



भारतीय रिज़र्व बैंक
RESERVE BANK OF INDIA

बेटी बचाओ
बेटी पढ़ाओ

Contract for providing Housekeeping, Maintenance and Cleaning Services at Reserve Bank of India, Main Office Building including Annex Building at Station Road, Pan Bazar, Guwahati; Residential Quarters at RBI Officers' Colony, Christian Basti, G.S. Road, Guwahati and RBI Staff Quarters at Zoo Narengi Road, Guwahati

Reserve Bank of India, Guwahati invites E-Tender for providing Housekeeping, Maintenance and Cleaning Services for maintenance of cleanliness/hygiene of washrooms, toilets and related areas/ space (Under Annual Maintenance Contract) at its Main Office Building (including Annex Building) at Station Road, Pan Bazar, Guwahati; Residential Quarters at RBI Officers Colony, Christian Basti, G.S. Road, Guwahati and RBI Staff Quarters at Zoo Narengi Road, Guwahati from eligible Firms/ Contractors fulfilling the pre-qualification criteria, for the period from **July 01, 2025 to March 31, 2026**.

1	Name of Department	Human Resource Management Department, Reserve Bank of India
2	E-Tender No.	RBI/Guwahati/HRMD/2/25-26/ET/100[Housekeeping service]
3	Description of Works	Contract for providing Housekeeping, Maintenance and Cleaning Services of Bank's properties located at: - i) Reserve Bank of India, Main Office Building including Annex Building Station Road, Pan Bazar Guwahati, ii) Residential Quarters at RBI Officers Colony, Christian Basti, G.S. Road, Guwahati iii) RBI Staff Quarters at Zoo Narengi Road, Guwahati
4	Mode of Tender	e-Procurement System (Online Part I - Techno-Commercial Bid and Part II – Price Bid) through https://www.mstcecommerce.com
5	Estimated Cost	₹1,57,39,339/- (Excluding GST) for a period of 12 months
6	Earnest Money Deposit	₹3,14,787/- (2% of Estimated Cost) [To be deposited through NEFT in favor of Reserve Bank of India, Guwahati in the A/c No. - 8692299, IFSC – RBIS0GOWPA01 mentioning your Name/ Company Name/ Name of Tender in NEFT transaction remarks]
7	Performance Bank Guarantee	₹7,86,967/- (5% of Estimated Cost to be submitted by the successful vendor)
8	Transaction Fees	As charged by MSTC Ltd., fee will be submitted to MSTC. Payment of transaction fees will be paid online through MSTC payment gateway.
9	Validity of Quoted Rates	90 days from the date of opening of Part I of the E-Tender
10	Publication of NIT in press, Bank's website and MSTC Portal	May 16, 2025, at 11:00 hrs



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11	Availability of Tenders for viewing	May 16, 2025, to May 26, 2025
12	Pre-Bid meeting (Offline) & Venue	June 02, 2025 at 11:00 hrs Venue: Video Conference Room, 4th Floor, Reserve Bank of India, Station Road, Pan Bazar, Guwahati 781001
13	Date of publication of minutes of the pre-bid meeting on RBI website and MSTC portal, if any.	June 04, 2025
14	Last Date of Submission of EMD	June 14, 2025, upto 17:00 hrs
15	Date of Starting of E-Tender for submission of online Technical Bid and Financial Bid at www.mstcecommerce.com	May 16, 2025 at 11:00 hrs
16	Date of closing of online e-tender for submission of Technical Bid & Financial Bid	June 14, 2025 upto 17:00 hrs
17	Date and Time of Opening of Part I i.e. Techno- Commercial Bid	June 17, 2025 at 12:00 hrs
18	Date & Time of Opening of Part II i.e., Price Bid	Will be communicated in due course.

The last date for submission of E-Tender is **June 14, 2025, up to 17:00 hrs**. For further details, please visit "Tender" Section at RBI's website <https://www.rbi.org.in> and for uploading the Tender please visit and register on MSTC website at <https://www.mstcecommerce.com>. Please also note that further Addendum / Corrigendum will be published on RBI website only.

Place: Guwahati
Date: May 16, 2025

Regional Director
Reserve Bank of India
Guwahati



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Reserve Bank of India (RBI), Guwahati invites E-Tender for providing Housekeeping, Maintenance and Cleaning Services for maintenance of cleanliness/hygiene of washrooms, toilets and related areas/ space (Under Annual Maintenance Contract) at its Main Office Building (including Annex Building) at Station Road, Pan Bazar, Guwahati; Residential Quarters at RBI Officers Colony, Christian Basti, G.S. Road, Guwahati and RBI Staff Quarters at Zoo Narengi Road, Guwahati from eligible Firms/ Contractors fulfilling the pre-qualification criteria, for the period from **July 01, 2025 to March 31, 2026**.

Estimated cost of the work for 2025-2026 (exc. GST for 12 months)	Earnest Money Deposit for 2025-2026 (2% of Estimated Cost)
₹1,57,39,339/- (Rupees One Crore Fifty Seven Lakh Thirty Nine Thousand Three Hundred and Thirty Nine Only)	₹3,14,787/- (Rupees Three Lakh Fourteen Thousand Seven Hundred and Eighty Seven Only)

The last date for submission of E-Tender is **June 14, 2025, up to 17:00 hrs.** For further details, please visit "Tender" Section at RBI's website <https://www.rbi.org.in> and for uploading the Tender please visit and register on MSTC website at <https://www.mstcecommerce.com>. Please also note that further Addendum / Corrigendum will be published on RBI website only.

Place: Guwahati
Date: May 16, 2025

Regional Director
Reserve Bank of India
Guwahati

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DISCLAIMER

The Bank has prepared this document to give background information on the work to the interested parties. While the Bank has taken due care in the preparation of the information contained herein and believes it to be in order, neither the Bank nor any of its authorities or any of their respective officers, employees give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

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

The Bank reserves the right not to proceed with this Tender or to change the configuration of the Tender, to alter the timetable reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest. The Bank also reserves the right to reject all the tenders without assigning any reason thereof. Any amendments / corrigendum to the Tender, if any, issued in future will only be notified on the RBI Website and MSTC website.

This Tender document is neither an offer letter nor a legal contract, but an invitation for the proposal. No contractual obligation on behalf of the Bank whatsoever shall arise from this Tender-process unless and until a formal contract is signed and executed by duly authorized officers of the Bank and the Tenderer. The Tenderer, irrespective of its participation in the Tender process, shall treat the details of the Tender documents as secret and confidential at all times. Further, the Bank will not be liable for any costs incurred by the Tenderer in the preparation of the response to this Tender.



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Tender Part – I

Name of the Tenderer -

Address of the Tenderer -

Last date of Submission -



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NOTICE INVITING TENDER
(Only through e-procurement)
SCHEDULE OF TENDER (SOT)

1	Name of Department	Human Resource Management Department, Reserve Bank of India
2	E-Tender No.	RBI/Guwahati/HRMD/2/25-26/ET/100[Housekeeping service]
3	Description of Works	Contract for providing Housekeeping, Maintenance and Cleaning Services of Bank's properties located at: - iv) Reserve Bank of India, Main Office Building including Annex Building Station Road, Pan Bazar Guwahati, v) Residential Quarters at RBI Officers' Colony, Christian Basti, G.S. Road, Guwahati vi) RBI Staff Quarters at Zoo Narengi Road, Guwahati
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13	Date of publication of minutes of the pre-bid meeting on RBI website and MSTC portal, if any.	June 04, 2025



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PART I, SECTION I

IMPORTANT INSTRUCTIONS FOR E-TENDER

Bidders are requested to read the terms & conditions of this Tender before submitting their online E-Tender. Bidders who do not comply with the conditions with documentary proof (wherever required) will not qualify in the e-Tender for opening of the price bid.

1. Process of E-Tender:

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

SPECIAL NOTE:

THE TECHNICAL BID HAS TO BE SUBMITTED ONLINE at www.mstcecommerce.com.

Vendors are required to register themselves online with www.mstcecommerce.com
→ e-Procurement → Common Portal → Vendor Login → Register → Filling up details and creating own user id and password → Submit

Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form.

In case of any clarification, please contact RBI/MSTC, before the scheduled time of E-Tender.

Contact person (MSTC Ltd):

MSTC Technical Help Desk – 07969066600 (for system settings)

Sl. No.	Contact Person	E-mail	Phone no.	Technical Support
1	Shri Prashant Chitranjan, M	ghyopn2@mstcindia.in	8592888286	0361 - 2221199
2	Shri Debayan Kar, AM	ghyopn3@mstcindia.in	9831149790	
3	Shri Srajan Gupta, MT	ghyopn1@mstcindia.in	9690044570	

Contact person (Reserve Bank of India, Guwahati):

Sl.No.	Contact Person	E-mail	Phone no.
1	Shri Pranjal Sarma	pranjalsarma@rbi.org.in	0361-2734470
2	Shri Hrishikesh Rabha	hrabha@rbi.org.in	



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(B) System Requirement:

- a. Windows 7 or above Operating System
- b. IE-7 and above Internet Explorer
- c. Signing type digital signature
- d. Latest updated JRE 8 (x86 Offline) software to be downloaded and installed in the system
- e. To disable “Protected Mode” for Digital Signature Certificate (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”.

(C) 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 <https://www.mstcecommerce.com> once).

(D) **Bidders** are advised to refer to the “Vendor Guide” and a “Video Guide” before proceeding with the tendering process.

The Technical Bid and the Financial Bid shall have to be submitted online at www.mstcecommerce.com/eprochome/rbi. Bids 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.

3. 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.



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4. Tenderers are required to ensure that their corporate email I.D. provided is valid and updated at the time of registration with MSTC portal. Tenderers are also requested to ensure validity of their DSC (Digital Signature Certificate).

5. E-Tender cannot be accessed after the due date and time mentioned in Notice Inviting Tender.

6. Bidding in E-Tender:

- a. Vendor(s) need to submit necessary EMD, Tender fees (if any) and Transaction fees (If any) to be eligible to bid online in the E-Tender. Tender fees and Transaction fees are non-refundable. No interest will be paid on EMD. EMD of the unsuccessful vendor(s) will be refunded by the Tender inviting authority.
- b. The process involves Electronic Bidding for submission of Technical and Commercial Bid.
- c. The vendor(s) who have submitted transaction fee can only submit their Technical Bid and Commercial Bid through internet in MSTC website www.mstcecommerce.com → Common Portal → Vendor Login → Register → My menu → Auction Floor Manager → live event → Selection of the live event.
- d. The vendor should allow running JAVA application. This exercise has to be done immediately after opening of Bid floor. Then they have to fill up Common terms/Commercial specification and save the same. After that click on the Technical bid, if this application is not run, then the vendor will not be able to save/submit his Technical bid.
- e. After filling the Technical Bid, vendor should click 'save' for recording their Technical bid. Once the same is done, the Commercial Bid link becomes active and the same has to be filled up and then vendor should click on "save" to record their Commercial bid. Then once both the bids have been saved, the vendor can click on the "Final submission" button to register their bid.
- f. Vendors are instructed to use Attach Doc button to upload documents. Multiple documents can be uploaded.
- g. In all cases, vendor should use their own ID and Password along with Digital Signature at the time of submission of their bid.
- h. During the entire E-Tender process, the vendors will remain completely anonymous to one another and also to everybody else.
- i. The E-Tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above. All electronic bids submitted during the E-Tender process shall be legally binding on the vendor. Any bid will be considered as the valid bid offered by that vendor and acceptance of the same by the Buyer will form a binding contract between Buyer and the Vendor for execution of supply.
- j. It is mandatory that all the bids are submitted with Digital Signature Certificate, otherwise the same will not be accepted by the system.
- k. Buyer reserves the right to cancel or reject or accept or withdraw or extend the Tender in full or part as the case may be without assigning any reason thereof.
- l. No deviation of the terms and conditions of the Tender document is acceptable. Submission of bid in the E-Tender floor by any vendor confirms his acceptance of terms & conditions of the Tender.



