

E-Tender for Housekeeping Services at the Reserve Bank of India's Panaji Regional Office, Quarters and Leased Flats and for Facilities Management (including catering) and Housekeeping services at Bank's Visiting Officers' Flats and Transit Holiday Homes, Goa



**Reserve Bank of India
Human Resource Management Department
7th Floor, Gera Imperium-II
Patto Plaza, Panaji-403001**

Advertisement

E-Tender for Housekeeping Services at the Reserve Bank of India's Panaji Regional Office, Quarters and Leased Flats and for Facilities Management (including catering) and Housekeeping services at Bank's Visiting Officers' Flats and Transit Holiday Homes, Goa

Tender No. – RBI/ PANAJI REGIONAL OFFICE/ HRMD/ 2/ 25-26/ ET/ 257[HOUSEKEEPING TENDER]

Reserve Bank of India (RBI/ the Bank), Panaji Regional office invites e-tender under two-bid system (technical & financial Bid) on the captioned subject.

For more details, please visit "Tenders" link on RBI website <https://www.rbi.org.in>

The last date for submission of e-tender on MSTC portal (<https://www.mstcecommerce.com/eprocn>) is August 11, 2025 (at 1700 HRS).

The RBI reserves the right to reject any tender without assigning any reason thereof. Corrigendum(s), if any, would be published only on the RBI / MSTC website mentioned above.

Regional Director
RBI Panaji

DISCLAIMER

Reserve Bank of India, Human Resource Management Department, Panaji, 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, and they do not rely only on the information provided by Reserve Bank of India 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 shall be paid to persons or entities expressing interest.



**Reserve Bank of India
Human Resource Management Department
7Th Floor, Gera Imperium-II
Patto Plaza, Panaji-403001**

NOTICE INVITING TENDER (NIT)

E-Tender for Housekeeping Services at the Reserve Bank of India's Panaji Regional Office, Quarters and Leased Flats and for Facilities Management (including catering) and Housekeeping services at Bank's Visiting Officers' Flats and Transit Holiday Homes, Goa

Reserve Bank of India, Panaji Regional office invites e-tender under two-bid system (technical & financial Bid) on the captioned subject.

2. The contract shall be for a period of six months i.e. from October 01, 2025 to March 31, 2026, with the provision of renewal of contract for a maximum period of two more years (till March 31, 2028) with the mutually agreed terms and conditions , for a period of one year at a time i.e. from April 01, 2026, to March 31, 2027, and from April 01, 2027, to March 31, 2028 subject to satisfactory performance to be evaluated by RBI Panaji RO at the time of expiry of prevailing agreement. The expected contract value is ₹53,00,000/- (Rupees Fifty-Three Lakh only). The last date for submission of e-tender on MSTC portal (www.mstcecommerce.com) is August 11, 2025 (till 1700 HRS). For more details, please visit "Tenders" link on our website <https://www.rbi.org.in>

3. Tender document can be downloaded from RBI website: www.rbi.org.in and www.mstcecommerce.com . Any amendment(s) / corrigendum / clarifications with respect to this tender shall be uploaded on the website / e-portal only. The tenderers/applicants are requested to regularly check the above website / e-portal for any amendment / corrigendum / clarification on the above websites before submitting their bid. No separate communication shall be made in this regard. The RBI shall have the right to cancel, modify the tender and extend the timeline for submission of bid. Further the Bank reserves the right to reject any or all the tenders without assigning any reason thereof.

Regional Director
Reserve Bank of India, Panaji Regional Office

SCHEDULE OF TENDER (SOT)

1.	E-Tender name	E-Tender for Housekeeping Services at the Reserve Bank of India's Panaji Regional Office, Quarters and Leased Flats and for Facilities Management (including catering) and Housekeeping services at Bank's Visiting Officers' Flats and Transit Holiday Homes, Goa
2.	E-Tender No.	RBI/ PANAJI REGIONAL OFFICE/ HRMD/ 2/ 25-26/ ET/ 257[HOUSEKEEPING TENDER]
3.	Mode of Tender	e-Procurement System - Online (Part I – Technical Bid and Part II - Financial Bid through https://www.mstcecommerce.com/eprocn)
4.	Date of Notice Inviting e-tender available to parties for viewing / download	July 03, 2025 (at 1700 HRS)
5.	Date of Pre-Bid meeting	July 30, 2025 (at 1100 HRS)
6.	Venue of Pre-Bid meeting	7th Floor, Reserve Bank of India, Gera Imperium-II, Patto Plaza, Panaji - 403001
7.	Estimated value of tender	₹53,00,000/- (Rupees Fifty-Three Lakh only) per annum exclusive of GST
8.	Transaction fee	As per MSTC Website
9.	Date of Starting of online submission of e-tender (Technical Bid and Financial Bid) at MSTC E-Commerce (https://www.mstcecommerce.com/eprocn)	July 23, 2025 (at 1100 HRS)
10.	Date of closing of online submission of e-tender (Technical Bid and Financial Bid).	August 11, 2025 (till 1700 HRS)
11.	Date & time of opening of Part-I (Technical Bid)	August 11, 2025 (at 1730 HRS)

12.	Date of opening of Part-II (Financial Bid)	Part-II (Financial Bid) will be opened electronically of only those bidder(s) whose Part-I (Technical Bid) is found acceptable by RBI, Panaji Regional Office. Such bidder(s) will be intimated regarding date of opening of Part- II (Financial Bid) through email provided by bidder(s).	
13.	Earnest Money Deposit (EMD)	<p>Earnest Money Deposit (EMD) amounting to ₹1,06,000/- (Rupees One Lakh Six Thousand only) being 2% of the total contract value, shall be deposited by each bidder in the form of NEFT, payable through NEFT before August 11, 2025 (till 1300 HRS). Failure to comply with this condition will render the tender void and the tender will be rejected.</p> <p>EMD shall not carry any interest. It shall be refunded to the unsuccessful bidders within 15 working days after the date of awarding of work. In case of the successful bidder, post signing of Agreement within 07 days from the date of award of tender, the EMD shall be refunded after furnishing of security deposit in the form of a valid bank guarantee within a period of one (1) month from the date of signing of Agreement. EMD shall be forfeited, if the bidder(s) withdraws its bid during the period of tender validity or fails to execute the contract within 07 days from the date of award of work.</p>	
14.	Details of EMD	₹1,06,000 /- (Rupees One Lakh	Reserve Bank of India, Panaji

		<table><tr><td>Six Thousand only) A/c Name</td><td></td></tr><tr><td>A/c Number</td><td>186003001</td></tr><tr><td>IFS Code</td><td>RBIS0PJPA01</td></tr></table>	Six Thousand only) A/c Name		A/c Number	186003001	IFS Code	RBIS0PJPA01
Six Thousand only) A/c Name								
A/c Number	186003001							
IFS Code	RBIS0PJPA01							
		Note- Kindly read 5th and 10th characters above of IFS Code as “ <u>Zero</u> ”.						
15.	NEFT Details (For EMD refund)	<p>To be provided by all bidders.</p> <p>E-mail confirming the NEFT transfer may be sent to allotmentpanaji@rbi.org.in and CC to pulkitagrawal@rbi.org.in to kartikg@rbi.org.in</p> <p>The EMD of successful bidder shall be refunded after furnishing of security deposit in the form of a valid bank guarantee to be furnished within a period of one (1) month from the date of signing of Agreement. However, EMD of unsuccessful bidder shall be returned without any interest payable in this regard within 15 working days from the date of awarding of work.</p>						
16.	Validity of Contract	<p>October 01, 2025 to March 31, 2026</p> <p>Extendable annually up to March 31, 2028 with the mutually agreed terms and conditions and based on the performance to be evaluated by RBI Panaji.</p>						
17.	Address for Communication	<p>The Regional Director</p> <p>Reserve Bank of India</p> <p>7th Floor, Gera Imperium II</p> <p>Patto, Panaji- 403001</p>						

1. In the event of any unforeseen closure of work/ holiday on any of the above days, the same will be opened /held on the next working day.
2. Tenders received after due date and time shall be rejected.
3. Tenders not complying with the provisions of bidding documents are liable to be rejected.
4. In case of any problem/dispute, decision of Regional Director, RBI Panaji shall be final and

E-Tender for Housekeeping Services at the Reserve Bank of India's Panaji Regional Office, Quarters and Leased Flats and for Facilities Management (including catering) and Housekeeping services at Bank's Visiting Officers' Flats and Transit Holiday Homes, Goa

binding on all parties.

5. The RBI reserves the right to reject any or all the tenders without assigning any reason thereof.

6. Tender document can be downloaded from RBI website www.rbi.org.in and MSTC portal www.mstcecommerce.com. Any amendment(s) / corrigendum / clarifications with respect to this tender shall be uploaded on the website / e-portal only. The tenderer should regularly check the above website / e-portal for any amendment / corrigendum / clarification on the above website.

Regional Director
RBI, Panaji

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Definitions pertaining to the Tender

1. Unless repugnant to the subject or context of usage, the following expressions used shall carry the meaning hereunder respectively assigned to them.
2. The expression "Bank" occurring in the tender document shall mean Reserve Bank of India.
3. The expression "Bidder" shall mean the tenderer who submits the tender for the work and shall include the successor and permitted representative of the tenderer.
4. The expression "Contractor/ Vendor" shall mean the successful bidder selected by the Bank for carrying out the subject work and shall include the successor and permitted representative of the bidder.
5. "Work", "Broad Scope of work" and "Scope of work" shall mean the totality of the work/ services and supplies of food and other materials by expression or implication envisaged in the contract and shall include all materials, equipment, and labour required for commencement, performance, provision or completion thereof and any other work that may be added from time to time.
6. "Premises" shall mean Bank's Office Premises at 7th Floor, Gera Imperium-II, Panaji, Bank's Leased Flats and Quarters, Bank's Visiting Officers' Flats and Transit Holiday Homes, at St. Inez, Panaji.
7. "Contract" shall mean the contract for the work and shall include the tender document, the specifications, general and special conditions of the contract of RBI, the letter of acceptance and the acceptable rates/bill of quantities in price bid etc.
8. "Meals" shall include all inputs from the dining hall/ kitchen, including lunch, tea/ coffee, snacks, etc., including those served by the contractor under special arrangements on various occasions.
9. "Competent Authority" shall mean the Regional Director, RBI Panaji or any other Officer designated by the Regional Director, for this work/ tender about the Facilities Management & Housekeeping (Including catering, as applicable) Services at Bank's facilities at Panaji.

PART I

Section- I

Important Instructions regarding e-tendering

This is an e-procurement event of Reserve Bank of India (RBI), Panaji. The e-procurement service provider is MSTC Limited. You are requested to read and understand the Notice inviting e-tender and subsequent corrigendum, if any, before submitting your online tender.

1. Registration: The process involves bidder's registration with MSTC e-procurement portal which is free of cost. Only after registration, the bidder(s) can submit its/ their bids electronically. Electronic bidding for submission of Technical Bid as well as Financial Bid will be done over the internet. The bidder should possess Class III signing type digital certificate. Bidders have to make their own arrangement for bidding from a computer connected with internet. MSTC/RBI, Panaji is not responsible for making such an arrangement (bids shall not be recorded without digital signature).

Note: The Technical Bid and Financial Bid have to be submitted online only at <https://www.mstcecommerce.com/eproc> .

- a. Bidders are required to register themselves online with www.mstcecommerce.com → e-Procurement→ PSU / Govt.Depts→ RBI Register as 'Vendor' by filling up details and creating own user ID and password→ Submit.
- b. Bidders shall receive a system generated mail confirming their registration in their email which has been provided while filling the registration form.
- c. In case of any clarification, please contact MSTC/RBI Panaji, (before the scheduled closing date/ time of the e- tender).

Contact persons (MSTC):

Mr. Tanmoy Sarkar, Deputy Manager, Email ID - wroopn11@mstcindia.in, Mobile: 7651915418 / 8349894664 (9:30 AM to 5:00 PM on all working days for all technical issues related to e-Tenders, System settings etc).

Email ID – hepldeskho@mstcindia.in (Please mention "HO Helpdesk" as subject while sending emails)

Contact person (RBI, Panaji):

i) Shri. Pulkit Agrawal (Assistant General Manager), HRMD, RBI, Panaji

Tel: 0832-2467 840 email ID: pulkitagrawal@rbi.org.in

ii) Shri Kartik S. Gokhale (Assistant Manager), HRMD, RBI, Panaji

Tel: 0832-2467848 email ID: kartikg@rbi.org.in

2. System requirement:

- a) Windows XP-SP3 & above / Windows 7 Operating System
- b) IE-7 and above Internet browser
- c) Signing type digital signature
- d) JRE-7 update 9 and above software to be downloaded and installed in the system. e) To disable "Protected Mode" for DSC to appear in the signer box following settings may be applied. Tools > Internet Options > Security > Disable protected Mode If enabled – i.e. Remove the tick

from the tick box mentioning "Enable Protected Mode".

Other Settings: Tools > Internet Options > General > Click on Settings under "browsing history/ Delete Browsing History" > Temporary Internet Files > Activate "Every time I Visit the Webpage". To enable ALL active X controls and disable 'use pop up blocker' under Tools > Internet Options > custom level (Please run IE settings from the page www.mstcecommerce.com once)

For more details, bidder may refer to Service Provider / Contractor / Vendor Guide and FAQ available at <https://www.mstcecommerce.com/eproc>.

3.The Price Bid has to be submitted online at <https://www.mstcecommerce.com/eproc> . Tenders shall be opened electronically on specified date and time as given in the tender.

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

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

6. Transaction fee is non-refundable: A bidder shall not have the access to online tender without making the payment towards transaction fee.

Note: Bidders are advised to remit the transaction fee well in advance before the closing time of the event so as to give themselves sufficient time to submit the bid. Information about tenders / corrigendum uploaded shall be sent by email only during the process till finalization of tender. Hence the vendors are required to ensure that their corporate email I.D. provided is valid and updated at the time of registration of bidder with MSTC. Bidders are also requested to ensure validity of their DSC (Digital Signature Certificate). E-tender cannot be accessed after the due date and time mentioned in NIT (Notice Inviting Tender).

7. Bidding in e-tender:

- a) Bidders need to submit necessary Earnest Money Deposit (EMD) and transaction fees to be eligible to bid online in the e-tender. EMD for a sum of ₹1,06,000/- (Rupees One Lakh Six Thousand only) has to be remitted to RBI, Panaji, so as to be received by RBI Panaji by August 11, 2025 (till 1300 HRS).The account details for NEFT transactions are as follows.
 - i. Beneficiary Name: Reserve Bank of India, Panaji
 - ii. IFSC : RBIS0PJPA01 (please read the fifth and tenth character as zero)
 - iii. Account No. : 186003001

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

- b) The bidders are also advised to e-mail the proof of remittance with transaction number (scanned copy) to pulkitagrawal@rbi.org.in and kartikg@rbi.org.in.
- c) No interest will be paid on EMD by RBI. EMD of the unsuccessful bidder(s) shall be refunded by the tender inviting authority within 15 working days after the date of awarding of work.
- d) The process involves Electronic Bidding for submission of Technical and Financial Bid.
- e) The bidder(s) who have submitted transaction fee can only submit their Technical Bid/ Financial Bid through internet in MSTC website www.mstcecommerce.com → e-procurement → PSU/Govt.Depts. → Login under RBI → My menu → Auction Floor Manager → live event → selection of the live event.
- f) Bidder should allow running JAVA application. This exercise has to be done immediately after opening of bid floor. Then they have to fill up Common terms / Commercial specification and save the same. After that click on the Technical bid, if applicable. If this application is not run then / Bidder will not be able to save / submit his Technical bid.
- g) After filling the Technical Bid (if applicable), bidder should click 'save' for recording their Technical bid. Once the same is done, the Financial Bid link becomes active and the same has to be filled up and then bidder should click on 'save' to record their financial bid. Once both the Technical bid & Financial bid has been saved, bidder can click on the 'Final submission' button to register their bid.
- h) Bidders are instructed to use 'Attach Doc' button to upload documents. Multiple documents can be uploaded.
- i) In all cases, bidder should use their own ID and Password along with Digital Signature at the time of submission of their bid.
- j) During the entire e-tender process, the bidders will remain completely anonymous to one another and also to everybody else.
- k) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.
- l) All electronic bids submitted during the e-tender process shall be legally binding on the bidder. Any bid will be considered as the valid bid offered by that bidder and acceptance of the same by the Buyer will subsequently form a binding contract by execution of Contract to that effect between Buyer and bidder for execution of supply.
- m) It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.
- n) 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.
- o) No deviation of the terms and conditions of the tender document is acceptable.

8. Submission of bid in the e-tender floor by any bidder confirms his acceptance of terms and conditions for the tender. Any order resulting from this tender shall be governed by the terms and conditions mentioned therein. No deviation to the Technical and Financial Terms and Conditions are allowed. The tender inviting authority has the right to cancel this e-tender or

E-Tender for Housekeeping Services at the Reserve Bank of India's Panaji Regional Office, Quarters and Leased Flats and for Facilities Management (including catering) and Housekeeping services at Bank's Visiting Officers' Flats and Transit Holiday Homes, Goa

extend the due date of receipt of bid(s) without assigning any reason thereof. Bidders are requested to read bidder guide and see the video in the page <https://www.mstcecommerce.com/eprocn> to familiarize themselves with the system before bidding.

Section II

General Instructions regarding Technical and Financial bids

A. Technical bid (PART I)

E-Tender for Housekeeping Services at the Bank's Office and at the Bank's Quarters and Leased Flats, and for Facilities Management (including catering) and Housekeeping services at Bank's Visiting Officers' Flats and Transit Holiday Homes, Goa on a 365*24*7 basis. The contract shall be valid from October 01, 2025 to March 31, 2026 and annually renewable for further period up to March 31, 2028 with the mutually agreed terms and conditions mentioned herein and based on the performance of the service provider/s/ contractor/vendor to be evaluated by the Bank.

