



**RESERVE BANK OF INDIA  
Premises Department**

**Notice Inviting Tender (NIT)**

**E-Tender for Annual Maintenance Contract for Periodical cleaning of window glazed shutter and entrance frameless glass facade at Bank's Central Office Building, Fort, Mumbai**

Reserve Bank of India, Premises Department, invites E-tenders from eligible empanelled vendors/contractors **for Periodical cleaning of window glazed shutter and entrance frameless glass facade at Bank's Central Office Building, Fort, Mumbai**. The initial period of work will be up to one year or lesser from the date of award of work as per laid down contractual obligations. The work is estimated to cost **₹10.70 Lakh** per Annum.

1. Online tenders will be available for viewing /download from **16:00 Hrs. on - 29.07.2025** from the website [www.mstcecommerce.com](http://www.mstcecommerce.com).
2. A pre-bid meeting with the intending Tenderers will be held on **20.08.2025 at 11.00 Hrs.** at 5<sup>th</sup> Floor, Central Office Building, Premises Dept., Reserve Bank of India, Mumbai-400 001. An email, to attend the pre-bid meeting in person, indicating the name and designation of the representatives may be sent at 10:00 Hrs. On or before 20.08.2025 so that necessary entry passes may be issued. The queries related to the tender may also be forwarded by email 16:00 Hrs. on or before 19.08.2025.
3. The duly filled in tender along-with all required documents shall be uploaded on MSTC site on or before **15:00 Hrs.** on 01.09.2025. The same will be downloaded at the time of opening part-I of tender for examination by the Bank. Part I of the tenders will be opened on-line at **16:00 Hrs.** on 01.09.2025 in the presence of the authorized representative of the Tenderers who choose to be present. Part-II (Price bid) of the eligible Tenderers shall be opened on a subsequent date which will be intimated to the eligible Tenderers in advance.
4. 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 any or all the tenders without assigning any reason there for.

Chief General Manager-in-Charge  
Premises Department

**Note:** This notice is being published for information only and is not an open invitation to quote in this limited tender. Participation in this tender is by invitation only and is limited to the selected Procuring Entity's enlisted contractors. Unsolicited offers are liable to be ignored. However, contractors who desire to participate in such tenders in future may apply for enlistment with RBI as per procedure.



### **SCHEDULE OF TENDER (SOT)**

**Annual Maintenance Contract for Periodical cleaning of window glazed shutter and entrance frameless glass facade at Bank's Central Office Building, Fort, Mumbai**

1.	E-Tender No.	RBI/Central Office/Premises Department/7/24-25/ET/341
2.	Mode of Tender	e-Procurement System (Online Part I – Techno-Commercial Bid and Part II – Price Bid through <a href="http://www.mstcecommerce.com/eprochome/rbi">www.mstcecommerce.com/eprochome/rbi</a> ) (For Bank's empaneled contractors- Civil category- 10-25 Lakh)
3.	Contract Amount	<b>₹10.70 Lakh Per annum including GST</b>
4.	View Tender Date & Time on MSTC Web Portal and available to parties to download	16.00 hrs. of 29.07.2025
5.	Last date and time of submission of Pre-Bid queries by email	Upto 16:00 hrs. of 19.08.2025
6.	Pre-bid meeting (at conference room of 5th floor, Premises Dept., COB)	At 11:00 hrs. of 20.08.2025
7.	Date of starting of e-Tender for submission of online Techno-Commercial Bid at <a href="http://www.mstcecommerce.com/eprochome/rbi">www.mstcecommerce.com/eprochome/rbi</a>	From 14:00 hrs. of 20.08.2025
8.	Earnest Money Deposit –	Earnest Money Deposit (EMD) @ 2% of the total contract amount will be collected for the said work from the successful bidders only.
9.	Date of closing of online e-tender for submission of Techno-Commercial Bid & Price Bid	Upto 15.00 hrs. of 01.09.2025
10.	Date & time of opening of Part-I	At 16:00 hrs. of 01.09.2025
11.	Date of opening of Part-II Price bid	Eligible bidders in part-I will be Intimated separately

12.	Transaction Fee	<p>Payment of transaction fee through MSTC payment gateway either by NEFT/RTGS through challan or by Online payment through Net banking/Debit card/Credit card in favour of MSTC LIMITED. Upon receipt of payment, system will automatically authorize the payment.</p> <p>Charges for participation in e-procurement will be made to M/s MSTC Ltd. through MSTC Gateway/NEFT/RTGS in favour of MSTC Limited or as advised by M/s MSTC Ltd.</p>
-----	-----------------	---



**RESERVE BANK OF INDIA  
PREMISES DEPARTMENT  
MUMBAI**

---

**PART – I**

**E-TENDER FOR**

**Annual Maintenance Contract for Periodical cleaning of window glazed shutter and entrance frameless glass facade at Bank's Central Office Building, Fort, Mumbai**

**Name of Tenderer:** \_\_\_\_\_

**Address:** \_\_\_\_\_  
\_\_\_\_\_

**Pre-bid Meeting : At 11:00 Hrs. on 20.08.2025**

**Last Date for submission : Up to 15:00 Hrs. on 01.09.2025**

**Opening of Part-I : At 16:00 Hrs. on 01.09.2025**

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

## **Disclaimer**

Reserve Bank of India, Premises Department, central office, Fort, Mumbai (the Bank) has prepared this document to give background information on the Contract to the interested parties. While Reserve Bank of India has taken due care in the preparation of the information contained herein and believe it to be in order, neither Reserve Bank of India nor any of its authorities or agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

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

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

## Table of Contents

Item	Description
	Notice inviting tender
	Schedule of Tender
	Important instructions for E-Procurement
<b>Part – I</b>	
Section I	Form of tender
Section II	Article of agreement
Section III	General conditions of the contract
	a) Commercial conditions
	b) Safety Code
Section IV	Special instructions to the Tenderer
Section V	Scope of work
Annexure A	Pro forma of Bank Guarantee for Security Deposit
Annexure B	Proforma for undertaking for Minimum wages and other statutory perquisites
	Un-price bid Schedule of quantity
<b>Part II - Price Bid</b>	



भारतीय रिज़र्व बैंक  
परिसर विभाग

**निविदा आमंत्रण सूचना (एनआईटी)**

**बैंक के केंद्रीय कार्यालय भवन, फोर्ट, मुंबई में विंडो ग्लेज़्ड शटर और प्रवेश द्वार फ्रेमलेस ग्लास के अग्रभाग की समय-समय पर सफाई हेतु वार्षिक रखरखाव संविदा के लिए ई-निविदा**

"बैंक के केंद्रीय कार्यालय भवन, फोर्ट, मुंबई में विंडो ग्लेज़्ड शटर और प्रवेश द्वार फ्रेमलेस ग्लास के अग्रभाग की समय-समय पर सफाई हेतु वार्षिक रखरखाव संविदा के लिए" के लिए पात्र सूचीबद्ध विक्रेताओं/ ठेकेदारों से ई-निविदा आमंत्रित की गई है। निर्धारित संविदागत शर्तों के अनुसार कार्य की प्रारंभिक अवधि कार्य सौंपे जाने की तिथि से एक वर्ष या उससे कम होगी। इस कार्य की अनुमानित लागत प्रतिवर्ष **₹10.70 लाख** है।

1. निविदा दस्तावेज़ एमएसटीसी की वेबसाइट यानी [www.mstcecommerce.com](http://www.mstcecommerce.com) पर **29.07.2025 को 16.00 बजे से** उपलब्ध होंगे।
2. इच्छुक निविदाकर्ताओं के साथ एक बोली-पूर्व बैठक 20.08.2025 को सुबह 11:00 बजे, 5वीं मंज़िल, केंद्रीय कार्यालय भवन, परिसर विभाग, भारतीय रिज़र्व बैंक, मुंबई-400001 में आयोजित की जाएगी। बोली-पूर्व बैठक में व्यक्तिगत रूप से उपस्थित होने के लिए, प्रतिनिधियों के नाम और पदनाम सहित एक ईमेल 20.08.2025 को या उससे पहले सुबह 10:00 बजे भेजा जा सकता है ताकि आवश्यक प्रवेश पास जारी किए जा सकें। निविदा से संबंधित प्रश्न भी 19.08.2025 को या उससे पहले शाम 4:00 बजे ईमेल द्वारा भेजे जा सकते हैं।
3. सभी आवश्यक दस्तावेजों के साथ विधिवत भरी गई निविदा 01.09.2025 को 15:00 बजे या उससे पहले एमएसटीसी साइट पर अपलोड की जाएगी। बैंक द्वारा जांच के लिए निविदा के भाग-I को खोलते समय इसे डाउनलोड किया जाएगा। निविदाओं का भाग-I, निविदाकर्ताओं के उपस्थित रहने के इच्छुक अधिकृत प्रतिनिधियों की उपस्थिति में दिनांक 01.09.2025 को 16:00 बजे ऑनलाइन खोला जाएगा। पात्र बोलीदाताओं की भाग-II (मूल्य बोली) बाद की तारीख को खोली जाएगी जिसकी सूचना पात्र बोलीदाताओं को अग्रिम रूप से दी जाएगी।
4. बैंक न्यूनतम ई-कोटेशन को स्वीकार करने के लिए बाध्य नहीं है और किसी भी ई-कोटेशन को पूर्ण या आंशिक रूप से स्वीकार करने का अधिकार सुरक्षित रखता है। बैंक बिना कोई कारण बताए सभी ई-कोटेशन को अस्वीकार करने का अधिकार भी सुरक्षित रखता है।



**RESERVE BANK OF INDIA  
Premises Department**

**Notice Inviting Tender (NIT)**

**E-Tender for Annual Maintenance Contract for Periodical cleaning of window glazed shutter and entrance frameless glass facade at Bank's Central Office Building, Fort, Mumbai**

Reserve Bank of India, Premises Department, invites E-tenders from eligible empanelled vendors/contractors **for Periodical cleaning of window glazed shutter and entrance frameless glass facade at Bank's Central Office Building, Fort, Mumbai**. The initial period of work will be up to one year or lesser from the date of award of work as per laid down contractual obligations. The work is estimated to cost **₹10.70 Lakh** per Annum.