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- m. Any order resulting from this E-Tender shall be governed by the terms and conditions mentioned therein.
- n. The Tender inviting authority has the right to cancel this E-Tender or extend the due date of receipt of bid(s) without assigning any reason thereof.
- o. Vendors are requested to read the vendor guide and see the video in the page <https://www.mstcecommerce.com/eprochome> to familiarize them with the system before bidding.
- p. No deviation to the technical and commercial terms & conditions are allowed.
- q. 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.
- r. The bid will be evaluated based on the filled-in technical & commercial formats.
- s. The documents uploaded by bidder(s) will be scrutinized. In case any of the information furnished by the bidder is found to be false during scrutiny, EMD of defaulting bidder(s) will be forfeited. Punitive action including suspension and banning of business can also be taken against defaulting bidders.
- t. Vendors are requested to read the vendor guide and see the video in the page www.mstcecommerce.com/eprochome to familiarize them with the system before bidding.



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PART-I, SECTION-II TENDER FORM

The Regional Director
Reserve Bank of India
Human Resource Management Department
Guwahati-781001

Madam / Sir,

Maintenance Contract for providing Housekeeping, Maintenance and Cleaning Services at Reserve Bank of India, Main Office Building including Annex Building at Station Road, Pan Bazar, Guwahati; Residential Quarters at RBI Officers' Colony, Christian Basti, G.S. Road, Guwahati and RBI Staff Quarters at Zoo Narengi Road, Guwahati

1. Having examined the requirements, conditions and schedule of quantities relating to the captioned work and having visited and examined the site of the works and also having acquired the requisite information relating thereto as affecting the tender, I/We hereby offer to take up the services for Providing Housekeeping, Maintenance and Cleaning Services at **Reserve Bank of India, Main Office Building including Annex Building at Station Road, Pan Bazar, Guwahati and Residential Quarters at RBI Officers' Colony, Christian Basti, G.S. Road, Guwahati and RBI Staff Quarters at Zoo Narengi Road, Guwahati** at the rates mentioned in the financial bid and in accordance with various conditions laid down in the tender document.
2. Should this tender be accepted, I/We hereby agree to abide by and fulfil the prescribed terms and conditions so far as they may be applicable or in default thereof to forfeit and pay to Reserve Bank of India the amount specified in the said conditions.
3. I/We also agree that the tender will remain valid for acceptance by the Bank for 90 days from the date of opening of the tender and this period of validity can be extended for such period as may be mutually agreed between the Bank and us in writing. I/We also agree to provide an Earnest Money Deposit (EMD) and Performance Bank Guarantee, valid for a period of Sixty (60) days beyond the date of completion of all contractual obligations.
4. I/We hereby agree to abide by all terms and conditions laid down in the e-tender document.
5. I/We before signing this e-tender have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ourselves abide by the said terms and conditions.
6. I/We shall abide by the provisions of the Minimum Wages Act, Contract Labour Act and other Statutory provisions like Provident Fund Act, ESI, PF, Bonus, Gratuity, Relieving charges, uniform and allowance thereof and any other charges applicable from time to time. I/We will pay the wages to the personnel deployed as per Minimum Wages Act as amended by the Central Government from time to time and shall be fully responsible for



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any violation. I/We shall also produce the documentary evidence for the above on monthly basis to the satisfaction of the Bank.

7. I/We understand that Reserve Bank of India reserves the right to accept or reject any or all the tenders either in full or in part without assigning any reason thereof.

Place:

Signature and Seal of the Tenderer

Date:

(Name of Authorized Signatory)



PART-I, SECTION-III

ELIGIBILITY CRITERIA

The Bank is desirous of engaging an agency in housekeeping, maintenance and cleaning services at **Reserve Bank of India, Main Office Building including Annex Building at Station Road, Pan Bazar, Guwahati and Residential Quarters at RBI Officers' Colony, Christian Basti, G.S. Road, Guwahati and RBI Staff Quarters at Zoo Narengi Road, Guwahati**

The vendor must ensure availability of two (02) Supervisors (including one lady supervisor) and thirty eight (38) cleaning staff at the Reserve Bank of India, Main Office Building including Annex Building at Station Road, Pan Bazar, Guwahati and one (01) Supervisor and nine (09) cleaning staff at the Residential Quarters at RBI Officers' Colony, Christian Basti, G.S. Road, Guwahati and RBI Staff Quarters at Zoo Narengi Road, Guwahati on six working days of the week, taking into account usual weekly off.

The contract shall commence from the date of awarding the contract by RBI and shall remain in force initially till March 31, 2026, extendable one year at a time but not more than twice at the Bank's discretion or such other period as the Bank may consider necessary, subject to satisfactory services rendered by the vendor during the currency of the contract period.

1. ELIGIBILITY CRITERIA: -

- a) Documentary evidence/ declaration may be uploaded/ provided for the below mentioned eligibility criteria in the absence of which the bid is subject to rejection: -

i) Registration: -	The tenderer should be registered with the appropriate Government authority and should be a well-established organization. (Note: - Documentary evidence for the registration should be uploaded on the MSTC Portal)
ii) Experience: -	The tenderer should have the experience in Housekeeping, Maintenance and Cleaning Services at reputed Organizations (Government Departments (Central or State)/ Public Sector Undertakings/ Reputed private sector companies/ Multinational corporations/ Public or Private Sector banks) for a continuous period of a minimum of three years during last three financial years i.e., F.Y.2021-22, F.Y.2022-23 and F.Y. 2023-24 . Tenderer should furnish their client list, as per specified format in <u>Annexure-I</u> , showing the details of work carried out by



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	<p>them during the last three financial years i.e., F.Y.2021-22, F.Y.2022-23 and F.Y. 2023-24.</p> <p>Note: - Documentary evidence for such experience in Housekeeping, Maintenance and Cleaning Services and relevant work experience certificates of having successfully completed similar works/ contracts basis for a continuous period of a minimum of three years, during the last three financial years i.e., F.Y.2021-22, F.Y.2022-23 and F.Y. 2023-24, along with Annexure-I, shall be uploaded on MSTC portal.</p>
iii) Client Certificate: -	<p>The tenderer have to upload / submit the Client Certificate(s) as per specified format in Annexure-II having successfully completed similar works/ contracts for housekeeping, maintenance and cleaning services at Government Departments/ Public Sector - Central or State/ reputed private sector companies/ Multinational corporations/ Public or Private Sector Banks round-the-clock basis during last three financial years i.e., F.Y.2021-22, F.Y.2022-23 and F.Y. 2023-24 which should be either of the following:</p> <p>One (01) work or more for housekeeping, maintenance and cleaning services costing not less than the amount equal to 80% of the estimated cost.</p> <p>OR</p> <p>Two (02) works or more for housekeeping, maintenance and cleaning services each costing not less than the amount equal to 50% of the estimated cost.</p> <p>OR</p> <p>Three (03) works or more for housekeeping, maintenance and cleaning services each costing not less than the amount equal to 40% of the estimated cost.</p> <p>Documentary evidence for the above as per specified format Annexure -II should be uploaded on the MSTC Portal without which the e-tender is liable for rejection at the discretion of the Bank without assigning further reasons thereof.</p>
iv) Annual Turnover and Creditworthiness of the Tenderer: -	<p>The tenderer must have annual turnover equivalent or more than 100 percent of the estimated cost ₹1,57,39,339/- (Rupees One Crore Fifty Seven Lakh Thirty Nine Thousand Three Hundred Thirty Nine Only) of the contract during last three financial years i.e., F.Y.2021-22, F.Y.2022-23 and F.Y. 2023-24</p>



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	(Upload the Income Tax Return Certificate/ Assessment Order/ CA Certified statement of accounts/ audited Balance Sheet on MSTC Portal in proof of their creditworthiness and turnover for last three years)
v) Service Set up	Certificate in support of having a full-fledged service set up in Guwahati should be uploaded. (To be uploaded on MSTC Portal)
vi) Composition of the firm	Full particulars (whether vendor is an individual, or a partnership firm, or a company etc.) of the composition of vendor in detail should be uploaded along with name(s) and address (es) of the partners, copy of the Articles of Association / Power of Attorney / any other relevant document. (To be uploaded on MSTC Portal)
vii) Name and Address of the Banker and their present contact executive	Written information about the names and addresses of their bankers along with full details, like names, postal addresses, e-mail IDs, telephone nos. (landline and mobile), fax nos., etc., of the contact executives (i.e. the persons who can be contacted at the office of their banker by the Bank in case it is so needed) should be uploaded. (To be uploaded on MSTC Portal)
viii) Banker's Certificate: -	The tenderer must also upload Banker's Certificate as given in Annex III of the value equivalent to or more than 100 percent of the estimated cost ₹1,57,39,339/- (Rupees One Crore Fifty Seven Lakh Thirty Nine Thousand Three Hundred Thirty Nine Only) of the tender, to prove their credit worthiness. (Upload the Banker's certificate as per specified Format on MSTC Portal)
ix) Profit: -	The tenderer must be profitable during last three financial years i.e., F.Y.2021-22, F.Y.2022-23 and F.Y. 2023-24 (Upload duly certified by CA/ certified copy of balance sheet on MSTC Portal)
x) Current Bank Account: -	The tenderer should have current bank account in scheduled commercial bank (Full particulars of their bank accounts, like account No., type, date of opening, etc., should be uploaded).
xi) PAN: -	The tenderer should have valid PAN. (Upload the scanned copy of the PAN on MSTC portal.)
xii) GST Registration: -	The tenderer should have valid GST registration. (Upload the GST Registration Certificate on MSTC portal.)
xiii) EPF Registration: -	The tenderer should have valid Employee Provident Fund (EPF) Registration. (Upload the EPF Registration Certificate on MSTC portal.)
xiv) ESI Registration: -	The tenderer should have valid Employees State Insurance Corporation (ESI) Registration. (Upload the ESI Registration Certificate on MSTC portal.)



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xv) Certification: -	The tenderer shall possess valid ISO Certification as applicable for the similar scope of work. The certificates shall be valid on the last date of submission of tender. (Upload the relevant certificate on MSTC portal.)
xvi) Earnest Money Deposit (EMD): -	The tenderer should deposit Earnest Money Deposit (EMD) of ₹3,14,787/- (Rupees Three Lakh Fourteen Thousand Seven Hundred and Eighty Seven Only). The E-Tender without the EMD will be Rejected by the Bank.
xvii) Undertaking/ Declaration: -	The tenderer should upload / submit the Undertaking/ Declaration as specified in Annexure-IV on the letter head of the agency/company/ firm that there should not be any case/ neither any charge under investigation/ enquiry/ trial against the agency/company/firm, nor it be convicted in a Court of Law or suspended/ blacklisted by any organization on any grounds. Concealment of facts and subsequent detections will lead to annulment of the contract/ rejection of the bid forthwith. (Upload the Undertaking/ Declaration on the Letter Head of the Bidder as per specified Format on MSTC Portal)

THE TENDERS SUBMITTED BY THE TENDERERS WHO DO NOT FULLFIL THE ELIGIBILITY CRITERIA AND WITHOUT DOCUMENTARY EVIDENCE IN SUPPORT OF ALL THE ABOVE SPECIFIED ELIGIBILITY CRITERIA AND ALSO THE OTHER TERMS AND CONDITIONS ENUMERATED IN THE TENDER WILL BE SUMMARILY REJECTED BY THE BANK.

