Regulation and Abolition) Central Rules, 1971, before the commencement of the work, and continue to have a valid license until the completion of the work. The contractor shall also abide by the provisions of the Child Labour (Prohibition and Regulation) Act, 1986, Minimum Wages (Central Govt.) Rules, 1950.

b) The contractor shall also comply with the provisions of the undermentioned statutes/acts:

Factories Act 1948, Contract Labour (Regulation and Abolition) Act 1970, Child Labour (Prohibition and Regulation) Act 1986, Employees State Insurance Act 1948, e) Workmen's Compensation Act 1923, Employees Provident Fund and Miscellaneous Provisions Act 1952, Employees Liability Act, 1938, Employment of Children Act 1938, Minimum Wages Act 1948, Payment of Wages Act 1936, Payment of Bonus Act 1965, Payment of Gratuity Act 1972, Maternity Benefit Act 1961 and the Rules there under or any other laws /Rules/ Acts as applicable to the contract workmen from time to time.

c) The contractor shall comply with provisions of any other relevant law in connection with the work, as may be applicable. Any failure to fulfil these requirements shall attract the penal provisions of the concerned Act and Contractor shall be liable to face the consequences thereof in addition to any other penal provisions of this contract. The contractor shall indemnify the Employer for any loss caused due to non-compliance with any of the provisions of laws applicable.

4.15 Other responsibilities of the Successful Bidder:

- Successful Bidder shall maintain co-operation with other vendors and labourers engaged by the Bank so that all kinds of works of the Bank may run smoothly.
- Successful Bidder shall obtain feedback from the residents on quarterly basis for all the works being done by them format of which shall be provided separately.

4.16 Abiding by the provisions of Sexual Harassment of Women (Prevention, Prohibition and Redressal) Act, 2013 at workplace:

a) The Successful Bidder shall be solely responsible for full compliance with the provision of 'Sexual Harassment for women at workplace (Prevention, Prohibition & Redressal) Act, 2013'. In case of any complaint of sexual harassment against its employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Successful Bidder the Successful Bidder shall ensure appropriate action under the said Act in respect of the complaint.

b) 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.

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

d) The Successful Bidder shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.

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

4.17 A bidder is liable for debarment/disqualification from bidding on the following grounds:

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

a) making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either



directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process.

b) any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained, or an obligation avoided.

c) any collusion bid rigging or anticompetitive behaviour that may impair the transparency, fairness and the progress of the procurement process.

d) improper use of information provided by the procuring entity to the bidder with an intent to gain unfair advantage in the procurement process or for personal gain.

e) any financial or business transactions between the bidder and any official of the procuring entity related to tender or execution process of contract: which can affect the decision of the procuring entity directly or indirectly.

f) any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process.

g) obstruction of any investigation or auditing of a procurement process.

h) making false declaration or providing false information for participation in a tender process or to secure a contract.

i) failed to disclose conflict of interest.

j) failed to disclose any previous transgressions made in respect of the provisions of sub-clause (i) with any public institution / entity in India or any other country during the last three years or of being debarred by any public procuring institution / entity.

2. For any actions or omissions by the bidder other than violation of code of integrity, which in the opinion of the Bank warrants debarment, for the reasons like supply of sub-standard material, non-supply of material, abandonment of works, sub-standard quality of works, failure to abide terms of the tender etc.

3. If the bidder has been convicted of an offence-(a) under the Prevention of Corruption Act, 1988; or (b) the Indian Penal Code or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract. The Successful bidder shall submit an undertaking regarding declaration of debarment by public institutions.

I/ We hereby declare that I/ We have read and understood all the above instructions/conditions and the same will remain binding upon me/us in case the abovementioned Contract is entrusted to me/us.

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

I/We agree that the Financial Bid is liable to be rejected if any of the above rates and percentage are found not to be in compliance with the respective statutory laws.

I/We have gone through the terms and conditions and these are agreed by me/us.