5. Online tenders will be available for viewing /download from **16:00 Hrs. on - 29.07.2025** from the website [www.mstcecommerce.com](http://www.mstcecommerce.com).
6. A pre-bid meeting with the intending Tenderers will be held on **20.08.2025 at 11.00 Hrs.** at 5<sup>th</sup> Floor, Central Office Building, Premises Dept., Reserve Bank of India, Mumbai-400 001. An email, to attend the pre-bid meeting in person, indicating the name and designation of the representatives may be sent at 10:00 Hrs. On or before 20.08.2025 so that necessary entry passes may be issued. The queries related to the tender may also be forwarded by email 16:00 Hrs. on or before 19.08.2025.
7. The duly filled in tender along-with all required documents shall be uploaded on MSTC site on or before **15:00 Hrs.** on 01.09.2025. The same will be downloaded at the time of opening part-I of tender for examination by the Bank. Part I of the tenders will be opened on-line at **16:00 Hrs.** on 01.09.2025 in the presence of the authorized representative of the Tenderers who choose to be present. Part-II (Price bid) of the eligible Tenderers shall be opened on a subsequent date which will be intimated to the eligible Tenderers in advance.
8. The Bank is not bound to accept the lowest tender and reserves the right to accept either in full or in part any tender. The Bank also reserves the right to reject any or all the tenders without assigning any reason there for.





### निविदा की समय-सीमा (एसओटी)

**कार्य का नाम: बैंक के केंद्रीय कार्यालय भवन, फोर्ट, मुंबई में विंडो ग्लेज़्ड शटर और प्रवेश द्वार फ्रेमलेस ग्लास के अग्रभाग की समय-समय पर सफाई हेतु वार्षिक रखरखाव संविदा के लिए निविदा**

1.	ई-निविदा सं.	भारिबैं/परिसर विभाग-केंका/अन्य/7/24-25/ईटी/341
2.	निविदा का माध्यम	ई-प्रापण प्रणाली ( <a href="http://www.mstcecommerce.com/eprochome/rbi">www.mstcecommerce.com/eprochome/rbi</a> ) के माध्यम से ऑनलाइन भाग। तकनीकी-वाणिज्यिक बोली और भाग-II मूल्य बोली (बैंक के पैनलबद्ध ठेकेदारों के लिए- सिविल श्रेणी -10 से 25 लाख )
3.	संविदा राशि	<b>₹10.70 लाख प्रति वर्ष जीएसटी सहित</b>
4.	एमएसटीसी वेब पोर्टल पर निविदा की तारीख और समय देखने और पक्षों द्वारा डाउनलोड किए जाने के लिए उपलब्ध समय	<b>29.07.2025</b> को शाम <b>16:00</b> बजे से
5.	ईमेल द्वारा बोली-पूर्व प्रश्नों को ईमेल के माध्यम से भेजने की अंतिम तिथि और समय	<b>19.08.2025</b> को शाम <b>16:00</b> बजे तक
6.	बोली-पूर्व बैठक (5वीं मंजिल, परिसर विभाग, केंका भवन के सम्मेलन कक्ष में)	<b>20.08.2025</b> को सुबह <b>11:00</b> बजे
7.	ऑनलाइन तकनीकी- वाणिज्यिक बोली के लिए ई-निविदा शुरू होने की तारीख - <a href="http://www.mstcecommerce.com/eproc home/rbi">www.mstcecommerce.com/eproc home/rbi</a> पर	<b>20.08.2025</b> को अपराह्न <b>14:00</b> बजे से
8.	बयाना जमाराशि –	उक्त कार्य हेतु बयाना राशि जमा (ईएमडी) (कुल अनुबंध राशि का 2%) केवल सफल बोलीदाताओं से जमा कारवाई जाएगी।
9.	ऑनलाइन तकनीकी-वाणिज्यिक बोली और मूल्य बोली प्रस्तुत करने के लिए ई-निविदा के बंद किए जाने की तिथि	<b>01.09.2025</b> को अपराह्न <b>15.00</b> बजे तक
10.	निविदा का भाग-I खोलने की तिथि और समय	<b>01.09.2025</b> को शाम <b>16.00</b> बजे
11.	भाग-II मूल्य बोली खोलने की तिथि	भाग-I में योग्य बोलीदाताओं को अलग से सूचित किया जाएगा

12.	लेनदेन शुल्क	<p>एमएसटीसी भुगतान गेटवे के माध्यम से लेनदेन शुल्क का भुगतान या तो एनईएफटी/ आरटीजीएस द्वारा चालान के माध्यम से या एमएसटीसी लिमिटेड के पक्ष में नेट बैंकिंग/ डेबिट कार्ड/क्रेडिट कार्ड के माध्यम से ऑनलाइन भुगतान द्वारा। भुगतान प्राप्त होने पर, सिस्टम स्वचालित रूप से भुगतान को अधिकृत कर देगा।</p> <p>ई-प्रापण में भागीदारी के लिए शुल्क एमएसटीसी गेटवे/ एनईएफटी/ आरटीजीएस के माध्यम से एमएसटीसी लिमिटेड के पक्ष में या मेसर्स एमएसटीसी लिमिटेड की सलाह के अनुसार मेसर्स एमएसटीसी लिमिटेड को दिया जाएगा।</p>
-----	--------------	---



### **SCHEDULE OF TENDER (SOT)**

#### **Annual Maintenance Contract for Periodical cleaning of window glazed shutter and entrance frameless glass facade at Bank's Central Office Building, Fort, Mumbai**

1.	E-Tender No.	RBI/Central Office/Premises Department/7/24-25/ET/341
2.	Mode of Tender	e-Procurement System (Online Part I – Techno-Commercial Bid and Part II – Price Bid through <a href="http://www.mstcecommerce.com/eprochome/rbi">www.mstcecommerce.com/eprochome/rbi</a> ) (For Bank's empaneled contractors-Civil category- 10-25 Lakh)
3.	Contract Amount	<b>₹10.70 Lakh Per annum including GST</b>
4.	View Tender Date & Time on MSTC Web Portal and available to parties to download	16.00 hrs. of 29.07.2025
5.	Last date and time of submission of Pre-Bid queries by email	Upto 16:00 hrs. of 19.08.2025
6.	Pre bid meeting (at conference room of 5th floor, Premises Dept., COB)	At 11:00 hrs. of 20.08.2025
7.	Date of starting of e-Tender for submission of online Techno-Commercial Bid at <a href="http://www.mstcecommerce.com/eprochome/rbi">www.mstcecommerce.com/eprochome/rbi</a>	From 14:00 hrs. of 20.08.2025
8.	Earnest Money Deposit –	Earnest Money Deposit (EMD) @ 2% of the total contract amount will be collected for the said work from the successful bidders only.
9.	Date of closing of online e-tender for submission of Techno-Commercial Bid & Price Bid	Upto 15.00 hrs. of 01.09.2025
10.	Date & time of opening of Part-I	At 16:00 hrs. of 01.09.2025
11.	Date of opening of Part-II Price bid	Eligible bidders in part-I will be intimated separately

12.	Transaction Fee	<p>Payment of transaction fee through MSTC payment gateway either by NEFT/RTGS through challan or by Online payment through Net banking/Debit card/Credit card in favour of MSTC LIMITED. Upon receipt of payment, system will automatically authorize the payment.</p> <p>Charges for participation in e-procurement will be made to M/s MSTC Ltd. through MSTC Gateway/NEFT/RTGS in favour of MSTC Limited or as advised by M/s MSTC Ltd.</p>
-----	-----------------	---

## **Guidelines for e-Procurement**

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

Process of e-tender:

**A) Registration:** The process involves vendor's registration with MSTC e-procurement portal which is free of cost. Only after registration, the vendor(s) can submit his/their bids electronically. This submission of bids shall be done over the internet. The Vendor shall possess a valid Class III signing and encryption type digital signature certificate. Vendors are to make their own arrangement for bidding from a computer connected with Internet. MSTC is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature). Vendors are required to register themselves online with <https://www.mstcecommerce.com/eproc> → Register (Filling up details and creating own user id and password) → Submit. Please follow the 'Registration Guide' available in the Registration link before proceeding. The e-mail and Mobile number shall be OTP verified. Vendors will receive a system generated mail confirming the registration in their email which has been provided during filling the registration form. The Vendors shall have to subscribe to the buyers and categories in order to receive system generated mails. In order to subscribe, a vendor has to login and click on 'My Subscription' followed by 'Add Subscription'. On successful subscription, a system generated mail shall be forwarded to the vendor. Please follow the guide for 'Subscription' of 'Download Guides' available in the Dashboard before proceeding. In case of any clarification, please contact MSTC/RBI, Premises Department, CO, Mumbai (before the scheduled time of the e-tender).

**B) Contact Persons (RBI - During Office Hours only):**

1. Mr. Ajmal Meeran, AM (Tech-Civil), e-mail: [ajmalmeeraan@rbi.org.in](mailto:ajmalmeeraan@rbi.org.in), Mob: 9884318583
2. Mr. Prakash Zore, AM, e-mail: [prakashzore@rbi.org.in](mailto:prakashzore@rbi.org.in), Mob: 9769843741
3. Ms. Krishna Ojha, AM, e-mail: [krishnaojha@rbi.org.in](mailto:krishnaojha@rbi.org.in) Mob: 9033534616

Contact person (MSTC Ltd):

1. Name: Shri Manas Mallick, Senior Manager (MSTC-WRO)

Email: [manas@mstcindia.co.in](mailto:manas@mstcindia.co.in)

Mobile no.: 9831108435.

2. HO Central Help Desk:

Phone Number: 07969066600

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

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

C) System Requirements:

1. Windows 7 or above Operating System

2. Please note that following settings are required for use of MSTC E-procurement Portal (shown below), which the portal itself guides the user to do, upon opening the page.