Main Office	7 th Floor, Gera Imperium-II, Patto Plaza, Panaji
St. Inez Quarters	04 Visiting Officers Flats, 04 Transit Holiday Home, 02 SRAs, O-I-C Bungalow, 01 Bank Flat
Leased Flats	In and Around Panaji City

1. The Bidder(s) shall submit their proposal, as per the instructions regarding e-tender, along with all supporting documents complete in all respects on or before August 11, 2025 (till 1700 HRS). Bidder(s) shall submit e-tender proposal along with refundable EMD of ₹1,06,000/- (Rupees One Lakh Six Hundred only) complete in all respects, as per the prescribed format, without which applications will be rejected.

2. A pre-bid meeting of the intending Bidder(s) will be held on July 30, 2025 (at 1100 HRS) in the HRMD, Conference Room, Reserve Bank of India, Panaji Regional Office, 7th Floor, Gera Imperium-II, Patto Plaza, Panaji. Therein, The Bank will clarify any point/ doubt raised by the bidders in respect of the tender. No separate communication will be issued for this meeting except for the change of date or time by the Bank, which will be publicised on the Bank's website. All the intending tenderers are advised to be present personally or through a duly authorized representative. They may indicate points/ conditions/ specifications which need to be clarified during the meeting in advance to the e-mail id allotmentpanaji@rbi.org.in. Issues, if any, will be clarified in the meeting. The tenderers are expected to get all the issues clarified

during this meeting. No further clarifications/ doubts shall be entertained after the pre-bid meeting.

3. The Part - I (Technical Bid) will be opened electronically on August 11, 2025 (at 1730 HRS). In the event of any date indicated above being declared a Holiday, the next working day shall become the effective date for the respective purpose mentioned therein.

4. Tender document can be downloaded from the Bank's website www.rbi.org.in or www.mstcecommerce.com. Any amendment(s)/ corrigendum/ clarification(s) with respect to this tender shall be uploaded on the website/ e-portal only. The tenderer should regularly check the above website/ e-portal for any amendment/ corrigendum/ clarification issued.

5. Before submitting the tender, the Bidders may go through the detailed scope of work, articles of agreement and terms & conditions specified herein, on which the work will be awarded by the Bank and required to be executed by the successful Bidder. The Bidders may satisfy themselves as to the eligibility and other criteria prescribed therein. No queries or requests for clarifications shall be entertained in this regard except during the pre-bid meeting. It may also be noted that the terms and conditions specified herein are indicative in nature and the same shall not restrain the Bank from imposing or requiring the bidder to agree upon such further or other terms and conditions at the time of executing the agreement with the successful Bidder, or to alter, modify or omit the terms and conditions contained herein, which are considered necessary for the due and proper execution of the work to be awarded under this tender.

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

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

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

9. Tenderers are advised to visit the work site, inspect and understand the work before submitting the bid. Once the tenderers have submitted their bid duly received by the Bank, it shall

be deemed that they have visited the site and have clearly understood the scope of work in the tender.

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

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

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

13. The Bank may obtain reports on the past performance of the Bidder from its clients. The Bank may evaluate the said reports before opening of the financial bid of the tenders. If any bidder is found to be not possessing the required eligibility for participating in the tendering process, at any point of time and/ or his performance reports received from its clients and/ or its bankers, are found unsatisfactory, the Bank reserves the right to reject its offer and its EMD will be returned within 15 working days from the date of awarding of work. The Bank is not bound to assign any reason for doing so and the decision of the Bank shall be final.

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

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

16. Tender shall remain open for acceptance for 90 days from the date of opening Technical Bid (Part-I) of the tender or till the date of finalization of tender, whichever is earlier.

17. The Bank reserves the right to extend the contract for further period on terms and conditions mutually agreed upon. The Contract may be terminated by either of the parties by giving three clear calendar months' notice in writing of such termination to the other party. If the Contractor fails to carry out any of its obligations/duties, in terms of the Agreement or violates any general instructions and special conditions, the contract may be terminated by the Bank without assigning any reason.

18. The Bank is not bound to accept the lowest tender and reserves the right to accept either in full or in part any tender or to reject any or all of the tenders received without assigning any reason thereof.

19. In case the bidder has any doubt about the meaning of anything contained in the tender document, he / she shall seek clarification during the pre-bid meeting. All communications between the bidder and the Bank shall be carried out in writing. The Minutes of the pre-bid meeting will be published on the Bank's website in due course. Except for any such written clarification by the Bank which is expressly stated to be an addendum to the tender document issued by the Office of Deputy General Manager, HRMD, no written or oral communication, presentation or explanation by any other employee of the Bank shall be taken to bind or fetter the Bank under the contract.

20. Eligibility criteria for participating in the tender –

The estimated cost of the work/ contract is around ₹53,00,000/- (Rupees Fifty-Three Lakh only) per annum exclusive of GST. The evaluation of the technical tenders will be carried out based on the documents furnished by the tenderers as part of the technical bid. The bids would be as per eligibility criteria mentioned below. Documentary evidence/ declaration may be uploaded/ provided for the below mentioned eligibility criteria in the absence of which, the bid is liable to rejection:

Sr. No.	Minimum Criteria	Document to be attached
1.	The bidder should be in business of providing Management and Housekeeping (including catering)	1. Attach the Company Profile on the Company letter head as per format enclosed at Annexure II .

	<p>services of guest houses or in business of hotel housekeeping and management (minimum 3 star and above) / Housekeeping services for a minimum period of five (05) years as on March 31, 2025 with the minimum deployment of 10 workers preferably from the all categories of manpower requirement as mentioned in the Section-VII scope of work. However, for firms having only five years of experience (non-consecutive), it should be within last seven years. The right to accept similar works of the vendor will rest with the Bank.</p>	<p>2. Please attach relevant document as a proof that the firm is in Housekeeping services for the period mentioned (work orders and completion certificates along with due signatures prior to March 31, 2025 shall be submitted). The details shall be filled in Annexure III along with all the supporting documents attached properly and marked as "Experience Criteria".</p>
2.	<p>The vendors/firms/3 star and above hotels who have minimum five (05) years of experience in undertaking similar services (Housekeeping services) and who fulfil any of the following qualification criteria are eligible for the tender:</p> <p>(i) Should have carried out one similar service costing individually not less than ₹42.40/- lakh (₹Forty-Two Lakh Forty Thousand only) i.e., 80% of the total contract value, in last 3 years ending March 31, 2025 (April 01, 2022 onwards). OR</p>	<p>Please attach relevant document as a proof that the firm is in business for the period mentioned (work orders and completion certificates along with due signatures prior to March 31, 2025 shall be submitted). The following details may be submitted:</p> <ol style="list-style-type: none"> 1. Scope of work. 2. Contract value. 3. No. of staff deployed by the Service Provider for the contract. 4. Period of the contract. 5. Date of commencement of the contract 6. Date of completion of the contract 7. Monthly payment 8. Satisfactory Report (along with the contact details of the concerned entity)

	<p>(iii) Should have carried two similar services costing individually not less than ₹26.50 lakh (₹Twenty-Six Lakh Fifty Thousand only) i.e., 50% of the total contract value, in last 3 years ending March 31, 2025 (April 01, 2022 onwards).</p> <p>OR</p> <p>(iii) Should have carried out three similar services costing individually not less than ₹21.20 lakh (₹Twenty-One Lakh Twenty Thousand only) i.e., 40% of the total contract value, in last 3 years ending March 31, 2025 (April 01, 2022 onwards).</p>	<p>9. If the principal employer is a private player, then relevant TDS certificates shall also be attached.</p> <p>The details shall be mentioned in the Format enclosed at Annexure III along with all the supporting documents attached properly.</p>
3.	<p>Minimum annual turnover of ₹53,00,000/- (Rupees Fifty-Three Lakh only) in last 3 years (2021-2024) supported by audited/ CA certified statement of accounts and income tax return certificate.</p>	<p>Please attach audited financial statements and Income Tax certificates for the FY 2021-22, 2022-23 and 2023-24).</p> <p>Also mention the details in the Format enclosed at Annexure IV enclose the documents duly signed by the concerned authority/CA.</p>
4.	<p>The Tendering firms/ companies must be profitable in at least any two of the last three financial years as on March 31, 2024 (FY 2021-22, 2022-23 and 2023-24).</p>	<p>Attach Chartered Accountant's certificate in this regard. Also mention the details in the Format enclosed at Annexure V.</p>
5.	<p>Tenderers should have applicable and valid registrations with statutory authorities constituted for labour welfare and other purposes such as ESI, EPF, PAN, GST, Service Tax, licensing food</p>	<p>Please attach scanned copies and refer Annexure II.</p>

	establishments, etc. duly supported by documentary evidence and certificates of registration.	
6.	The bidders should be neither blacklisted by any Government Dept., nor is any criminal case registered / pending against the firm or its owner / partners anywhere in India.	A duly completed certificate to this effect is to be submitted as per Annexure-I .
7.	Tendering firms/companies should have a bank account in a scheduled commercial bank.	Attach relevant documents.
8.	The Tendering firms/companies should submit Income Tax Return Certificate/ Assessment Order and audited Balance Sheet for the past three preceding financial years i.e., 2021-24.	Attach relevant documents as proof.
9.	Solvency Certificate / Bank Report	Attach the Solvency certificate / Bank Report of the value equal to the value of the Tender i.e., ₹53.00 lakh (format as per Annexure-XII)

The Tenders uploaded by the Tenderers/ Bidders who do not fulfill the eligibility criteria and are without any one of the documentary evidence in support of all the above specified eligibility criteria and also the other terms and conditions enumerated in the tender shall be summarily rejected by the Bank.

a) The tenderer should ensure that they fulfil eligibility criteria before submitting the e-tender online and they should also submit all the relevant details/ information along with the e-tender and **must upload the documentary evidence on MSTC portal**.

b) The opinion/ decision of the Bank regarding the bids shall be final and conclusive. The Bank reserves the right to reject any or all the bids any time without assigning any reason thereof.

- c) The tenderers should upload the list of clients served (current and previous) as per the specified format given at [Annex I](#). The list of clients, present and past assignment certificates from clients with respect to performance of the tenderer not older than FY2019-20, the total number of staff in the organization engaged in housekeeping services (including catering) should be submitted.
- d) The Bank reserves its right to contact any of these clients for confirmation/ satisfaction of the experience certificate submitted by the Bidder. The Bank may obtain reports on past performance of the Tenderer from its clients and bankers. The Bank may evaluate the said reports before opening of the Part-II of the Tenders. If any Tenderer is found not meeting the required eligibility for participating in the tendering process at any point of time and/or its performance reports received from its clients and/or its bankers are found unsatisfactory, the Bank reserves the right to reject its offer even after opening of Part-I of the Tender and EMD shall be returned to the Tenderer as it is within 15 working days from the date of awarding of work. The Bank is not bound to assign any reason for doing so.
- e) The Bank reserves the right to reject incomplete e-tender forms or bids where the tender has been left blank in place or if information furnished is found to be misleading.
- f) If the performance of the Bidder is found to be unsatisfactory for any reason, in any organization, the Bank reserves the right to reject the bid submitted by the Bidder.
- g) The opinion/ decision of RBI regarding the bid shall be final and conclusive. The Bank reserves the right to accept or reject any tender and to annul the Tendering process and reject all Tenders at any time prior to contract award, without thereby incurring any liability to tenderers or assigning any reason thereof. Further, the bids shall be rejected out rightly if information furnished is found to be wrong or misleading or bids are conditional.
- h) At any point of time before opening of Financial Bid (Part-II), if the documents or information provided by the tenderers/ bidder is/ are found to be incorrect, its tender would be rejected by the Bank.

B. Other conditions

1. The bidder should submit the list of previously served clients in [Annexure – III](#). The bidder may also give references of clients where their current responsibility includes housekeeping, maintenance, and catering in [Annexure- VI](#). Also, certificates from at least two clients with respect to quality of performance of the bidder and the total number of workers in the bidder's company/ firm/ entity engaged in that work should also be provided in [Annexure IX](#).
2. The bidder should preferably have certificate from International Organization for Standardization (ISO). The bidder should be registered with all relevant appropriate registering authority.
3. The bidder should be able to demonstrate with documents that their existing business processes for medical fitness/ police verification of employees and statutory compliances is robust.
4. The bidder shall not employ any worker for the proposed contract (i.e., this tender) without prior consent from the Bank.
5. All the worker members employed by the vendor must have proper police verification and medical fitness certificate. The vendor shall provide a certificate in this regard to the Bank.
6. The bidder(s) should have a procedure to conduct police verification of its workforce (to be deployed for the purpose) and will be responsible for their conduct/ irregular behavior.
7. If the performance of a bidder is found to be unsatisfactory for any reason, in any organization, the Bank reserves the right to reject the bid submitted by bidder.
8. The track record of a bidder(s) should be clean without any involvement in illegal activities or financial frauds. There should not be any case with the Police/ Court/ Regulatory authorities against the bidder or partners/ proprietors in case of Proprietorship/Partnership firm. An undertaking in this regard should be submitted as part of the tender document.
9. The bidder(s) shall not have been prosecuted or suffered any penalty for violation of any statutory laws by any authority over past 10 years. An undertaking in this regard should be submitted as part of tender document.
10. The bidder shall not have been suspended / delisted / blacklisted by any organization including Reserve Bank at any location in India on any grounds over past 10 years. An undertaking in this regard should be submitted as part of tender document.
11. The bidder should not have rescinded/ abandoned any contract awarded by any of his clients before the expiry of prescribed period of contract over past 10 years, without valid reasons. Details of such cases may be submitted and the decision of the Bank to go ahead

with the bidder who has rescinded / abandoned any contract, before the expiry of the prescribed period of contract, will be final. The bidder shall give details of all disputes he/ she had with his/her clients and furnish the status thereof.

12. In case of Sole proprietorship firm, the proprietor is not permitted to enter into partnership with any other entity/ proprietor after the contract has been awarded to the proprietor. Further, the firm is not permitted to form company without Bank's consent.

13. The bidders shall submit documentary evidence in support of all the above eligibility criteria as also the other terms and conditions enumerated in this tender document.

14. Details of the company/ firm/ agency/ entity

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

b. Details of work experience, as per the requirements in the technical criteria, supported by work orders, documents, and certificates shall be submitted. The details along with documentary evidence of previous experience, if any, of carrying out works for the Reserve Bank of India at any other centre should also be given.

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

15. Documents required to be uploaded:

Scanned copy of the original documents to be uploaded online through 'mstcecommerce' portal in PDF format while submitting the e tender (Each file size should not exceed 5 MB). Refer Annexure I-XIII for data submission formats.

- a) Attach the duly signed form of tender, articles of agreement, scope of work, and Terms and Conditions.
- b) Incorporation documents.
- c) Audited Income-tax returns/ acknowledgement/ assessment orders of last three financial years i.e., 2021-24.
- d) Audited annual financial statements for the last three financial years i.e., 2021-24.
- e) All documents related to work experience (minimum five years), supported by work orders, completion certificates and other details for the last three financial years i.e., 2022-25.
- f) Documentary evidence regarding robust existing business processes for medical fitness/ police verification of employees.
- g) Employee Provident Fund Registration certificate, ESIC Registration certificate and copy of License under Contract Labour (R&A) Act, 1970.
- h) Copy of the PAN and GST Registration wherever applicable.
- i) Proof of annual turnover, duly certified by a Chartered Accountant.
- j) Copy of MSME certificate (UDYAM) if registered under Micro, Small and Medium Enterprises Development Act 2006.
- k) Authority letter for signing of the document on behalf of firm. (As applicable) Power of Attorney/ authorisation with the seal of the company/ firm in the name of the persons signing the tender documents. (As applicable)
- l) Registration with FSSAI.
- m) Copies of all ISO Certificates.
- n) Details of current and previous clients.
- o) Any other document or information the tenderer wishes to furnish (any litigation, court case, penalty, suspension, etc.)
- p) The above information/ documents are required to be furnished by uploading copies of the relevant documents with Part – I (Technical Bid), in the attached proforma, by all the bidders to enable the Bank to verify their eligibility for participating in the tendering process. The documents, which the bidders upload, while submitting Part I of the e-tender will be scrutinized by the Bank in due course after opening of Part I of the e-tender on the scheduled date. During scrutiny of these documents, the Bank may advise the bidders to produce originals of the

uploaded documents or any other additional documents, if so, required by the Bank for the purpose of verification.

16. After scrutiny of the documents submitted along with Part I of the tender, Part II (Financial Bid) submitted by those bidders who satisfy the eligibility criteria (technical) only will be considered by the Bank for opening on such a date and time which will be communicated to the qualified bidders by email. Part II (Financial Bid) submitted by those bidders who do not qualify would be rejected, and the EMD remitted by them would be refunded without any interest within 15 working days from the date of awarding of work.

17. Applicants intending to apply will have to satisfy the Bank, by furnishing documentary evidence in support of their possessing required eligibility, and in the event of their failure to do so, the Bank reserves the right to reject their candidature. The Bank reserves the right to call for proof/ verification of any of the above-mentioned documents. All the submissions/ declarations/ assertions made by the bidder should be on their letterhead only.

18. Tenders without EMD shall not be accepted. EMD shall be forfeited if the bidder withdraws his bid during the period of tender validity or fails to execute the contract upon award of work. EMD will not carry any interest. EMD shall be refunded to the unsuccessful bidders within 15 working days from the date of awarding of work. In case of the successful bidder, post signing of Agreement within 07 days from the date of award of tender, the EMD shall be refunded within a period of one (1) month from the date of furnishing of security deposit in the form of a valid bank guarantee.