- b) The tenderer should ensure that they fulfil the eligibility criteria before submitting the e-tender online and they should also submit all the relevant details/ information along with the e-tender and **must upload the documentary evidence on MSTC portal.**
- c) The opinion/ decision of the Bank regarding the bids shall be final and conclusive. The Bank reserves the right to reject any or all the bids any time without assigning any reason thereof.
- d) The tenderer should upload the **list of clients** served (current and previous) as per the specified format given at **Annexure I**. The list of clients, present and past assignment certificates from clients with respect to performance of the tenderer **not older last three financial years i.e., F.Y.2021-22, F.Y.2022-23 and F.Y. 2023-24**, the total number of staff in the organization engaged in housekeeping maintenance and cleaning service should be submitted. The Bank reserves its right to contact any of these clients for confirmation/ satisfaction of the experience certificate submitted by the Agency. The Bank may obtain reports on past performance of the tenderer from its clients and bankers. The Bank may evaluate the said reports before opening of the Part-II of the tenders. If any tenderer is found not meeting the required eligibility for participating in the tendering process at any point of time and/or its



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performance reports received from its clients and/or its bankers are found unsatisfactory, the Bank reserves the right to reject its offer even after opening of Part-I of the tender and EMD shall be returned to the tenderer as it is. The Bank is not bound to assign any reason for doing so.

- e) The tenderer should have a procedure to conduct police verification of its workforce (to be deployed for the purpose) and will be responsible for their conduct/ irregular behavior. All the worker/ members employed by the successful tenderer must have proper police verification and periodic medical checkup (to be renewed from time to time). The successful tenderer shall provide a certificate in this regard to the Bank.
- f) The track record of a tenderer should be clean without any involvement in illegal activities or financial frauds. There should not be any case with the Police/ Court/ Regulatory authorities against the tenderer or proprietors / partners in case of Proprietorship/Partnership firm.
- g) The tenderer must not have been prosecuted or suffered any penalty for violation of any statutory laws by any Authority **over past 10 years**.
- h) The tenderer must not have been suspended / delisted / blacklisted by any organization including Reserve Bank of India at any location in India on any grounds over past 10 years.
- i) The tenderer should not have rescinded / abandoned any contract awarded by any of his clients before the expiry of prescribed period of contract over past 10 years. The tenderer shall give details of all disputes he/she had with his/her clients and furnish the status thereof.
- j) The Bank reserves the right to reject incomplete e-tender forms or bids where the tender has been left blank in place or if information furnished is found to be misleading.
- k) If the performance of the tenderer is found to be unsatisfactory for any reason, in any organization, the Bank reserves the right to reject the bid submitted by the tenderer.
- l) The opinion/ decision of RBI regarding the bid shall be final and conclusive. The Bank reserves the right to accept or reject any tender and to annul the tendering process and reject all tenders at any time prior to contract award, without thereby incurring any liability to tenderers or assigning any reason thereof. Further, the bids shall be rejected out rightly if information furnished is found to be wrong or misleading or bids are conditional.



PART-I, SECTION-IV
EVALUATION MATRIX

1 Evaluation Matrix for Technical Bid Evaluation:

Internal Evaluation Parameters Set by the Bank and Weightage Score are as below:

Sr. No.	Evaluation Parameter	Weightage
I.	Average turn over last three financial years i.e., F.Y.2021-22, F.Y.2022-23 and F.Y. 2023-24	30 Marks
a	Above ₹ 3.5 crore	30
b	Above ₹ 3 crore to ₹ 3.5 crore	25
c	Above ₹ 2.5 crore to ₹ 3 crore	20
d	Above ₹ 2 crore to ₹ 2.5 crore	15
e	₹1,57,39,339/- to ₹ 2 crore	10
II.	Client Certificate (as per Annexure-II) for Housekeeping, Maintenance and Cleaning services or similar works last three financial years i.e., F.Y.2021-22, F.Y.2022-23 and F.Y. 2023-24	20 Marks
a	One (01) work or more for housekeeping, maintenance and cleaning services costing not less than the amount equal to 80% of the estimated cost.	20
b	Two (02) works or more for housekeeping, maintenance and cleaning services each costing not less than the amount equal to 50% of the estimated cost	15
c	Three (03) works or more for housekeeping, maintenance and cleaning services each costing not less than the amount equal to 40% of the estimated cost	10
* All values are yearly contract values not total contract value. Proper documentary proof must be uploaded in MSTC portal.		



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III.	Empanelled service rendered for a continuous period of minimum last three financial years i.e., F.Y.2021-22, F.Y.2022-23 and F.Y. 2023-24 for Housekeeping, Maintenance and Cleaning services or similar works and the value of the work/works should be more than 30% of the estimated cost (without any termination of contract or notice for termination on the grounds of unsatisfactory performance)	20 Marks
	a Any office of Reserve Bank of India / Central Government	20
	b PSBs/ PSUs/Private Sector Banks	15
	c Others	10
	Proper address of such offices and details of appropriate authority must be mentioned in the supporting documents.	
IV.	Experience in Housekeeping, Maintenance and Cleaning	30 Marks
	a Above 10 years	30
	b 05 years to 10 years	20
	c 03 years to 05 years	10
TOTAL MAXIMUM MARKS		100

Proper documentary proof must be uploaded in MSTC portal.

2) Evaluation Criteria:-

The tender submitted by the tenderer shall be evaluated as described below:

a. First, Part-I (Technical bid) will be evaluated. Tenderers shall furnish all the information for Technical Evaluation as specified in the eligibility criteria.

b. Supporting documents for the various items mentioned in the Eligibility Criteria must be uploaded on the MSTC Portal for Technical evaluation. The tenders **uploaded without documentary evidence mentioned in the tender documents may be REJECTED BY THE BANK.**

c. The Bank shall scrutinize the information and documents submitted by the tenderer vis-à-vis eligibility criteria and take the decision regarding qualification in Technical Bid Evaluation.

d. The Bank may, at its discretion, ask any tenderer for a clarification of its Tender, allowing a reasonable time for response. Any clarification submitted by a bidder, that is not reasonable to the Bank shall not be considered. The Bank's request for clarification and the response shall be in writing. No change in the prices or substance of the Tender shall be sought, offered, or permitted.

e. If a tenderer does not provide clarifications of its Tender by the date and time set by the Bank, **its Tender shall be liable to rejection.**



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f. Scoring of marks for Technical Bid evaluation will be based on criteria mentioned in **evaluation matrix of the tender document.**

g. 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 thereof.

Note: - Scanned copy of the supporting documents must be uploaded while submitting e-tender online through MSTC E-Commerce portal.

3) Part-I, Technical Bid Evaluation: -

a. The tenderers who fulfil the eligibility criteria and score minimum 40 marks out of 100 in Technical Bid evaluation shall be qualified for next stage of opening of Part-II Financial Bids.

b. The tenderers who get less than 40 marks in Technical Bid Evaluation shall stand rejected from further process of bid evaluation.

c. The total marks obtained by a tenderer in the Technical Bid Evaluation shall be allocated 30% of weightage for further selection of the successful tenderer.

d. Illustration-1:

If a tenderer has secured 70 marks out of the total 100 marks in Technical Bid Evaluation, then his **Technical Bid Value** shall be **21** (30% X marks obtained in Technical evaluation).
TBv = 30% * 70 = 21

e. **The tenderers who are qualified in the Technical Bid evaluation stage shall only be called for opening of the Part-II, Financial Bid Evaluation.** The Bank will intimate the tenderers, the time/ venue for the opening of Financial Bid by e-mail.

4) Part-II, Financial Bid Evaluation: -

a. The total value obtained by a tenderer in the Financial Bid evaluation shall be allocated 70% of weightage for the selection of successful tenderer.

b. The valid tenderer (fulfilling criteria in 3 above) with the **lowest Financial Bid price (L1) shall be assigned value of 70** (i.e. 70% x 100).

c. The **Financial Bid value** of the other tenderer shall be computed as under:

$$\text{FBv} = (\text{Lowest Bid Price} / \text{Quoted Bid Price}) \times 70$$

d. The Value of Financial bid shall be as given in Illustrations below

Illustration -2:

If the price quoted by lowest bidder is Rs.50,00,000/- then its Financial Bid value is



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$$FBv = (50,00,000 / 50,00,000) \times 70 = 70$$

Illustration-3:

If a tenderer has quoted 50,50,000/- as its price bid and lowest bid price is 50,00,000/- then its Financial Bid value is

$$FBv = (50,00,000 / 50,50,000) \times 70 = 69.31 \text{ (rounded-off to two decimal places)}$$

5) Selection of Successful Tenderer:-

a) For the selection of the successful tenderer, 30% weightage will be given for Technical Bid and 70% weightage for the Financial Bid, thereby making a total of 100% weightage for the evaluation of bids.

b) The **Total Evaluation value** of the tenderer for ranking shall be given as below: -

Illustration-4:

If the tenderer in Illustration-1 and Illustration-3 whose **Technical Bid value is 21** and **Financial Bid value is 69.31** then its **Total Evaluation value** will be

$$TEv = TBv + FBv$$

$$TEv = 21 + 69.31 = 90.31$$

c) The tenderer's ranking shall be arranged depending on the **Total Evaluation value (highest to lowest)** obtained by each of the tenderer.

d) **The work will be awarded to the tenderer who gets Highest Total Evaluation Value [Technical Bid Value Plus Financial Bid Value].**

e) **The tenderer with highest Total Evaluation Value shall be considered as the Successful Bidder (L-I).**

f) **The contract will be awarded to the Successful Bidder.**

g) In case the situation arises, where the **Total Evaluation Value** of two or more tenderer are same, in that case the Bank will give **first preference to the firm with higher marks in Technical Bid Evaluation**. Further, in case of equal marks in Technical Bid Evaluation; the preference will be given to the tenderer having **higher average annual turnover in last three financial years i.e., F.Y.2021-22, F.Y.2022-23 and F.Y. 2023-24.**

PART-I, SECTION-V



DETAILED SCOPE OF WORK

A. Bank's Main Office Premises

1. Daily cleaning of BMOP including peripheral areas, annex building and security area.
2. Daily sweeping and wet mopping of all floors.
3. Sweeping and mopping of all staircases, lifts and lift lobbies in the premises.
4. Sweeping of frontal drive way, parking area and complete peripheral area of the Bank premises.
5. Cleaning of Wash Rooms/Toilets and related areas / space within the Reserve Bank of India, Main Office Building including Annex Building on six working days taking into account weekly off (approximately 50 Nos. of Toilets to be cleaned at hourly intervals), between 07:30 AM to 5.15 PM and any additional cleaning, if required.
6. Cleaning of toilet pots, seats/urinal pots, platform, sink, wash basins, tiles, taps, floor, racks, glass mirrors, hand driers, exhaust fans, etc.
7. Rigorous sweeping, washing, mopping and scrubbing the floors and wall dado, plumbing and sanitary fittings & fixtures, glazed ventilators inside the toilets;
8. Cleaning of walls and keeping ceilings free from cobwebs, dirt, stains, etc.
9. Cleaning of accessories provided in the wash rooms like buckets/mugs/soap cases, etc.
10. Cleaning of windows, window panes, grills, doors, ventilators, exhaust fans, ceiling, etc.
11. Removing the cobwebs, stains, dirt from wall, ceiling, pelmet and inaccessible spots.
12. To ensure that all the accessories/ equipment in the toilets in Main Office Building like Taps /Sinks /Geyser/Flush /Shower / other sanitary fittings, etc., are in working condition and if not, then report it to Caretaker designated by the Reserve Bank of India. Complaints regarding civil, electric, plumbing, etc., observed in the wash rooms/ toilets must be resolved by reporting to Caretaker/AMC persons/Estate Department.
13. Flushing system of all toilets are to be checked at regular intervals every day and in case of any complaint the matter to be reported to Care Taker and Estate Department.
14. Dusting/ cleaning of tables, chairs and desks in each department daily. All cubicles, aluminium panels, doors, grills, staircase railings, counters of Banking hall and other similar surfaces to be cleaned daily.
15. Dusting/cleaning of turnstiles, etc.
16. Cleaning of Conference rooms and Board Room, store rooms, Officers' lounge, dining room, staff canteen, kitchen, recreation club premises, dispensary, Gymnasium, etc.
17. Cleaning of areas around water dispensers/water purifiers installed at various locations in the Bank's premises.