Once the settings are done, user (Buyer/Seller/Admin) can access the portal without any issue. System Requirement:

a. Windows 7 or above Operating System

b. Microsoft Edge/Chrome/Mozilla Firefox

c. Signing & encryption type class III digital signature

d. Java 1.8 or above

e. Local system admin rights a. Note: do not run as "run as administrator". b. Must not ask for any username or password while installation

f. On opening URL <https://www.mstcecommerce.com/eprocn/>, system will check for settings and prompt user for action to correct the settings.

g. PKI application 32 bit to be installed if you have 32-bit java installed or PKI application 64 bit to be installed if you have 64 bit java installed.

h. Once all the settings are done, the system check dialog box will disappear and user can login to the portal.

D) Bidding in e-tender:

a) The process involves Electronic Bidding for submission of Bid.

b) The bidder(s) can submit their Bid through internet in MSTC Website <https://www.mstcecommerce.com/eprocn/>.

c) The NIT/ Documents shall be available for download in the event catalogue available under 'Event Details' of the Event.

d) Please follow the guides for Registration available in the link [https://www.mstcecommerce.com/eprocn/admin/registration/vendor\\_registration.jsp#step-1](https://www.mstcecommerce.com/eprocn/admin/registration/vendor_registration.jsp#step-1) and other guides 'Subscription', 'Payment', 'Bidding', 'View/ Download Reports' and 'Upload encryption public key' 'Uploading encryption public key' and 'Bidding' under 'Download Guides' available in the Dashboard before proceeding to submit bid.

- e) The bidders may upload the bidding related documents in the link 'My Documents'. The documents uploaded here shall be available for attaching with this event in the Bid Floor.
- f) In order to submit bid, a vendor has to go to 'Events' from the menu and select 'Bid Floor'. The vendor has to select the buyer 'Buyer' from the buyer list in order to view the live events list. The correct event has to be selected from the event list for participation. A vendor has to submit 'Event wise bid details' that may consist of 'PQR'/'Common Terms' / 'Document Attach'. A vendor has to save the PQR/Common Terms / attach documents by clicking the respective buttons. Once the event specific bids are saved, the status is updated in 'Event specific bid status' and the 'Item specific bid' button appears on the bid floor. Thereafter vendor has to save lot specific technical bid/ price bid. A vendor has to click button under 'Technical Cover' in order to save the technical bid for specific lots. Once the technical bid is saved, the 'Price Cover' button appears on the screen for respective lots. Once price bid is saved, the vendor has to click on 'Final Submit'. On final submission of bid, the status of the bid submission shall display 'Bid submitted' under 'Item specific bid status'. A vendor shall receive system generated mail.
- g) In all cases, bidder 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 bidders 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 the duration mentioned above.
- j) All electronic bids submitted during the e-tender process shall be legally binding on the bidder. Any bid will be considered as the valid bid offered by that bidder and acceptance of the same by Buyer will form a binding contract between Buyer and the Bidder.
- k) It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.
- l) Buyer reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.
- m) No deviation of the terms and conditions of the tender document is acceptable. Submission of bid in the e-tender floor by any bidder confirms his acceptance of terms & conditions for the tender.

- n) Unit of Measure (UOM) is indicated in the e-tender Floor. Rate to be quoted should be in Indian Rupee as per UOM indicated in the e-tender floor/tender document.
- o) Payment of Applicable Transaction Fee should be paid in favour of MSTC Limited through the "Transaction fee Payment" link available in your login. NOTE: The bidders should submit the transaction fee well in advance before the last date of submission of tender as they will be activated for bid submission only after receipt of transaction fee by MSTC.
- p) Bidder(s) are advised to make remittance of tender fee and EMD if any to Premises Department, CO, Reserve Bank of India, Mumbai as advised in the NIT.
- q) All notices and correspondence to the bidder(s) shall be sent by email only during the process, up to the finalization of tender by 'Buyer'. Hence the bidders are required to ensure that their official email ID provided is valid and updated at the stage of registration of vendor with MSTC (i.e. Service Provider). Bidders are also requested to ensure validity of their DSCs (Digital Signature Certificates).
- r) There is no provision to take out the list of parties downloading the tender document from the web site mentioned in NIT. As such, bidders are requested to see the website once again before the due date of tender opening to ensure that they have not missed any corrigendum uploaded against the said tender after downloading the tender document. The responsibility of downloading the related corrigenda, if any, will be that of the bidders only.
- s) No separate intimation in respect of corrigendum to this NIT (if any) will be sent to tenderer(s) who have downloaded the documents from web site.
- t) E-Tender cannot be accessed after the due date and time mentioned in NIT.
- u) Bidder(s) need to deposit/submit necessary EMD and Transaction fee separately for the e-Tender. Transaction fees is non-refundable. No interest will be paid on EMD. EMD of the unsuccessful bidder(s) will be refunded by Premises Department, CO, RBI, Mumbai after award of work. EMD of the successful bidder will be refunded after receipt of Security Deposit for the same.
- v) The bidder(s) who have submitted the above fees can only submit their Technical Bids and Price Bid through internet in MSTC website <https://www.mstcecommerce.com/eprocn>.
- w) Any order resulting from this e-tender shall be governed by the terms and conditions mentioned therein.
- x) No deviation to the terms & conditions are allowed.



- y) Buyer has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof.
- z) The online tender should be submitted strictly as per the terms and conditions and procedures laid down on the website <https://www.mstcecommerce.com/eprocn> of MSTC Ltd.
- aa) The bidders should upload all the documents required (if any) as per terms of NIT. Any other document uploaded which is not required as per the terms of the NIT shall not be considered.
- bb) The bid will be evaluated based on the filled-in Price bid formats.
- cc) Canvassing in any form in connection with the Tender is strictly prohibited and the bids submitted by the bidders who resort to canvassing are liable to be rejected.

**Place:**  
**Date:**

**Signature and seal of the Tenderer**  
**Name:**  
**Address:**  
**Email:**  
**Phone:**  
**Mobile no.:**

**खंड- I**  
**निविदा फॉर्म**

प्रभारी मुख्य महाप्रबंधक  
भारतीय रिज़र्व बैंक  
परिसर विभाग  
केंद्रीय कार्यालय भवन  
मुंबई-40001

महोदया,

**बैंक के केंद्रीय कार्यालय भवन, फोर्ट, मुंबई में विंडो ग्लेज़्ड शटर और प्रवेश द्वार फ्रेमलेस ग्लास के अग्रभाग की समय-समय पर सफाई हेतु वार्षिक रखरखाव संविदा के लिए निविदा**

हमने विषयांकित कार्य से संबंधित आवश्यकताओं, शर्तों और मात्राओं की अनुसूची की सावधानीपूर्वक जांच की है और उक्त कार्य की स्थापना साइट का दौरा करने तथा जांच करने और निविदा को शामिल करने के रूप में उससे संबंधित अपेक्षित जानकारी प्राप्त करने के बाद, मैं/हम एतद्वारा संलग्न अनुसूची में उल्लिखित दरों पर और इसके साथ संलग्न निविदा की शर्तों और संविदा की शर्तों के अनुसार बैंक के केंद्रीय कार्यालय भवन, फोर्ट, मुंबई में विंडो ग्लेज़्ड शटर और प्रवेश द्वार फ्रेमलेस ग्लास के अग्रभाग की समय-समय पर सफाई हेतु वार्षिक रखरखाव संविदा लेने की पेशकश करते हैं।

2. हम इससे भी सहमत हैं कि हमारी निविदा भाग-I को खोलने की तारीख से 90 दिनों के लिए बैंक द्वारा स्वीकृति के लिए वैध रहेगी और वैधता की यह अवधि उस अवधि के लिए बढ़ाई जा सकती है जिसकी बैंक और हमारे बीच लिखित रूप में पारस्परिक रूप से सहमत हो।

3. संविदा स्वीकार होने पर मैं/ हम यहाँ संलग्न संविदा को उक्त शर्तों के निबंधनों एवं प्रावधानों को, जहाँ तक वे लागू होते हैं, पूरा करने और उसका पालन करने के लिए या उसमें चूक करने पर ऐसी धनराशि जो संविदा की लिखित स्वीकृति के साथ निविदा दस्तावेज में निहित शर्तों में निर्धारित की गई हो को जब्त किये जाने और आपको या आपके उत्तराधिकारियों, या समनुदेशिनी या नामांकित व्यक्तियों को अदा करने के लिए सहमत हूँ/हैं।

4. मैं/ हम समझते हैं कि भारतीय रिज़र्व बैंक किसी भी या सभी आवेदनों को पूर्ण या आंशिक रूप से बिना कोई कारण बताए स्वीकार या अस्वीकार करने का अधिकार सुरक्षित रखता है।

..... के इस ..... दिन की तारीख 2025.  
के लिए और की ओर से .....

.....  
(मुहर के साथ हस्ताक्षर)

नाम ..... पदनाम .....  
स्थान ..... तारीख .....

(उपरोक्त हस्ताक्षरकर्ता के पावर ऑफ अटॉर्नी की प्रमाणित सत्य प्रति एमएसटीसी पोर्टल में अपलोड की जानी चाहिए)

साक्षी

(1) हस्ताक्षर

नाम, पता, और तारीख .....  
.....  
.....

(2) हस्ताक्षर

नाम, पता, और तारीख .....  
.....  
.....

**Section I**  
**Form of Tender**

**Chief General Manager - I - C**  
**Reserve Bank of India**  
**Premises Department**  
**Central Office Building**  
**Mumbai – 400 001.**

Madam,

**Annual Maintenance Contract for Periodical cleaning of window glazed shutter and entrance frameless glass facade at Bank's Central Office Building, Fort, Mumbai.**

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 involving the tender, I/We hereby offer to take up the **Annual Maintenance Contract for Periodical cleaning of window glazed shutter and entrance frameless glass facade at Bank's Central Office Building, Fort, Mumbai** at the rates mentioned in the attached schedule of quantities and in accordance with the conditions of the tender and conditions of contract attached hereto.

2. We also agree that our tender will remain valid for acceptance by the Bank for 90 days from the date of opening of the tender Part-I and this period of validity can be extended for such period as may be mutually agreed between the Bank and us in writing.