Place:

(Signature of the Bidder with stamp)

Date:

Name:



Section – VIII Documents to be uploaded by the bidder with the Tender on MSTC website

Sr. No	Documents to be furnished
1	The Bidders shall deposit EMD of ₹ 23,496/- by NEFT with their Bid. EMD A/C No- 186003001 Reserve Bank of India, IFSC Code - RBIS0DNPA01 (5th & 10 th being zero)., Branch Name – Dehradun
2	Signed copy of tender document (all pages)
3	Proof against – “Bidder should be a company registered under Companies Act or a partnership firm registered under Indian Partnership Act or a registered proprietary concern”
4	Power of Attorney shall be submitted in favour of the person signing the tender documents (in case of a company)
5	Copy of MOA (in case of company)
6	Copy of AOA (in case of company)
7	Certificate of Incorporation
8	Partnership Deed (in case of partnership firm)
9	Firm or proprietorship registration certificate
10	MSME registration certificate (only in case of MSMEs)
11	GSTN registration Certificate
12	ESIC registration Certificate
13	EPFO registration Certificate
14	Copy of PAN
15	Registration of Labour law certificate <i>The contractor shall obtain a valid license under the Contract Labour (R&A) Act, 1970, and the Contract Labour (Regulation and Abolition) Central Rules, 1971, before the commencement of the work, and continue to have a valid license until the completion of the work.</i>
16	List of similar services provided by the bidder as mentioned in the tender document
17	Details of turnover for the last three years as per the format given in tender document and duly signed by the Chartered Account
18	A certificate from Chartered Account certifying the Profit earned by the firm (Profit After Tax) during the last three financial year as per the format given in.
19	Client's Certificate
20	Bank solvency certificate for 100% contract value work as per format given in the tender document (not older than six months from the date of floating of tender)
21	Undertaking regarding declaration of non-debarment by public institutions / government organisations etc., (on the letterhead)
22	IT returns certificate for the last 3 years (2021-22, 2022-23, 2023-24). If available, return for 2024-25 may also be submitted.
23	Proof of total existing work force – latest PF statement
24	List of contracts awarded in the past to bidder company/firm containing following details <input type="checkbox"/> Name of the company <input type="checkbox"/> Total annual value of contract <input type="checkbox"/> Details of documentary evidence furnish upon
25	Basic Information of the bidder as per given format on the letter head
26	Copy of any certification i.e., ISO etc. obtained by the bidder.
27	Any other relevant document(s) sought in this tender document



Section IX - Safety Code

The following instructions related to safety code should be followed by the successful bidder wherever applicable:

1. First Aid Kit and appliance including adequate supply of sterilized dressings and cotton wool shall be maintained in a readily available place.
2. An injured person shall be taken to a public hospital without loss of time, in cases where the injury necessitates hospitalization.
3. Suitable and strong scaffolds should be provided for workmen for all works that cannot safely be done from ground / floor.
4. No portable single ladder shall be over 8 meters in length. The width between the side rails shall not be less than 30 cm. (clear) and the distance between two adjacent rungs shall not be more than 30 cm. When a ladder is used an extra mazdoor shall be engaged for holding the ladder.
5. The excavated material shall not be placed within 1.5 meters of the edge of the trench or half of the depth of trench, whichever is more. All trenches and excavations shall be provided with necessary fencing and lighting.
6. Every opening in the floor of a building or in a working platform shall be provided with suitable means to prevent the fall of persons or materials by providing suitable fencing or railing whose minimum height shall be one meter.
7. No floor, roof or other part of the structure shall be so overloaded with debris or materials as to render it unsafe.
8. Workers employed in mixing and handling material / chemicals etc., shall be provided with protective footwear and rubber hand gloves.
9. Safety belts shall be provided by the contractor and used by the workmen while working from height of more than 3 meters from ground level.
10. (i) No paint / chemicals containing lead products shall be used except in the form of paste or readymade paint.
(ii) Necessary PPE kits, facemasks, hand gloves, boots, etc. should be supplied for use by the workers.
11. Overalls shall be supplied by the Contractor to the painters and adequate facilities shall be provided to enable the working painters to wash during the periods of cessation of work.
12. Hoisting machines and tackles used in the works, including their attachments, anchorage and supports shall be in perfect condition.
13. The ropes used in hosting or lowering material or as means of supervision shall be of durable quality and adequate strength and free from defects.
14. A certificate stating that all the tools, equipment, safety gears, machinery etc., are in order, based on periodical check by the contractor / authorized person of the contractor.



Section X – Fire/Electrical Safety Code

The following instructions related to Fir/ Electrical safety code should be followed by the successful bidder wherever applicable:

- i. Cutting / drilling machine and other electrically operated equipment used at site shall be plugged into correctly rated electrical outlets.
- ii. Only ISI marked 3 pin plug and other appliances and equipment shall be used.
- iii. Electrical power cables / wires used shall not have any joints and shall be properly rated.
- iv. All electrical appliances i.e., welding, drilling, cutting machine, air compressors etc. shall be safely and securely earthed to prevent leakage current while in operation.
- v. Two buckets of water and sand shall be kept in an easily accessible area on the site.
- vi. Fire extinguishers recommended and issued by fire officers should be kept on the site.
- vii. Used chemical / paint drums shall be stored in specified store only after closing them properly.
- viii. None of the passages near lift lobby and staircases shall be used for stacking/ dumping any kind of materials / waste / debris.
- ix. None of the fire extinguishers shall be removed / shifted from its designated location.
- x. The power supply shall be switched off from the mains when equipment is not in use.
- xi. Any dust/garbage/debris generated from the work shall be collected on a daily basis, removed from site and stored/disposed of at the designated place in proper manner.
- xii. Battery operated emergency light / torches shall be provided by the contractor to the workmen while working beyond office hours.
- xiii. All the electrical / mechanical / electromechanical appliance shall be connected to sufficiently rated circuit breakers before tapping to a power source.



Section XI – Commercial Conditions

Sr. No.	Description	Bank's	Acceptance of Bank's terms (YES/NO)
1	Validity of Tender	90 days from the date of opening of Financial Bid	
2	EMD	EMD of ₹23,496/- to be remitted using NEFT only (UTR number to submitted along with the Technical Bid). Also, no exemption from the submission of EMD has been granted to MSEs.	
3	Terms of payment	Payment will be made on Monthly and actual work done basis subject to submission of proper invoice in all aspects. The payment thereon will be made after the same is duly certified by the Bank's Officers that the services have been provided satisfactorily and after deducting all statutory dues/taxes, etc.	
4	Scope of work	As per the tender document	
5	Penalties	As per clause 4.5 of Section VII of the tender document	
6	Performance Bank guarantee (to be submitted by the Successful Bidder) at the time of award of the work	As per clause 4.11 of Section VII of the tender document	

Place

Signature of Bidder

Date

Name

Seal of the Bidder

Designation



Annexure I - Basic Information

Sl. No	Description of information	Details
1.	Name of the organization / bidder and address of the registered office with telephone / Mobile phone number and E-mail ID.	
2.	Experience in similar works. (Please upload relevant documents in support thereof). Months / years.
3.	Address of the office through which the proposed work of the Bank will be handled and the name and designation of the Officer-in-charge.	
4.	Adequate and satisfactory evidence to indicate financial capacity of the organization to undertake works costing up to ₹ _____, with names of Bankers and their full addresses. (Upload audited Annual Financial Statements & Solvency Certificate issued by a scheduled bank in support thereof).	
5.	Yearly turnover of the firm / contractor for the last three financial years ending March 31. Year: 2021-22 2022-23. 2023-24. (Please upload copies of audited final accounts in support thereof).	₹. ₹. ₹.
6.	PAN number. (Please upload copy of PAN Card).	
7.	GST Registration No. (Please upload copy of GST Registration Certificate).	

Date:

Place:

Signature of the bidder with seal & address:



Annexure II – Format of Banker’s Certificate (Solvency) as on

To
The Regional Director
Reserve Bank of India
Dehradun

This is to certify that to the best of our knowledge and information
M/s _____ having address as reproduced below, a customer of our
Bank are/is respectable and can be treated as good for any engagement up to a limit of
₹ _____

(Rupees _____). This certificate is issued without any guarantee
or responsibility on the Bank or any of the officers.

(Seal & Signature) For the Bank
Date: _____

Note:

1. Banker’s Certificates should be on letter head of the bank, sealed in cover addressed to Regional Director, Reserve Bank of India, Estate Department, Plot No. 16-17, IT Park, Sahastradhara Road, Dehradun - 248013
2. In case of Partnership firm, certificate should include name of all partners as recorded with the bank.
3. **Solvency should not be older than the six months from the date of issue of the tender.**



Annexure III – Format of Client’s Certificate (Completion Certificate)

Name & address of the Client Details of Works executed by M/s

1. Name of work with brief particulars
2. Agreement No. and Date
3. Agreement Amount
4. Date of commencement of Work
5. Actual date of Completion
6. Whether the contract was renewed
7. Detail of compensation levied for Delay or any other reason (Indicate amount)
8. Gross amount of the work completed and paid.
9. Name and address of the authority Under whom work executed.
10. Whether the contractor employed
Qualified supervisor during execution of work?
11. i) Quality of work (indicate grading) Outstanding/Very
Good/Good/Satisfactory/Poor
ii) Amount of work paid at a reduced rate, if any.
12. i) Did the contractor go for arbitration?
ii) If yes, total amount of claim
iii) Total Amount awarded.
13. Comments on the capabilities of the Contractor
 - a) Technical Proficiency Outstanding/Very Good/Good/Satisfactory/Poor
 - b) Financial soundness Outstanding/Very Good/Good/Satisfactory/Poor
 - c) Mobilization of adequate T&P Outstanding/Very Good/Good/Satisfactory/Poor
 - d) Mobilization of Manpower Outstanding/Very Good/Good/Satisfactory/Poor
 - e) General Behavior Outstanding/Very Good/Good/Satisfactory/Poor