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18. The passages, veranda and staircases of the buildings shall be washed weekly with detergent or any other required cleaning material and mopped dry.
19. Any special cleaning on Republic Day, Independence Day and festivals to be carried out as per instruction of the Bank.
20. Continuous cleaning, maintenance of hygiene and mopping of floors and common areas of the Bank premises during office hours to ensure clean and dry look throughout the day.
21. Ensuring usage of rubber gloves and rubber boots by housekeepers while moping and washing floors. Also ensuring use of safety harness & helmet/other safety gears while working on height. Safety gears to be provided by the vendor.
22. Monthly cleaning/clearing of open drains and removal of sediments.
23. Periodically, undertake special cleaning drives in BMOP to clean Gymnasium, Executive Area, Staff Canteen, OLDR, RD's Office, VC room, Board Room, Vaults/CVPS/SBS, toilets, as required by the Bank.
24. Weekly once cleaning of toilets, washrooms and wash basins of Resident Security Officer's flat inside the main building and other Residential flats in the Bank's premises.
25. Quarterly deep cleaning of Resident Security Officer's flat and other residential flats in Bank's premises- removal of cobwebs, cleaning of ceiling fans, light fittings, pelmets/curtain rods, windowpanes, plastic wire mesh, netlon, etc. Agency must maintain record of the same, obtain signatures from the allottee and produce the same along with bill.

B. G S Road Colony

1. Daily sweeping/brooming of common areas.
2. Daily wet mopping of staircases all blocks.
3. Daily removal of garbage from all flats and re-supplying fresh garbage bags in all garbage bins.
4. Daily thrice cleaning of common washrooms.
5. Weekly once cleaning of toilets, washrooms and wash basins of all flats.
6. Weekly washing of parking lots, staircases and removal of cobwebs.
7. Weekly washing of all garbage bins.
8. Monthly cleaning of all open drains and water channels including removing of sediments.
9. Monthly removal of weeds from common areas and rooftops.
10. Monthly cleaning of all rooftops.
11. Monthly cleaning/wet mopping of all flat surfaces including overhangs, wall benching, wall tops, doors, gates and other such peripherals installed in the colony.



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12. Quarterly deep cleaning of all flats - removal of cobwebs, cleaning of ceiling fans, light fittings, pelmets/curtain rods, windowpanes, plastic wiremesh, netlon, etc. Agency has to maintain record of the same, obtain signatures from the allottee and produce the same along with bill.

13. Monthly deep cleaning of all vacant flats/Single rooms and Sharing Accommodations before allotment, once the flat has been made habitable.

14. Daily normal cleaning and dusting and weekly deep cleaning of Children Park.

C. Zoo Narengi Road Colony

1. Daily sweeping/brooming of common areas.

2. Daily cleaning of dispensary, Badminton court, community area, mandir and passages and roads & common toilets.

D. Materials to be used: Contractor shall use cleaning material as provided by the Bank so that the said premises remain in hygienic and healthy condition.

E. The Agency should use good quality and advanced machines as deemed fit to ensure state of the art cleaning such as automated mopping machine, scrubbing machines, vacuum cleaner, ladder, etc. Use high speed jet to clean the commodes, pans, washbasins, urinal pots, soap dispensers.

F. Garbage Removal and Disposal: All the dustbins of the office premises (MOB, GS Road Colony/Zoo Narengi Road Colony and all common/ peripheral areas of MOB/GS Road Colony/Zoo Narengi Road Colony) are to be washed and lined with color-coded bags, as provided by the Bank, in the morning and in the evening. Dust bins kept in the washroom and surrounding area shall be emptied at regular intervals and dumped at designated places. The agency will arrange for disposal of garbage at such a place as may be permissible by the Bank. The manpower engaged should be trained in management of garbage (bio-degradable, non- degradable and recyclable waste) also so that waste disposal is carried out properly without affecting the environment as per Government pollution control norms and guidelines in this regard.

G. The agency has to deploy minimum 50 persons (03 Supervisor & 47 cleaning personnel to ensure cleaning at Bank's MOP (except weekly off) and Bank's Residential Quarters at G.S. Road and Zoo Narengi Road Colony (except weekly off). Agency may include few female cleaning personnel to clean the female washrooms in office premises.

H. The agency must provide one dedicated mobile phone (with active SIM card) with adequate balance to the Supervisor. This mobile phone will remain with the Supervisor on duty (both shifts). The same mobile number will be circulated in the office.

I. The cleaning services shall cover all the toilets in the Bank's Main Office Building including Annex Building (approx. 50 Nos.) and all the flats in the Bank's Residential Colony at RBI Officers' Colony, G.S. Road, Christian Basti, Guwahati and RBI Staff Quarters at Zoo Narengi Road, Guwahati (Approx. 100 flats) which needs to be cleaned/maintained by the agency.



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J. Cleaning of washrooms/general toilets in the Bank's MOP has to be conducted on a regular basis and as required/directed in between. The dry floors in toilets need to be maintained. Display board indicating "Caution - Wet floor - cleaning in progress" must be displayed while the cleaning is in progress in the MOP.

K. A Supervisor should be available during the working hours. The Supervisor will also continuously supervise the work being done by the agency staff. He / She should check the washrooms every hour during office hours and maintain a log book of the same. A daily job card is to be displayed in the washroom for the Banks' caretakers to monitor the cleanliness on his visit to the washroom to sign in the job card. The Log book will be periodically scrutinised and verified by the Bank's authorised officials.

L. Log book/ registers/ records for the jobs carried out on daily, weekly and monthly basis will be maintained by the supervisor and will be countersigned by the Banks' authorised officials at regular intervals and finally at the end of each month.

M. The cleanliness will be periodically checked by the Bank's designated officials based on certain objective criteria which are decided to measure level of cleanliness and the agency has to abide by those criteria. These are as follows:

- i) Extent of shine, presence of dust, pan and gutkha stains, spillage of water or other liquids, bird droppings etc. on floors, tiled walls, doors and windows.
- ii) Dust, dirt marks or cobwebs etc. on roof, window grills etc.
- iii) Finger or palm marks, dust and gutkha stain on glass panes of windows or doors and mirror.
- iv) Stain, cleanliness and odor in Wash-basin, WC Seats.
- v) Dryness and shine on floor.
- vi) Cleanliness of sanitary fittings.
- vii) Cleanliness of floor area in front and around washrooms.
- viii) Cleaning of drinking water point and Aqua Guard area.



PART-I, SECTION-VI

TERMS AND CONDITIONS

I. PERIOD OF CONTRACT

The contract would initially be valid till March 31, 2026, unless earlier terminated in accordance with the termination clause. The contract may be renewed and extended on mutual terms and conditions for a period of one year at a time but not more than twice.

II. WORKING HOURS

1. The vendor is required to deploy their staff on six working days of the week with a weekly off at the Bank's MOP, at the Bank's Residential Quarter, at G.S. Road and at RBI Staff Quarters at Zoo Narengi Road, Guwahati. Special Cleaning drives will be undertaken on designated days of other areas of the Bank.

2. The working Hours of the Staff deployed will be of 08 hours, staggered in shifts in consultation with Bank and the vendor has to ensure that sufficient number of staff are present at all times. Further, the vendor shall deploy his persons in such a way that they get weekly rest.

3. The supervisors will also do a continuous hourly check of the work being done by the vendor's staff. **He / she should check the washrooms at regular hourly intervals and maintain a log book of the same. The Log book will be put up to the Bank's Caretaker and Security Manager as required.**

III. GENERAL TERMS & CONDITIONS

1. The vendor has to deploy a minimum of 50 persons [Forty-seven (47) workers/ cleaning staff and Three (03) Supervisors] every day. Few female cleaning staff may be engaged for cleaning female washrooms. The number of cleaning staff may undergo change during the currency of the contract, as per requirement. The vendor shall increase or reduce the number of staff as directed by the Bank.

2. It may be noted that the supervisors will be categorized under skilled and workers / cleaning staff will be categorized under unskilled while paying wages under Minimum Wages Act, 1948. Various details of the persons engaged by Agency viz. name, age, sex, residence address and contact number should be provided to the Bank.

3. The vendor shall deploy his personnel only after obtaining the Bank's approval duly submitting details of these personnel. The vendor will refrain from making frequent changes in deployment of staff. However, in case of need, before changing staff, the vendor shall give prior information and seek permission of the Bank to do so.

4. The vendor should ensure that the staff deployed are medically fit and free from contagious diseases. The vendor shall submit the medical certificate (including test for communicable diseases) of all the staff deployed within 15 days of allotment of the tender.



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5. It is the responsibility of the vendor to ensure that the minimum required strength (as mentioned in para 1) of staff is deployed on all days except on the weekly off and Holiday and whenever specifically instructed to do on holidays.
6. The vendor shall engage men/women aged between 21-40 years, physically fit and duly trained for the job, capable enough to perform their duties to the satisfaction of the Bank. The supervisors should not be over 45 years of age.
7. The vendor shall ensure that the entire workforce deployed exhibit good etiquette, are properly groomed, have good communication skills, courtesy, and maintain adequate personal hygiene and discipline.
8. In case any of vendor's personnel(s) deployed under the contract is (are) absent, a substitute arrangement of similar standard shall be provided by the vendor immediately. In case non-provisioning of the substitute, the Bank reserves the right to impose a penalty equal to double the amount of daily wages of the absent personnel and the same shall be deducted from the vendor's bills.
9. In case it is observed that the vendor's personnel is/ are repeatedly late in reporting for work or leave the premises without completing their work and before scheduled timings, the Bank reserves the right to impose a monetary penalty upto the amount equal to the admissible daily wage.
10. **Penalty** - In case any complaint is received regarding misconduct/misbehavior of vendor's personnel, or of poor quality of work, a penalty as deemed fit by the Bank for each such incident shall be levied and the same shall be deducted from vendor's pending/subsequent bill. Further, it shall be obligatory upon the vendor to remove the said personnel from the site immediately after being notified by the Bank.
11. Every employee so engaged by the vendor shall wear neat and tidy uniform having firm's name and logo, shoes/sandals and a badge bearing his/her name, while on duty. These are to be provided by the vendor at its own cost.
12. The Bank has the right to ask for the removal of any person of the vendor, who is not found to be competent and orderly in the discharge of his duty.
13. The vendor should have a service set up at Guwahati.
14. The vendor shall not engage any sub-vendor or transfer the contract to any other person in any manner.
15. The vendor shall obtain **Police Verification Report** on character and antecedents of its personnel and other details relating to age, educational qualifications, name and permanent address, contact numbers to be provided under this contract along with their passport size photographs before engaging them for duty in the Bank's Main Office Building including Annex Building and its Residential Colony. A certificate to the effect that Police Verification of all employees deployed in the services of the Bank has been done and are available with the firm, needs to be submitted within one month of start of the contract to the Bank. The Bank can verify these at any point of time during the contract duration. **This is a mandatory condition of the tender.**



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16. The vendor should ensure that all persons deployed are insured as per the extant Government guidelines, for which no extra payment will be made by the Bank. A certificate to this effect along with supportive documents shall be submitted to the Bank by the vendor. The Bank will not be liable for any damages/injuries to persons as a part of execution of this contract. All liabilities arising out of accident or death while on duty shall be borne by the vendor.