3. Should this Tender be accepted, I/we hereby agree to abide by and fulfill all the terms and conditions of the Tender and in the event of any default thereof, to forfeit and pay to you or your successors, or assignees or nominees such sums of money as are stipulated in the conditions contained in the tender document with the written acceptance of the Contract.

4. I/We understand that you reserve the right to accept or reject any or all the tender either in full or in part without assigning any reason therefor.

Dated this .....day of ..... 2025.

For and on behalf of M/s .....

(Signature of authorized signatory with seal)

Name \_\_\_\_\_ Designation \_\_\_\_ Place  
\_\_\_\_\_

Date \_\_\_\_\_

(Certified true copy of Board Resolution or mandate or Power of Attorney of the above signatory as authorized signatory should be enclosed).

Witness (1) Signature with name, address and date

\_\_\_\_\_  
\_\_\_\_\_

Witness (2) Signature with Name, address and date

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Draft Articles of Agreement**

(On Non-Judicial Stamp Paper of appropriate value)

ARTICLES OF AGREEMENT made the \_\_\_\_\_ day of \_\_\_\_\_ between the Reserve Bank of India, Premises Department, Central Office, Shahid Bhagat Singh Marg, Fort, Mumbai-400001, having its Central Office at Shahid Bhagat Singh Marg, Fort, Mumbai 400001 (hereinafter called "the Employer" or "the Reserve Bank" or "the Bank") represented by..... Which expression shall unless repugnant to the context uncloses his successor in Office of the one part and \_\_\_\_\_

(hereinafter called "the Contractor" or "The firm") represented by.....which expression shall include his successors, assigns and legal representative of the other part.

WHEREAS the Employer is desirous of carrying out the work of **Annual Maintenance Contract for Periodical cleaning of window glazed shutter and entrance frameless glass facade at Bank's Central Office Building, Fort, Mumbai** and has caused scope of work describing the works to be done [as detailed in Tender Documents (Part I, Part II, annexures and amendments thereof)].

AND WHEREAS the said scope of work and the Schedule of Quantities have been signed by or on behalf of the parties hereto.

AND WHEREAS the Bank had called for tenders from eligible contractors to provide services for **Annual Maintenance Contract for Periodical cleaning of window glazed shutter and entrance frameless glass facade at Bank's Central Office Building, Fort, Mumbai** as has been indicated in the scope of work and other documents attached to the tender.

AND WHEREAS the Contractor has agreed to execute upon and subject to the Conditions set forth herein and to the Conditions set forth in the General Conditions of Contract, Special Conditions, and in the Schedule of Quantities (all of which are collectively hereinafter referred to as "the said Conditions") at the Respective rate therein set forth amounting to the sum of Rupees \_\_\_\_\_ as applicable for the period from \_\_\_\_\_ to \_\_\_\_\_ at the rate quoted in the quotation /work order / as therein arrived at of such other sum as shall become payable there under.

**NOW IT IS HEREBY AGREED AS FOLLOWS:**

1. In considerations of the said Contract Amount to be paid at the times and in the manner set forth in the said Conditions, the Contractor shall upon and subject to the said Conditions execute and complete the work described in the said Scope of work and the Schedule of Quantities.
2. The Employer shall pay the Contractor the said Contract Amount or such other sum as shall become payable, at the times and in the manner specified in the said Conditions.
3. The Reserve Bank of India shall administer and directly arrange for

supervision of works, certification of bills, making payments and implementation of various terms, conditions and stipulations of the contract.

4. The said conditions and various sections and schedules shall be read and construed as forming part of this agreement, and the parties hereto shall respectively abide by, submit themselves to the said Conditions and perform the agreements on their part respectively in the said Conditions contained.
5. The agreement and documents mentioned herein shall form the basis of this Contract.
6. The Employer reserves to itself the right of altering the nature of the work by adding to or omitting any items of work or having portions of the same carried out without prejudice to this contract.
7. The Contractor hereby agrees to commence the work soon after the site is handed over to him or from the scheduled date of commencement as provided for in the said Conditions whichever is later and to carry out the works as specified in the scope of work as per the said conditions.
8. The work order letter No. ----- dated will form part of the agreement. Further renewal will be as Bank's rules.
9. All terms and conditions pertaining to AMC in the tender will also be honored by the contractor
10. All payments by the Employer under this Contract will be made only at Mumbai.
11. All disputes arising out of or in any way connected with this agreement shall be settled in accordance with provisions of General Conditions of Contract and be deemed to have arisen at Mumbai and Courts in Mumbai shall have exclusive jurisdiction to determine the same.
12. That the several parts of this Contract have been read by the Contractor and fully understood by the Contractor. The Contractor shall not be entitled for the payment for the quantities beyond the tendered quantities unless ordered for by specific written instructions from the Bank's Engineer-in-Charge.
13. The contractor shall comply with the provisions of "the Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013 or/ and any statutory modification thereof". The contractor shall be solely responsible in case of any complaint of sexual harassment against its employee within the premises of the Bank. The complaint will be filed before the Regional Committee constituted by the Reserve Bank of India and Bank shall ensure appropriate action under the said Act in respect of the complaint.
14. Any complaint of sexual harassment from any aggrieved employee of the contractor against any employee of the Bank shall be taken cognizance of by the Regional Complaint Committee constituted by the Bank. The contractor shall be responsible for any monetary

compensation that may need to be paid in case the incident involves the employees of the contractor, for instance any monetary relief to Bank's employees, if sexual harassment by the employee of the contractor is proved. The contractor shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.

15. The Contractor shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure/systems/equipment etc., which may come to the possession or knowledge of the Contractor during the course of discharging its contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. The Contractor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Contractor shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Employer. The Contractor shall indemnify the Employer for any loss suffered by the Employer as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Contractor and the Employer shall be entitled to claim damages and pursue legal remedies.  
The Contractor shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied.  
The Contractor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.
16. The Contractor shall not be liable for forfeiture of its EMD, liquidated damages or termination for default, if the delay in performance or other failure to perform its obligations under the contract is a result of an event of Force Majeure. For purposes of the clause, "Force Majeure" means an event beyond the control of the Tenderer and not involving the Tenderer's fault or negligence and not foreseeable. Such events may include wars or revolutions, fires, floods, earthquakes, epidemics, quarantine restrictions, freight embargoes etc.
17. The Contractor shall ensure payment of minimum wages as per latest wages declared from time to time by Central Government or Maharashtra Government whichever is higher and other applicable statutory perquisites (e.g. PF, ESI, HRA, Bonus etc.) to the workmen employed by him/her/them through NEFT to their bank account/s and shall maintain a register of wages and shall issue a wage slip to every workman employed by them and obtain their signature on the wage slips.



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

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

#### Signature Clause

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

*(Name and designation)*

In the presence of

(1)

Address

(2)

Address

Witness

SIGNED AND DELIVERED by

In the presence of

(1)

Address

(2)

Address

Witness

#### THE COMMON SEAL OF

Was hereunto affixed pursuant to the resolutions passed by its Board of Directors at the meeting held on \_\_\_\_\_ in the presence of

(1)

(2)

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

(1)

(2)

SIGNED AND DELIVERED BY the

If the contractor is a partnership or an individual.

If the contractor is a company.

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

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

If the Contractor is

Contractor by the hand of Shri  

---

and duly constituted attorney.

signing by hand of  
power of Attorney,  
whether a company or  
individual.

## Section - III

### General instructions to Tenderer

3.1	<b>Tender Document:</b>
3.1.1	Tender shall consist of this document having five Sections along with any annexures, schedules, addendum or corrigendum etc. issued by the Bank for the purpose.
3.1.2	Tenderer are advised to study all sections of tender documents thoroughly. Submission of Bid shall be deemed to have been done after careful study and examination of the tender documents with full understanding of its implications.
<b>3.2</b>	<b>Amendment to tender document</b>
3.2.1	At any time prior to the last date of the submission of Bids, the Bank may, for any reason, whether at its own initiative or in response to a clarification or query raised by a prospective Tenderer, modify the tender by an amendment.
3.2.2	The said amendment in the form of the addendum/ corrigendum will be uploaded on the MSTC web portal ( <a href="https://www.mstcecommerce.com">https://www.mstcecommerce.com</a> ). This communication shall be binding on the Tenderers. The addendum(s) issued will form part of the tender documents.
3.2.3	In order to afford prospective Tenderers reasonable time for preparing their Bids after taking into account such amendments, the Bank may, at its discretion, extend the deadline for the submission of Bids.
<del>3.3</del>	<del>Deleted.</del>
<b>3.4</b>	<b>Preparation of Bid Document:</b>
	The Tender shall be prepared and uploaded/submitted in two parts, viz. Part I and Part II on the MSTC web portal <a href="https://www.mstcecommerce.com">https://www.mstcecommerce.com</a> clearly indicating "Part I – Technical Bid" and "Part II – Price Bid", respectively. If the Tenderers desire to submit additional information, they may do so on their own letter head. Each page of the forms shall be signed and uploaded before due date of opening of Tender Part-I.
3.4.1	<b>Technical Bid</b> Part-I of the tender will contain Bank's standard technical and commercial conditions for the proposed work. The following documents shall be uploaded as technical Bid: <ol style="list-style-type: none"> <li>Filled in, duly signed, and stamped tender Part-I</li> <li>Self-attested copy of ESIC registration</li> <li>Self-attested copy of PF Registration Certificate</li> <li>Self-attested copies of any other registration / licenses as applicable</li> </ol>
	<b>Sections I to V are parts of the Technical Bid.</b> All partners in case of partnership firms or representatives authorized by the Board in case of a company, should sign the tender document.
	Tenderer must fill all the details specified in various sections. <b>It should be ensured that price bids/ quotes should not be indicated in Part I / Technical Bid</b>
	If any of the documents is missing or unsigned, the tender may be considered invalid by the Bank at its discretion.
3.4.2	<b>Price Bid:</b> Part-II of the tender shall contain no conditions, but Bank's schedule of quantities and tenderer's price indicated therein.