C. Financial Bid - PART- II

1. Part-II of the online tender should only contain the service provider's quoted rates as per the prescribed format.
2. The tendered rates should be inclusive of all the charges for end-to-end Management and Housekeeping of the aforesaid premises as mentioned in the Scope of Work of this tender document and should include all the components, namely raw materials, transportation, preparation charges, employee's salary, labour charges, services such as cleaning, maintenance, etc., and all other applicable charges, levies, duties and taxes (other than GST). GST will be paid by the Bank as per the applicable rates. The tendered rates shall be inclusive of all applicable taxes (except GST), cess and any other charges or levy and also inclusive of Statutory Liabilities such as Minimum Wages, ESI and EPF contributions, bonus, etc., payable to or on behalf of the employees deployed during the entire contract period, and the Bank shall not pay any extra charges/ make payment for whatever reason to the manpower deployed. A reference may be made to all appropriate Government laws/ guidelines in this regard. The rates shall also include cost of all labour, uniforms, tools, machinery, equipment, identity cards, protective gear, etc., required at the work site. The Bidder(s) may refer to the calculation sheet mentioned in Section II of Part II. Bid is liable to be disqualified for failing to quote the rates mentioned above. Any bid that has quoted rates below the Minimum Wages (Central Government) including Leave Salary, Bonus, PF, ESIC if applicable will be summarily rejected. Payments as per all statutory deductions, as applicable shall be made from the bills submitted by the contractor.
3. The rates/ quotes in the Financial Bid shall be firm and final and will not be enhanced under any pretext during the period of the contract and the revision of contract value will be at the discretion of the Bank. The exact increase, if any, will be decided by the Bank in consultation with the Contractor after considering various factors such as revision of minimum wages.
4. The bidder shall be liable to discharge all the statutory liabilities such as Minimum Wages, ESI, employee compensation, EPF contributions, etc. A reference may be made to all Central Government laws/ guidelines in this regard. The workmen should be paid the minimum wages under the Minimum Wages Act, 1948 and rules made thereunder. Besides, the workmen should be given Employees Provident Fund as per Employees Provident Funds & Miscellaneous Provisions Act, 1952, Bonus and / or dividends as per Payment of Bonus Act,

1965, and ESI under ESI Act, 1948, as may be applicable. In the absence of ESI, the contractor should undertake the liability under the coverage of Insurance such as Workmen's Compensation Insurance under Employees Compensation Act, 1923. The total premium shall be borne by the contractor. The contractor shall have a valid EPF Account for making EPF Contribution for its workmen. Written records and documentary proof for having made these payments shall be submitted to the Bank, at monthly intervals, for its verification while submitting the bills. In case of any complaint regarding non-compliance of any statutory payments; the same shall be deducted from the bill without prejudice to the Bank's right to terminate the contract at the risk and cost of the Contractor. The Contractor shall abide by all the statutory provisions of the Contract Labour (Regulation & Abolition) Act, 1970, and all other applicable laws. The Contractor, as per the Child Labour (Prohibition and Regulation) Act 1986, shall not engage a person below the prescribed age. Facilities to be provided by the Bank have been mentioned in Section VII under scope of work in the tender document.

5. Financial Bid should contain only the price filled in Indian Rupees in figures and words, and any condition therein will make it liable for rejection.

6. The Financial Bid shall be complete in all aspects and duly signed and stamped by an authorized representative of the bidder.

7. Reserve Bank of India does not bind itself to accept the lowest or any tender, and reserves to itself, the right to accept or reject any or all the tenders, either in whole, or in part. The Reserve Bank of India also reserves the right to divide the order between two or more tenderers, and the contractor shall carry out even the part orders for various items. No variation of rates shall be allowed on this account under any circumstances.

D. Opening of tender

1. **Validity of tender:** The tender along with the prices shall remain valid initially for a period of 90 days from the date of opening of technical bid, which may be further extended by mutual agreement in writing by between the Bank and the tenderer and the tenderer shall not cancel or withdraw the tender during this period or the tenderer shall not change the quoted rates. In case the tenderer withdraws the bid during the validity period, the EMD furnished by the tenderer shall be forfeited by the Bank.

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

3. No deviations/ conditions shall be stipulated by the bidder in both technical and commercial bids. Conditional tenders will not be accepted and will be summarily rejected.
4. The Part-II (Financial bid) of only those tenderers' who qualify in the Technical Bid (Part-I) will be opened on any such a date, for which the intimation would be given to the qualified tenderers through email.
5. The Bank also reserves the right to reject all the tenders without assigning any reason thereof.
6. The Bank reserves the right to amend/ modify the tender document or issue any corrigendum to the tender process. The bidder shall not contest the right of the Bank to do the aforesaid. The Bank may modify the tender document by issuing addendum/ corrigendum, for any reason, and at any time. Any addenda/ corrigendum to the tender document shall be part of the tender document. To allow the tenderers reasonable time to take any addenda/ corrigendum into account while preparing their proposals, the Bank will extend, if necessary, the deadline for the submission of proposal.

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

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

Place:

Signature and seal of the tenderer

Date:

Name of Authorized signatory

Section - III

Form of Tender

To,
Regional Director
Reserve Bank of India
Human Resource Management Department
Panaji- 403001

Dear Sir,

I/ We hereby submit that we have carefully examined the specifications, scope of work, and conditions relating to the works specified in the tender, and visited and examined the site of the works specified and acquired the requisite information relating thereto as affecting the tender. I/We, hereby, offer to execute the works specified in the memorandum, at the rates mentioned in Section I of Part II of the tender document in accordance with specifications and instructions specified in the memorandum and articles of agreement, general instructions to the tenderers and terms and conditions, conditions hereinbefore referred to, specifications, and with such materials as are provided for, by and in all other aspects, in accordance with such conditions so far as they may be applicable.

(a)	Description of works	Housekeeping Services at the Reserve Bank of India's Panaji Regional Office, Quarters and Leased Flats and for Facilities Management (including catering) and Housekeeping services at Bank's Visiting Officers' Flats and Transit Holiday Homes, Goa on a 365*24*7 basis.
(b)	Estimated cost of works	₹53,00,000/- (Rupees Fifty-Three Lakh only) per annum exclusive of GST
(c)	Earnest Money Deposit (EMD)	₹1,06,000/- (Rupees One Lakh Six Thousand only)

(d)	Validity of quoted rates	06 months. The agreement may be considered for further renewal for a maximum period of two more years, (one year at a time) at Bank's discretion, with the mutually agreed terms and condition between the parties.
(e)	Performance Bank Guarantee	10% of the tender value (rounded off to nearest ten thousand rupees) with the Bank as Performance Bank Guarantee from a Scheduled Commercial Bank, which is liable to be forfeited either fully or partially depending upon the loss or damage incurred by the Bank as determined by the Bank. No interest shall be payable on the said Bank Guarantee.

2. I/ we undertake to offer my/ our services in conformity with scope/ nature of work and the terms and conditions set out in the tender document. I/ We confirm that the tender submitted by me/ us is conforming to all the terms and conditions mentioned in the tender document.

3. I/ We also agree that my/ our tender will remain valid for acceptance by the Bank for 90 days from the date of opening of technical bid and this period of validity can be extended for such period, as may be, mutually agreed between the Bank and me/ us in writing. I/ We also agree that withdrawal of bid during the validity period shall result in forfeiture of EMD.

4. I/ We have deposited a sum of ₹1,06,000/- (Rupees One Lakh Six Thousand only) as EMD with the Bank, which bear no interest. Should I/ we fail to execute the contract within 07 days from the date of the award of the Work, when called upon to do so, I/ we do hereby agree that this sum shall be forfeited to the Bank. I/ We also agree that in the event of the occurrence of any of the events that lead to forfeiture of EMD, I am/ we are also liable to be debarred from participating in any future tender or undertaking any work in the Bank for a period of two years.

5. Should this tender be accepted, I/ we hereby agree to abide by, and fulfil all the terms and conditions of the tender, and in default thereof, to forfeit and pay to Reserve Bank of India such sums of money as are stipulated in the conditions contained in the tender document together with the written acceptance of the contract.

6. I/ We do hereby declare that, there is no case with the Police/ Court/ Regulatory Authorities against me/ us. Also, I/ We have neither been suspended/ delisted/ disqualified by any organization including the Reserve Bank of India for any reason, nor any such proceedings are pending or contemplated. I/ We also certify that neither our firm nor any of the partners/ directors are involved in any scam or disciplinary proceedings settled or pending adjudication.

7. I/ We certify that all the information furnished by me/ us is true to the best of my/ our knowledge. I have no objection to the Bank verifying any or all the information furnished in this document with the concerned authorities, if necessary. Further, I/ we have no objection to the Bank, in conducting site visits, for inspection of establishments/ similar services maintained by us.

8. I / We shall abide by the provisions of Minimum Wages Act, Contract Labour Act and other Statutory provisions like Provident Fund Act, ESI, PF, Bonus, Gratuity, Relieving charges, uniform and allowance thereof and any other charges applicable from time to time. I/We will pay the wages to the personnel deployed as per Minimum Wages Act as amended by the Central Government from time to time and shall be fully responsible for any violation. I/We shall also produce the bank account statement of the personnel deployed and documentary evidence for the above on monthly basis to the satisfaction of the Bank.

9. I/ we understand that you reserve the right to accept or reject any bid and any or all the tender either in full or in part without assigning any reasons, thereof.

10. The tender is submitted in two parts. Part I (Technical Bid) contains all terms and conditions and technical particulars, but commercial price has not been indicated anywhere in any manner and Part II (Financial Bid) contains only the price bid.

11. The details of our bankers are as under:

Sr. No.	Name of Bank	Branch and its complete address	Name of the contact person	Telephone and FAX no.
1.				
2.				

12. We are enclosing herewith list of our clients with complete details.

Sr. No.	Client Name	Location	Key dealing Individuals (Name, Rank/ Designation, Contact details)	Nature of work	Number of Personnel Catering to
1.					
2.					

13. Other details:

1.	Name, address of company/ firm/ agency, telephone numbers and email	
2.	Registration No. of the company/ firm/ agency	
3.	Name, designation, address, telephone numbers and email of authorized person(s) of firm/ agency to deal with	
4.	Please specify as to whether tenderer is sole proprietor/ partnership firm/ company. Name and Address and Telephone No. of directors / partners should be specified.	
5.	PAN of company/ firm/ agency (enclose copy of PAN card issued by Income Tax Department)	
6.	Provident Fund Account No.	
7.	ESI Number	
8.	Licence number under Contract Labour (R&A) Act	
9.	GST No.	
10.	NEFT Details (For refund of EMD) Bank Account No.: Bank Account Name: Bank Name: Branch IFSC:	
11.	Any other information:	
12.	Declaration by the bidder:	

	<p>This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself / ourselves abide by them. 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.</p>
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Dated this _____ day of _____ 2025.

For and on behalf of M/s _____

(Signature with seal)

Name _____

Designation _____ Place _____

Date _____

(Certified true copy of the Power of Attorney/ other such document(s) of the above signatory should be enclosed).

Witnesses

(1) Signature with _____
name, address and date _____

(2) Signature with _____
name, address and date _____

Section - IV

Articles of Agreement

ARTICLES OF AGREEMENT executed at Panaji and made on _____ day of _____, 2025 between the Reserve Bank of India, having its Office at Panaji (hereinafter called "the Bank") of the one part and _____ or legal heirs or representatives (hereinafter called "the Vendor") on the other part. This agreement is effective from October 01, 2025 to March 31, 2026.

WHEREAS the Bank has intention of engaging a vendor for providing Housekeeping Services at the Bank's Main Office and at the Bank's Quarters and Leased Flats and for Facilities Management (including catering) and Housekeeping services at Bank's Visiting Officers' Flats and Transit Holiday Homes in Goa on a 365*24*7 basis and has caused specifications describing the work to be done [as detailed in tender Documents (Part I, Part II, Annexures and amendments thereof)].

AND WHEREAS the said specifications and the scope of work [as detailed in tender documents (Part I, Part II, Annexures and amendments thereof)] have been signed by or on behalf of the parties hereto.

AND WHEREAS the Bank had called for tenders from eligible bidders to provide for E-Tender for Housekeeping Services at the Bank's Main Office and at the Bank's Quarters and Leased Flats and for Facilities Management (including catering) and Housekeeping services at Bank's Visiting Officers' Flats and Transit Holiday Homes in Goa on a 365*24*7 basis as has been indicated in the scope of work and other documents attached to the tender.

AND WHEREAS the vendor and others submitted the tenders and the Bank has awarded the contract, to provide E-Tender for Housekeeping Services at the Bank's Main Office and at the Bank's Quarters and Leased Flats and for Facilities Management (including catering) and Housekeeping services at Bank's Visiting Officers' Flats and Transit Holiday Homes in Goa as stated in the scope of work attached to the tender document, to the vendor.

AND WHEREAS the vendor has agreed to execute the work subject to the conditions set forth herein and to the conditions set forth in the tender documents (Part I, Part II, Annexures and amendments thereof) as modified and finally accepted by both the parties (all of which are collectively hereinafter referred to as "the said Conditions") the works described in terms and conditions and included in the detailed scope of work as detailed in tender documents (Part I, Part II, Annexures and amendments thereof) at the respective rates therein set forth,

amounting to the sum as therein arrived at or such other sum as shall become payable thereunder (hereinafter referred to as "the said Contract Amount").

A) NOW IT IS HEREBY AGREED AS FOLLOWS:

1. This agreement for providing for Housekeeping Services at the Bank's Main Office and at the Bank's Quarters and Leased Flats and for Facilities Management (including catering) and Housekeeping services at Bank's Visiting Officers' Flats and Transit Holiday Homes in Goa on a 365*24*7 basis shall come into effect from October 01, 2025 and will remain in force up to March 31, 2026. The contract may be considered for further renewal for maximum two years (one year at a time) on the mutually agreed terms and conditions, provided the Bank finds the services of the Contractor satisfactory and at the sole discretion of the Bank. The terms and conditions contained in the tender document shall be treated as part and parcel of this agreement.
2. With regard to the said consideration amount to be paid in the manner set forth under this agreement, the vendor shall upon and subject to the conditions, execute and complete the work described in the scope of work.
3. The Bank shall pay the vendor the Contract amount or such other sum which shall become payable at the times and in the manner specified in the conditions. The enhancement/reduction of the contract value, due to any reason, is up to the discretion of Bank and upon revision of minimum wages by the Government of India.
4. The Bank shall not be responsible to vendor / its workers in case of any injury/death to him/his worker while discharging their duties during the tenure of the contract.
5. The Bank reserves the right of altering the specifications and the nature of the work by adding to or omitting any items of work or having portions of the same carried out at any time during the tenure of Contract, without prejudice to this contract.
6. The specifications, agreements and documents mentioned herein shall form the basis of this Contract.
7. The vendor shall render top quality housekeeping services including cleaning and maintenance of rooms, dining halls, kitchen, toilets, and common areas etc. in the Bank's Main Office, at the Bank's Quarters, Visiting Officers' Flats and Transit Holiday Homes at St. Inez,

Panaji and at the Bank's Leased Flats. The housekeeping services to be provided shall be of high standard and up to Bank's satisfaction.

8. The vendor shall carry out all works relating to reception arrangement, catering, maintenance and other ancillary works in the manner laid down in the said conditions and shall make good any damages to the property etc of the Bank.

9. Bills for the services may be submitted on monthly basis and will be paid after rounding off the final amount to the nearest rupee. The Bill shall be in accordance with the requirements specified in Accounting and Payment Terms. The Payment will be made after deducting taxes as applicable from time to time. Any Tax, if any levied by the Central/ State Government will be borne by the vendor. In case of disputed bills, adjustment will be made after mutual negotiation/ arbitration.

10. Monthly Bill must enclose the following:

- i. Duly signed and verified tax invoice.
- ii. EPF challan and payment proof thereon.
- iii. ESIC challan, return and payment proof thereon.
- iv. Bank statement as proof of wages/salary as the same is to be paid strictly through a bank account.
- v. Proof of credit of the amount to the employees account (bank statement of all employees to be attached)
- vi. Duly signed and verified attendance records.
- vii. The payment of Bonus will be reimbursed by the Bank as and when the contractor disbursed the same to its employees and upon submission of the bill along with all relevant documentary proofs.

11. The vendor shall comply with all the applicable municipal and other regulations relating to preparation and sale of food stuff, beverages and refreshment and shall obtain necessary licenses and permits, including licenses under Food Safety and Standards Act, 2006 and Contract Labour (Regulation & Abolition) Act, 1970, at his/ her own cost. Bank shall not be responsible in any way for any breach by the vendor of the rules and regulations governing the running of such establishments.

12. The Bank reserves the right to alter the specifications and the nature of the work by adding to or omitting any items of work or having portions of the same carried out at any time during the currency of Contract, without prejudice to this contract.

13. The net rates or prices in the agreement shall determine the valuation of the extra work/

additional manpower deployed where such extra work / additional manpower is of similar character and executed under similar conditions as the work priced therein. The rates or prices of additional work will be mutually decided by the Bank and the vendor.

14. For proper performance of the contract, the vendor, has to deposit applicable amount as indicated in the Section V under Terms and Conditions of this tender document with the Bank, within a period of one (1) month from the date of signing of Agreement, as security deposit of 10% in the form of a bank guarantee issued by a Scheduled Commercial Bank which is liable to be forfeited/ invoked either fully or partially in case of breach of any terms and conditions or adjustment towards penalty amount or towards risk and cost amount or upon the loss or damage caused to the Bank, as determined by the Bank. No interest shall be payable on the said deposit. The vendor shall maintain the required bank guarantee and replenish/ recoup the same forthwith in the event of invocation of part / full bank guarantee; failing to do so will be treated as breach and the vendor shall be liable to the consequences for breach under this agreement.

15. The workmen / staff deployed by the vendor should be paid the minimum wages under the Minimum Wages Act, 1948 & rules made thereunder. Besides, the workmen should be given Employees Provident Fund as per Employees Provident Funds & Miscellaneous Provisions Act, 1952, Bonus and / or dividends as per Payment of Bonus Act, 1965 and ESI under ESI Act, 1948 as may be applicable. In the absence of ESI, the vendor should undertake the liability under the coverage of Insurance such as Workmen's Compensation Insurance under Employees Compensation Act, 1923. The total premium shall be borne by the vendor. The vendor shall have a valid EPF Account for making EPF Contribution for its workmen. Written records and documentary proof for having made these payments shall be submitted to the Bank, at monthly intervals, for its verification. In case of any complaint regarding non-compliance of any statutory payments; the same shall be deducted from the bill without prejudice to the Bank's right to terminate the contract at the risk and cost of the Contractor. The vendor shall abide by all the statutory provisions of the Contract Labour (Regulation & Abolition) Act, 1970 and all other applicable laws. The vendor, as per the Child Labour (Prohibition and Regulation) Act 1986, shall not engage a person below the age of 18 years.

16. The Bank reserves the right to extend the contract for further period with the mutually agreed terms and conditions mentioned herein. The Contract may be terminated by either of the parties by giving three clear calendar months' notice in writing of such termination to the

other party. If the vendor fails to carry out any of his obligations/duties, in terms of the Agreement or violates any general instructions and special conditions, the contract may be terminated by the Bank without assigning any reason.