17. The vendor and its staff shall take proper and reasonable precautions to preserve from loss, destruction, waste or misuse the areas of duty or any other area within the Bank / Residential premises given to them by the Bank and shall not knowingly lend to any person or company any of the effects of the Bank under its area of responsibility.

18. The vendor shall be responsible to maintain all property and equipment of the RBI provided to it. Any damage or loss caused by vendor's personnel to the Bank in whatever shape would be recovered from the vendor.

19. In the event of any loss occasioned to the Bank, as a result of any lapse on the part of the vendor, the said loss shall be claimed from the vendor up to the value of the loss. The decision of the RBI, Guwahati will be final and binding on the vendor.

20. Any liability arising out of any litigation or any act of the vendor's personnel shall be directly borne by the vendor including all expenses/fines. The concerned vendor's personnel shall attend the court as and when required.

21. If any money shall, as the result of any instructions from the Labour authorities or claim or application made under any of the Labour laws or Regulations, be directed to be paid by the Bank, such money shall be deemed to be payable by the vendor to the Bank within fifteen days. The Bank shall be entitled to recover this amount from the vendor by deduction from money due to the vendor.

22. The Bank shall not be under any obligation for providing employment to any of the worker of the vendor after the expiry of the contract. The Bank does not recognize any employee employer relationship with any of the workers of the vendor. If the vendor provides employment to any ward of the employee of the RBI, the same must be immediately reported to the Bank and without the permission of the Bank the concerned person shall not be, in any case, deployed at any of the work area as stipulated in the contract. If any violation of the clause comes to the notice of the Bank, the same shall be viewed seriously and appropriate action may be taken against the vendor.

23. If as a result of post payment audit any overpayment is detected in respect of any work done by the vendor or alleged to have done by the vendor under the tender, it shall be recovered by the Bank from the vendor.

24. In the event of any provisions of the contract requiring modification after the agreement has been signed, the same shall be made in writing and signed by the Bank represented by its authorized officer and the vendor or his authorized representative. Such modifications will not be effective until the same have been signed by both the parties.

25. The vendor will maintain a register in which day to day deployment of personnel will be maintained. While raising the bill, the deployment particulars of the personnel engaged



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during each month, shift wise, if any, duly countersigned by Caretaker and Security Manager should be shown.

26. The Bank will not provide accommodation to the vendor neither in the Bank's premises nor elsewhere.

27. In the event of termination of the contract for any reason whatsoever, the vendor / or persons employed by him or his agents shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.

28. **Payment of Minimum Wages:** The vendor shall ensure payment of Minimum Wages to the workmen employed by it through their Bank Account only and shall maintain a register of wages paid and shall issue a wage slip to every workman employed by it and obtain their signature or thumb impression on the wage slips. In addition, it has to provide essential amenities like drinking water, first aid facility etc. to its employees as per Contract Labour (Regulation and Abolition) Act, 1970. Also, it shall keep the Principal Employer i.e. the Bank indemnified against all the actions that may be initiated against the Principal Employer by the Statutory Authorities for his failure to pay such wages and to provide the essential amenities.

29. **Escalation clause:** The rates shall also be firm and valid for a tenure of the contract from the issue of work order and shall not be subject to exchange variations, labour condition, material cost fluctuation, fluctuations in railway freights or any conditions whatsoever. In case, whenever there is increase in minimum wages notified by Government of India, the vendor shall pay the wages in addition to the existing wages for the tenure of the contract. The increase in the contract amount during renewal of AMC shall be allowed as per the approved formula for price escalation based on indices. Minimum rates of wages (plus VDA) will be revised as per the Notification issued by the Chief Labour Commissioner (Central), Ministry of Labour & Employment from time to time i.e., 1st April and 1st October every year. The upward revision of wages shall be taken into consideration by the Bank during the renewal of the said contract i.e., after the completion of the said contract subject to satisfactory performance of the vendor as per the terms of the contract.

30. The vendor shall obtain a license as contemplated under Contract Labour (Regulation and Abolition) Act, 1970 or any other law as applicable, failing which it alone would be responsible for actions/ proceedings ensuing thereto. The Bank shall not be held responsible for any act, commissions or omissions of the vendor and shall in no way be made liable to the labourers engaged by the vendor.

31. The vendor shall indemnify and keep indemnified the Bank against all losses and claims, damages or compensation for breach of any provisions of the Payment of Wages Act, 1936, Minimum Wages Act, 1948, Contract Labour (Regulation and Abolition) Act, 1970 or any other labour law/statute in force in this regard. The vendor only shall be responsible for liabilities, if any, in this regard.

32. The Bank prefers that the vendor should pay its deployed staff salary at-least by tenth of every month by means of NEFT/RTGS/ Cheque and for this purpose a bank account



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should be maintained by their staff. Payment of wages shall not be linked to payment of the bill.

33. The agency / contractor/ company/ firm shall make its own arrangements for security and protection of the personnel deployed by it.

34. In case of any labour problems related to the workmen staff of the agency / contractor, the same shall be settled at the company/ firm agency / contractor 's end only. The agency / contractor/ company/ firm shall indemnify the Bank suitably for the same. It shall be the duty of the agency / contractor/ company/ firm to clearly inform its own personnel / staff that they shall have no claim whatsoever against the Bank and they shall not raise any industrial dispute, either directly and / or indirectly, with or against the Bank, in respect of any of their service conditions or otherwise.

35. The agency / contractor/ company/ firm shall fully indemnify the Bank and keep indemnified, defend and hold good the Bank, its directors, officers, employees and agents against loss, damages, claims or for any default by the agency / contractor/ company/ firm or any of his representatives or breach committed by the agency or their service personnel on account of misconduct, omission and negligence by the agency or his service personnel, regarding any of the provisions of the applicable laws, regulations and the rules framed there under during the period of contract. Even though the agency / contractor/ company/ firm shall be solely liable for settlement of any claim made by any person due to the non-observance by the agency / contractor/ company/ firm of any of the provisions otherwise of the enactments cited, the Bank reserves its rights to settle directly any amount due by the agency / contractor/ company/ firm as mentioned above and to recover such amounts from any of the amounts payable by the Bank to the agency / contractor company/ firm or in the absence of the same as debt due to the Bank by the agency/ contractor/company/firm.

36. The vendor should submit a certificate every month along with the invoice of previous month stating that the salary to all the staff deployed in the Bank have been paid complying all Govt. Rules and Regulations and according to Minimum Wages Act, 1948. Without this certificate, the payment of the bill may be withheld and will not be processed.

37. The proof of remittance of statutory contribution of PF (Employer and Employee) and ESI to the appropriate authorities, for those workers deployed by the vendor to execute the contract work in the Bank, must be provided by the vendor to the Bank every month along with the claim bill, failing which the claim bill shall not be settled.

38. The payment of the bill to the tenderer will normally be done by the Bank within 30 days from the receipt of the bill by the Bank, subject to submission of all the required documents. However, if there is a delay of more than 45 days for any reason, it may be immediately brought to the notice of the Bank.

39. The payment to the vendor for the work done/service provided shall be made on monthly basis subject to the following:

- a. The work has been satisfactorily executed, as per the Terms & Conditions of the contract, for the month for which the vendor raises the bill.



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b. The disbursement of the wages to the workers has already been done by the vendor for the month for which the payment to the vendor is under consideration.

c. Written records for having made these payments may be asked by the Bank at any time for its verification.

Note: Any subsequent increase in salary/minimum wages of workmen during period of the contract due to increase in minimum wages by Central Government will be considered by the Bank.

40. The Bank will deduct Income Tax at Source under Section 194-C of Income Tax Act, 1961 from the payment to be made to the vendor at the prevailing rates as income tax on the income comprised therein. Any other statutory deductions, if required shall also be made as applicable.

41. The vendor shall comply with the provisions of the Factories Act, 1948, Contract Labour (Regulation and Abolition) Act 1970, Child Labour (Prohibition and Regulation) Act 1986, ESI Act 1948, Workmen's Compensation Act 1923, Employees Provident Fund and Miscellaneous Provisions Act, 1952, Minimum Wages Act, 1948, Payment of Wages Act, 1936, Payment of Bonus Act, 1965, Payment of Gratuity Act, 1972 and the Rules made there under or any other Laws and Rules as may be applicable to the contract workmen from time to time. The vendor shall produce registers and records and comply with other directions issued by the Bank for compliance of the statutory provisions.

42. The vendor shall ensure full compliance with tax laws of India with regard to the contract and shall be solely responsible for the same. The vendor shall submit copies of acknowledgements evidencing filing of returns every year and shall keep the Bank fully indemnified against liability of tax, interest, penalty etc. of the agency in respect thereof, which may arise.

43. **Sexual Harassment:** The vendor shall be solely responsible for full compliance with the provisions of "the Sexual Harassment of Women at Work Place (Prevention, Prohibition and Redressal) Act, 2013. In case of any complaint of sexual harassment against its employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the vendor and the vendor shall ensure appropriate action under the said Act in respect to the complaint. Any complaint of sexual harassment from any aggrieved employee of the Vendor against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank. The vendor shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.

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

45. The vendor shall ensure that no employee of the vendor will enter or remain in the Bank's premises beyond the specified time limits unless absolutely necessary for fulfilling vendor's obligations and with permission of the Caretaker/Bank Security officials.



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46. Non-Disclosure Clause: The vendor 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 vendor 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 vendor 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 vendor 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 vendor shall indemnify the Bank for any loss suffered by the Bank as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the vendor and the Bank shall be entitled to claim damages and pursue legal remedies. The vendor 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 vendor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.

47. Force Majeure: Notwithstanding anything else contained in this document, neither party shall be liable for any delay in performing its obligations hereunder if such delay is caused by circumstances beyond its reasonable control (including without limitation any delay caused by the acts of Governments, acts of God, natural or social calamities, strikes, riots in any region, network failure, terrorist attack, war (declared and undeclared) provided however that any delay by the supplier of the vendor so delaying shall not relieve that vendor from liability for delay except where such delay is beyond the reasonable control of the supplier concerned.

48. Notice for Termination of Contract:

- a) Without prejudice to what is contained herein above, the Bank shall at its sole and absolute discretion, be entitled to terminate this agreement forthwith by written notice without assigning any reason and without payment of any compensation, if
 - i. in the opinion of the Bank (which shall not be called in question by the agency / contractor/ company/ firm and shall be binding on the agency / contractor/ company/ firm), the agency / contractor/ company/ firm fails or refuses to implement this agreement to the Bank's satisfaction and/ or
 - ii. the agency / contractor/ company/ firm commits a breach of any terms and conditions of this agreement.
- b) In the event of termination of this agreement for any reason whatsoever, as stated above the agency / contractor / company/ firm or persons employed by it shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.
- c) Notwithstanding anything contained in this contract, in the event of non- compliance, disobedience, or breach of any terms of the contract or unsatisfactory or inefficient working by the agency / contractor/ company/ firm, the Bank shall have the absolute and independent authority to revoke this contract after giving notice in writing to the agency / contractor/ company/ firm without assigning any reason and the same shall be binding on the agency / contractor/ company/ firm and the contract will come to an end with immediate effect on completion of time period stipulated in the notice, in



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which case the agency / contractor/ company/ firm shall not be entitled for any compensation/damages and the Security Deposit shall not be refunded.