	<p><b>The Price Bid shall be as per the format given in Part II.</b> The Tenderer shall have to quote Monthly charges of the captioned work for the work as directed by Bank's Engineers as described in the scope of work.</p> <p>These prices should include all costs associated with the work i.e. to pay minimum wages as prescribed by Government of Maharashtra or Central Government, whichever is higher, PF, ESI and other statutory perquisite, including any out of pocket / mobilization expenses, all taxes (other than GST to be indicated at specific row in the SOQ), charges, levies, cess, insurance, other Govt. Taxes, tools and equipment, uniform, ladder, other safety equipment etc.</p> <p><b>The rates quoted must be excluding GST, which should be shown separately.</b></p>
	<b>Currency of Bid:</b> Bid prices shall be quoted in Indian Rupees only.
	The price should be quoted strictly in line with the price schedule leaving no column blank whatsoever to avoid any ambiguity. <b>No conditions should be put in the price Bid.</b> After opening of the price Bid, no clarifications whatsoever shall be entertained by the Bank.
	If any columns of the price schedule are found blank, the tender of the respective Tenderers shall be treated as non-responsive and will be summarily rejected by the Bank at its discretion.
3.4.3	It will be imperative on the part of each Tenderer to fully acquaint himself with all the local conditions and factors, which would have any effect on the performance of the contract and cost of the items. No request for the change of price shall be entertained, on account of any local condition or factor once the offer of the Bank is accepted by the Tenderer.
3.5	Bids shall remain valid for 90 days from the date of opening of tender Part-I for acceptance by the Bank. This period may be further extended, if required, by mutual consent.
3.6	<del>Deleted.</del>
3.7	<b>Performance Bank Guarantee</b>
	<p>Performance Bank Guarantee (PBG) @ 5% of the contract amount in the format (<a href="#">Annex-A</a>) shall be deposited by the successful tenderer within 14 days from the date of award of work. The Performance Bank Guarantee shall be valid for a period of 60 days (claim period) beyond the date of completion of the work. The Performance Bank Guarantee deposited by the successful Tenderer shall be invoked in the event of unsatisfactory performance of the Tenderer and / or loss/ damage if any sustained by the Bank on account of failure or negligence of the workers deployed by service provider or in the event of breach of the terms and conditions of the agreement.</p> <p>Earnest Money deposited by the successful tenderer shall be refunded on obtaining a Performance Bank Guarantee for the specified amount from the successful tenderer where so stipulated in the tender.</p> <p>In case the contract gets extended/ renewed, the contractor shall get the validity of Performance Guarantee extended to cover such extended time for completion of work. After satisfactory completion of performance by the contractor and certified by the Engineer-in-charge, the performance guarantee shall be returned to the contractor, without any interest.</p>
3.8	<b>Procedure for Submission of Bids</b>
	Tenders in "Part-I" or "Part-II" shall be submitted/Uploaded by e-tendering through <a href="https://www.mstcecommerce.com">https://www.mstcecommerce.com</a> and addressed to The Chief General Manager - I - C, Premises Department, Central Office, Reserve Bank of India, Mumbai-400 001 & should be uploaded on or before <b>15:00 Hrs on</b>

	<p><b>01.09.2025.</b></p> <p>Interested eligible Tenderers shall submit the tenders in prescribed form in two parts as under:</p> <p>Part-I of the tender will contain the tenderers' covering letter, documents as detailed in the tender and additional information, if any apart from EMD,</p> <p>Part-II of the tender will contain no conditions but tenderers' financial bids only.</p>
3.8.1	<b>If it is found that the Technical bid (Tender Part-I) and the Financial Bid (Part-II) have been uploaded in the Technical bid/ Part-I section, the Bid will be liable for rejection.</b>
3.8.2	No conditional/optional quote shall be accepted.
3.8.3	Tenderers shall not be permitted to alter or modify their Bids after receipt of Bids.
3.9	<b>Pre-bid Meeting</b>
	<p>All the intending tenders are advised to go through the tender documents and may send their queries/clarification of this document shall contact the Bank in writing through email to <a href="mailto:ajmalmeeraan@rbi.org.in">ajmalmeeraan@rbi.org.in</a> / <a href="mailto:prakashzore@rbi.org.in">prakashzore@rbi.org.in</a> / <a href="mailto:krishnaojha@rbi.org.in">krishnaojha@rbi.org.in</a> on or before 16:00 hrs. of 19.08.2025 for clarification any point/ doubt in respect of the tender. With prior notice on the above email and confirmation from the Bank, site visit may be facilitated to the intending tenderer to provide the first feel of the work and site.</p> <p>Pre-bid meeting - The Bank will arrange for a pre-bid meeting for allowing the prospective bidders to visit the premises and take stock of the work involved. The meeting will also clarify any doubts that the bidders may have as to various terms and conditions of this tender. The pre-bid meeting will take place <b>on 20.08.2025 at 11.00AM.</b></p> <p>Non-attendance at the pre-Bid meeting will not be a cause for disqualification of a tenderer.</p>
3.10	<b>Opening of Tender</b>
	<p>The Tender Part-I will be opened at <b>16:00 Hrs. on 01.09.2025</b> in the presence of those authorized representative of the Tenderers who chose to be present. Part-II of the tender of only those tenderers/ Agencies which meet the requirement of the Bank, provide all the documents as indicated in the tender and as per the decision of the Bank on Tender Part-I evaluation i.e.: technical bids. Price bid (Tender Part-II) shall be opened on a scheduled or subsequent date which shall be advised to the tenderers/ Agencies. The work shall be awarded to the Tenderer after evaluation of technical bid and financial bid</p>
3.11	<b>Scrutiny of Technical Bid</b>
	As per terms and conditions of tender Part-I
3.12	<b>Opening of Financial Bid</b>
	The financial Bids of the eligible Tenderers will be opened on a subsequent date and the same shall be informed to the tenderers. The tenderers or their authorized representatives may choose to remain present for the same.
3.13	<b>Scrutiny of Financial Bid</b>

	<p>The rate quoted shall at least meet all the obligations of minimum wages and other applicable statutory perquisites like PF, ESI, Bonus, etc. as prescribed vide various applicable statutes (CLR Act, 1970 and Minimum Wages Act, 1948 as amended from time to time) and to be paid to the deployed manpower for the captioned work. The onus to prove that their bid is meeting the minimum wages criteria as prescribed in the tender lies with the tenderer.</p>
3.14	<p><b>Payment of wages and Contribution of EPF, ESI, Bonus and HRA:</b>  The Contractor shall ensure payment of minimum wages as per latest wages declared from time to time by Central Government or Maharashtra Government whichever is higher and other statutory perquisites (e.g. PF, ESI, HRA, Bonus etc.), as applicable, to the workmen employed by him/her/them through NEFT to their bank account/s and shall maintain a register of wages and shall issue a wage slip to every workman employed by them and obtain their signature on the wage slips. In addition, they have to provide essential amenities like drinking water, first aid facility, etc. to their employees as per Contract Labour (Regulation &amp; Abolition) Act, 1970.</p>
3.15	<p>The tenderer shall submit an undertaking as per format (Annexure B) regarding payment of minimum wages to the manpower deployed by them for the captioned work.</p>
3.16	<p><b><u>Adherence to Statutory Requirements:</u></b> Compliance of regulations viz. Employers' Liability Act, the Workmen Compensation Act, Industrial Disputes Act, Maternity Benefits Act and Miscellaneous Provisions Act, rules framed under all these acts and labour license of State and Central government applicable from time to time, shall be whole &amp; sole responsibility of the agency/firm/company.  In this regard, the Agency shall indemnify Bank against all claims and will maintain necessary books, logs, registers, verification, returns, receipts, computerized database, etc., mandatory as per the law and as per the Government rules and make the same available for inspection/verification to the concerned Government Officer / Labour Enforcement Officer/Regional Provident Fund Commissioner, as and when required. A copy of all such compliances, statements and payments made to the statutory authorities, etc., including registration number shall be provided to the Bank authority for verification and record as and when so demanded.</p>
3.17	<p><b>Insurance:</b> The successful tenderer shall take "<b>workmen compensation policy</b>" for the workers engaged in the work in the name of Reserve Bank of India, Mumbai and the contractor, the first being the name of RBI. The successful Tenderer shall indemnify the Bank for any loss or damage that occurs to persons or building or third party while executing the work. <b>Third party liability insurance: policy shall include a third party liability insurance of minimum ₹2 lakh per person for any one accident or occurrence and 10.00 lakh in respect of damage to property for any one accident or occurrence.</b>  The contractor shall also obtain <b>Contractor's All Risk policy</b> and other appropriate insurance policy to insure their workmen and submit the same to the Bank along with the workmen compensation policy as stated above. Bank's shall not be responsible for any damage / losses to the contractor.  <b>Note:</b> These policies shall be valid during the period, the successful Tenderer provides the services mentioned in the contract to the Bank. If the firm does not provide these policies, the Bank reserves the right to take the above insurance policies themselves and recover the cost thereof from the bill of the Tenderer at the rate double the premium whether the Bank take such</p>