17. The said Conditions mentioned in the Tender including Annexure and amendments thereto shall be read and construed as forming part of this agreement and the parties hereto shall respectively abide by, submit themselves to the said conditions and perform the agreements on their part respectively as per the said conditions.

B) SERVICES TO BE RENDERED BY THE VENDOR

The vendor shall provide Housekeeping Services at the Bank's Main Office and at the Bank's Quarters and Leased Flats and for Facilities Management (including catering) and Housekeeping services at Bank's Visiting Officers' Flats, Transit Holiday Homes, Goa. The details have been tabulated below:

Main Office	7 th Floor, Gera Imperium-II, Patto Plaza, Panaji
St. Inez Quarters	04 Visiting Officers Flats, 04 Transit Holiday Home, 02 SRAs, O-i-C Bungalow, 01 Bank Flat
Leased Flats	In and Around Panaji City

1 The Brief scope of work shall include the following:

1.1. **House Keeping Services:** To render top quality housekeeping services including cleaning and maintenance of rooms, dining halls, kitchen, toilets, and common areas etc. in the above-mentioned facilities. The housekeeping services to be provided shall be of high standard and up to Bank's satisfaction.

1.2. **Facilities to be provided to guests:** The vendor shall provide facilities to the guests as per the Scope of Work in the tender document.

1.3. **Preparation of food and Management of kitchen and Dining Area:** To render high quality Food and Beverage services which includes Breakfast, Lunch, snacks and Dinner at high standards to the guests, on time, as per the Scope of Work in the tender document and to provide Room services as and when required. The vendor shall be responsible for end-to-end operation, maintenance and supervision of kitchen and dining area.

1.4. **Management of Front Office:** Receiving and managing allotment of rooms (as per the

Bank's instructions) and managing the reception/ front office round the clock on all days of the year.

1.5. The vendor shall provide the necessary/ appropriate number of contract employee/ workers (Receptionist/ Housekeeping supervisor, Housekeepers/ Maintenance Attendants, Cooks, Kitchen helpers/ Waiters, Gardener etc.), as per the requirement mentioned in section VII of part I of this tender document for seamless service of the guests.

1.6. The vendor shall forthwith comply with and duly execute the Bank's instructions, provided always that verbal instructions, directions and explanations given to the Contractor or his representative upon the works by the Bank, shall, if involving a variation, be confirmed in writing immediately, and, if not dissented from in writing within next day by the Bank, such shall be deemed to be Bank's instructions within the scope of the Contract.

1.7. The vendor agrees to utilize materials/brands which will be of the premium quality/ as per the approved list (given in Section VII of the tender document). Banks reserves the right to conduct surprise quality audit checks of the materials used by the vendor on a periodic basis to verify the quality/standard of material/service provided by the vendor. In case of any discrepancy, the vendor shall be liable for a penalty of Rs 1000/- for each instance and the amount will be recovered from the dues payable to the contractor including from the Performance Bank Guarantee deposited with the Bank. If the quality of food items/ catering services/ housekeeping services is found to be substandard/ bad on more than three instances, the Bank shall have right to terminate the contract forthwith at the risk and cost of the vendor.

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

1.9. The vendor shall make his own arrangements for security and protection of its workers and materials and the completed work.

1.10. The vendor shall obtain license, if any, required under applicable State or Central Law as applicable in case of the services covered under this contract, at its own cost.

1.11. The vendor shall ensure timely payment of wages/salary to the workers/ persons employed for the purpose of this agreement by direct credit to the bank account only and a certificate to the effect that the salaries/wages are being paid regularly shall be furnished to the Bank every month. Further, the contractor shall furnish a certificate every month to the effect that all the obligations under the various Labour Laws and the Contract Labour (Regulation and

Abolition) Act, 1970, are complied with. The Bank will have right to demand any other documents which are required to ascertain compliance by the Contractor to various provisions of the Labour Laws.

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

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

1.14. All the persons deployed for the purpose of this agreement by the vendor shall be provided identity cards and uniform as approved by the Bank. Also, identity cards are to be countersigned by the Bank's Security Officer for administrative and safety purposes so as to avoid any unauthorized person entering the Bank's premises. The vendor shall ensure that all its employees and agents bear the identity card at all times while they are working in the Bank's premises.

1.15. The vendor shall indemnify the Bank for any penalty levied on the Bank due to breach of regulations by the vendor while performing the duties under the Contract. The vendor shall indemnify and keep indemnified the RESERVE BANK OF INDIA against:

- a) Any claim arising out of third-party loss/ damage to life or property caused by/during execution of the work.
- b) Any claim arising out of loss/ damage to the workmen engaged by the vendor during execution of the work.
- c) Any claim due to non-compliance of applicable PF / Labour laws, ESI regulations, etc.

C) ACCOUNTING AND PAYMENT TERMS

The vendor shall raise the bill on completion of every month and the payment shall be made within 45 days through electronic mode (after deducting applicable taxes) from the date of submission of complete and correct bill with supporting documents. Documentary proof of payment to the employees/ Bank Statement/ proof of disbursement of salary of all employees and to statutory authorities such as ESI, PF, etc., is to be submitted along with the bill/ invoice. The vendor shall maintain and submit to the Bank, the wage register indicating details of wages/payments made to the employees. Before submission of the bill, the vendor shall ensure

that the payment of persons deployed by the vendor have been made for the billed period. No request for making advance payment on any ground shall be entertained. Under no circumstances the vendor shall be entitled to claim any charges over and above the charges prescribed in the terms of this contract. Bills shall be settled after deducting all applicable statutory taxes. TDS Certificate shall be issued by the Bank in support of TDS deductions effected from the bills.

D) PENALTY CLAUSE

1. The vendor shall be required to maintain a feedback/ complaint register at the front office for the respective THH/VOF Flats, etc., which should be easily available to all the officers/users. The complaint/feedback register should be attended to on ongoing basis and it should be ensured that complaints in the register are resolved immediately, if they come under the purview of the vendor, In case it is found that the complaints have not been rectified/ resolved within 3 working days despite entry in the complaint register, the Bank may impose penalty of up to Rs. 1,000/- (Rupees One thousand only) for each such unresolved complaint the same may be adjusted from the bill payable to the vendor or the Performance Bank Guarantee deposited with the Bank. The decision of the Bank will be final in this regard.
2. The vendor shall ensure that its staff/ employees observe cleanliness, maintain hygiene by wearing proper apparels and gear, and are properly dressed in neat and clean uniform with identity cards, etc., during their duty hours, failing which the Bank shall have right to impose a penalty up to Rs. 1,000/- (Rupees One thousand only) and habitual offenders in this regard shall be removed by the vendor from deployment at the Bank's premises. The penalty on this account shall be recovered either from the vendor's monthly bill or from the Performance Bank Guarantee deposited with the Bank.
3. The vendor shall maintain a permanent attendance register duly signed by its staff which will be open for inspection and checking by the authorized officials of the Bank any time. The vendor shall ensure that the required number of staff is deployed for duty every day. In case any of the vendor's personnel deployed is absent and vendor is unable to provide suitable substitute, a penalty equal to Rs. 1,000/- (Rupees One thousand only) shall be levied by the Bank and the same shall be deducted from the vendor's bills/ the Performance Bank Guarantee deposited with the Bank. In case the vendor fails to maintain the requisite staff repeatedly, the Bank reserves its right to terminate the contract at the vendor's risk and cost. Further, frequent changes in the personnel should be avoided.

4. The vendor shall ensure to provide the standard services as laid down in the scope of work. Penalty as mentioned above shall be levied on the contractor by the Bank for deficiencies observed in service and for non-compliance with prescribed standards for the quality and quantity. The amount of penalty levied will be solely at the discretion of the Bank and shall be final and binding on the vendor, recoverable from dues payable to the vendor or from the Performance Bank Guarantee deposited with the Bank.

E) NON-DISCLOSURE

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

F) SEXUAL HARASSMENT

The vendor shall be solely responsible for full compliance with the provision of "the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and rules made thereunder:

- a. In case of any complaint of sexual harassment against its employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the vendor and the vendor shall ensure appropriate action under the- said Act in respect to the complaint.
- b. Any complaint of sexual harassment from any aggrieved employee of the vendor against any employee of the Bank shall be taken cognizance of by the Internal Complaints Committee constituted by the Bank.
- c. The vendor shall be responsible for any monetary Compensation that may need to be paid in case the incident involves the staff of the tenderer, for instance any monetary relief to

the Bank's employee, if sexual violence by the employee of the contractor is proved.

d. The vendor shall be responsible for educating its staff about prevention of sexual harassment at workplace and related issues.

e. The vendor shall provide a complete and updated list of its staff who are deployed in the Bank premises/ Quarters/ VOF-THH/ Leased flats or any other premises of the Bank.

G) RISK AND COST CLAUSE

In the event of any failure or breach of any terms and conditions of the agreement on the part of the vendor, the Bank shall have the right, without any prejudice, to get the work done through any other alternate Agency at the risk and cost of the contractor. The additional cost, loss, if any incurred by Bank would be recovered from the vendor.

H) INSURANCE

1. Bank shall not be responsible for any injury, accident, disability or loss of life to the vendor or to any of its personnel, that may take place while on duty or otherwise. Any compensation or expenditure towards treatment of such injury, accident or loss of life shall be the sole responsibility of the vendor. The vendor must make its own arrangements towards health insurance, accidental and disability coverage and domiciliary treatments of all personnel engaged by it and submit a proof to this effect.

2. The successful vendor shall take "all risk policy" for the contract value and workmen compensation policy for the workers engaged in the work for the period of the contract, renewable thereafter if the contract is renewed by the Bank. The vendor shall indemnify the Bank for any loss or damage that occurs to persons or building or third party while executing the work. The vendor shall be responsible for any injury to persons or things and for all structural and decorative damage to property which may arise from the operation or neglect of by it or by any its employee or either, whether such injury or damage arises from carelessness, accident or any other cause whatever, in any way connected with the carrying out of this contract. This clause shall be held to include, inter alia, any damage to buildings, where immediately adjacent or otherwise, and any damage to roads, streets, footpaths, bridges or ways. The vendor shall indemnify the Bank and hold it harmless in respect of all and any expenses arising from any such injury or damage to persons or property as aforesaid and also in respect of any claim made in respect of injury or damage under any Acts of any legislature in India or otherwise and also in respect of any award of compensation or damages consequent upon such claim. The vendor must take necessary insurance cover, Workmen Compensation

Policy and Third-Party Liability of minimum ₹2 Lakh per person for any one accident or occurrence while doing the Bank's work. The vendor shall indemnify the Bank for any loss or damage that occurs to persons or building or third party while executing the work. The vendor shall ensure that the insurance cover is kept alive during the tenure of this agreement. The vendor shall provide a copy of insurance cover (valid for entire contract period) to the Bank. If the successful Tenderer 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 successful Tenderer / vendor.

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

4. The vendor shall indemnify the Bank against all claims which may be made against the Bank for any statutory non-compliance or by any statutory authority or any member of the public or other third party in respect of anything which may arise in respect of the works or in consequence thereof.

5. The vendor shall be responsible for all other damages to any person, animal or property arising out of and incidental to the negligent or defective carrying out of this Contract. The Contractor shall also indemnify and keep the Bank indemnified in respect of any costs, charges or expenses arising out of any claim or proceedings and also in respect of any award of compensation or damages, arising therefrom.

6. The vendor shall be liable for any damage caused to the Bank or its premises or any part thereof or to any fixtures or fittings thereof or any property of the Bank and therein by any act, omission, default or negligence of the vendor or its employees or agents.

I) Vendor's Employees:

The employees engaged by the vendor shall be trained and experienced people having good health and character; well behaved, obedient and skillful in their tasks. They should be conversant in Hindi and possess workable knowledge of English.

1. The vendor has to obtain police verification certificates on the character and antecedents of its personnel to be deployed under this contract along with their passport size photographs before engaging them for duty in the Bank's premises. The police verification has to be done

annually.

2. The vendor shall ensure that trained and competent persons are deployed, who are physically fit and are not suffering from any chronic or contagious diseases that may hamper their ability in carrying out the work efficiently. The vendor shall deploy its staff in such a way that they get weekly rest. The vendor shall submit fitness certificate issued by registered medical practitioner before deploying persons for the purpose of the contract. Such certificate may be submitted annually. The vendor shall remove any person who is suffering from communicable disease and may deploy them only after they are treated/ cured of such disease. The vendor's employees shall be fully vaccinated.

3. No child labour should be engaged and human rights, as per law, shall be protected and adhered to. A person engaged must undergo a prior character and antecedent check/police verification and must be medically cleared especially kitchen staff should undergo a medical examination from time to time as instructed by the Bank.

4. There shall be no-employer-employee relationship between the Bank and the persons engaged by the vendor for the purpose of this agreement. All the workers or persons deployed by the vendor shall be considered as the employees of the vendor and under the control and supervision of the vendor for the purpose of good conduct/discipline and deployment and the Bank shall not have any liability what-so-ever with regard to such workers/employees.

5. If instructed by the Bank, the vendor shall provide his own attendance monitoring system for attendance of its staff. The vendor shall also maintain a record of payment to the workers, which shall be submitted along with the bill.

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

7. The vendor shall ensure timely payment of wages / salary to the workers/ persons employed by it by direct credit to the bank account only and a certificate to the effect that the salaries / wages are being paid regularly shall be furnished to the Bank every month. The Bank shall have the right to ask for bank statements from the contractor to verify the details of wages/salary paid by the vendor and will also have the right to demand any other documents which are required to ascertain compliance by the vendor to various statutory provisions.

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

9. The vendor shall personally and exclusively supervise the work of all employees so as to ensure that the services rendered under this agreement are carried out to the satisfaction of the Bank.

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

11. The vendor shall furnish list of his/ her employees to be deployed at Bank's property, along with their qualifications, experience, address, photos, etc. Any change in personnel would be done with due intimation to the Bank. However, the Bank reserves the right to reject any particular workmen / staff placed / employed by vendor under the contract with the Bank.

12. All staff deployed by the vendor need to be provided uniform and ensure that all its employees are in the respective uniforms at all times while they are working in the Bank's premises.

13. Services will be provided by presentable, neatly attired and well-mannered qualified and trained personnel. The personnel deployed of certified character and antecedents be Indian national and must display identity cards and be conversant in speaking Hindi and have a working knowledge of English.

14. The vendor agrees and undertakes that to make it clear to all persons employed/ engaged by it to perform the obligations under this agreement, that they are employees of the contractor and that they shall have no claim against the Bank and the Bank shall not be liable to pay wages, salary or any other type of compensation to execute the contract or provide any

other statutory benefits under the Labour Law and/or any other legislation and the contractor shall be solely responsible for providing all such amenities to its employees admissible under the relevant Law / Rules / Service conditions.

15. The vendor shall comply with all operational rules and regulations, including security & disciplinary rules framed by the Bank and made applicable to the whole or part of the premises, wherein the vendor or its employees happen to be operating / working. In the event of any of the vendor's employees violating the said rules and regulations or in any way becoming objectionable to the Bank, the vendor shall remove forthwith such employees from the Bank's premises and indemnify the Bank for any loss on such violation of the rules and regulations.

16. The vendor shall provide a complete and updated list of all the personnel deployed in the Bank every month.

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

18. The vendor shall remove all workers deployed by it in the Bank's premises immediately on termination/expiry of the contract and ensure that such persons shall not create any disruption/ hindrance/ problem/nuisance of any nature in the Bank's premises.

19. The vendor shall remove any employee who in the opinion of the Bank, is guilty of misconduct, or is in any manner unfit or unsuitable for service. The vendor shall at all times indemnify the Bank against all claims which may be made under the Employees' Compensation Act, or rules there under or under any law or rules of compensation payable in consequence of any accident or injury sustained by any person in its employment for the purpose of this agreement. The vendor shall be solely responsible for the remuneration and other dues to its employees, as also for omissions/ commissions done by them.

20. The workmen / employees engaged by the vendor shall not have any right/ claim over the facilities etc. enjoyed by the Bank employees.

J) SIGNING OF CONTRACT AGREEMENT

1. The vendor shall sign a contract with Reserve Bank of India and shall be responsible

for serving the terms of the contract. The vendor shall raise bill on monthly basis and payment for the same shall be made by the Bank. The vendor and its staff shall be under the general supervision and control of the personnel deputed for the purpose by the Bank and shall obtain necessary instructions from them for the day-to-day work in the premises.

2. General instructions to the bidders and special conditions herein before referred to shall be the basis of the final contract to be entered into with the successful bidder. The vendor shall carry out all the work strictly in accordance with the detailed specifications and instructions of the Bank.

3. In case of partnership firm, the tender submitted on behalf of the firm shall be signed by all the partners of the firm or a partner who has the necessary authority on behalf of the firm to enter into the proposed contract.

4. On receipt of intimation from the Bank regarding acceptance of the tender, the successful tenderer / vendor shall be bound to implement the Contract from the date specified therein. The successful tenderer / vendor shall sign an agreement in accordance with the extant provisions. The successful tenderer / vendor shall be liable to pay the appropriate and required stamp duty amount on the said agreement in accordance with the Stamp laws in force in the state of Goa. Any pecuniary liability incurred by the Bank either as additional stamp duty, penalty or otherwise due to inadequacy or inappropriateness of the stamp duty paid by the contractor shall devolve on the contractor and the Bank shall be entitled to recover the amount from the Performance Bank Guarantee submitted to the Bank or from the bills raised by the contractor. Where the security deposit is utilized for the said purpose, the vendor shall immediately replenish the utilized amount. Failure to do so may amount to breach of the agreement and consequences thereof shall follow.

K) LICENSES AND REGISTRATIONS

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

2. The vendor shall comply with all municipal and other regulations relating to preparation and sale of food stuff, beverages and refreshment and shall obtain necessary licenses and

permits, including licenses under Food Safety and Standards Act, 2006.