- d) On termination of the contract or on expiry of the contract, the agency / contractor/ company/ firm shall vacate the premises of the Bank and shall hand over or return all the articles /materials/property pertaining to the Bank.

49. The contract shall be deemed to end in any of the following contingencies: -

- i. On the expiry of the contract period or termination of the agreement. Or
- ii. A three-month notice at any time 'during the currency of services, in case the services rendered by the agency / contractor/ company/ firm are not found to be satisfactory and in conformity with the general norms and the standards prescribed for the services.
Or
- iii. On assigning the contract or any part thereof any benefit or interest therein or thereunder by the agency / contractor/ company/ firm to any third party for sub-letting the whole or a part of the contract to any third party against the terms and conditions of the tender
Or
- iv. On the agency / contractor/ company/ firm being declared insolvent by the competent Court of Law. During the notice period for termination of the contract, in the situation contemplated above, the agency / contractor/ company/ firm shall continue discharging its services as before till the expiry of notice period. In case of non-delivery / non-rendering of its services during the notice period, the Bank will have the right to forfeit the security deposit deposited by the agency / contractor/ company/ firm with the Bank. It shall be the duty of the agency / contractor/ company/ firm to remove all the persons deployed by him on termination of the contract on any grounds whatsoever and to ensure that no person create any disruption / hindrance / problem of any nature to the Bank
Or
- v. For any reason whatsoever, the agency/ contractor/ company/ firm becomes disentitled in law to perform its obligations under this agreement
Or
- vi. There is any variation in the ownership/partnership or management of the agency/ contractor/ company/ firm or his business without the prior approval in writing of the bank for such variation.

In the event of exigencies arising due to the death, infirmity, insolvency of the contractor or for any other reason or circumstances, liabilities thereof of the contract shall be borne by the following on such terms and conditions, as the Bank may think proper, namely:

- a) Legal heirs in case of sole proprietor
b) The next Directors / Partners in the case of company or firm as the case may be.

The Bank may revoke the contract and shall reserve the right to settle the matter according to the circumstances of the case as it may think proper.



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IV. FINANCIAL BID:

1. Part-II Financial Bid of the e-tender should contain only the service provider's quoted rates.
2. **Service Charges quoted by the bidders should be equal to or more than 7% of the total manpower charges. The service charges should include Insurance charges (Workmen Compensation Policy, Contractors All Risk policy and Third-Party-Liability Policy), Uniform charges, Cost of tools or any other expenses as applicable. The tender of the bidders who quote the service charges less than 7% of the total manpower charges, may be REJECTED by the Bank.**
3. **Contractor's Profit:** The Tenderers are allowed to quote their own profit percentage subject to maximum of 15% of the 'Gross Wages per month'.
4. Financial Bids not in conformity with the statutory obligations like Minimum Wages as notified by the Chief Labour Commissioner, Ministry of Labour and Employment, Central Government notification dated March 28, 2025, are liable to be rejected.
5. Service charge quoted in the Financial Bid will remain fixed during the entire period of the contract. The Bank will not entertain the contractor's claim for revision of service charges during the period of the contract under any circumstances.
6. While calculating the Price Bid, the vendor should factor all wage components as notified by the GoI, Ministry of Labour & Employment, Office of the Chief Labour Commissioner, New Delhi **notification dated March 28, 2025** and other mandatory charges i.e., EPF, ESI, EDLI, Bonus, reliver charges, uniform charges, etc. are in conformity with the corresponding statutory provisions.
7. The calculation may be done as per minimum wages applicable for "CONSTRUCTION OR MAINTENANCE OF ROADS OR RUNWAYS OR IN **BUILDING OPERATIONS** INCLUDING LAYING DOWN UNDERGROUND ELECTRIC, WIRELESS, RADIO, TELEVISION, TELEPHONE, TELEGRAPH AND OVERSEAS COMMUNICATION CABLES AND SIMILAR OTHER UNDERGROUND CABLING WORK, ELECTRIC LINES WATER SUPPLY LINES AND SEWERAGE PIPELINES". **Guwahati is presently placed in Area "B"**.
8. The service charges quoted in the Financial Bid shall be final and will not be enhanced under any pretext during the period of the contract. However, in case of future revisions (increase or decrease as the case may be) in wages, if any, as notified by the Chief Labour Commissioner, Ministry of Labour and Employment, Central Government, only the wage component will be revised if the increased minimum wages is more than the wages quoted by the vendor. **The service charges and other rates will remain unchanged during the period of contract.**
9. The price bid of the tender shall be evaluated based on the 'Total Cost of Work' quoted by the bidder.
10. The quoted rates shall be inclusive of Statutory Liabilities such as Minimum Wages (as notified by the Chief Labour Commissioner, Ministry of Labour and Employment, Central



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Government notification dated March 28, 2025) ESI, EPF contributions, reliever charges, bonus, etc. as applicable. A reference may be made to all Central Government laws/guidelines in this regard updated from time to time.

11. All statutory deductions, as applicable shall be made from the bills submitted by the agency/ contractor/ company/ firm to the Bank.

12. Services charges shall be inclusive of the cost of managerial charges, administrative charges for running the business, amenities to workers, incidental charges, telephone charges, stationery or printing charges, identity cards, bidder's profit and other charges provided by the agency/ contractor/ company/ firm to the personnel deployed by them.

V. Currency of Bid:

1) Bid prices shall be quoted in Indian Rupees only. These prices should include all costs associated with the work including any out of pocket/mobilization expenses, tools, uniforms of worker, all other logistic as mentioned in the tender, all taxes (exclusive of GST), charges, levies, cess, insurance, transportation, entry taxes, Labour, other Govt taxes, Minimum wages of Central Government, and EPF/ESI contribution, etc. as applicable as per rules.

2) The price should be quoted strictly in line with the price schedule leaving no column blank whatsoever to avoid any ambiguity.

3) The vendor should ensure that all columns of the Financial Bid are duly filled, and no column is left blank. After opening of the Part-II Financial Bid, no clarifications whatsoever shall be entertained by the RBI.

4) If any columns of the Part-II Financial Bid are found blank, then the tender of the respective vendors shall be treated as non-responsive and will be summarily rejected by the Bank and further EMD may be forfeited. However, Bank may also take the review in this matter as per Tender Clause, if required.

VI. Pre-Bid Meeting: An offline pre-bid meeting of the intending vendors will be held on **June 02, 2025 at 11:00 hrs** at Video Conference Room, Fourth floor, Reserve Bank of India, Guwahati. The Bank will clarify any points/ doubts raised by the bidders in respect of the tender. No separate communication will be sent for this meeting. The vendors are expected to get their all issues/doubts clarified during this meeting.

VII. Visit of Sites: - The bidder is advised to visit and acquaint himself with the site conditions.

VIII. Canvassing: - Canvassing or offer of an advantage or any other inducement by any person with a view to influencing acceptance of a bid will be an offence under Laws of India. Such action will result in the rejection of bid, in addition to other punitive measures.

IX. Before submitting the e-tender, the tenderer should go through the terms and conditions of this e-tender document based on which the work will be awarded by the Bank and required to be executed by the successful bidder. The tenderer may satisfy themselves as to the eligibility and evaluation (Technical bid and Financial bid) criteria prescribed therein. It may also be noted that the terms and conditions specified herein are



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not exhaustive and the same shall not restrain the Bank from imposing or requiring the bidder to agree upon such further or other terms and conditions at the time of executing the agreement with the successful tenderer, or to alter, modify or omit the terms and conditions contained herein, as are considered necessary for the due and proper execution of the work to be awarded under this tender. Stamp paper agreement shall be executed in duplicate, and the Bank shall retain the original and the agency / contractor/company/ firm shall retain the duplicate.

X. Falsification/suppression of information shall lead to disqualification of the tenderer / cancellation of contract even after the award of work and during the currency of the contract.

XI. In case of partnership firms, the e-tender submitted on behalf of a firm should be signed by all the partners of the firm or a partner who has the necessary authority on behalf of the firm to enter into the proposed contract failing which the e-tender shall be rejected.

XII. Tenderers shall not have any conflict of interest. Tenderers found to have a conflict of interest as mentioned below will be disqualified from the e-tendering process.

- i) Tenderers submitting two different applications and having controlling shareholders in common.
- ii) The Tenderers (including their personnel and sub-Contractors) who have a family relationship with such members of the Bank who are directly or indirectly involved in the contract will not be awarded the contract.

XIII. **Insurance:** - The Agency/ contractor/ company/ firm shall take insurance policies (workmen compensation policy, Contractors All Risk policy, and Third Party-Liability Policy) for the staff deployed, wherever applicable under law. The insurance policy will be valid/ co-terminus with the period of contract. The contractor shall indemnify the Bank for any loss or damage that occurs to persons or building or third party while executing the work.

XIV. **Risk and Cost Clause:** - Notwithstanding anything contained in any other clause, Bank reserves the right to terminate the contract due to any failure on the part of the contractor in discharging its obligations under the contract or in the event of it becoming insolvent or going into liquidation. The decision of the Bank about the failure on the part of the contractor shall be final and binding on the contractor. If there is any stoppage of service in any area of the operation, for any reason, the contractor is liable for penal action as decided by Bank. In the event of any failure on the part of the contractor, Bank shall have the right, without any prejudice, to get the work done through any other alternate Agency at the risk and cost of the contractor. The additional cost, loss, if any, incurred by Bank shall be recovered from the amount payable to the contractor or from the security deposit and the Contractor shall not have objection to such recovery.

XV. **Opening of Tender:** -

I) Part-I Technical Bid will be opened on **June 17, 2025, at 12:00 hrs** at RBI, Guwahati. The bids of those vendor(s) who have not complied with one or more of the conditions prescribed in the eligibility criteria and terms & conditions of this e-tender may be summarily rejected.



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2) The Part-II Financial Bid of only those vendors, who fulfil the eligibility criteria and scores minimum 40 and above marks in Technical Bid Evaluation, will be opened on a subsequent date, for which intimation would be given to the qualified vendors.

3) No deviations/ conditions shall be stipulated by the vendors in both Part-I (Technical Bid) and Part-II (Financial Bid) and conditional bids will be summarily rejected.

4) The Bank reserves the right to accept or reject any or all tender parts without assigning any reasons whatsoever and its decision shall be final and binding to all the parties.

5) Decision in this regard will be at the sole discretion of the Bank.

XVI. Earnest Money Deposit (EMD): - Earnest Money Deposit (EMD) of ₹3,14,787/- (Rupees Three Lakh Fourteen Thousand Seven Hundred and Eighty Seven Only) is to be submitted by **June 14, 2025, upto 17:00 hrs** in the form of NEFT. The EMD amount is to be transferred via NEFT only (in account details are given above). Failure to comply with this condition will render the Tender void and the Tender will be rejected. The amount of EMD will be returned to all the Vendors after the completion of the Tender process. No interest shall be paid on this deposit.

XVII. Period of Validity of Tenders:

1) The tender validity period shall be Ninety (90) days from the date of opening of tender.

2) In exceptional circumstances, prior to the expiry of the tender validity period, the Bank may request vendors to extend the period of validity of their tender. The request and the responses shall be made in writing.

XVIII. Submission of Tenders:

1) Vendors have to submit the tenders electronically and shall follow the electronic tender submission procedures specified in the Instructions regarding E-Tender.