	insurance policy or otherwise.
3.18	<p><b>Signing of Contract Agreement</b></p> <p>The General instructions to the tenderers and special conditions, conditions hereinbefore referred to, Conditions of Contract enclosed with the tender documents, the subsequent correspondence exchanged between the Bank and the tenderer and the work order placed shall form part of the final contract to be entered into with the successful Tenderer. On receipt of intimation from the Bank of the acceptance of the tender, the successful Tenderer shall be bound to implement the Contract within 14 days thereof and sign an agreement in bilingual.</p> <p>The cost of necessary stamp paper for execution of the agreement shall be borne by the contractor.</p> <p>The successful Tenderer shall not sublet any portion of the contract. In case of breach of these conditions, the Bank may serve a notice in writing on the successful Tenderer rescinding the contract whereupon the EMD/ performance security deposit shall stand forfeited by the Bank, without prejudice to his other remedies against the Tenderer.</p>
3.19	<b>In case the successful tenderer has not signed the Article of agreement then the work order will be the binding contract document for this contract.</b>
3.20	Right to Accept Part Tender: The Bank reserves the right to accept the tender either in whole or in part or reject completely.
3.21	<ol style="list-style-type: none"> <li>1. The workmen will not be allowed to stay within the premises except during duty hours &amp; work emergencies.</li> <li>2. The water required for the work or workmen can be availed from the available source at site free of cost. The successful Tenderer has to tap the same from the point shown to them at their own cost.</li> <li>3. The electric power required for the work can also be similarly drawn from the supply available at site free of cost. The successful Tenderer has to tap the same from the point shown to them at their own cost.</li> <li>4. The successful Tenderer has to obtain permission, if any required from the local authorities / bodies as per the existing local byelaws for such works.</li> <li>5. The intending tenderer can obtain any clarifications regarding the tender etc. if any in the pre-bid meeting.</li> <li>6. The entire materials for the work shall be brought to the working area through the staircase only during specified time of working hours as per instructions of Bank's officials. The delivery of materials shall be given on the floors specified in the tenders by the successful tenderer.</li> <li>7. The Tenderer may please note that the work has to be carried out in an occupied building / premises during normal working hours / restricted hours without causing any inconvenience to the other occupants. The rates quoted for each item shall be quoted accordingly. All dismantling work and work generating noise shall be done during the day time and on holidays and day time work may have to be done on restricted hours. Tenderer shall take into account the above facts while quoting the rates. The entire work involved shall be carried out with the least disturbance to the staff and also day to day cleaning</li> </ol>

has to be done by the successful Tenderer. The staircase and passages used by the labourers shall be cleaned properly on daily basis, to the entire satisfaction of Bank.

8. Neat housekeeping at all times is the responsibility of the successful Tenderer. The debris / dust or any waste generated out of the above work shall be cleaned as frequently as required and shall be stored at the specified place inside the Bank's Premises, as per the instructions of the Bank's Engineer. The successful Tenderer shall remove all the debris stored at the specified place inside the Bank's premises and shift it to the approved waste dumping place as per Municipal regulations as and when the accumulated waste is around one truck load or earlier, if instructed by Bank's Engineer. The successful Tenderer shall be solely responsible for any penal action/ penalties levied by Municipal authorities for violation of their rules/ regulations in this regard.

9. The successful Tenderer shall use only Bank's approved brand materials as directed by Bank's Engineers.

10. Bank will require the successful Tenderer to produce, samples of all the materials, accessories/finishes prior to procurement/manufacture. The Bank's Engineer shall approve samples of the materials for the work. Failure to comply with these instructions can result in rejection of the work.

11. Some other works, such as Electrical/Civil/plumbing/sanitary, or any specialized works etc., have been organized by the Bank through separate agencies. The successful Tenderer shall coordinate their work with all other agencies deployed by the Bank at site so that no hindrances are presented to the planned work of any other agency.

12. The contractor should have valid Labour license from Labour Commissioner as per prevailing Labour Act, if applicable.

13. The contractor should have valid contractor license issued from statutory licensing authority as per prevailing Act during entire annual maintenance contract period otherwise Failure to comply with these instructions can result in rejection of the work without any notice.

14. Before quoting the rates, tenderer should inspect the site and understand the nature and scope of the work for themselves.

15. The contractor shall carry out the work strictly in accordance with specification, details and instructions of the Bank's officials. The Tenderer should note that the tender and other documents describing each item in the schedule are only indicative in nature and cannot be taken as complete in detail and finishes. It is expected that the Tenderer should understand the intent of the tender and specifications and provide for materials, workmanship, finishes and accessories appropriately so as to deliver the product of high standards. Bank reserves the right to insist on selection of material, workmanship, detailing and finishes, which they consider are appropriate and suitable for the intended use. The successful Tenderer is not eligible to claim extra on this account. No claim from the successful Tenderer at a later date will be entertained for his failure to understand this condition. The decision of the Bank in respect of the quality



	<p>of material, type of work, workmanship, finish etc. shall be final and binding on the successful Tenderer.</p> <p>16. The contractor should note that he should execute his part of work without causing any damage to any part of the building and also without disturbing the existing occupants. Any damage so caused shall be made good at the cost &amp; risk of the successful Tenderer.</p> <p>17. The contractor shall make sure that they protect their materials during and after installation and hand them over in good shape to the Bank satisfactorily. At the time of handing over, any damages, scratches, dents or such defects noticed shall be got rectified as directed without any extra charge by the contractor to the satisfaction of the Bank</p> <p>18. The contractor shall also be responsible for the safety and security of all their materials and man power and also for ensuring fire prevention steps at all times in the working premises including their part of the work.</p> <p>19. Wearing of uniform: Contractor shall provide a proper uniform with firms name and designation of worker along with safety shoes, hand gloves, usable ladders and other safety equipment as per latest applicable rules and regulations etc. to their worker/employees engaged on site for identification &amp; safety purpose.</p> <p>19. List of Documents to be submitted along with Monthly Bill: Copy of following documents for a particular month duly certified by the successful Tenderer to be submitted along with monthly bill for payment:</p> <ol style="list-style-type: none"> <li>Declaration for compliance of Contract Labour Act &amp; Minimum wages Act.</li> <li>GST declaration</li> <li>Any other document as directed by the Bank.</li> </ol>
--	--

**Place:**

**Date:**

**Signature and seal of the Tenderer**

**Name:**

**Address:**

**Email:**

**Phone/Mobile no.:**

### Section III (a)

#### Commercial Conditions

(To be filled –in by the Tenderer & uploaded along with Part-I)

Sr. No.	Description	Bank's Terms	Acceptance (YES/NO)
1	Validity of bid	90 days from opening of tender Part-I	
2	EMD	Will be collected from successful bidders only @ 2% of the total contract amount- (EMD of unsuccessful tenderers shall be refunded after award of the work. EMD of the successful tenderer shall be refunded after submission of Performance Bank Guarantee, as stipulated in the tender.)	
3	Prices	Shall remain firm and fixed for the first year	
4	Terms of payment	Payment shall be made on monthly basis after submission of bill with supporting documents.	
5	Technical / commercial specifications	As per specifications in Part I of the tender	
6	Termination of contract & Penalties	Section-IV of this tender	
7	Performance Bank Guarantee	5% of Annual Contract amount in the form of Bank Guarantee in Banks format given in <a href="#">Annexure A</a>	
8	Insurance Clause	Section III (3.17)	

Part II should not contain any terms and conditions but only priced bill of quantity. Terms and conditions, if any, incorporated in Part II, will not be valid or considered.

**Place:**

**Date:**

**Signature and seal of the Tenderer**

**Name:**

**Address:**

**Email:**

**Phone:**

**Mobile no.:**

### **Section – III (b)**

#### **Safety Code**

1. First-aid appliances, including adequate supply of sterilized dressings and cotton wool, shall be maintained in a readily accessible place.
2. The injured person shall be taken to a public hospital without loss of time, in cases where the injury necessitates hospitalization.
3. Suitable and strong scaffolds should be provided for workmen for all works that cannot safely be done from ground.
4. A portable single ladder shall be provided over 5 meters in length, the width between the side rails not less than 30 cm (clear) and the distance between two adjacent rungs shall not be more than 30 cm. The excavated material shall not be placed within 1.5 meters of the edge of the trench or half of the depth of the trench, whichever is more. All trenches and excavations shall be provided with necessary minimum height shall be one meter.
5. Every opening in the floor of a building or a working platform shall be provided with suitable means to prevent the fall of persons or materials by providing suitable fencing or railing whose minimum height shall be one meter.
6. No floor, roof or other part of the structure shall be so over-loaded with debris or materials as to render it unsafe
7. Workers employed on mixing and handling material such as asphalt, cement, mortar or concrete and lime mortar shall be provided with protective footwear and rubber hand gloves.
8. Those engaged in welding works shall be provided with welder's protective eye-shields and gloves.
9. No paint containing lead or lead products shall be used except in the form of paste or readymade paint.
10. Suitable face masks should be supplied for use by the workers when the paint is applied in the form of spray or surface having lead paint dry rubbed and scrapped.
11. Hoisting machines and tackles used in the work, including their attachments, anchorage and supports shall be in perfect condition.
12. The ropes used in hoisting or lowering material or as a means of suspension shall be of durable quality and adequate strength and free from defects.
13. The safety belt shall be provided by the contractor and used by the workmen while working from height for more than 10 feet from Ground level.

**Place:**

**Date:**

**Signature and seal of the Tenderer**

**Name:**

**Address:**

### **Section – III (c)**

#### **Fire Safety Code**

1. Cutting / drilling machine and other electrically operated equipment used at site shall be plugged into correctly rated electrical outlets.
2. Only ISI marked 3 pin plug and other appliances and equipment shall be used.
3. Electrical power cables/wires used shall not have any joints and shall be properly rated.
4. All electrical appliances i.e. welding, drilling, cutting machine etc. shall be safely and securely earthed to prevent leakage current while in operation.
5. Before commencing the welding work for the first time on any day, fire section shall be informed and only after the site inspection by the Fire officers/Personnel, work shall be started.
6. Two buckets of water and sand shall be kept in an easily accessible area on the site.
7. Fire extinguishers recommended and issued by fire officers shall be kept on the site.
8. Used paint drums shall be stored in specified store only after closing them properly.
9. Personal protective equipment such as safety shoes, hand gloves, welder's mask, ear plug, etc., depending upon the requirement of the work shall be provided by the Contractor to the workmen to prevent occupational health hazards.
10. The safety belt shall be provided by the Contractor and used by the workmen while working from height for more than 10' from Ground level.
11. None of the passages near lift lobby and staircases shall be used for stacking / dumping any kind of materials/waste.
12. Both the staircase doors shall be normally kept closed.
13. None of the fire extinguishers shall be removed/shifted from its designated location.
14. Power supply shall be switched off from the mains when equipment is not in
15. use.
16. Wood-shavings and saw-dust generated from the work shall be collected on daily basis, removed from site and stored at the designated place in proper manner.
17. Any debris generated from the work shall be collected on daily basis, removed from site and stored at the designated place in proper manner.
18. Battery operated emergency light/torches shall be provided by the Contractor to the workmen while working beyond office hours.