Note:

Reporting officer* with office Seal

*Countersigned

*Officer of the rank of executive engineer or equivalent



Annexure IV – Format of Performance Bank Guarantee (On Non-Judicial Stamp Paper of appropriate value)

Place:

Date:

To

The Regional Director

Reserve Bank of India

Estate Department

Plot No. 16-17, IT Park

Sahastradhara Road

Dehradun- 248013

Dear Sir,

Name of Work:Ref.: NIT/Advt.No. date

Bank Guarantee for PERFORMANCE SECURITY DEPOSIT

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

AND Whereas we, _____ (Name of the Bank), (hereinafter called "the Bank"), are aware that an agreement dated _____ has been executed between the Reserve Bank of India and the contractor and in terms

of clause _____ of the said agreement, the contractor is required to submit to RBI a Performance Security for a total amount of ₹.

(Rupees

only)

(Amount in figures and words) for the due fulfilment by the said contractor of the terms and



conditions contained in the contract.

AND Whereas, we, (Name of the Bank), at the request of M/s _____, the contractor, do hereby undertake to pay to the RBI an amount not exceeding ₹ _____ as Performance Guarantee for due fulfilment of the terms and conditions of the contract.

NOW THIS GUARANTEE WITNESSETH

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

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

3. We confirm that our obligation to the RBI under this guarantee shall be independent of the agreement or agreements or other understandings between the RBI and the Contractor. We further agree that the guarantee herein contained shall continue to be enforceable till this sum due to the RBI is fully paid and claims satisfied or till the RBI discharges this Guarantee.

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

5. We hereby further agree that –

a) RBI shall have the fullest liberty without affecting in any way the liability of the Bank under this guarantee, from time to time, to extend the time of performance by the Contractor. The Bank shall not be released from its liabilities under these presents by any exercise of RBI of the liberty with reference to the matter aforesaid. Any forbearance or commission on the part of the RBI in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said Contract and/or hereunder or granting of any time or showing of any indulgence by the RBI to the Contractor or any other matters in connection therewith shall not discharge us in any way and our obligation under this guarantee. This guarantee shall be discharged only by the performance by the Contractor of their obligations to the satisfaction of RBI and in the event of their failure to do so, by payment of the sum not exceeding ₹ _____ (Rupees _____ only) by us.

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 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 ----- and the claim period is valid upto_____.

e) The notice demanding payment can be issued by RBI on the following address of the issuing Bank. i) Postal address ii) Email address iii) Facsimile

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

For and on behalf of
Bank official

(Name of the Bank) Signature of authorized

Name: Designation

Stamp/ Seal of the Bank

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

Witness 1

Signature Name

Address

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



Annexure V - List of Similar Services provided by the Bidder *

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

* Supporting document shall be furnished.



Annexure VI - Certificate by Chartered Accountant for Turnover & Profit.

Year	Turnover in Rupees	Profit after tax in Rupees
2021-22		
2022-23		
2023-24		

Signature of CA with registration No.



**Reserve Bank of India
Estate Department
Dehradun**

**Tender - Part II
Price Bid**

For

Annual Maintenance Contract for providing services of Resident Engineer for the operation and maintenance of IP CCTV System installed at Reserve Bank of India, Dehradun



PART-II Financial Bid

(Schedule of Quantities)

(Price should not be quoted here and should only be quoted online in the MSTC portal)

Tender for Annual Maintenance Contract for providing services of Resident Engineer for the operation and maintenance of IP CCTV System installed at Reserve Bank of India, Dehradun

Sr. No.	Description	Unit	Total Amount (in ₹)
1	Annual Charges for providing services of Resident Engineer for the operation and maintenance of IP CCTV System installed at Reserve Bank of India, Dehradun as per tender part 1 specification and terms & conditions and scope of work indicated in this tender. The rate shall be inclusive of wages as per extant guidelines / laws, ESI, EPF, labour license as applicable, insurance, tools, overheads & profits etc. or anything as defined in the part-1 of the tender (A)	Annual	
2	Total amount of GST at applicable rates on (A) above (B)		
3	All-inclusive total cost quoted by the bidder (in figures & words) (A+B)	₹ _____ Rupees _____ _____ only	

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

Name of the Firm:

Address:

Contact Details:

Note: Please read the terms conditions & Important Instructions of Part II before filling the Bid.