2) The vendors shall submit their Part II – Financial Bid in the online portal ONLY. The Financial bid in the tender document is for illustrative purpose only. The scanned copies of the necessary documents as indicated in the tender document shall be uploaded in the portal. E-Tender with all information shall be submitted on or before the prescribed time and date.

3) If desired / prescribed information is not submitted, the Bank will assume no responsibility for rejection of tender.

XIX. Deadline for Submission of Tenders

1) Tenders must be filled online through e-tendering process mentioned in this document, not later than the date and time indicated in this document.

2) The Bank may, at its discretion, extend the deadline for the submission of e-tenders by amending the Tender Document.

XX. Late Tenders - No Tender after the deadline shall be allowed on the e- portal.

XXI. Bid Evaluation Criteria



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The Technical Bids shall be evaluated based on the available documents submitted by the bidder on the MSTC portal.

(Note: Information relating to the evaluation of tenders shall not be disclosed to vendors or any other persons not officially concerned with such process until information on Contract award is communicated to all vendors)

XXII. Clarification of Tenders

- 1) To assist in the examination, evaluation, comparison of the tenders and qualification of the vendors, the Bank may, at its discretion, ask any vendor for a clarification regarding its tender, allowing a reasonable time for response. Any clarification submitted by a vendor that is not in response to a request by the Bank shall not be considered. The Bank's request for clarification and the response shall be in writing. No change in the prices or substance of the tender shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the Bank in the evaluation of the tenders
- 2) If a vendor does not provide clarifications of its tender by the date and time set in the Bank's request for clarification, its tender shall be liable to be rejected.

XXIII. AWARD OF CONTRACT

- 1) The Bank will award the contract to the successful evaluated bidder as per fulfilment of all the terms and conditions to this tender. The successful vendor shall execute an agreement with the Bank on Non-Judicial stamp paper of value not less than ₹5,000/- within 14 days of award of work. The stamp duty shall be borne and paid by the successful vendor. However, the issue of intimation of award of work by the Bank shall be considered as binding contract, as though such an agreement has been executed and all the terms and conditions shall apply on this contract.
- 2) The Bank will communicate the decision through a "Letter of Offer".
- 3) The successful bidder will be required to execute a contract within a period of 14 days from the date of issue of Letter of Offer.
- 4) The successful bidder shall be required to furnish a Performance Bank Guarantee within 14 days of receipt of "Letter of Offer" for an amount equivalent to 5% of Estimated Cost in favour of Regional Director, RBI, Guwahati.
- 5) Failure of the successful vendor to submit the Performance Bank Guarantee of an amount equivalent to 5% of Estimated Cost or to sign the Contract within the stipulated time shall constitute sufficient grounds for the annulment of the award, forfeiture of the EMD and blacklisting of such vendor.
- 6) The Performance Bank Guarantee shall remain valid for a period of Sixty (60) days beyond the date of completion of all contractual obligations. The PBG shall be released without interest after Sixty (60) days of completion of the contract period only after being satisfied of the successful completion of the contract and no liabilities from the successful vendor or its employees. In case of any complaint or pending dues, the Performance Bank Guarantee will be treated as security deposit and shall be discharged only after adjusting all dues, liabilities, etc.



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7) In case the contract period is extended further, the validity of Performance Bank Guarantee shall also be extended by the successful bidder accordingly.

8) The successful bidder shall mention, in the prescribed Proforma, the number of personnel including supervisor it proposes to deploy on day to day basis, for the smooth execution of the work.

9) The successful bidder shall mention the list of cleaning equipment, major tools that he proposes to use and cleaning materials required in smooth execution of work.

XXIV. ARBITRATION

1) Any dispute and/or difference arising out of or relating to the contract (to be entered into between the Bank and the vendor) will be resolved through joint discussion of the authorised representatives of the concerned parties. However, if the disputes are not resolved by joint discussions, then the matter will be referred for adjudication to a sole Arbitrator to be appointed by the Regional Director, Reserve Bank of India, Guwahati.

2) The award of the sole Arbitrator shall be final and binding on all the parties. The arbitration proceeding's shall be governed by Indian Arbitration and Conciliation Act, 1996 as amended from time to time.

3) The cost of Arbitration shall be borne by the respective parties in equal proportions. During the pendency of the arbitration proceeding and currency of contract, neither party shall be entitled to suspend the work/service to which the dispute relates on account of the arbitration and payment to the vendor shall continue to be made in terms of the contract.

4) The agreement (to be entered into between the Bank and the vendor) shall be subject to the jurisdiction of the Hon'ble High Court of Gauhati at Assam.

XXV. DISCLAIMER

1) Though adequate care has been taken while preparing this document, the tenderers shall satisfy themselves that the document is complete in all respects. Intimation of any discrepancy shall be given to this office immediately. If no intimation is received from any tenderer within seven (7) days from the date of Notice inviting e-tender, it shall be considered that this document is complete in all respects.

2) The Bank reserves the right to modify, amend or supplement this document including all formats and Annex.

3) While this document has been prepared in good faith, neither the Bank nor their employees or advisors make any representation or warranty, express or implied, or accept any responsibility or liability, whatsoever, in respect of any statements or omissions herein, or the accuracy, completeness or reliability of information, and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this document, even if any loss or damage is caused by any act or omission on their part.

Note- The tenderers may visit the site before quoting the rates to assess the quantum of work.



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

Place:
Date:

Signature and Seal of the Tenderer
(Name of Authorized Signatory)



PART-I, SECTION-VII

TECHNICAL BID

(To be read and filled in relevance to e-Tendering process)

Sr. No.	Particulars	Details
1.	Name of the company/ proprietorship/ firm -	
	i) Address and telephone number of Registered Office.	
	ii) Address of the office through which work with RBI would be handled.	
2.	Type of Organization – (Whether company/proprietorship/firm) and date of establishment.	
3.	Name of the Proprietor/ Partners/ Directors of the organization	
4.	Date of Incorporation/ constitution	
5.	Registration No. of the agency/ contractor. (Upload the documentary evidence on MSTC portal)	
6.	Work Experience in Housekeeping, Maintenance and Cleaning services in Government Departments/ Public Sector - Central or State/ Reputed private sector companies/ Multinational corporations/ Public or Private Sector banks. Details of work experience as per the requirements in the, criteria supported by documents/ certificates. The details in the eligibility criteria supported by documents/certificates along with documentary evidence of previous experience, if any, at any other Centre of Reserve Bank of	
7.	List of clients served by the agency/ contractor as per specified format in Annexure-I as described in paragraph 1(iii) in Part-I Section-III (Upload the duly filled Annexure-I on MSTC portal)	
8.	Details of Client certificate(s) as per specified format in Annexure-II as described in paragraph 1(iv) in Part-I Section-III (Upload the Client Certificate(s), on MSTC portal)	
9.	Yearly turnover of the agency/contractor for the last three (03) financial years (Upload the	



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	audited balance sheet duly certified by CA on MSTC portal)	
	FY 2023-24	
	FY 2022-23	
	FY 2021-22	
10.	Income Tax return of the agency/contractor for the last three (03) financial years (Upload the Income Tax Returns on MSTC portal)	
	FY 2023-24	
	FY 2022-23	
	FY 2021-22	
11.	Profit and Loss Accounts for last three (03) financial years: - (Please enclose the certified copies)	
	FY 2023-24	
	FY 2022-23	
	FY 2021-22	
12.	Details of Bankers certificate uploaded as specified in Annexure III issued by the agency / tenderer's Bank. (Upload the Banker's certificate on MSTC portal)	
13.	PAN No. of agency / contractor (Upload the documentary evidence on MSTC portal)	
14.	GST registration number of the agency / contractor. (Upload the documentary evidence on MSTC portal)	
15.	Employee Provident Fund (EPF) registration number of the agency / contractor. (Upload the documentary evidence on MSTC portal)	
16.	Employees State Insurance Corporation (ESI) registration number of the agency / contractor. (Upload the documentary evidence on MSTC portal)	
17.	ISO Certification as applicable for the similar scope of work. The certificates shall be valid on the last date of submission of tender. (Upload the relevant certificate on MSTC portal.)	
18.	Whether registered with Labour Department? Registration No. and Date of Registration (attach the copy of registration certificate)	
19.	Number of staff/ employees engaged by the Company/ Firm/ Agency at present	
	Of the above how many are skilled/semi-skilled/unskilled staff and supervisory staff	
	Skilled	
	Semi-Skilled	
	Un-Skilled	



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20.	Details of the EMD (Earnest Money Deposit) ₹3,14,787/- (Rupees Three Lakh Fourteen Thousand Seven Hundred and Eighty Seven Only) deposited by the agency / tenderer: -	
	UTR No.	
	Date of Transactions	
	Name of the bank branch with IFSC code	
21.	Undertaking on the letter head of the agency / contractor as specified in Annexure-IV	
22.	Bankers Details of the Company/ Firm/ Agency along with the account number, account type, IFSC code of the bankers along with full details like names, postal address and e-mail/telephone no (Landline and Mobile numbers).	
23.	Any other relevant Information regarding the Company/ Firm/ Agency	

Note – Documentary evidence for the above as specified in the eligibility criteria must be uploaded on the MSTC Portal. The details of document to be uploaded are as below: -

- i. Registration Certificate of the Company/ Firm/ Agency.
- ii. List of Clients served by the Company/ Firm/ Agency in **Annexure I**.
- iii. Client Certificate / Feedback as per the specified format given in **Annexure II**.
- iv. Annual turnover statements of the Company/ Firm/ Agency **(for last 03 financial years ending on 31st March 2024)**
- v. Income Tax Return of the Company/ Firm/ Agency **(for last 03 financial years ending on 31st March 2024)**
- vi. Profit and Loss Account of Company/ Firm/ Agency **(for last 03 financial years ending on 31st March 2024)**
- vii. Bankers certificate on financial standing in **Annexure III**.
- viii. Registration details of the Company/ Firm/ Agency under Contract Labour (Regulation and Abolition) Act, 1970,
- ix. PAN No. of Company/ Firm/ Agency.
- x. GST registration number of the Company/ Firm/ Agency.
- xi. Employee Provident Fund (**EPF**) registration number of the Company/ Firm/ Agency
- xii. Employees State Insurance Corporation (ESI) registration number of the Company/ Firm/ Agency.
- xiii. Undertaking / Declaration on the letter head of the Company/ Firm/ Agency as per **Annexure-IV**.
- xiv. Any other document/s.

(Documentary evidence in support of the eligibility criteria requirements as prescribed above must be uploaded on the MSTC Portal. The tender without



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documentary evidence will not be considered by the Bank. The Bank reserves the right to call for proof/verify the information furnished by the Tenderer).

Declaration by the Tenderer:

I/We before signing this e-tender have read and understood all the above terms and conditions contained herein and undertake myself / ourselves to abide by them in case the above-mentioned contract is executed to me/us. I/We understand that the Bank reserve the right to accept or reject any or all the e- tender either in full or in part without assigning any reason thereof.

Place:

Signature and Seal of the Tenderer

Date:

(Name of Authorized Signatory)



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Annexure I

LIST OF CLIENTS/ DETAILS OF PREVIOUS EXPERIENCE: -

Sr. No.	Name and address of the client. Govt./Semi Govt./Bank/Pvt. Body)	The name, full address and Telephone no.of the officer under whom the work was carried out	Nature of service rendered, from to (period)	Number of persons deployed	Remarks



Annexure II

CLIENT'S CERTIFICATE REGARDING PERFORMANCE OF TENDERER
(On Client's letter Head)

Name & address of the Client

Details of Works executed by Shri/M/s

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



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- c) Mobilization of adequate Service : 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

Signature of the Reporting Officer*

with Office seal

*Regarding performance report/clients certificate, for works carried out for Government/public sector companies, the certificate should be signed by the concerned authorized officer. For works carried out for Private companies, Copy of TDS has to be submitted for proving the credentials/contracts amount.

