



Reserve Bank of India
Estate Department
Chennai

(Website: www.rbi.org.in)

(e-Tendering only)
Tender Document
Part – I

RBI/Chennai Regional Office/Estate/29/23-24/ET/460
[AMCHouseKeepingforMOP]

**Comprehensive Annual Maintenance Contract (CAMC) for
providing Housekeeping services at Bank's Main Office Premises
(including Annex Building and Essential Staff Quarters)**

Due Date of Submission: March 12, 2024 not later than 11.00 Hrs.



**Reserve Bank of India
Estate Department
Chennai**
(Website: www.rbi.org.in)

DISCLAIMER

Reserve Bank of India, Estate Department, Chennai has prepared this document to give background information on the work 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 any of their respective officers, employees give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

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

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No reimbursement of cost of any type will be paid to persons or entities expressing interest. Any amendments / corrigendum to the tender, if any, issued in future will only be notified on the RBI Website and MSTC Website and will not be published in the newspaper.



**Reserve Bank of India
Estate Department
Chennai**

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Section A: The schedule of e-Tender

e-Tender No.	RBI/Chennai Regional Office/Estate/29/23-24/ET/460 [AMCHouseKeepingforMOP]
Description of Work	Comprehensive Annual Maintenance Contract (CAMC) for providing Housekeeping services at Bank's Main Office Premises (including Annex Building and Essential Staff Quarters)
Mode of Tender	e-Tender (Online Part I - Techno-Commercial Bid and Part II - Price Bid) through https://www.mstcecommerce.com/eprocn/
Estimated Cost for 12 months	₹ 155.00 Lakh (Rupees One Hundred and Fifty-Five Lakh only)
Earnest Money Deposit (EMD)	₹ 3,10,000/- (Rupees Three Lakh Ten Thousand only)
Performance Bank Guarantee/ Security Deposit	5% of the contract value (To be submitted by the successful bidder)
Date of NIT (Notice Inviting Tender) available to parties for download	16:00 Hrs. of February 01, 2024 onwards.
Pre-Bid Meeting	11:00 Hrs. on February 28, 2024 (Venue: Reserve Bank of India, Estate Department, II Floor, Rajaji Salai, Fort Glacis, Chennai-600001). Note: The participants are advised to confirm their participation through mail ids mentioned, one day before to make the necessary arrangements.
Last Date of submission of EMD	11:00 Hrs. of March 12, 2024
Date of Starting of e-Tender for submission of online Techno-Commercial Bid and Price Bid	10:00 Hrs. on, March 02, 2024
Date of closing of online e-tender for submission of techno-commercial bid & price bid	11:00 Hrs. on March 12, 2024
Date of opening of Part-I (Techno-commercial bid)	15:00 Hrs. on March 12, 2024
Date of opening of Part-II (Price bid)	If no special conditions are put forth by the bidders, Part II (Price Bid) of the tender shall also be opened thereafter on the same day or shall be opened on a subsequent date which would be intimated to the bidders.
Transaction fee	Payment of Transaction fee as mentioned in the MSTC portal through MSTC payment gateway/NEFT/RTGS in favour of MSTC LIMITED.

Section B: Important Instructions for e-Procurement

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

Process of e-Tender:

Registration: It is notified that the current version of MSTC V2 Portal has been upgraded to MSTC V3 Portal with effective from September 1, 2023. Consequently, the V2 portal will no longer be available, and the upcoming tenders will be floated only through MSTC's V3 portal. To take part in e-tenders that are published by the Bank, vendors should register themselves on the MSTC V3 portal, <https://www.mstcecommerce.com/eprocn/> . Vendors are advised to keep checking the latest guidelines from the website to keep themselves updated. Vendors may also contact the Helpdesk to seek clarification on any point.

The process involves bidder's common registration with MSTC e-procurement portal. Only after registration, the bidder can submit his / her / their bids electronically. Electronic Bidding for submission of the e-tender will be done over the internet. Vendor must have valid Class-III Digital Signature both Signing & Encryption type Certificate to participate in tenders. Vendors must make their own arrangement for bidding from a PC connected with internet. MSTC is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).

Special Note: The tender must be submitted on-line through <https://www.mstcecommerce.com/eprocn/>

In case of any clarification, vendors may contact RBI / MSTC before the scheduled time of the e- tender.