L) OTHER CONDITIONS

1. To ensure effective implementation of this contract, authorized official/s of the Bank shall issue instructions, either orally or in writing to the contractor and such instructions shall be deemed to be a part and parcel of this contract and shall be binding on the contractor. In all matters relating to or incidental to this contract, if there arises any doubt or dispute or disagreement, the decision of the Bank shall be final and binding on the contractor.
2. It shall be the vendor's responsibility to ensure that the obligations under the terms of this contract are duly performed and observed.
3. The vendor shall maintain and provide all necessary documentation, registers and records and other related documents as proof of compliance with all statutory requirements and provisions of applicable laws.
4. The vendor shall provide at its cost, everything necessary for the proper execution of the works according to the intent and specifications taken together whether the same may or may not be particularly shown or described herein, provided that the same can reasonably be inferred therefrom, and if the vendor finds any discrepancy he shall immediately, and in writing, refer same to the Bank which shall decide thereupon.
5. All materials shall so far as procurable be of the equivalent kinds and in accordance with the Bank's instructions, and the vendor shall upon the request of the Bank furnish it with all invoices, accounts, receipts, and other vouchers to prove that the materials comply therewith. The vendor shall at its own cost arrange for and/or carry out any test of any material which the Bank may require.
6. The vendor shall give all necessary personal superintendence during the contract period, and as long thereafter as the Bank may consider necessary. The vendor shall nominate/identify the person for proper performance of this contract and provide the contact details of such person to the Bank at the time of signing the agreement. Any directions, explanations, instructions or notices given by the Bank to the vendor's representative shall be held to be given to the Contractor.
7. The vendor shall afford the official deputed by the Bank, every facility and assistance for inspecting the works and materials and for checking and measuring / counting the materials. The Bank shall have power to give notice to the vendor or to its representative of non-approval of any work or materials and such work shall be suspended, or the use of such materials shall

be discontinued by the Supervisor/ Manager appointed by the vendor , but such examination shall not in any way exonerate the vendor from the obligation to remedy which may be found to exist at any stage of the works.

8. The whole of the works included in the Contract shall be executed by the vendor and the vendor shall not directly or indirectly transfer, assign or under-let the Contract or any part share thereof or any interest therein without the prior written consent of the Bank; and no undertaking shall relieve the vendor from the full and entire responsibility of the Contract or from active superintendence of the works during the contract.

9. If the vendor, after receipt of written notice from the Bank requiring compliance immediately fails to comply with, the Bank may employ and pay other persons to execute any such work whatsoever that may be necessary to give effect thereto, and all costs incurred in connection therewith shall be recoverable from the vendor by the Bank as a debit or may be deducted from any monies due to the vendor.

10. On taking over the responsibility of work assigned, the vendor shall formulate the mechanism for due assignment of work to its personnel which will be finalized by the Bank/ its authorized officials. Subsequently, the contractor shall review the work assigned from time to time with the permission of the Bank, for further streamlining their system.

11. The decision, opinion, direction, certificate (except for payment) by the Bank with respect to all or any of the matters hereof (which matters are herein referred to as accepted matters) shall be final and conclusive and binding on the parties hereto and shall be without appeal.

12. If, for any reason, the Bank is obliged, by virtue of the provisions of the Employees Compensation Act, 1923, or any statutory modification or re- enactment thereof to pay compensation to a workmen employed by the vendor in execution of the works, the Bank shall be entitled to recover from the vendor the amount of compensation so paid. The Bank shall be at liberty to recover such amount or any part thereof by deducting it from the Performance Bank Guarantee submitted to the Bank or from any sum due by the Bank to the vendor under this Contract or otherwise.

13. In any case, if it is found that the employee of the vendor is not receiving salary/ of such amount from vendor , the bank may take action against the vendor at its discretion.

14. In case of Sole proprietorship firm, the proprietor is not permitted to enter into partnership with any other entity/ proprietor after the contract has been awarded to the proprietor. Further, the firm is not permitted to convert its Firm to company without the Bank's

prior approval.

15. The vendor may be instructed by the Bank to employ more workers as required by the Bank in due course during the validity of the contract and wages for an additional number of workers will be reimbursed accordingly by the Bank. Further, the scope of the work / number of rooms under the purview of the contract may also be increased as per the requirement of the Bank. The additional cost in this regard will mutually be agreed by both the parties.

16. **Subletting**: The vendor shall not sublet, transfer or assign the contract or any part thereof without the prior written approval of the Bank, to any other person/ company/ organization.

M) DISPUTES RESOLUTION

1. All disputes and differences of any kind under the agreement shall be referred to the Regional Director, Reserve Bank of India, Panaji and his/ her decision, in writing, shall be final and binding on both the parties.

2. In case the parties do not agree upon the decision, each party shall appoint one arbitrator, and the two appointed arbitrators, shall appoint the third arbitrator who shall act as the presiding arbitrator. The provisions of the Arbitration and Conciliation Act, 1996 shall be applicable to such proceedings and the arbitration shall be held at Panaji and language of arbitration proceedings shall be English. The award of the arbitrator so appointed shall be final and binding. During the arbitration proceedings the vendor shall continue to discharge its contractual obligation under this agreement, unless dispensed with by the Bank. Further, such disputes, difference, questions, if any, shall be deemed to have arisen in Panaji and only courts in Panaji shall have exclusive jurisdiction to determine the same. However, for any dispute/ issue, not settled through the process under the Arbitration and Conciliation Act, 1996, the legal jurisdiction shall be Panaji only.

N) TENANCY RIGHTS

Nothing herein contained shall be construed to create any tenancy in favour of the vendor or his/ its persons and Bank may, in accordance with the terms specified herein, at any time effect the termination of the contract, re-enter and retake and absolutely retain possession of the portion provided by Bank to the vendor for due execution of the contract and evict its personnel.

O) FAILURE TO EXERCISE THE BANK'S RIGHTS

Any omission on the part of the Bank at any time to exercise any of its rights under the terms

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

P) TERMINATION OF THE CONTRACT

1. The Contract may be terminated by either of the parties by giving three clear calendar months' notice in writing of such termination to the other party. If the Vendor fails to carry out any of his obligations/duties, in terms of the Agreement or violates any general instructions and special conditions, the contract may be terminated by the Bank without assigning any reason.

2. Termination of contract by Vendor

The vendor shall not terminate the Contract for the period of minimum 06 months from the date of awarding of the Contract and thereafter may terminate the contract by giving three clear calendar months' prior notice in writing, in case it decides to stop the services. In the case of failure to provide the Services for the minimum period of 06 months, the Bank has the right to forfeit the Security deposit.

3. Right of Bank to terminate contract in the event of death of vendor (if individual)

Without prejudice to any of the rights or remedies under this Contract, if the vendor, being an individual / proprietor, dies or becomes incapable of discharging his / her contractual obligation, the Bank shall have the option of terminating the Contract without incurring any liability for such termination. However, if the vendor had appointed his/ her representative under a valid and registered deed of assignment and submitted the relevant documents to the Bank at the time of signing of the contract, the Bank may continue the contract with the said Representative, if it so desires, by entering into a fresh agreement under the same terms and conditions and for the period as may be decided by the Bank.

Q) FORCE MAJEURE

If at any time during the currency of the contract, either party is subject to force majeure, which can be termed as civil disturbance, riots, strikes, tempest, acts of God, etc., which may prevent either party to discharge its obligation, the affected party shall promptly notify the other party about the happening of such an event. Neither party shall, by reason of such event, be entitled to terminate the contract in respect of such performance of their obligations. The obligations under the contract shall be resumed as soon as practicable after the event has come to an end

or ceased to exist. If the performance of any obligation under the contract is prevented or delayed by reason of the event beyond a period mutually agreed, either party may at its option, terminate the contract. That the several parts of this Contract have been read by the vendor and fully understood by the vendor.

The vendor confirms that all the parts of this Contract have been read by the vendor and fully understood by it.

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

Signed and delivered by

(Name and Designation) In the presence of –

Witnesses –

1. _____

Address: _____

2. _____

Address: _____

If the party is Partnership firm or Individual Proprietorship

Signed and delivered by In the presence of – Witnesses –

1. _____

Address: _____

2. _____

Address: _____

THE COMMON SEAL OF _____

If the Contractor is a Company

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

In the presence of – Witnesses –

1. _____

Address: _____

2. _____

Address: _____

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

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

1. _____

2. _____

If the Contract is signed by the hand of Power of Attorney, whether of a company or Individual

E-Tender for Housekeeping Services at the Reserve Bank of India's Panaji Regional Office, Quarters and Leased Flats and for Facilities Management (including catering) and Housekeeping services at Bank's Visiting Officers' Flats and Transit Holiday Homes, Goa

SIGNED AND DELIVERED BY –

The Contractor by the hand of

Shri/Smt. _____

And duly constituted attorney.

Section V

Terms and Conditions

1. Performance Bank Guarantee

1.1. The Successful bidder shall furnish Performance Bank Guarantee to the Bank within a period of one (1) month from the date of signing of Agreement. The Performance Bank Guarantee will be 10% of the tender value (rounded off to nearest ten thousand rupees) for due performance of the contract valid for a period up to three months after expiry of the contract. The Performance Bank Guarantee shall be renewed for a further period of one/ two years in case of renewal of the contract by the Bank. No interest will be paid to the contractor for the amount of Performance Bank Guarantee during the period of agreement.

1.2. Failure to pay the Bank Guarantee shall be treated as failure to discharge the obligations under the contract and shall result in cancellation of the offer of the contract and forfeiting the EMD. The bidder/ contractor shall be liable to compensate the Bank for any loss incurred by the Bank.

1.3. The Performance Bank Guarantee shall be released by the Bank only after being satisfied of the successful completion of the contract and no liabilities from the contractor or its employees. The Performance Bank Guarantee shall be discharged only after adjusting all dues, liabilities, etc., recoverable from the contractor.

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

1.5. If the successful contractor fails to comply with the terms and conditions of the contract in course of the contract period, the Performance Bank Guarantee shall be forfeited in full or in part, as decided by the Bank.

2. Facilities Provided by the Bank include:

2.1 Kitchen with all necessary facilities like gas stoves, cylinders, grinder, mixers, refrigerator, microwave, almirah for storage of linen and facility for storage of crockery / food grains etc.

2.2 Crockery, water jugs, cutlery and all cooking utensils/pans, pressure cookers etc.

2.3 Furniture in rooms, dining halls, lounges, office rooms, etc.

2.4 Linen for all bedrooms/rooms.

2.5 Appliances like TV, ACs, Geysers, Washing Machines, and Water Purifier etc. All the available capital equipment will be given on as-is, where-is condition.

2.6 Furniture, mattress, bed, sofa etc. for housekeeping and management.

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

4. The Bidder should also note that rates quoted should be correct, workable and self-supporting. The scope of work indicates the total extent of work, which also includes any other small works required to complete the intent of the scope so defined.

5. Part 'II' - price bids shall contain prices in Indian Rupees only as per the format both in figures and words. Change of terms and conditions and technical deviations, if any, found in Part II of the tender, will not be taken into account and will be treated as null and void.

6. Bidders are expected to exercise due care while quoting the rates. The rates quoted should not be Abnormally High Rates (AHRs) or Abnormally Low Rates (ALRs). In case ALRs are quoted by any bidder/s in price bid, the Bank reserves the right to either reject such bids or to establish the reasonableness of prices based on estimated rates, prevailing market rates, last purchase prices, other input costs and intrinsic value, etc., before awarding the contract. For bidders quoting ALRs, the Bank may increase the amount of Performance Bank Guarantee by four times of the applicable value/ amount as mentioned in Para 1 of this section, as performance security, which may be forfeited in case such contractor is not able to perform the contract on the given rates. The decision of the Bank in this regard will be final and binding.

7. The tenderer must use only the forms downloaded from the MSTC/ Bank's website to fill in the rates. The uploaded tender form must be filled in English.
8. The rates quoted shall be firm and binding without any escalation till renewal of the contract. Thereafter, an increase in contract rates, if any, will be at the discretion of the Bank and upon the revision of minimum wages as per the Central Government.
9. The contract will be initially for a period of 06 months, extendable for a further period of two years (one year at a time), at the Bank's discretion with the mutually agreed terms and conditions.
10. The vendor shall be deemed to have satisfied himself before tendering as to the correctness and sufficiency of its tender for the works and of the rates and prices quoted in the price bid, which rates and prices shall, except as otherwise provided, cover all its obligations under the Contract and all matters and things necessary for the proper completion of the works.
11. The acceptance of the offer of contract shall be communicated by the successful bidder such that the acceptance is received by the Bank within 4 days from the date of issue of the offer/ award of the Work. Failure to accept the offer and communicate accordingly within this period shall result in forfeiture of the EMD and revocation of the offer. In such an event the Bank shall have the right to debar the bidder from participating in any tender in the Reserve Bank of India for a period of three years, however, before doing so the Bank may serve seven days show cause notice (SCN) to the vendor and consider the reply if any given by the vendor to such notice.
12. The vendor will have full responsibility of proper upkeep, maintenance and custody of the linen, crockery, equipment, vessels, etc., handed over to it by the Bank. All the items supplied by the Bank, at its expense, for the purpose of running VOF/ THHs, will be Bank's property for all intents and purposes.
13. The losses due to breakage / theft / damage or loss (except due to natural wear and tear) of any such materials /fixtures / furniture or damage due to poor and reckless handling shall be recovered from the Contractor at full cost from the amounts payable or from Performance Bank Guarantee and the decision of the Bank shall be final and binding in this regard. The vendor shall maintain records for all such damages/breakages.

14. Water and Electricity is available at sites and may be used by the contractor for the works free of cost. During the execution of work, adequate care shall be taken by the Contractor so that the Power and Gas supply, Water and Drainage system, etc., which may be having common line serving to adjacent properties including Bank's premises shall not be disturbed. If any of these services are disturbed due to any work undertaken by the Contractor, the Contractor shall take all initiative to get the same restored at the earliest. No extra amount shall be paid by the Bank on this account.

15. The vendor shall indemnify and keep the Bank indemnified, defend and hold good the Bank, its directors, officers, employees and agents against loss, damages or claims arising out of any violations of applicable laws, regulations, guidelines during the contract period and for the breach committed by the Contractor or its services personnel on account of misconduct, omission and negligence by the Contractor or his service personnel.

16. The vendor shall be registered with the Central/ State Body concerned and shall abide by State Labour / Government of India (Ministry of Labour) rules and regulations and all other Statutory Acts/ Regulations and rules relevant to this contract and shall indemnify and keep the Bank indemnified against damages arising out of the default on the part of Contractor due to negligence or non-compliance of any of the aforesaid rules, regulations, etc.

17. The vendor or its staff shall not use the premises, properties, fixtures, fittings, etc., of the Bank premises/colony for any purpose other than those expressly provided in the contract. It shall be open to officials of the Bank to inspect the premises at any time as also the facilities provided to the guests in flats.

18. The vendor should put in place a proper mechanism (including keeping wet and dry wastes separately) for collection, handling disposal and removal of waste from the premises and comply with all the statutory requirements in this regard.

19. The vendor shall be responsible for taking adequate care of all equipment and materials provided by the Bank. It should bring to the notice of the Bank, the repairs and maintenance work that are required to be undertaken from time to time. If any repairs of the equipment are to be made on account of mishandling / negligence of the workmen, except normal wear and tear, the said items shall be repaired by the contractor at its cost.

20. The vendor or its authorized representative has to attend periodic review meetings

convened or as and when required, for discussion for evaluation of performance of the contract.

21. The vendor shall provide all necessary superintendence during execution of the work and all along thereafter as may be necessary for proper fulfilment of the obligations under the contract. The Receptionist/ Housekeeping supervisor, Housekeepers, Cooks, Kitchen helpers/ Waiters, Gardener & other support staff and their qualifications and experience shall not be lower than specified in Scope of work. The Receptionist/ Housekeeping supervisor shall be present at the site of work for supervision and also present himself/themselves, as required, to the Bank and/ or its designated representative to take instructions. Instructions given to the Receptionist/ Housekeeping supervisor shall be deemed to have the same force as if these have been given to the contractor. The Receptionist/ Housekeeping supervisor and other Staff shall be available at site fully during the specified durations and whenever so required by the Bank and shall also note down instructions conveyed by the Bank or its designated representative(s). Necessary Registers viz. complaint register, Material receipt/consumption register/ Labour attendance register, etc., shall be strictly maintained by the Receptionist/ Housekeeping supervisor on daily basis.

22. In the event of any damage being caused to the movable or immovable property of Bank or employees of Bank, the Bank reserves the right to compute the damage in terms of money and to deduct the same from the bill of the contractor or from the Performance Bank Guarantee.

23. The contractor shall not use the Logo and or trade name of Bank or letter head of Bank and the relationship between the contractor and Bank being on principal-to-principal basis, the contractor shall not hold itself as an agent of Bank. The contractor shall not use Bank's address on its letterhead/ stationery for purposes of Registration or communication with any Government/ Local Body or any other organization or person and no tenancy shall be created by the presence of its workmen/ employee on Bank's premises.

24. The contractor shall maintain all registers and documents as required by the Regional Labour Commissioner and shall furnish the same to the Bank or its representative as and when required.

25. The Contractor shall ensure that local labour, unskilled as well as skilled, to the extent possible and available from local resources are preferably employed on the work.

26. The authorised representatives of the Bank shall, at all reasonable times, have free

access to the work and other places, and the Contractor shall give every facility to the Bank and their representatives, necessary for inspections and examination and test of the materials. Persons not authorized by the Bank, except the representatives of public authorities, shall not be allowed on the works at any time.

27. The Bank reserves the right to use premises and any portions of the sites for execution of any work not included in this Contract which it may desire to have carried out by other persons, and the Contractor shall allow all reasonable facilities for the execution of such work but shall not be required to provide any equipment or material for the execution of such work except by special arrangement with the Bank. Such work shall be carried out in such manner as not to impede the progress of the works included in the Contract and the Contractor shall not be responsible for any damage or delay which may happen to or occasioned by such work.

28. The successful tenderer is bound to carry out all items of work necessary for performance of the job even though such items are not included in the scope of work and rates. Schedule of instruction in respect of such additional items and their quantities will be issued in writing by the Bank. The Bank may at its discretion enhance scope of work while in contract and the related enhancement of the contract amount may be done with mutual agreement.

29. If there are varying or conflicting provisions made in any one document forming part of the contract, the Bank shall be the deciding authority with regard to the intention of the document and its decision shall be final and binding on the contractor.