- (i) All columns should be filled properly.
- (ii) The Client's Certificates should be uploaded on MSTC portal for each of the Prequalification work/s.



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Annexure III

FORM OF BANKER'S CERTIFICATE FROM A SCHEDULED BANK

This is to certify that to the best of our knowledge and information M/s. / Sri having marginally noted address, a customer of our bank are/is respectable and can be treated as good for any engagement up to a limit of Rs..... (Rupees.....).

This certificate issued without any guarantee or responsibility on the Bank or any of the officers.

(Signature)

For the Bank

Note:

1. Banker's certificate should be on letter head of the Bank, sealed in cover addressed to enlistment authority.
2. In case of partnership firm, certificate to include names of all partners as recorded with the Bank.
3. Scanned copy (PDF format) of the original Banker's certificate must be uploaded while submitting the e-tender online through MSTC Portal.



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Annexure IV

FORMAT OF UNDERTAKING/ DECLARATION

(To be uploaded by the tenderer on MSTC portal on its letter head)

To,

The Regional Director
Reserve Bank of India
Human Resource Management Department
Guwahati – 781001

Madam / Dear Sir,

- i) I/we confirm of having read and understood the above stated terms and conditions as given in the e-tender document.
- ii) I/We hereby agree to abide by all terms and conditions laid down in tender document.
- iii) This is to certify that I/We before signing this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ ourselves abide by the said terms and conditions.
- iv) Further, the facts stated above by us in the e- tender application is true to the best of my/ our knowledge.
- v) I / We declare that there is no case/ charge under investigation/ enquiry/ trial against the agency/ Company/ Firm.
- vi) I/ We have not been banned and de-listed by any Government Department/ Financial Institution/ Public sector undertakings/ Private Sector Undertakings/ MNCs have not been convicted by any Court of Law/ have no case pending before the court of law/ Police authorities for the last 10 years.
- vii) I/We abide by the provisions of Minimum Wages Act (as notified by Central Govt.), Contract Labour (Regulation and Abolition) Act 1970 and other statutory provisions like Provident Fund Act, ESI Bonus, Gratuity, Leave, Relieving Charges, Uniform and Allowance thereof and any other charges applicable from time to time. I/We will pay the wages to the Workers deployed as per Minimum Wages Act as amended by the Government from time to time and shall be fully responsible for any violation. I/We shall keep the Reserve Bank of India indemnified of all the expenses incurred due to lapse, of



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any kind, on the part of the Bidder or his workers.

Place:

Signature and Seal of the Tenderer

Date:

(Name of Authorized Signatory)



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Annexure V

PROFORMA OF PERFORMANCE BANK GUARANTEE

(On Non-Judicial Stamp Paper of appropriate technical bid purchased in the name of the issuing bank)

Place: _____

Date: _____

The Regional Director
Reserve Bank of India
Guwahati-781001

Madam,

Contract for providing Housekeeping, Maintenance and Cleaning Services at Reserve Bank of India, Main Office Building including Annex Building at Station Road, Pan Bazar, Guwahati; Residential Quarters at RBI Officers' Colony, Christian Basti, G.S. Road, Guwahati and RBI Staff Quarters at Zoo Narengi Road, Guwahati

WHEREAS

Reserve Bank of India, having its Central Office at Shahid Bhagat Singh Road, Mumbai, (hereinafter called "the RBI") has awarded the contract for the captioned work (hereinafter called the "Contract") to M/s _____ (Name of the Contractor) (hereinafter called "the said Contractor" which expression shall include its successors and assigns). AND Whereas the contractor is bound by the said contract to submit to RBI a Performance Security for a total amount of ₹. _____ (Rupees _____ (amount in figures and words) for the due fulfilment by the said contractor of the terms and conditions contained in the contract. We _____ (Name of the Bank), (hereinafter called "the Bank"), at the request of M/s _____, the Contractor, do hereby undertake to pay to the RBI an amount not exceeding ₹ _____ as Performance Guarantee for due fulfilment of the terms and conditions of the contract.

NOW THIS GUARANTEE WITNESSETH



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

Our guarantee shall be treated as equivalent to the Performance Guarantee Amount for the due performance of the obligations of the contractor under the said Contract, provided, that our liability against such sum shall not exceed the sum of ₹_____ (Rupees_____ only).

2. We also agree to undertake and confirm that the sum not exceeding ₹_____ (Rupees_____ only) as aforesaid shall be paid by us without any demur or protest, merely on demand from 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 RBI shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. The Bank shall pay to RBI any money so demanded notwithstanding any dispute/disputes raised by the contractor in any suit or proceedings pending before any Court, Tribunal or Arbitrator/s relating thereto and the liability under this guarantee shall be absolute and unequivocal. We undertake to pay the amount claimed by RBI within a period of one week from the date of receipt of the notice as aforesaid.

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

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

5. We hereby further agree that –

a) Any forbearance or commission on the part of 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 RBI to the contractor or any other matters in connection therewith shall not discharge us in any way and our obligation under this guarantee. This guarantee shall be discharged only by the performance by the contractor of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding Rs._____ (Rupees_____ only).



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- 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 there under or by dissolution or change in the constitution of our said constituents.
- d) This guarantee shall remain in force up to (60 days beyond the Defect liability period) provided that if so desired by RBI, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.
- e) Our liability under these presents will terminate unless these presents are renewed as provided hereinabove on the or on the day when our said constituents comply with their obligations, as to which a certificate in writing by RBI alone is the conclusive proof whichever date is later. Unless a claim or suit or action is filed against us within or any extended period, all the rights of RBI against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

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

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

Signature of authorized Bank official

Name:

Designation

Stamp/ Seal of the Bank

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

Witness 1

Signature

Name

Address



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(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).



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PART II – FINANCIAL BID / PRICE BID

Name of Work: Cleaning Services of the toilets/ Wash rooms and related areas in Bank's MOP including Annex Building at Station Road, Pan Bazar, Guwahati and Panchsheel Apartment, RBI Officers Colony, G.S. Road and RBI Quarters at Zoo Narengi Road

(To be read only with the purpose of e-tendering on MSTC portal only and not for uploading PDF)

TABLE-I

Sr. No.	Descriptions	Unit of Measure	No. of Persons Required	Rate (₹)	Total Amount (₹)
A	B	C	D	E	F
1.	Basic Minimum Wages plus VDA, EPF, ESIC, EPF Admin., EDLI, and Bonus including reliever charges	Monthly (26 days)	03 Supervisors (Skilled category of worker)	(enter this amount on MSTC website)	
2.	Basic Minimum Wages plus VDA, EPF, ESIC, EPF Admin., EDLI, and Bonus including reliever charges	Monthly (26 days)	47 cleaning staff (Un-skilled category of worker)	(enter this amount on MSTC website)	
3.	Total Manpower Monthly Charges (1+2)				
4.	Service Charge for 01 (One) month (Insurance charges (Workmen Compensation Policy, Contractors All Risk policy and Third-Party Liability Policy), Uniform charges, Cost of tools or any other expenses as applicable (Percentage	Monthly (26 days)	NA	(enter this amount on MSTC website)	



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	of minimum wages as indicated in Serial No. 3 of Table I)				
5.	Contractor's Profit for 1 (One) month	Monthly (26 days)	NA	(enter this amount on MSTC website)	
6.	Total Cost for 01 (one) month (3+4+5)				
7.	GST (IGST or CGST+SGST)			(enter this amount on MSTC website)	
8.	Grand TOTAL inclusive of GST (7+8)				

NOTE: -

- i) The Minimum Wages of the skilled and un-skilled workers shall be calculated as notified by the latest Chief Labour Commissioner, Ministry of Labour and Employment, Central Government notification.
- ii) Salary inclusive of and in accordance with Minimum Wages Act (Central Govt.), Employees Provident Fund and Miscellaneous Provisions Act, Payment of Wages Act, Payment of Bonus Act, Payment of Gratuity Act etc.
- iii) Guwahati is placed under Area-B



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Table 2: The statutory components of wages are subject to applicable statutory guidelines which are indicated below. These are subject to change and latest guidelines shall be followed by the tenderer.

1.	12%	EPF contribution @ 12% of Basic Minimum Wages plus VDA	(subject to maximum ceiling of ₹15,000/- salary per month or any other amount specified by EPFO from time to time)
2.	0.5%	EPF administrative charges @ 0.5% of Basic Minimum Wages plus VDA	(subject to maximum ceiling of ₹15,000/- salary per month or any other amount specified by EPFO from time to time)
3.	0.5%	EDLI contribution @ 0.5% of Basic Minimum Wages plus VDA	(subject to maximum ceiling of ₹15,000/- salary per month or any other amount specified by EPFO from time to time)
4.	3.25%	Employer contribution to Employee State Insurance (ESI) including admin charges, if any @ 3.25% of Basic Minimum Wages plus VDA	(Not applicable if salary (Basic+VDA) exceeds ₹21,000/- per month or any other amount specified by ESIC from time to time)
5.	8.33%	Bonus @ 8.33% of Basic Minimum Wages plus VDA	(Not applicable if salary (Basic+VDA) exceeds ₹21,000/- per month or any other amount updated by Bonus Act from time to time.)

INSTRUCTIONS AND CONDITIONS: -

1) Wages are subject to amendments as and when promulgated from time to time by Statutory Authorities. Increase of VDA by Ministry of Labour and Employment, Govt. of India vide notification dated March 28, 2025 has been incorporated in the category wise wage calculation and any further increase of VDA will become the part of monthly consolidated wages.

2) GST will be reimbursed by the Bank on the above quoted rates on submission of monthly bill. The Agency / contractor/ firm/ company will charge GST @ 18% or as amended by Ministry of Finance, Government of India from time to time through its notification, in the monthly invoice submitted to the Bank.

3) The rates quoted should be inclusive of reliever charges. The rates may be quoted for 26 days in financial bid above. No extra amount will be paid for the reliever.

4) Service charge quoted by the agency will remain fixed during the entire period of contract.



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5) The tender of the bidder who quotes service charge less than 7% of the total manpower charges, may be rejected by the Bank.

6) The bidder should ensure compliance with local laws, works contract tax, etc. except GST imposed/to be imposed by Central/State Government/ Local Bodies and the contractor shall pay the said taxes to the government and the Bank will not entertain any claim thereof for reimbursement of the same to the contractor. If the contractor fails to include such taxes and duties in the bill, no claim thereof will be entertained by the Bank afterwards.

7) The Bank would establish the reasonableness of the rates in relation to the estimated rates, prevailing market rates, economic indices of the raw material/ Labour and other input costs etc., Accordingly, the Bank may, at its discretion, ask any bidder to furnish the breakup and rationale based on which the quoted rates have been arrived.

8) Agency needs to provide Wage Slip along with the NEFT details of payment pertaining to its staff on monthly wages.

9) Documents supporting payment of PPF/ESI/EPF etc. needs to be produced with the bills.

I / We hereby confirm that the Basic Minimum Wages plus VDA quoted above are not less than the current minimum wages for Industrial Workers (Building Operations) (for skilled / un-skilled workers) stipulated by the Chief Labour Commissioner, Ministry of Labour and Employment, Government of India, and that other mandatory charges i.e., EPF, ESI, EDLI, Bonus are in conformity with the corresponding statutory provisions.

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 of the e-tender and is agreeable to them.

Place:

Signature and Seal of the Tenderer

Date:

(Name of Authorized Signatory)