**Place:**

**Date:**

**Signature and seal of the Tenderer**

**Name:**

**Address:**

**Section-IV**  
**Special Instructions of the contract**

4.1	<p><b>Criteria for Renewal of the contract and amount for AMC</b></p> <p>At the sole discretion of the Employer, the AMC shall be considered for further renewal for the succeeding year on same terms and conditions with requisite increase / decrease in rates based on CPI and WPI indices, as decided by the Bank.</p> <p>AMC contract is initially till March 31, 2026. The contract shall be considered for further renewal for maximum two occasion on same terms and conditions at discretion of the Bank provided the Bank finds the services of the contractor satisfactory.</p> <p><b><math>V_{co} = 0.60 \times 0.88V \times \{(WI - WIO)/WIO\} + 0.40 \times 0.88V \times \{(CI - CIO)/CIO\}</math></b></p> <p>Vco = Variation in Amount component for the current year  V = Amount component for the previous year  WI = Average of All India Wholesale Price Index for all commodities 6 months prior to the commencement date of contract for the current year  Wlo = Average of All India Wholesale Price Index for all commodities 6 months prior to the commencement date of contract for the previous year  CI = Average of All India Consumer Price Index for industrial workers declared by Labour Bureau, Government of India 6 months prior to the commencement date of contract for the current year  Clo = Average of All India Consumer Price Index for industrial workers declared by Labour Bureau, Government of India 6 months prior to the commencement date of contract for the previous year</p>
4.2	<p><b>Non-disclosure</b></p> <p>The Firm 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 Firm 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 Firm shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under the contract or to comply with applicable laws. The Firm 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 Firm shall indemnify the Bank for any loss suffered by it as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Firm and the Bank shall be entitled to claim damages and pursue legal remedies. The Firm shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The Firm's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.</p>

4.3	<p>The contractor shall provide identity cards to his/her employees or agents who shall be doing the subject job at the Bank's premises. All the employees and agents should bear the identity card for all the times they are working in Bank's premises.</p> <p>The contractor shall obtain Police Verification Report on character and antecedents of its personnel and provide other details relating to age, educational qualification, name and permanent address to be provided under this contract along with their passport size photographs before engaging them for duty in Bank's Premises.</p>
4.4	<del>Deleted.</del>
4.5	<p><b>Payment Conditions:</b></p> <p>Bills must be submitted latest by 10<sup>th</sup> day of the month following the month to which the bill pertains along with all the supporting documents as mentioned in the tender elsewhere.</p> <p>The payment thereon will be made after the same is duly certified by the Bank's Officers that the services have been provided satisfactorily and after deducting all statutory dues/taxes, etc.</p>
4.6	<b>Termination of the contract on default</b>
4.6.1	The Bank may without prejudice to any other remedy for breach of Contract, by one month's written notice of default sent to the contractor and upon their failure and neglect to propose and/or execute any corrective action to set right the default, terminate this Contract in whole or in part: shall be done in case:
(i)	If the contractor fails to deliver any or all of the items of work as specified in the Tender document within the time period(s) specified in the Contract; or
(ii)	If the contractor fails to perform any other obligation(s) under the Contract.
4.6.2	On termination of the Contract for default, the security deposit of the contractor will be forfeited.
4.6.3	On termination of the Contract for default, action will be taken to blacklist the contractor at the discretion of the Bank.
4.6.4	The Bank has right to go to court of law in case of breach of the terms and conditions as specified in the tender document.
4.6.5	<p><b>Termination for Insolvency:</b></p> <p>The Bank may at any time terminate the Contract by giving written notice to the contractor, without compensation to them, if the contractor becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which the Bank is or will be entitled to take or seek.</p>
4.7	<p><b>Patent:</b></p> <p>The contractor shall indemnify the Bank against all claims in respect of patent rights and shall defend all actions arising from such claims and shall himself pay all royalties, license fees, damages cost and charges of all and every sort that may be legally incurred in respect thereof.</p>

4.8	<b>Adherence to Safety Measures:</b>
	<p>The contractor shall have to adhere to the safety code as detailed below:</p> <ol style="list-style-type: none"> <li>The successful Tenderer shall follow all safety regulations. He shall provide necessary safety appliances to his employees as instructed by the Bank depending upon the nature of work.</li> <li>The injured person shall be taken to a public hospital without loss of time, in cases where the injury necessitates hospitalization.</li> </ol> <p>There may be venomous reptiles and insects in the green areas where work is to be carried out. Utmost care shall be taken by the successful Tenderer throughout the contract period to prevent accidents.</p>
4.9	<p><b>Abiding by the provisions of Sexual Harassment Act, 2013 at workplace:</b></p> <ol style="list-style-type: none"> <li>The contractor shall comply with the provisions of “the Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013 or/ and any statutory modification thereof”.</li> <li>The contractor shall be solely responsible in case of any complaint of sexual harassment against its employee within the premises of the Bank. The complaint will be filed before the Regional Committee constituted by the Reserve Bank of India and Bank shall ensure appropriate action under the said Act in respect of the complaint.</li> <li>Any complaint of sexual harassment from any aggrieved employee of the contractor against any employee of the Bank shall be taken cognizance of by the Regional Complaint Committee constituted by the Bank.</li> <li>The contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the contractor, for instance any monetary relief to Bank’s employees, if sexual harassment by the employee of the contractor is proved.</li> <li>The contractor shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.</li> </ol>
4.10	<p><b>Force Majeure:</b></p> <ol style="list-style-type: none"> <li>The Tenderer shall not be liable for forfeiture of its EMD, liquidated damages or termination for default, if the delay in performance or other failure to perform its obligations under the contract is a result of an event of Force Majeure. For purposes of the clause, “Force Majeure” means an event beyond the control of the Tenderer and not involving the Tenderer’s fault or negligence and not foreseeable. Such events may include wars or revolutions, fires, floods, earthquakes, epidemics, quarantine restrictions, freight embargoes etc.</li> </ol>
	<ol style="list-style-type: none"> <li>Bank will decide whether delay or failure on the part of the Tenderer was the result of an event beyond his control or not. The decision of the Bank in this regard will be final and binding on the Tenderer and will not be open to question before any court / forum in any proceedings.</li> </ol>

4.11	<p><b>Indemnification</b></p> <p>1. The Contractor agrees to indemnify and to keep the office premises, RBI and its officers, employees, directors and representatives indemnified against all claims (including third party claims), actions, losses, damages, costs, expenses, charges, including legal expenses (attorney/advocate fee included) which RBI may suffer or incur on account of:</p> <ol style="list-style-type: none"> <li>any violations of applicable laws, regulations, guidelines during the contract period; or</li> <li>any breach or non-performance of the terms and conditions of this Agreement; or</li> <li>any breach of the representations and warranties made by the Contractor; or</li> <li>Any negligent or fraudulent act or omission by the Contractor; or any third party for reasons attributable to the Contractor.</li> </ol>
4.12	<p><b>Disputes Resolution</b></p> <p>Any claims, dispute and or difference (including a dispute regarding the existence, validity or termination of this Agreement) arising out of or relating to this contract including interpretation of its terms will be resolved through joint discussion of the Authorized Representatives of the concerned parties. However, if the disputes are not resolved by the discussions as aforesaid, then the matter will be referred for adjudication to the arbitration of a sole arbitrator to be appointed by Chief General Manager - I - C, Premises Department, Central Office, Reserve Bank of India, Mumbai. In case the Contractor does not agree to such appointment, both the parties will appoint an arbitrator each and the arbitrators then will appoint the Presiding Arbitrator. The Arbitrator may give interim awards and/or directions, as may be required. The award of the Arbitrator/panel of Arbitrators shall be final and binding on both the parties. The provisions of Arbitration and Conciliation Act, 1996 as amended up to-date shall be applicable. The venue of arbitration shall be Mumbai. The fees of presiding Arbitrator and common expenses shall be borne by both the parties equally. The fees of Arbitrator appointed by individual shall be borne by them.</p>
4.13	<p><b>Stamp Duty</b></p> <p>The Contractor shall bear the stamp duty on agreement and shall ensure that the agreement is stamped with proper duty chargeable thereon as per the Maharashtra Stamp Act. The agreement shall be executed in duplicate and the RBI Mumbai shall retain the original and the contractor shall retain the duplicate.</p>
4.14	<p><b>Police verification</b></p> <p>The Tenderer shall obtain and submit to the Bank, the Police Verification Report on character and antecedents of its personnel engaged and deployed for the work in the Bank. The contractor shall also submit details relating to age, educational qualification, name passport size photographs and permanent address of the personnel engaged for duty in Bank's Premises.</p>



I/We hereby declare that I/We have read and understood all the above instructions/conditions and the same will remain binding upon me/us in case the above-mentioned Contract is entrusted to me/us. I/we also note that this letter will form part of the contract document and that the contents of this letter shall be supplemental to the conditions in the tender and not in derogation thereof except to the extent specifically provided herein.

**Place:**  
**Tenderer**  
**Date:**

**Signature and seal of the**

**Name:**  
**Address:**  
**Email:**  
**Phone:**  
**Mobile no.:**

## **Section -V**

### **5.0 SCOPE OF WORK**

This work is the external and internal cleaning of window glazed shutter of high-rise building (26 storeys) and frameless glass façade at the entrance at ground floor of Banks Central Office Building. Entire 1<sup>st</sup> & 2<sup>nd</sup> floors, and portion of ground & mezzanine floor is occupied by the I.G. Mint with the independent entrance from their side, which is also covered under scope of the work.

#### **5.1 Description of Work:**

##### **A) Cleaning of window glazed shutters (Monthly once):**

External and internal cleaning of glass panes of windows to remove any stains, dirt, bird dropping, etc., once in a month as directed by the Bank's Engineer. Cleaning shall be done using appropriate standard quality, organic and eco-friendly cleaning materials and glass wipers, glass cloth, etc. There are 19 verticals of windows in total, each vertical with 25 nos. of windows in 25 floors of Central Office Building of which 18 drops have each window of overall size approximately 1.65m x 1.50m and 1 vertical has each window of overall size approximately 0.70m x 1.50m.