30. In case of proprietorship, duly executed deed of assignment clearly identifying the representative who will be liable to perform the contractual obligation in case of the death of the proprietor shall also be submitted. However, in such an eventuality, purely as stop gap arrangement, it will be the prerogative/right of the Bank to continue the contract for such period as may be decided by the Bank.

31. The Contractor shall be responsible for providing the services at the Office of the Bank on all working days of the Bank or such other days as determined by the Bank.

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

Signature of the authorized person:Name of the signatory

E-Tender for Housekeeping Services at the Reserve Bank of India's Panaji Regional Office, Quarters and Leased Flats and for Facilities Management (including catering) and Housekeeping services at Bank's Visiting Officers' Flats and Transit Holiday Homes, Goa

(.....)

(in block capital letters):

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

.....

Date:

Section – VI

Evaluation Criteria

1. Part-I, Technical Bid Evaluation: The tender submitted by the bidder shall be evaluated as described below:

- a. First, Part-I (Technical bid) will be evaluated. Tenderers shall furnish all the information for Technical Evaluation as specified in the eligibility criteria.
- b. Supporting documents for the various items mentioned in Eligibility Criteria must be uploaded on the MSTC Portal for Technical evaluation. The tenders uploaded without documentary evidence specified in the tender documents will be summarily REJECTED BY THE BANK.
- c. The Bank shall scrutinize the information and documents submitted by the tenderer vis-à-vis eligibility criteria and take the decision regarding qualification in Technical Bid Evaluation.
- d. The Bank may, at its discretion, ask any bidder for a clarification of its Tender or any of its submissions. Any clarification submitted by a bidder, that is not reasonable to the Bank shall not be considered. The Bank's request for clarification and the response shall be in writing. No change in the prices or substance of the Tender shall be sought, offered, or permitted.
- e. If a bidder does not provide clarifications of its Tender by the date and time set by the Bank, its Tender shall be liable for rejection.

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

2. Part-II, Financial Bid Evaluation:

- a. The bidders who fulfil the eligibility criteria shall be qualified for next stage of opening of Part-II Financial Bids. The Bank will intimate the qualified bidders, the time/ venue for the opening of Financial Bid by e-mail only.
- b. The bidder with lowest Financial Bid will be termed as L1 and will be awarded the work.
- c. In case the situation arises, where the Financial Bid of two or more bidders are same,

in that case the Bank will give first preference to the firm with higher average annual turnover in last three (03) financial years (2021-22, 2022-23 and 2023-24).

Section VII

Scope of Work

1. The services covered under the captioned tender would be required to provided at below mentioned addresses:

- a) The Bank's Main Office is located on 7th Floor, Gera Imperium-II, Patto Plaza, Panaji
- b) The Bank's Quarters (including O-i-C Bungalow, bank's flat/s and SRAs), the Visiting Officers flats & Transit Holiday Homes located at St. Inez, Panaji
- c) The Bank's Leased Flats located in and around Panaji.
- d) At any other location/s as may be required by the Bank.

Kitchen and dining hall is housed at St, Inez quarters.

2. Deployment of workers shall be 24X7X365 basis. However, in the Bank's Main Office, the requirement for night stay will be as per requirement or as advised by RBI. The details of the addresses mentioned at point 1 above have been tabulated below*:

Bank's Main Office	Entire Office Premises
Bank's Quarters	01 O-I-C Bungalow, 01 Flat and 02 SRA
Visiting Officers Flats	04 Rooms
Transit Holiday Home	04 Rooms
Leased Flats	In and around Panaji

**The above information also includes the number of flats which are currently under renovation by the office and the number of rooms at quarters may be increased. Further the number of leased flats may vary from time to time.*

3. Housekeeping and Maintenance: To be Provided at:

a) Bank's Main Office

Sr. No.	Description	Eligibility and Frequency
1.	Contractor shall be responsible for all cleaning works such as sweeping and mopping of general area, passages, and lobbies, cleaning of each cabin, Conference Room and	Daily

	other work areas located at Office premises, Cleaning of Furniture in each Department/ Section.	
2.	Cleaning of Storerooms, Book Vaults, Record Rooms etc., of all the departments of the Bank.	Daily
3.	Cleaning of Canteen / OLDR and carry out miscellaneous tasks in the canteen as per instructions of the Bank.	Daily
4.	Special cleaning of specific areas or any other area as per the instructions of the Bank on any day.	As and when instructed.
5.	The passages/ veranda shall weekly be washed with detergent, Lizol, Phenyl and other required cleaning materials. The sweeping and mopping shall be carried out both in the morning hours and afternoon. The Bank may increase the frequency of cleaning of these areas.	Daily
6.	Removing the cobwebs, stains, dirt from wall, windows, ceiling, and such areas as required.	Daily
7.	Cleaning of electrical fittings and fixtures (Ceiling Fans, Exhaust Fans, ACs, Lights etc.) as required.	Daily
8.	Cleaning of areas around water dispensers/water purifiers installed at various locations in the Bank's premises.	Daily
9.	Sweeping and moping of Waiting Area, Recreation / Sports Room, Visitors Room etc., in the office Premises.	Daily
10.	Keeping the passages clean at all times even if it requires cleaning repeatedly.	Daily
11.	Any special cleaning on Republic Day, Independence Day and Festivals to be carried out as per the instruction of the Bank.	Daily
12.	Continuous cleaning, maintenance of hygiene & mopping of floors and common area in the Bank to be done during office hours so that it retains a clean and dry look.	Daily
13.	The housekeeping staff shall be responsible for cleaning of the washrooms/toilets, including toilet pots, seats/urinal pots, platform, sink, wash basins, tiles, floor, racks, glass mirrors, etc., in all the washrooms and toilets of the Office	Daily/ Multiple Times

	Premises with required cleaning materials.	
14.	Cleaning of washrooms/general toilets and common area shall be conducted from 7.00 am to 07.00 pm on a regular hourly basis and on requirement basis in between with best and branded cleaning solutions, materials, mechanized scrubbing, etc. The toilets floor needs to be maintained dry during office hours.	Daily
15.	Thorough sweeping, washing, mopping and scrubbing the floor and wall dado inside the toilets. Washing of toilet floors and tiles with suitable ceramic tiles cleaning chemicals.	Daily
16.	Cleaning of walls of Washrooms/Toilets and keeping ceilings free from cobwebs, dirt, stains, etc.	Daily
17.	Cleaning of windows, windowpanes, grills, doors, ventilators, ceiling, wall dado, plumbing and sanitary fittings & fixtures, glazed ventilators, etc.	Daily
18.	Cleaning of accessories provided in the washrooms like Buckets/mugs/soap cases, etc.	Daily
19.	Dustbins kept in the washroom and surrounding area shall be emptied on regular basis at designated places.	Daily
20.	The soap dispenser in the washrooms shall be topped up regularly with good quality liquid soap. The details shall be intimated to the nodal point of contact of the Bank for replacement.	Daily
21.	To ensure on a daily basis that all the accessories/ equipment in the toilets like Taps /Sinks /Geyser/Flush /Shower / other sanitary fittings, etc., are in working condition and if not, then report it to concerned official of the Bank immediately.	Daily
22.	Any other instructions passed by the Bank from time to time.	As and when instructed.

- a) All the cleaning materials and equipment will be provided by the Bank. The contractor has to provide the indent of materials required well in advance to the Bank.
- b) The contractor shall be responsible for the proper use of the cleaning equipment provided by the Bank.
- c) Cleaning activity in the morning shall start at 8.00 am or as decided by the Bank from time to time.

d) Any damage or theft of fittings/fixtures will be brought to the notice of the Bank's Caretaker/ Security Officer immediately.

b) The Visiting Officers Flats & Transit Holiday Homes:

Sr. No.	Description	Eligibility and Frequency
1.	Cleaning of corridors and Rooms.	Daily.
2.	Making/ arranging the beds.	Daily, when flat is occupied.
3.	Provision of bath towel, door mats and hand towels.	One set per person occupying the flat/ room (maximum of 2 sets). It has to be replaced daily.
4.	Cleaning of rooms, bathrooms, toilets, etc.	Daily.
5.	Provision for bed sheets, pillow & pillow covers.	Has to be changed on alternate days when occupied or as per requirement or if demanded by the guest.
6.	Mechanical washing and scrubbing of floor area with floor cleaners, detergents, dust removing chemicals and polishing of the floor areas, etc.	Weekly.
7.	Removal of cobwebs, dusts, termites, insects, pests, etc.	Weekly or at the time of check-out.
8.	Sponging and cleaning of windows.	Weekly or at the time of check-out.
9.	Keeping ceiling and table/ pedestalfans, air-conditioning, lighting fixtures, grills dust free.	Weekly or at the time of check-out.
10.	Cleaning of dustbins and buckets in flats with detergents.	Weekly or at the time of check-out.
11.	Cleaning of sanitary wares and plumbing fittings by using reputed branded products.	Weekly or at the time of check-out.
12.	All occupied rooms/ common areas should be sprayed with good quality air fresheners.	Daily or as and when requested for
13.	Liquid mosquito repellent/ sprays in occupied rooms/ common areas.	The Contractor has to ensure that mosquito repellent is replenished frequently.
14.	Track of the recharges of Dish TV, internet	The Contractor has to keep track of the same. The details shall be intimated to the nodal point of contact of the Bank for replacement. (Official from Estate office).
15.	Cleaning of Ceilings, ceiling fans, windows, glasses, sofa set, and other furniture in flats.	Every fortnight or as and when requested for.

16.	Cleaning of Curtains	Vacuum Cleaning of curtains have to be done on a weekly basis. Steam cleaning for removal of stains is to be done as when required. Curtains to be sent for dry cleaning/ laundry on Quarterly basis.
17.	Replacement of faulty electrical items like Tubelights, Bulb, etc,	Contractor has to ensure that all the electrical items supplied in the rooms shall be in working condition before allotting the room. The details regarding Faulty electrical items to be replaced at the premises shall be intimated to the nodal point of contact of the Bank for replacement.
18.	Naphtha balls should be regularly placed in the wall-almirahs and urinals.	As and when required.
19.	Upkeep & maintenance of garden, lawn & horticultural works in the Banks quarters and office premises. Watering, trimming, pruning and removing all wild grass and weeds in the garden area. Re- cultivating the dried area in the lawn with good quality of grass without any extra cost to the Bank. Control of insects, fungus and other diseases by means of spraying with pesticides as and when required. Keeping the garden/lawn area clean and neat in appearance including removal of dried/fallen leaves and other waste material & disposal thereof.	Daily

- a) All the cleaning and gardening materials and equipment will be provided by the Bank. The contractor has to provide the indent of materials required well in advance to the Bank. The contractor shall be responsible for the proper use of the cleaning equipment provided by the Bank.
- b) The Laundry expenses will be reimbursed along with the monthly bills on production of documentary evidence.

c) The Bank's Quarters (including O-i-C Bungalow, bank's flat/s and SRAs) and Leased Flats:

Sr. No.	Description	Eligibility and Frequency
1.	Deep Cleaning and dusting of Flat including cleaning of room/s, balconies, windowsills, mirrors, doors, glass fixtures, ceiling fans, electrical fittings etc.	Monthly
2.	Cleaning/ scrubbing/ mopping of the washrooms/toilets, including toilet pots, seats/urinal pots, platform, sink, wash basins, tiles, floor, racks, glass mirrors, etc., windows,	Weekly

	<p>windowpanes, grills, doors, ventilators, ceiling, wall dado, plumbing and sanitary fittings & fixtures, glazed ventilators in all the washrooms and toilets of the flats with required cleaning materials. Cleaning of walls of Washrooms/Toilets and keeping ceilings free from cobwebs, dirt, stains, etc.</p>	
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4. Facilities Management (including catering) to be provided at the Bank's Visiting Officers' Flats and Transit Holiday Homes shall include the following:

a) Management of Front Office:

- i. Receiving and managing allotment of rooms (as per the Bank's instructions) and managing the reception/ front office round the clock on all days of the year.
- ii. Receiving, allotting rooms (as per the Bank's instructions) and guiding the guests coming to stay in VOFs & THHs.
- iii. The Contractor/ Contractor's staff shall not allot rooms on its/ his own in any circumstances. Managing the reception/ front office, round the clock (365*24*7) on all days of the year, maintenance of allotment register, and perfect upkeep of rooms including common area.
- iv. Arrangements for porting of luggage from gate to room and *vice versa*. Operation and maintenance of kitchen and dining hall and catering to guests in Bank's VOF/ THHs will be supervised and facilitated by the front office.
- v. Consolidation of complaints/ suggestions from the guests/ Banks Officials and onward submission of the same to the Bank, on a weekly basis.
- vi. Monitoring of electrical, plumbing, and carpentry installations in the VOFs/ THHs and prior intimation of the same to the Bank to undertake necessary maintenance works within time. (Maintenance of these installations will be done by the Bank).
- vii. Ensure overall general maintenance, like drainage cleaning, garbage disposal (dry and wet garbage/plastic and non-plastic waste disposal, etc., in an eco-friendly manner, using protective/closed bins) as per the extant rules and regulations.
- viii. Proper checking of the room before the checkout of the guest and ensuring that all the items provided by the Bank are in place and in good condition.
- ix. Room-wise inventory register is to be maintained by the Contractor, to ensure the safe custody of the Bank's properties. The register has to be kept at front office and shall

be subjected to periodical verification by the Bank's officials. Hence, the Contractor shall assume full responsibility for maintaining all movable properties of the Bank placed inside the flats. In case of any shortage, damage, etc., the Contractor will be liable for replacement of the same at their cost.

- x. The front office staff has to maintain proper record/ register as required by the Bank. The Format of Guest Occupancy Register shall be provided by the Bank and the same shall be kept safely by the Contractor.
 - xi. As soon as the guest arrives at the VOFs/ THH, necessary entries in all columns are to be made in the register. Further attendance Register has to be maintained at all times to record the attendance of the staff. The Bank has the right to do surprise checks, periodically, to ensure the proper maintenance of the records.
 - xii. The front office staff must ensure that the guests are accompanied to his/her room and offer help to carry his/ her baggage to the allotted room, ensure his comforts, offer him tea/ coffee/ food, etc., suiting the time. All the correspondence with the Bank has to be made through the Supervisor/ Manager appointed by the Contractor.
- b) **Preparation of food and Management of Dining Area:** The Contractor shall be responsible for end-to-end operation, maintenance and supervision of kitchen and dining area. It shall include:
- i. Operation, maintenance and supervision of the kitchen and dining area.
 - ii. The Contractor has to render high quality Food and Beverage services which includes Breakfast, Lunch, Snacks and Dinner at high standards to the guests, on time, as per the agreement with the Bank, and to provide Room services as and when required and on the instruction of the Bank. The Contractor shall be responsible for end-to-end operation, maintenance and supervision of kitchen and dining area.
 - iii. Indicative menu for Breakfast, Lunch and Dinner and Snacks as prescribed by the Bank.
 - iv. Lunch/ dinner/ breakfast orders shall be taken from guests, and food served to them at appropriate times.
 - v. Raw material should be as specified in indicative list of materials.
 - vi. **Vegetarian and Non-Vegetarian dishes shall be prepared separately.** Non-vegetarian dishes shall be made from fresh and good quality mutton or chicken or fish; and the same shall be purchased from reputed shop. The pieces of non-vegetarian items shall not be too small or too big. Unnecessary shreds and small bone pieces shall

be removed. The non-vegetarian items shall be washed and marinated properly before cooking.

- vii. The contractor shall be responsible for disposal of leftover foods and other garbage on a daily basis at regular intervals to the satisfaction of the Bank and in line with Government/ Municipal instructions in this regard.
- viii. The contractor's staff shall store sufficient quantity of high-quality ingredients in the kitchen stores to ensure preparation of food items in time.
- ix. The food preparation is to be done in a strict hygienic environment without any compromise. The staff members are also expected to be reporting for duty in good health and hygiene as well as wear clean and proper uniform while on duty.
- x. Routine cleaning and proper handling of kitchen equipment required for food preparation will be the responsibility of the contractor. Any violation on this part shall be viewed seriously by the Bank and may attract penal action.
- xi. Weekly deep cleaning and pest control need to be carried out by the contractor in kitchen, dining areas and rooms.
- xii. **Indicative menu for breakfast, lunch and dinner & Snacks is as follows:**

Beverages			
Description	Rate	Description	Rate
Tea	Rs 15/- per cup	Green/ Lemon Tea	Rs 10/- per cup
Coffee	Rs 20/- per cup	Milk with sugar	Rs 30/- per glass (250 ml)
Butter Milk	Rs 15/-	Lassi	Rs 40/-
Break Fast (Timings: 7:30 a.m. to 9:00 a.m.)			
Description	Rate	Description	Rate
Aloo/Gobhi/Onion/Mooli Paratha with chutney	Rs 50/- per Pc.	Bread - omlette	Rs 40/- for four Pcs. of bread and two eggs
Plain Paratha	Rs 15/- per Pc.	Bread toast with butter/ Jam	Rs 20/- per two Pc.
Poori with sabji	Rs 50/- per four pcs.	Dahi	Rs 15/ per bowl
Poha	Rs 40/- per plate	Upma	Rs 40/- per plate
Masala Dosa (including sambhar, chutney)	Rs 60/- per plate (1 No)	Plain Dosa (including sambhar, chutney)	Rs 50/- per plate (1 (No.)
Idli (including sambhar, chutney)	Rs 40/- per plate (2 Nos)	Vada (including sambhar, chutney)	Rs 60/- per plate (2 Nos)

Cornflakes (15 gm) with hot/cold Milk (200ml)		Rs 50/-	
Lunch (Timings: 12:30 p.m. to 2:30 p.m.) and Dinner (Timings: 8:00 p.m. to 10:00 p.m.)			
Veg. Thali: Plain rice, dal fry, 04 chapatti, two vegetables (one with gravy), curd, salad, pickle and papad		Rs 120/- per head	
Non-Veg. Thali: Chicken/ Commonly available Fish/ 2 eggs Curry, Plain rice, dal fry, 04 chapatti, salad, curd, pickle and papad		Rs 180/- per head	
Separate Items			
Description	Rate	Description	Rate
Rice	Rs 50/- per plate	Dal Mix	Rs 60/- per plate
Dal Fry	Rs 80/- per plate	Chicken (4Pc)	Rs 100/- per plate
Seasonal Veg	Rs 50/- per plate	Paneer with mattar	Rs 100/- per plate
Veg Pulao	Rs 100/- per plate	Mix veg	Rs 60/- per plate
Fruit Plate (Seasonal)	Rs 80/- per plate	Chapati (Phulka)	Rs 8/- per pc.