Contact person (RBI):

- (i) Smt. Suganya Devi (Manager, Estate Department)
044 - 2539 9027 suganyadevim@rbi.org.in
- (ii) Shri. Rohit Mane (Assistant Manager, Estate Department)
044 - 2539 9240 rohitmane@rbi.org.in

Contact person (MSTC Ltd):

1. Shri. Shanmugam - 9176397264
Email id: nshanmugam@mstcindia.co.in
2. Shri. J Damodaran– 9841002253
Email id: jdmodaran@mstcindia.co.in
3. MSTC Help Line:9499054101/2/3/4.
Email id : helpdesk@mstcindia.co.in

The Techno-commercial Bid and the Price Bid shall have to be submitted online at <https://www.mstcecommerce.com/eprocn/>. Tenders will be opened electronically on specified date and time as given in the Tender.

Special Note towards Transaction fee:

A bidder will not have the access to online e-tender without making the payment towards transaction fee in MSTC portal.

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

Information about tenders /corrigendum uploaded shall be sent only by email during the process till finalization of tender. Hence the bidders are required to ensure that their provided Email ID is valid and updated at the time of registration of Bidders 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.

Bidding in e-tender:

1. Earnest Money Deposit for a sum of **₹ 3,10,000/- (Rupees Three Lakh Ten Thousand only)** shall be remitted to Bank Account of Reserve Bank of India on or before **11:00 Hrs on March 12, 2024**. The account details for NEFT/RTGS transactions are as follows:

Beneficiary Name: RBI CHENNAI
IFSC: RBIS0CNPA01 (5th and 10th digit are Zero)
Account No.: 186003001

Proof of remittance along with transaction number (Scanned copy) shall be attached/uploaded. The bidders are also advised to send the proof of remittance with Transaction number (scanned copy) to estatechennai@rbi.org.in While making remittance of the said amount, 'EMD- ESTATE DEPARTMENT' shall be mentioned in the remark column. A tender which is not accompanied by such EMD will not be considered. No interest will be paid on EMD. EMD of the unsuccessful Bidder will be refunded by the tender inviting authority in due course.

- a) The process involves Electronic Bidding for submission of Techno-Commercial Bid and Price Bid.
- b) In all cases, Bidders are advised to use their own ID and Password along with Digital Signature at the time of submission of their bids.
- c) During the entire e-tender process, the Bidders will remain completely anonymous to one another and to everybody else.
- d) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.

- e) All electronic bids submitted during the e-tender process shall be legally binding on the Bidders. Any bid will be considered as the valid bid offered by that Bidder and acceptance of the same by the Buyer will form a binding contract between Buyer and the Bidder for execution of work/supply.
- f) It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.
- g) 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.

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

No change in quoted rates will be accepted.

Section- C: Eligibility Criteria for Participating in the e-Tender

1. Reserve Bank of India, Chennai invites e-Tender in two parts for Comprehensive Annual Maintenance Contract (CAMC) for providing Housekeeping services at Bank's Main Office Premises (including Annex Building and Essential Staff Quarters at an estimated cost of approximately **₹ 155.00 Lakh (Rupees One Hundred and Fifty-Five Lakh only)** per annum inclusive of GST.

2. **Eligibility Criteria for participating in the e-Tender:** Bidder who fulfills the following per-qualification criteria are eligible to apply:

i.	Composition of the bidder.	<p>Details of registration of the firm / organisation - whether Sole Proprietorship / Partnership firm / Private Limited / Limited or Co-operative Body etc - Name of registering authority, date, registration number, etc.</p> <p>The bidder should have valid Goods and Service Tax registration.</p>	<p>Bidder should fill-up information in Annexure-I: Format 1 annexed hereto and submit along with the following supporting documents.</p> <p>(i) Copy of registration certificate.</p> <p>(ii) Copies of the Articles of Association / Power of Attorney / other relevant documents.</p> <p>(iii) Copies of PAN card, TIN, Goods and Service Tax (GST) registration certificates.</p>
ii.	Duration of past experience.	<p>The bidder should have minimum 5 years of experience of executing similar work(s)*. Bidder shall submit the documentary evidence in support of minimum experience of 5 years (i.e., the bidder should have undertaken similar work(s)* prior to January 31, 2019.</p>	<p>i) Bidder should fill-up the information in Format 2 annexed hereto indicating client-wise details of similar work(s)*, along with the documentary evidence as proof of minimum 5 years of experience of completing similar work(s)* viz. copies of detailed work order(s)/ completion certificate(s) and Tax Deducted at Source (TDS) certificate(s) issued by the client(s) for works executed for private parties.</p> <p>ii) Bidder should also fill-up the information about similar work(s)* in-hand in the Format 2A annexed hereto and should submit along with supporting documents viz. copies of work order(s) with details of items of work, issued by the client(s) for the work(s) in progress.</p> <p>(iii) The details along with documentary evidence of previous experience, if any, of</p>