The work shall be carried out with the use of spider kit which includes standard quality nylon braided ropes of 10.5 mm diameter with a minimum breaking strength of 1850 Kgf of Garware or Todi Mills make, ascending and descending system (spider kit) and other necessary safety equipment like safety belts, helmets, etc. The ropes shall be replaced with new ones at every three-cleaning job (every 3 months), for safety purpose and necessary ladder for internal cleaning of window glass panes. The contractor shall submit the certificate from the manufacturer for breaking strength of rope. The rates shall include for the same.

##### **B) Cleaning of frameless glass façade (Monthly once):**

External and internal cleaning of frameless glass façade of approximate size 23.40m (width) x 5.30m (height), at the entrance (Ground floor) of Central Office Building to remove any stains, dirt, etc., monthly once. Cleaning shall be done using standard quality, organic and eco-friendly cleaning materials and glass wipers, glass cloth, etc.

The rate shall include for all types of safety measures, equipment / apparatus & all types of anchoring, hanging, ladder, scaffolding or any other similar types of equipment to execute the job.

#### **5.2 Cleaning Material:**

The Contractor shall use standard quality, organic and eco-friendly cleaning materials of approved make and brand in appropriate proportion as per manufacturers specifications as

per the list given below.

Sl. No.	Item / Material	Name of manufacturer / Make
1.	Cleaning chemicals like Glass cleaner, etc.	John Diversey Ltd., Unichem India Ltd., Taski Ltd. or any approved equivalent
2.	Cleaning tools like Squeezing bucket, cleaning scrubbers, glass wipers, Glass cloth, etc.	Kleenol India Ltd., Cleanfix – Schevaran, John Diversey Ltd., Gala or any approved equivalent

### 5.3. General guidelines:

- I. The contractor shall depute trained and experienced workers for the work.
- II. All the materials used in the work shall be of approved make organic cleaning materials and certified green building products, materials and equipment. The samples of the same shall be got approved from the Bank's officials.
- III. The contractor should note that the work is to be carried out with least disturbance to the staff and work shall be carried out during, before or after office hours in consultation with Bank's officials. If required, the work can also be executed during weekend as directed by Bank's officials without any extra cost.
- IV. The successful contractor shall make necessary arrangement for cleaning material, tool / equipment, safety equipment, ladder / scaffolding required for the work.
- V. All workmen should have valid photo identity cards.
- VI. The Reserve Bank of India does not bind itself to accept the lowest or any tender and reserve the right to itself to accept or reject any or all the tenders, either in whole or in part without assigning any reason for doing so, If the firm fails in providing the service satisfactorily or if the complaints are kept unattended deliberately for longer period, Bank will constrain to take appropriate action and even termination of the contract by serving one month notice.
- VII. Any damage caused to any of Bank's properties shall be made good by the contractor at their own cost.
- VIII. The contractor shall take all actions required to comply with the Contract Labour (Regulation and Abolition) Act 1970 including the latest amendment to the Act. The contractor shall be liable for any penalty by the appropriate authority if there is any contravention to the act.

- IX. The payment shall be made on **Monthly basis** on submission of bills after satisfactory completion of the work and certification by Bank's officials.
- X. The Contractor shall execute an agreement on a Stamp Paper or franking of required value within 14 days of receipt of the Work Order.

**PAYMENT TERMS:**

- 1. In case of any unsatisfactory services/delay in attending work, the contractor is liable to be penalised in bill amount raised by them.
- 2. Payment shall be made on a monthly basis at the rates quoted in the Bill of Quantity which shall be on successful completion of work.
- 3. All payments shall be made after effecting the statutory recoveries as applicable.

Date:

Place:

Signature of the Contractor with seal:

**Proforma of Performance Bank Guarantee for Security Deposit**

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

Place\_\_\_\_\_

Date\_\_\_\_\_

**Chief General Manager - I - C  
Reserve Bank of India  
Premises Department  
Central Office Building  
Mumbai – 400 001.**

Dear Sir/Madam,

**Name of Work: Annual Maintenance Contract for Periodical cleaning of window glazed shutter and entrance frameless glass facade at Bank's Central Office Building, Fort, Mumbai**

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 project (hereinafter called the "Contract") to M/s\_\_\_\_\_(Name of the Contractor) (hereinafter called "the said Contractor" which expression shall include its successors and assigns).

AND Whereas we are aware that an agreement has been executed between the Reserve Bank of India and the contractor and in terms of clause\_of the said agreement the contractor is bound by the said Contract to submit to RBI a Performance Security for a total amount of ₹.\_\_\_\_\_(Rupees\_\_\_\_\_only) (Amount in figures and words) for the due fulfilment by the said contractor of the terms and conditions contained in the contract. We,\_\_\_\_\_ (Name of the Bank), (hereinafter called "the Bank"), at the request of M/s\_\_\_\_\_, the contractor, do hereby undertake to pay to the RBI an amount not exceeding Rs\_\_\_\_\_as Performance Guarantee for due fulfilment of the terms and conditions of the contract.

NOW THIS GUARANTEE WITNESSETH

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

of Rs\_\_\_\_\_. (Rupees \_\_\_\_\_ only).

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

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

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

We hereby further agree that –

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

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

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

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

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

liabilities hereunder.

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

For and on behalf of \_\_\_\_\_(Name of the Bank) Signature of authorized  
Bank official

Name: Designation

Stamp/ Seal of the Bank

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

Witness 1

Signature .....

Name .....

Address .....

Witness 2

Signature .....

Name .....

Address .....

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

**Proforma for declaration for GST**

(To be submitted along with part-I of tender)

I / We do hereby declare that the GST Registration Number of my/our firm/establishment is.....

I / We shall submit the copy of relevant documents to the Bank in due time about the payment of GST to Government of India.

Place:

Date:

Signature and seal of the Tenderer

Name:

Address:

Email:

Phone:

Mobile no.:



**Name of Work: Annual Maintenance Contract for Periodical cleaning of window glazed shutter and entrance frameless glass facade at Bank's Central Office Building, Fort, Mumbai**

**Unpriced Bill of Quantity  
(Not for quote)**

<b>Sr. No.</b>	<b>Description</b>	<b>Quantity</b>	<b>Unit</b>
1.	<p>External and internal cleaning of glass panes of windows of Central Office Building by using appropriate standard quality, organic and eco-friendly cleaning materials and glass wipers, glass cloth, etc in the presence of supervisor with the help of spider kit including nylon braided ropes of Garware / Todi Mills make with double rope system and ascending / descending system (spider kit) and safety equipment like safety belts, helmets, ladder, etc. once in a month.</p> <p>The rate shall include for labour, tools, all types of safety measures and PPE, equipment / apparatus &amp; all types of anchoring, hanging, scaffolding or any other similar types of equipment to execute the job.</p>	12 Jobs	Per Job
2.	<p>External and internal cleaning of frameless glass façade at the entrance of Central Office Building by using appropriate standard quality, organic and eco-friendly cleaning materials and glass wipers, glass cloth, etc including ladder / scaffolding, safety equipment like safety belts, helmets, etc.</p> <p>The rate shall include for all types of safety measures, equipment / apparatus &amp; all types of anchoring, hanging, scaffolding, ladder or any other similar types of equipment to execute the job.</p>	12 Jobs	Per Job

**Place:**  
**Date:**

**Signature and seal of the Tenderer**  
**Name:**

**Address:**  
**Email:**  
**Phone:**  
**Mobile no.:**

**RESERVE BANK OF INDIA,  
Premises Department  
Mumbai – 400 001**

**E-Tender for**

**Annual Maintenance Contract for Periodical cleaning of window glazed shutter and entrance frameless glass facade at Bank's Central Office Building, Fort, Mumbai**

**PART II  
(Price Bid)**

**Pre-bid Meeting: At 11:00 Hrs. on 20.08.2025**

**Last Date for submission: Upto 15:00 Hrs. on 01.09.2025**

**Opening of Part-I: At 16:00 Hrs. on 01.09.2025**

**RESERVE BANK OF INDIA,  
Premises Department  
Mumbai – 400 001**

**Tender for Annual Maintenance Contract for Periodical cleaning of window glazed shutter and entrance frameless glass facade at Bank's Central Office Building, Fort, Mumbai**

**Schedule of Quantities**

<b>Sr. No</b>	<b>Description</b>	<b>Quantity</b>	<b>Unit</b>	<b>Rate (₹)</b>	<b>Amount (₹)</b>
1	<p>External and internal cleaning of glass panes of windows of Central Office Building by using appropriate standard quality, organic and eco-friendly cleaning materials and glass wipers, glass cloth, etc in the presence of supervisor with the help of spider kit including nylon braided ropes of Garware / Todi Mills make with double rope system and ascending / descending system (spider kit) and safety equipment like safety belts, helmets, ladder, etc. once in a month. The ropes shall be replaced with new ones at every three-cleaning job (every 3 months), for safety purpose.</p> <p>The rate shall include for labour, tools, all types of safety measures and PPE, equipment / apparatus &amp; all types of anchoring, hanging, scaffolding or any other similar types of equipment to execute the job.</p>	12 Jobs	Per Job		
2	<p>External and internal cleaning of frameless glass façade at the entrance of Central Office Building by using appropriate standard quality, organic and eco-friendly cleaning materials and glass wipers, glass cloth, etc including ladder / scaffolding, safety equipment like safety belts, helmets, etc.</p> <p>The rate shall include for all types of safety measures, equipment / apparatus &amp; all types of anchoring, hanging, scaffolding,</p>	12 Jobs	Per Job		

	ladder or any other similar types of equipment to execute the job.				
	GST @ 18%				
	<b>Total</b>				

**Place:**

**Date:**

**Signature and seal of the Tenderer**

**Name:**

**Address:**

**Email:**

**Phone:**

**Mobile no.:**