The payment for food items and beverages shall be made by the occupant directly to the Contractor at the rates specified above.

Any other food preparation ordered by the occupant shall be charged to him/ her at the prevailing market rate by the contractor.

NO ALCOHOLIC DRINKS ARE PERMITTED TO BE MADE AVAILABLE TO THE GUESTS BY THE CONTRACTOR !!!

- xiii. The indicative list of material to be used for the preparation of food at VOF and THH is as mentioned below:

A. CONSUMABLES	
Items	Indicative Brand
Butter	Mother Dairy, Amul, Gowardhan, Britannia, Milky Mist
Milk for tea/ coffee/ curd	Amul, Gokul, Mother Dairy, Warana
Ice Cream	Mother dairy, Amul, Kwality Walls, Natural's, Dinshaw's, Baskin Robbins
Jam	Patanjali/ Kisan
Curd	Amul/ Mother Dairy/Milky Mist
Breads	Britannia/ Cremaux/ Miles High
Cornflakes/ Oats	Patanjali/ Kellogs

Edible Refined oil	Saffola / Sundrop / Fortune/ Sweekar/ Patanjali (any one)
Wheat Flour	Ashirwad Select/ Annapurna/ Nature Fresh/ Pillsbury / Shakti Bhogs
Rice (Basmati)	Kohinoor/ India Gate/ Lal Quila / Dawat (or any rice of premium quality as approved by RBI)
Spices	Catch/ MDH/ Everest/ Tata Sampann
Cereals/ Dal/ Poha	Tata Sampann
Table Salt/Black Pepper (Powder) and Chat Masala on dining tables	Catch/ MDH/ Everest/ Tata Sampann
Sugar Cube	Patanjali/ Dhampur/ Trust/ Madhur
Tea	Patanjali/ Tata Tea/ Wagh Bakari/ Girnar
All consumables other than mentioned above	Premium Quality

- xiv. Food prepared shall be used for the specific service and the left-over food shall not be served during the next meal service.
- xv. The Contractor shall be responsible for procurement of grocery items and ingredients. The contractor has to use indicative materials. Food is to be prepared in good quality refined edible oil etc. The contractor shall also ensure that the used edible oil is not re-used for any other cooking purpose. **Palmolein oil should not be used for cooking.** The Bank officials will carry out the surprise inspection regularly and they should be fully satisfied about the quality of consumable items used.
- xvi. The Contractor shall be responsible for storing sufficient quantity of good ingredients to ensure preparation of food items in time. The Contractor, at its own risk, shall make the procurement and storage. The Contractor can use the storage space provided by the Bank without any cost. However, additional storage, if required, shall be arranged by the Contractor at its own place and at its own cost.
- xvii. The menu may be altered for specific guests/ special occasions/ programmes/ functions as desired by the Bank, within the overall scope of the menu.
- xviii. Room service shall be provided to guests in case they are not able to go to the Dining Hall due to medical reasons. The Contractor shall provide efficient and prompt service

to all members, in any case. In exceptional cases, the vendor may have to prepare food as specified by the guests on medical grounds.

- c) **Facilities to be provided to guests:** The Contractor shall provide facilities to the guests as per the agreement with the Bank. Provision of the welcome kit including bottled water, one English daily newspaper & tea/coffee/ Green tea /sugar/milk sachets, 2 packets of biscuits, etc.
- Drinking water will be provided in jugs from dispenser placed at VOF/ THH area to every occupied room. The water in dispensers will be arranged by the contractor himself.
 - Filling of the reusable jug/ water bottles which are provided by the Bank, is to be done on a regular basis as part of regular Housekeeping/ Daily cleaning activity.
 - 02 sachets each of sugar, tea, Green tea, coffee, milk, 02 packets of biscuits, etc. should be provided to every occupied room daily. Additional sachets may be provided on requests by guests on payment basis.
 - Daily one English newspaper should be provided in all occupied rooms (VOFs, THH rooms).
 - One welcome kit should be provided in the room upon allotment (in VOF/THH). The same will be provided by the vendor which in turn will be reimbursed by the Bank based on the actual usage. The total cost of the kit will be as mentioned below and will be reimbursed on monthly basis.
 - Provision of welcome kits, Tea/coffee/Green tea/sugar/milk sachets, 02 packets of biscuits etc. for all VOFs and THHs. Material provided should be as per specifications mentioned below:

Welcome Kit (To be provided in a pouch)		
Items	Quantity per kit	Brand
Soap	1	Patanjali/ Dove/ Pears/ or equivalent
Toothpaste & Toothbrush	1 each	Patanjali/ Dabur/ Vithoba/ Colgate
Sachets of shampoo	2	Patanjali/ Himalaya/ Pantene/ Sunsilk/ Dove/ Head & Shoulders,
Sachets of detergent	2	Patanjali/ Tide/ Surf excel
Talcum powder	1	Himalaya/ Patanjali/ Ponds/ Godrej,

Welcome Kit (To be provided in a pouch)		
Items	Quantity per kit	Brand
Sachets of Hair oil	2	Dabur, Godrej, Almond drops
Shaving kit (disposable razor, shaving cream/ gel etc)	1	Razor- Gillette, 7O'clock, Lazer 3, Supermax, Topaz Shaving Cream - Palmolive, Godrej, Old Spice, Gillette, Park Avenue, Axe, Nivea, Denim, Dettol
Pocket Comb	1	Any Standard Make
Small Hand Sanitiser	1	Savlon/ Himalaya/ Dettol
Disposable Mask	1	Any Standard Make
Sugar sachets (5 gm.)	4 per day	Any Standard Make
Tea/coffee/ Green tea	4 each per day	Tetley/ Patanjali/ ITC/ Twinings/ Typhoo/ Nescafe/s Bru/ Organic India
Milk Powder Sachets (5gm.)	4 per day	Amul Everyday or equivalent
Small Packets of biscuits	2 per day	Any standard make (bakery biscuit)
Mineral Water Bottle	2 per day	Bisleri/ Aquafina

Note: Payment towards Welcome Kit will be made based on consumption and occupancy at the rate of ₹240/Kit (approx.).

- vii. The vendor will have to provide one standard newspaper to the occupant employee every day. The vendor shall be reimbursed the cost the newspaper on production of bill on monthly basis.

d) General Provisions and Maintenance:

1. Provision of cells for Wall Clocks, AC Remote, TV Remote etc.
2. Refills for electric mosquito repellent machines as also electric Mosquito Repellent in all common areas and rooms.
3. The contractor shall maintain the First Aid Box in the locations with the prescribed contents.
4. The contractor shall be responsible for communicating immediately to the nodal officer of HRMD, any instance of emergency, complaint of sickness, mishap accident etc.
5. The contractor has to provide the necessary/ appropriate number of contract employee/workers (Receptionists/ Housekeeping Supervisors, Cooks, Housekeepers,

waiters/ Kitchen helpers, Gardener etc.) as required by the Bank for seamless service of the guests.

6. Room furniture including king size bed with mattress, pillows, bed side tables, built- in cupboard, study table & chair, curtain blinds, mirror, sofa set, dry iron & ironing table, etc., are provided by the Bank in every flat. Each flat is well equipped and has a washroom/ toilet with requisite fittings and fixtures, and hot water provisioning. Electrical and plumbing fixtures are part of the infrastructure. Dining hall is furnished with dining tables and chairs. Kitchen area includes designated kitchen, dish-wash area and store area.

7. Supply of Crockery, cutlery and utensils at the premises

7.1 All the crockery, cutlery at the above premises shall be provided by the Bank.

7.2 Once the contractor is onboarded at the premises, it shall be the responsibility of the contractor to ensure that the cutlery, crockery, utensils, etc., are maintained in good condition.

8. Supply of Linen for all bedrooms/ rooms of the premises

All the Linen for all bedrooms/ rooms of the premises shall be provided by the Bank.

Further, the Contractor shall have full responsibility of proper upkeep, maintenance and custody of the linen, crockery, equipment, vessels, etc., handed over to him/ her by the Bank.

9. Supply of cleaning materials

All the cleaning materials and equipment shall be provided by the Bank. The contractor has to provide the indent of materials required well in advance to the Bank. The contractor shall be responsible for the proper use of the cleaning equipment provided by the Bank.

5. Waste Disposal Management:

- a) The contractor shall ensure collection, mechanized screening/ manual of dry and wet garbage in the earmarked area. Finally, the contractor will arrange to suitably transport and dispose garbage from the earmarked area in liaison with the Municipal Corporation.
- b) The contractor shall ensure collection of segregated dry and wet waste.
- c) The Contractor shall maintain sufficient number of bins, of suitable size and specification provided by the Bank at the collection area.
- d) The contractor shall deploy his staff for the collection/ disposal of garbage.
- e) The garbage shall have to be disposed-off at least twice a day. The Bank will arrange for garbage bags of appropriate size i.e blue/ black and green bags for dry and wet waste respectively.

6. Manpower Requirement

- a) The Contractor has to employ sufficient number of staff for managing housekeeping and catering operations as mentioned in the scope of work. **Contractor shall be liable to comply with all the rules and regulations in respect of all statutory obligations applicable to the workmen including safety regulations.**
- b) Indicative figures for the minimum manpower requirement for providing end to end services for Housekeeping Services at the Bank's Main Office, at the Bank's Quarters and at the Bank's Leased Flats and for Facilities Management (including catering) and Housekeeping services at Bank's Visiting Officers' Flats, Transit Holiday Homes, Goa is given below:

Sr.no.	Job Description	Category	Manpower requirement
1.	Receptionists/ Housekeeping Supervisor	Skilled	1
2.	Cooks	Skilled	2
3.	Housekeepers	Un-skilled	12
4.	Waiters/ Kitchen helpers	Un-skilled	2
5.	Gardener	Un-skilled	1
Total			18

The Contractor shall be liable to provide the above minimum manpower to manage the responsibilities as mentioned in the scope of work. Any additional manpower required to carry out the complete scope of work shall be provided by the contractor as per requirement, if any. The Contractor is entitled to claim the expenses for the manpower deployed as mentioned above as per the terms and conditions of the Agreement.

- c) The Contractor shall ensure that optimum required staffing is maintained without compromising on the service delivery standard as mentioned in the scope of work of the tender. The Contractor shall submit monthly attendance register duly signed by Supervisor to the Bank along with the Bill. The Contractor shall also maintain a record of payment through bank transfer to the workers, and one-month Bank statement obtained from the workers, which shall be submitted along with the bill.
- d) Any additional deployment of manpower above and beyond the requirement mentioned above will be paid as per the rates quoted in the Financial bid. The additional deployment of manpower shall be with prior consent of RBI, Panaji. The contractor shall also ensure additional manpower, if required in other locations of the Bank, as per necessity on existing pay structure.
- e) The qualifications, skills and experience of the human resource deployed by the

Contractor should be as follows:

1. Receptionist/ Housekeeping Supervisor:

- a) Should be of courteous and polite demeanor.
- b) Should be skilled to check and respond to e-mails, and proficient in using computer for preparation of bills, etc.
- c) Should interact with the guests in the rooms, if required, and enquire personally or through telephone/ call regarding their comfort and assist them regarding tourist information, if requested for.
- d) Shall be responsible for cleanliness of rooms, ethical treatment of guests and workers, etc.
- e) Shall be capable of ensuring that the visiting guests are treated with dignity.
- f) Should be capable of interacting with guest to solve any problem.
- g) Shall be responsible for attending all emergency situations including medical emergency, if any, even during odd hours.
- h) Shall be responsible for all the equipment and inventory (crocery, furniture etc.) provided by the Bank.
- i) Shall be capable of being the Contractor's point of contact with the Bank.
- j) Should ensure that all the rooms are cleaned before and after allotment.
- k) Should ensure that all fittings in room are in working order.
- l) Should control all the housekeepers under his charge and allocate duties to them.
- m) Should respond to all housekeeping calls made by guests in rooms and assign house keepers.
- n) Should interact with Bank's Allotment Section and maintain list of room bookings.
- o) Should allot rooms, hand-over/ take-over the keys of the rooms.
- p) Should be able to collect the charges from guests and do the proper billing.
- q) Maintain the Complaint/ Feedback Register (standard Format) which should be available on demand.

2. Housekeepers:

- a) Should sweep, swab and dust the rooms/furniture.
- b) Should thoroughly clean the toilets.
- c) Should ensure that all lights, plumbing fittings, TVs, etc. are in working order.
- d) Should convey to plumbers/electricians for shortfalls in electric supply/ water before allotment of rooms.

3. Cooks:

- a) Should be well versed in cooking north and south Indian breakfast/ lunch/ dinners including sea food items.
- b) Should maintain hygiene in the kitchen.
- c) Should assign works to helpers/ waiters in kitchen.
- d) Should ensure that timely good quality food is served to guest either in rooms or in the dining hall.
- e) Should ensure that all the utensils, crocery, kitchen equipment are cleaned and in working

order.

- f) Should ensure that the kitchen and dining halls are kept clean and in hygienic condition.

4. Waiters:

- a) Should be courteous, polite, neat, and clean.
- b) Should serve the meals to guests in a clean and hygienic manner.
- c) Should enquire with guests and provide additional food items on request.
- d) Should not keep guests waiting to be served and unattended.
- e) Should clear the tables and clean them promptly.
- f) Should provide clean/ filtered (RO/ Aqua Guard) water in clean glass jugs to every guest on a daily basis and replenish the jugs as and when requested.
- g) Should assist cooks in cutting/ storing of vegetables, etc.
- h) Should assist the cooks in their activities in the kitchen and work as per their direction.

5. Gardner:

- a) Upkeep & maintenance of garden, lawn & horticultural works in the Banks quarters and office premises.
- b) Watering, trimming, pruning and removing all wild grass and weeds in the garden area.
- c) Re- cultivating the dried area in the lawn with good quality of grass without any extra cost to the Bank.
- d) Control of insects, fungus and other diseases by means of spraying with pesticides as and when required.
- e) Keeping the garden/lawn area clean and neat in appearance including removal of dried/fallen leaves and other waste material & disposal thereof.

5. Facilities to be provided by the Bank:

- 1. Kitchen with all necessary facilities like gas stoves, cylinders, grinder, mixers, refrigerator, microwave, almirah for storage of linen and facility for storage of crockery / food grains etc.
- 2. Crockery, water jugs, cutlery and all cooking utensils/pans, pressure cookers etc.
- 3. Furniture in rooms, dining halls, lounges, office rooms, etc.
- 4. Computer system with Printer in selected rooms and reception.
- 5. Linen for all bedrooms/rooms.
- 6. Appliances like TV, ACs, Geysers, Washing Machines, and Water Purifier etc. All the available capital equipment will be given on as-is, where-is condition.
- 7. The Contractor shall ensure proper upkeep and maintenance of equipment/ inventory handed over by the Bank. In case of any fair usage breakdown, the same shall be repaired by the Bank. However, in case of damage or breakages on account of the Contractor's staff due to misuse, the Contractor shall be liable to repair the same and bring it back to its original functionality or replace the damaged item, as the case be. Whether the damage/breakage

has been caused due to negligence or normal wear and tear shall be heard and will be decided at the sole discretion of the Bank.

8. Room furniture including king size bed with mattress, pillows, bed side tables, built- in cupboard, study table & chair, curtain blinds, mirror, sofa set, dry iron & ironing table, etc., are provided by the Bank in every flat. Each flat is well equipped and has a washroom/ toilet with requisite fittings and fixtures, and hot water provisioning. Electrical and plumbing fixtures are part of the infrastructure. Dining hall is furnished with dining tables and chairs. Kitchen area includes designated kitchen, dish-wash area and store area.
9. All the crockery, cutlery at the above premises shall be provided by the Bank.
10. Once the contractor is onboarded at the premises, it shall be the responsibility of the contractor to ensure that the cutlery, crockery, utensils, etc., are maintained in good condition.
11. All the Linen for all bedrooms/ rooms of the premises shall be provided by the Bank. Further, the Contractor shall have full responsibility of proper upkeep, maintenance and custody of the linen, crockery, equipment, vessels, etc., handed over to him/ her by the Bank.

6. Supply of cleaning materials

All the cleaning materials and equipment shall be provided by the Bank. The contractor has to provide the indent of materials required well in advance to the Bank. The contractor shall be responsible for the proper use of the cleaning equipment provided by the Bank.

Section VIII

PROFORMA OF PERFORMANCE BANK GUARANTEE

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

Place: _____

Date: _____

To,
Regional Director
Reserve Bank of India
Panaji

Dear Sir,

Housekeeping Services at the Reserve Bank of India's Panaji Regional Office, Quarters and Leased Flats and for Facilities Management (including catering) and Housekeeping services at Bank's Visiting Officers' Flats and Transit Holiday Homes, Goa

WHEREAS

Reserve Bank of India, having its Office at Patto Plaza, Panaji, (hereinafter called "the RBI") has awarded the contract for the captioned work (hereinafter called the "Contract") to M/s _____ (Name of the

Contractor) (hereinafter

called "the said Contractor" which expression shall include its successors and assigns).

AND Whereas the contractor is bound by the said contract to submit to _____ RBI a

Performance Security for a total amount of ₹ _____ (Rupees _____

(amount in figures and words) for the due fulfilment by the said contractor of the terms and conditions contained in the contract. We _____ (Name of the

Bank), (hereinafter called

"the _____ Bank"), _____ at _____ the _____ request _____ of

M/s _____,

the Contractor, do hereby

undertake to pay to the RBI an amount not exceeding

₹ _____ as Performance Guarantee for due fulfilment of the terms and conditions of the contract.

NOW THIS GUARANTEE WITNESSETH

1. We (Name of the Bank) do hereby agree with and undertake to RBI, their successors,

assignees that in the event of RBI coming to the conclusion that the Contractor has not performed his obligations under the said conditions of the contract or have committed a breach thereof, which conclusion shall be binding on us as well as the said contractor; we shall on demand by the RBI, pay without demur to RBI a sum of Rs. (Rupees only) or any lower amount that may be demanded by RBI.