			carrying out works for the Reserve Bank of India at any centre, should also be given.
iii.	Minimum value of each completed similar work(s)* (qualifying) during specified period.	The bidder should have experience of satisfactorily completed similar work(s)* during last 5 years ending on January 31, 2024 , should be either of the following: i) Three completed similar works* each costing not less than the amount equal to ₹ 62.00 lakh or ii) Two completed similar works* each costing not less than the amount equal to ₹ 77.50 lakh. or iii) One completed similar work* costing not less than the amount equal to ₹ 124.00 Lakh.	Bidder should fill-up the information in Format 3 annexed hereto and submit along with the following documents as proof of having successfully completed similar work(s)*. (i) Copies of detailed work order(s) for qualifying works indicating date of award, contract amount, time given for completing the work etc. and the corresponding completion certificate(s) indicating actual date of completion and actual value of executed similar work(s) issued by the client(s) for works executed for government / public sector and copies of work order, work completion certificate along with Tax Deducted at Source (TDS) certificate(s) issued by the client(s) for works executed for private sector. (ii) Client certificate(s) for each of the qualifying work as per the Format 3A annexed hereto.
iv.	Annual financial turnover.	Bidder should have had an annual financial turnover of amount equal to ₹155.00 Lakh or more per year during the each of the last 3 financial years, i.e. FY 2020-21 FY 2021-22 FY 2022-23	Bidder should fill up the information in Format 4 annexed hereto and submit along with the following documents (i) Copies of Audited financial statements/ accounts of the business of the bidder duly certified by a licensed Chartered Accountant indicating the turnover for financial years referred in the Format 4. (ii) Copies of the Income Tax Clearance Certificates / Income Tax Assessment orders duly

			certified by a Chartered Accountant as a proof for creditworthiness and turnover of the bidder.
v.	Solvency and banker's certificate.	Should furnish solvency certificate issued by the bidder's banker specifically for the purpose of work for an amount equal to ₹ 155.00 Lakh	(i) Bidder should also submit banker's solvency certificate as per Format 5 annexed hereto from their banker. (ii) Names and addresses of bankers along with full details, like names, postal addresses, e-mail IDs, telephone (landline and mobile) numbers, fax numbers 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 in Format 5A .
vi.	Service setup	Full-fledged service setup should be available for the specified job at Chennai	Full-fledged service setup should be available for the specified job at Chennai, wherefrom required quality services can be regularly provided. A copy of local address proof must be submitted as proof of the service setup.

*Similar work shall mean '**Annual Maintenance Contract for providing Housekeeping services.**'

- A. The bidder must not have been suspended / delisted / blacklisted/ banned/ debarred or any such process initiated against the company/entity or its directors/partners/proprietor by any Statutory Authorities/Organizations including Reserve Bank of India at any location in India on any grounds during last 5 years ending on **March 12, 2024**.
- B. There should not be any proceedings pending or order passed by any Authority/Court for violation/deficiency of statutory provisions such as EPF, ESI, Bonus, Minimum Wages, or other such payments during last 5 years ending on **March 12, 2024**.
- C. The bidder should not have rescinded/abandoned any contract awarded by any of his clients before the expiry of prescribed period of contract for last 5 years ending on **March 12, 2024**.
- D. Track record of a bidder should be clean without any involvement in unlawful/ illegal activities or financial Banking frauds. There should not be any case with the Police/ Court/ Regulatory authorities against the bidder or

proprietor/partners/directors in case of Proprietorship/Partnership firm/company respectively involving the above.

- E. Compliance with the Rule 144 (xi) of GFR 2017 inserted vide Office Memorandum (OM) F. No. 6/18/2019-PPD dated July 23, 2020, issued by Public Procurement Division, Department of Expenditure, Ministry of Finance, Government of India, the Public Procurement Orders issued in furtherance thereto, and their subsequent revisions shall be mandatory.

Note: The intending bidder who satisfy the above parameters must submit a copy of Undertaking / Declaration /Certificate on their Letter Head duly signed by the authorized signatory in the format given at **Annexure-V and Annexure-VI**.

If the Undertaking / Declaration /Certificate submitted by the bidder is found to be false, his/her/its tender/ Work Order will be immediately terminated, and legal action in accordance with law including forfeiting of Earnest Money Deposit/ Performance Bank Guarantee/ Security Deposit may be initiated and the Bank may also debar the bidder from participating in tenders invited by the Bank in future.

3. Details of the Company/Firm/Agency:

(a) The Full particulars of the Company/Firm/Agency, in detail, 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.

(b) Income Tax Assessment orders along with latest final order and credit worthiness certificate from the bankers with a copy of the specified accounts of the business of the contractor for a period of last three financial years, duly certified by a Chartered Accountants, should be enclosed as a proof of credit worthiness and turnover for the last three years.

(c) Written information about the names and address of the Bankers with full details like names, present contact postal addresses, e-mail IDs, telephone (landline executives and mobile) Nos., Fax 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 if it is needed) should be furnished (**Format 5A**).

4. Documents / details to be submitted:

- a. Copies of applicable tax registrations, viz., PAN, TIN, GST, etc.
- b. Copy of Registration Certificate of the Company/firm/agency issued by the relevant authority.
- c. Copies of EPF Registration Certificate and ESI Registration Certificate.
- d. MSME Registration Certificate for MSME firms.

- e. Copy of License under Contract Labour (Regulation and Abolition) Act,1970 for providing **Housekeeping Services**.
- f. Labour Licenses obtained for clients (whose performance certificates have been submitted towards establishing minimum eligibility) need to be compulsorily submitted if 20 or more manpower was supplied.
- g. Name and Address of the existing clients along with full details where the bidder is currently executing a similar work (**Format 2A**).
- h. Provide details if any Civil Suit/ Litigation/disputes/ suspension/ penalty arisen in the contracts executed during the last 5 years ending on **January 31, 2024** / being executed. If yes, please furnish the name of the project, employer, nature of work, contact value, work order and date and brief details of litigation, provide Self-attested copies of litigations/civil suits/disputes.
- i. Any Bank having declared any loan of the bidder as NPA in the last three years, if any.
- j. Any other document or information the bidder may wish to furnish.
- k. Any other document/s as and when sought by the Bank.

5. Details of the completed work: The client-wise names of work(s), year(s) of execution of work(s), awarded and actual cost(s) of executed work(s), names and full contact details of the officers/authorities/departments under whom the work(s) was/were executed should be furnished. Client's Report as per **Format- 3A** from their clients for whom they have carried out "eligible works" in terms of the eligibility (Pre-qualification) criteria explained in this notice.

6. Site Visit/Client visit:

Service quality by the bidder at current similar facilities- to be decided by the Bank based on client feedbacks/ site visit reports (the decision taken by the Bank in this regard will be final and binding).

- a) The members of the Bank's Evaluation Committee may conduct site visits to assess the quality and other aspects of the existing housekeeping contracts of bidders as per the above criteria. A list of such places i.e., complete address details of clients in Tamil Nadu, **preferably in Chennai**, along with contact details of the concerned person should be provided.
- b) Price Bids of only those firms, whose scores in the following areas are more than 75 out of 100, will be considered for opening.
 - i) Standard of Housekeeping and Maintenance: - -50 Points (Max)
 - ii) Client feedback: - - 25 Points (Max)
 - iii) Responsiveness and pleasing disposition of staff deployed at the site: - -25 Points (Max)

7. After scrutiny, if any of the contractors is found not to be in possession of the required eligibility, their Tenders will not be considered by the Bank for further processing.

8. Tender shall be submitted through e-Tendering in two parts. Part-I Tender will contain the Bank's standard Techno-Commercial conditions for the proposed work.

9. The proof of having remitted the EMD is to be uploaded in MSTC portal.

10. **Part-I** of the Tenders will be opened at **15:00 hours on March 12, 2024** in the presence of the authorized representative of the Bidders, who choose to be present. **Part-II** of the Tender will be opened on a subsequent date, which will be intimated to the Bidders, in due course of time.

11. The Bank may obtain reports on the past performance of the Bidder from his clients and bankers. The Bank shall evaluate the said reports as per the evaluation criteria mentioned in Part I before opening of the Part-II of the Tender. If the bidder is not found to possess the required eligibility for participating in the Tendering process at any point of time and/or his performance reports received from his clients and/or his bankers' report are found unsatisfactory, the Bank reserves the right to reject his offer even after opening of Part-I of the Tender and Part-II of the Tender will not be opened and EMD shall be returned back to him. The Bank is not bound to assign any reason for doing so.