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

2. We also agree to undertake 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 RBI on receipt of a notice in writing stating that the amount is due to them and we shall not ask for any further proof or evidence and the notice from RBI shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. The Bank shall pay to RBI any money so demanded not withstanding any dispute/disputes raised by the contractor in any suit or proceedings pending before any Court, Tribunal or Arbitrator/s relating thereto and the liability under this guarantee shall be absolute and unequivocal. We undertake to pay the amount claimed by RBI within a period of one week from the date of receipt of the notice as aforesaid.
3. We confirm that our obligation to RBI under this guarantee shall be independent of the agreement or agreements or other understandings between RBI and the contractor.
4. This guarantee shall not be revoked by us without prior consent in writing of the RBI. We hereby further agree that –
 - a) Any forbearance or commission on the part of RBI in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said contract and/or hereunder or granting of any time or showing of any indulgence by RBI to the contractor or any other matters in connection therewith shall not discharge us in any way and our obligation under this guarantee. This guarantee shall be discharged only by the performance by the contractor of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding Rs. _____ (Rupees only).
 - 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 there under or by dissolution or change in the constitution of our said constituents.
 - d) This guarantee shall remain in force up to (90 days beyond the Defect liability

period) provided that if so desired by RBI, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.

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

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

For and on behalf of

Name of the Bank

Signature of authorized Bank official

Name:

Designation

Stamp/ Seal of the Bank

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

Witness 1

Signature Name

.....

Address

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

Annexure-I

CERTIFICATE

(to be provided on letter head of the firm)

I / We hereby certify that this firm has neither been blacklisted by any Central/ State Government/ Public Sector Undertaking/ Autonomous Body/ Institute including Reserve Bank of India nor is any criminal case registered/ pending against this firm or its owner(s)/ partner(s) anywhere in India.

I / We have never been involved in any illegal activities or financial frauds nor any case is pending with the Police/ Court/ Regulatory authorities against me/ us/ partners (proprietors in case of Proprietorship/Partnership firm).

I / We have never been prosecuted or suffered any penalty for violation of any statutory laws by any authority over past 10 years.

I / We have never rescinded/ abandoned any contract awarded by any of my/ our clients before the expiry of prescribed period of contract in the past 10 years.

OR

I have rescinded / abandoned the contract awarded for which the reasons/ details are as given under.

I also certify that the above information is true and correct in every respect and in any case at a later date it is found that any details provided above are incorrect, any contract given to the above firm may be summarily terminated and the firm blacklisted.

Date:

Authorised Signatory Name:

Place:

Designation:

Contact No:

Annexure-II

COMPANY PROFILE

(to be provided on letter head of the firm)

Name of the Bidder		
Date of Incorporation / Establishment		
PAN		
GST Identification Number		
EPF Registration		
ESI Registration		
Labour License		
Office Address for Postal Communication		
Panaji Office Address (if any)		
Authorized Signatory Details (Company/Firm Authorization by the competent authority, to be attached)	Name	
	Designation	
	Email	
	Phone/ Mobile No.	
Details of Contact other than Authorized Signatory	Name	
	Designation	
	Email	
	Phone/ Mobile No.	

Signature and Seal of the Tenderer

Name:

Date:

Authorised Signatory Name:

Place:

Designation:

Contact No:

Annexure-III

Experience in handling similar services/ works

Details of relevant working experience in Catering and Housekeeping during the last five years (for tenderers having only five years of experience (non-consecutive), it should be within last seven years):

Sr. No.	Client Name	Address	Nature of work	Number of personnel deployed	Period of contract	Amount of the contract
1.						
2.						
3.						
4.						
5.						

***Attach additional sheets if required**

Note: Supporting documents (Purchase order/Work order/ Completion certificate issued by the clients) are to be attached along with the [Annexure III](#).

Date:

Authorised Signatory Name:

Place:

Designation:

Contact No:

Annexure-IV

Annual Turnover Details

Evaluation Criteria	Financial Year	Turnover (INR)	Remarks
The bidder must have an average annual turnover of at least ₹53,00,000/- (Rupees Fifty-Three Lakh only) for the last three consecutive financial years as on March 31, 2024	2023-2024		Please attach Chartered Accountant's certificate (and any other supporting document the bidder wishes to attach) along with this Annexure IV .
	2022-2023		
	2021-2022		

Date:

Authorised Signatory Name:

Place:

Designation:

Contact No:

Annexure-V

Profit After Tax Details

Evaluation Criteria	Financial Year	Profit After Tax (INR)	Remarks
The bidder must be a profit-making organization (At least any three FY) in last three consecutive financial years as on March 31, 2024.	2023-2024		Please attach Chartered Accountant's certificate for Profit after Tax (PAT) (and any other supporting document the bidder wishes to attach) along with this Annexure V .
	2022-2023		
	2021-2022		

Date:

Authorised Signatory Name:

Place:

Designation:

Contact No:

Annexure-VI

Details of Running Contract

Sr. No.	Name of Client with contract details	Running Contract/ Purchase Order/ Work Order No. & Date	Amount
1			
2			
3			
3			

Note: Supporting documents (Running Contract/ Purchase order/Work order issued by the clients). In case of additional row, bidder may attach the same on their letterhead with this sheet.

Date:

Authorised Signatory Name:

Place:

Designation:

Contact No:

Annexure-VII

Commercial Conditions

S.no.	Description	Bank's Terms	Acceptance of Bank's terms (Yes/No)
1	Validity	90 days	
2	EMD	₹1,06,000/- (Rupees One Lakh Six Thousand only)	
3	Terms of payment	Payment shall be made on monthly basis.	
4	Technical/ Commercial specifications	As per specifications in Part I of the tender	
5	Workers	Deployment of worker's information is submitted as per Para 5 of Section-VII Scope of Work related to manpower requirement.	
6	Welcome Kit	Sample kit submitted	

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 of Vendor

Name-

Designation-

Seal of the Firm

Annexure-VIII

Vendor/Firms shall submit the following worker's details with the Tender:

Sr. no.	Description	No. of workers considered
1.	Providing services of qualified and experienced/ trained Manager/ Supervisor who will be overall in-charge of the workers engaged for reception/front office, kitchen, housekeeping, and day to day management of the entire facility, Providing services of supervisors for handling the housekeeping functions and housekeepers.	
2.	Providing trained house keepers to carry out round the clock (24x7 basis) cleaning, sweeping, swabbing of rooms including dusting of furniture.	
3.	Providing trained and experienced gardener well versed gardening activity to maintain the garden in the premises.	
4.	Providing trained and experienced cooks well versed in preparation of north, south Indian and continental cuisine for continuous operation of kitchen including ensuring cleaning and maintenance of kitchen equipment.	
5.	Providing trained and experienced waiters/ kitchen helpers well versed in providing the service to the guests and helping out cook/ s as and when needed.	

Date:

Authorised Signatory Name:

Place:

Designation:

Contact No:

Annexure-IX

Client's Certificate regarding performance of Vendor

Name and Address of the client-

Details of works executed by Shri/Ms-

1	Brief details of the services provided	
2	Agreement Amount	
3	Agreement No. and Date	
4	Details of any non-adherence to the Terms of the Agreement	
5	Comments on the capabilities of the vendor- a) Financial Soundness b) Adherence to terms and conditions c) Quality of services provided d) Total number of workers engaged	

Name, address, telephone number and e-mail ID of the authority under whom supply executed.

Name and Designation:

Telephone No.:

E-mail:

The undersigned is competent to issue this certificate.

“Countersigned.”

Signature of the Reporting Officer with office seal

Name and designation:

Contact Number

Annexure – X

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 hospitalisation.
3. No floor, roof or other part of the structure shall be as over-loaded with materials as to render it unsafe.
4. Workers employed shall be provided with protective footwear, masks, protective gear including hand-gloves as per requirement.
5. Fire safety measures shall be adhered to as per local by laws.

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

Signature of tenderer with seal:

Date:

Annexure-XI

Undertaking

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

To,

The Regional Director
Reserve Bank of India
Human Resource Management Department
7th Floor, Gera Imperium-II, Patto Plaza,
Panaji-403001

Name of the firm/Agency_____

Name of the tender_____ Due date: _____

Sir,

1. I/ We hereby agree to abide by all terms and conditions laid down in tender document.
2. This is to certify that I/ We before signing this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ ourselves abide by the said terms and conditions.
3. I/ We abide by the various statutory provisions including Contract Labour (Abolition and Regulation) Act, 1970, Employees Provident Fund & Miscellaneous Provisions Act, 1952, ESI Act, 1948, Payment of Bonus Act, 1965. etc. I/ We shall pay Gratuity, Leave, Relieving Charges, Uniform, and Allowances thereof, and any other charges applicable from time to time. I/ We will pay the wages to the personnel deployed as per the provisions of Minimum Wages Act, 1948, as amended from time to time and shall be fully responsible for any violation.

(Signature of the Bidder)

Date:

Authorised Signatory Name:

Address:

Place:

Designation:

Contact No:

Annexure-XII

Format of Bank Report

E-Tender for Housekeeping Services at the Bank's Main Office and at the Bank's Quarters and Leased Flats and for Facilities Management (including catering) and Housekeeping services at Bank's Visiting Officers' Flats, Transit Holiday Homes, Goa - Report on the means and standing of the company/firm/concern to be furnished by the concerned bank:

1. Name of the Firm/ Agency/ Company:
2. Account Type and Number:
3. Names of Proprietor/ Partners/ Directors:
4. Credit facility / OD facility availed by the firm:
5. Nature of dealings of the firm and opinion thereon:
6. The Period from which the firm/ agency/ company has been banking with your bank.
7. Opinion on whether the party is considered financially sound to be entrusted with the contract for works estimated to cost approximately ₹53 lakh only.
8. Any other relevant feedback/ information/ remarks

Signature of Branch Manager/ Authorised signatory with seal

Name of the bank with branch address:

Annexure-XIII

Application for Tender

E-Tender for Housekeeping Services at the Bank's Main Office and at the Bank's Quarters and Leased Flats and for Facilities Management (including catering) and Housekeeping services at Bank's Visiting Officers' Flats, Transit Holiday Homes, Goa

1. Name & Address of the Applicant:
2. Whether Individual or Company or Partnership Firm:
3. Name, address and relevant experience of Directors and / or Partners (in case of Company or Partnership firm) or name, address and relevant experience of the Proprietor (s) in the case of sole proprietorship firm. (Documentary evidence to be enclosed).
4. Full details of bidder's ownership and control or, if the Bidder is a partnership, joint venture or consortium, full details of ownership and control of each member thereof.
5. Experience: (Use separate sheets wherever necessary)
 - Guest house catering services (particulars to be furnished supported by documentary evidence, which should be enclosed.)
 - Guest house, Housekeeping services (particulars to be furnished supported by documentary evidence, which should be enclosed.)(Tender without documentary evidence for required experience shall be rejected).
6. Total number of employees presently employed by the applicant in the Guest House maintenance and catering contracts alongwith a list detailing the qualifications and details of relevant experience of each employee.
7. Name of Bankers:
8. Provident Fund Code:
ESI Code:
Income Tax PAN:
GST No.:

(Please enclose copies of all above)

9. Whether the applicant has been issued with a license under the Contract Labour Regulation & Abolition Act. If so, furnish the details.
10. Details of Working Capital of the vendor.
11. Is the vendor an Income-Tax Assesse? If so, Income-Tax return certificate for the last three years to be attached.

12. Have the accounts of the Firm / Company been audited for the previous year. If so, furnish a copy of audited accounts of the previous three years.
13. Any other information the applicant may like to furnish.

DECLARATION

I / We hereby declare that the information furnished above is true to the best of our knowledge. We have enclosed necessary documentary evidence in support of the same. I / We have not been banned and de-listed by any Government Department / Financial Institution / have not been convicted by any Court of Law/ any case pending before the court of law/ Police authorities.

Place:

Date:

Signature

(Name & Address of the Bidder
with Official Seal)

PART II

Section I

Financial Bid

PRICE BID

E-Tender for Housekeeping Services at the Bank's Main Office and at the Bank's Quarters and Leased Flats and for Facilities Management (including catering) and Housekeeping services at Bank's Visiting Officers' Flats, Transit Holiday Homes, Goa

Table 01: Manpower Charges

Sr. No. (A)	Job Descriptions (B)	Category of Worker (C)	Time period (D)	No. of Workers Required (E)	Monthly Rate (in ₹) (F)	Total Amount (in ₹) (Monthly rate X 12) (G)
1.	Receptionist/ Housekeeping supervisor	Skilled	Monthly	1	Wages as per Minimum Wages notified by the Government of India from time to time. *	
2.	Cooks	Skilled	Monthly	2		
3.	Waiters/ Kitchen helpers	Un-skilled	Monthly	2		
4.	Gardner	Un-Skilled	Monthly	1		
5.	Housekeepers	Un-skilled	Monthly	12		
6.	Total Manpower Monthly (1+2+3+4+5)		Monthly	18	* Please refer the Table 2 given below	
7.	Service Charges plus Profit Margin: <u>Service Charges</u> includes managerial/ supervisory/ insurance/ administrative charges/ Wages, if any paid to deployed Manpower over and above Minimum Wages/ providing Identity Cards/ stationery charges/ Printing Charges/ amenities to worker, incidental charges, other statutory payments (as applicable), telephone charges, and other expenses as specified in the tender document, and <u>Profit Margin</u>	NA	Monthly	NA	(enter this amount on MSTC website)	Column F X 12
8.	Grand Total (excluding GST)				Grand total = Minimum Wages for Deployed Manpower + Service Charges (includes Profit margin)	

Note:-

- The value of tender is arrived considering the indicative service charge @ 10% of 4,02,090/- i.e., ₹40,209/- per monthly basis. However, it is to reiterate that the aforesaid indicative rate is only for reference purposes. The Bidders may quote service charges**

according to their own calculations. The Grand Total in the table above arrived for individual bidder will be considered as the Financial Bid by the respective bidders for evaluation and award of the contract. However, bidders quoting rates at more than 5% below and above the indicative rates, may be required to submit explanation in this regard. The Bank reserves the right to accept or reject the said submission.

2. The bidders are required to bid only on the service charge component of the price bid such that the Minimum wages and the GST components being dependent on the corresponding notifications by the Central government in this regard.

3. The intended bidder(s) may refer to the section II of Price Bid and table 2 while making calculation of the manpower charges in Table 1 above.

4. The Minimum Wages (including VDA) of the skilled and un-skilled workers, including reliever charges will be calculated as per notification by the Chief Labour Commissioner, Ministry of Labour and Employment Central Government issued from time to time and EPF, ESIC, EPF Admin., EDLI, and Bonus as per the extant statutory laws in this regard such as the Minimum Wages Act (Central Govt.), Employees Provident Fund and Miscellaneous Provisions Act, Payment of Wages Act, Payment of Bonus Act, Payment of Gratuity Act etc. For the purpose of Minimum Wages as stated above, Goa is placed under Area – B.

5. The sample calculation sheet has been attached in Section II of Price Bid.

INSTRUCTIONS AND CONDITIONS: -

- a) GST will be reimbursed by the Bank on the above quoted rates on submission of monthly bill. The vendor/ successful bidder will charge GST at the prevalent rates or as amended by Ministry of Finance, Government of India from time to time through its notification, in the monthly invoice submitted to the Bank.
- b) Service charge quoted by the agency will remain fixed during the entire period of contract.

E-Tender for Housekeeping Services at the Reserve Bank of India's Panaji Regional Office, Quarters and Leased Flats and for Facilities Management (including catering) and Housekeeping services at Bank's Visiting Officers' Flats and Transit Holiday Homes, Goa

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

I / We have gone through the terms and conditions of the e-tender and is agreeable to them.

Place:

Signature and Seal of the Tenderer

Date:

(Name of Authorized Signatory)

Section II

Sample Cost Calculation

Kindly do not upload this Document (Table)

	Component	Skilled (in ₹)	Un-skilled (in ₹)
	Minimum wages as per CLC notification dated March 28, 2025 (in ₹)	893	674
	Number of workdays (excluding charges for reliever)	26	26
	Number of employees (category-wise)	3	15
1	Basis Wages plus VDA X 26	69,654.00	2,62,860.00
2	ESIC (3.25 % of Basic wages plus VDA) {it is contributed for those whose basic wages plus VDA, is below ₹21,000}	0.00	8542.95
3	EPF (12% of Basic wages plus VDA) {Basic plus VDA is subject to maximum limit of ₹15,000/- per month for EPF calculation}	5400.00	27,000.00
4	Administrative Charges (0.5% of basic wages plus VDA {Basic plus VDA is subject to maximum limit of ₹15,000/- per month for EPF calculation}	225.00	1125.00
5	EDLI (0.5 % of Basic wages plus VDA) {Basic plus VDA is subject to maximum limit of ₹15,000/- per month for EPF calculation}	225.00	1125.00
6	Bonus @ 8.33% of Basic plus VDA	0.00	21,896.24
7	Sub-total	75,504.00	3,22,549.19
8	Reliver for supervisor	4036.36	0.00
9	Total	79,540.36	3,22,549.19
	Total	₹4,02,089.55 ~ 4,02,090/-	

Calculation is based on minimum wages notified by CLC w.e.f. April 1, 2025.

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

1.	12%	EPF contribution @ 12% of 2,70,000/- (18 persons x 15000 minimum wages)	(subject to maximum ceiling of ₹ 15,000 salary per month or any other amount specified by EPFO from time to time)
2.	0.5%	EPF administrative charges @ 0.5% of 2,70,000/- (18 persons x 15000 minimum wages)	(subject to maximum ceiling of ₹ 15,000 salary per month or any other amount specified by EPFO from time to time)
3.	0.5%	EDLI contribution @0.5% of 2,70,000/- (18 persons x 15000 minimum wages)	(subject to maximum ceiling of ₹ 15,000 salary per month or any other amount specified by EPFO from time to time)
4.	3.25%	Employer contribution to Employee State Insurance (ESI) including admin charges, if any @ 3.25%	(Not applicable if salary (Basic+VDA) exceeds ₹ 21,000 or any other amount specified by ESIC from time to time)
5.	8.33%	Bonus @ 8.33%	(Not applicable if salary (Basic+VDA) exceeds ₹21,000 or any other amount updated by Bonus Act from time to time)