12. THE BANK IS NOT BOUND TO ACCEPT THE LOWEST TENDER AND RESERVES THE RIGHT TO ACCEPT ANY TENDER EITHER IN FULL OR IN PART. THE BANK RESERVES THE RIGHT TO REJECT ALL THE TENDERS WITHOUT ASSIGNING ANY REASON THEREOF.

13. Note: The client's Report shall be accepted only when the same is signed by an official in-charge of administration or equivalent in respect of a Government/Semi Government organization or a PSU and only when they are supported by adequate proof of payment received by the contractor for the work done by him. **The Client's Report issued by the private organizations shall be submitted along with Tax Deducted at Source (TDS) certificates.** Applications/Tenders received without the above certificates will be rejected. The Bank shall have the right to independently verify these certificates.

14. I/We hereby declare that I/we have read and understood the schedule of Eligibility Criteria and have read and understood all the above conditions and the same shall remain binding upon me/us.

Signature and Name of Bidder with seal

Address:

Date:

Section D: FORM OF TENDER

Place.....
Date.....

To
Regional Director for Tamil Nadu & Puducherry
Estate Department
Reserve Bank of India
Fort Glacis, Rajaji Salai
Chennai – 600 001.

Madam,

Having read and examined the Notice Inviting e-Tender, Specifications, schedule of quantities, various schedules, General conditions of contract and clauses, Special conditions of contract, General rules and instructions to bidders and all other contents in the tender document for the work specified in the memorandum hereinafter set out and having examined the site of the works and having acquired the requisite information relating thereto as affecting the tender, I/We hereby offer to execute the works specified in the said memorandum within the time specified in the said memorandum at the rates mentioned in the attached schedule of quantities and in accordance in all respects with the specifications, and instructions in writing referred to in Conditions of Contract, the Articles of Agreement, Special Instructions, Schedule of Quantities and Special Conditions of Contract and with such materials as are provided for, by and in all other respects in accordance with such conditions so far as they may be applicable.

MEMORANDUM

a)	Description of work:	Comprehensive Annual Maintenance Contract (CAMC) for providing Housekeeping services at Bank's Main Office Premises (including Annex Building and Essential Staff Quarters)
b)	AMC Period	April 01, 2024 to March 31, 2025 (Contract to be initially awarded for 12 months and the same may be renewed on yearly basis for the next two years FY: 2025-26 and 2026-27 subject to the contractor fulfilling the terms of the contract satisfactorily)
c)	Estimated cost	₹ 155.00 Lakh (Rupees One Hundred and Fifty-Five Lakh only) including 18% GST.
d)	Earnest Money	₹ 3,10,000/- (Rupees Three Lakh Ten Thousand only) from each bidder.
e)	Performance Bank Guarantee/ Security Deposit	5% of the contract value (to be provided by the successful bidder)

2. We undertake to deposit a sum of **₹ 3,10,000/- (Rupees Three Lakh Ten Thousand only)** as Earnest Money with the Reserve Bank of India, along with

the bid which will not bear any interest. Should we fail to execute the contract when called upon to do so, we do hereby agree that this sum shall be forfeited by the Reserve Bank of India. We also agree to keep the Performance Bank Guarantee/ Security Deposit valid during the entire period of contract.

3. We also agree that our Tender will remain valid for acceptance by the Bank for 90 days from the date of opening of Part I of the Tender and this period of validity can be extended for such period as may be mutually agreed between the Bank and us in writing.
4. Should this Tender be accepted, I/We hereby agree to abide by and fulfill all the terms and conditions of the Tender so far as they may be applicable 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 together with the written acceptance of the Contract.
5. I/We understand that Reserve Bank of India reserves the right to accept or reject any or the entire Tender either in whole or in part without assigning any reason thereof.
6. The Tender is submitted in two parts. Part I contains all commercial terms & conditions, technical particulars, EMD and Part II contains only the Price Bid in the Bank's proforma.
7. Should this Tender be accepted, I/We hereby agree to abide by and fulfill the terms and provisions of the said Conditions of Contract annexed hereto so far as they may be applicable or in default thereof to forfeit and pay to the Reserve Bank of India the amount mentioned in the said conditions.
8. **Pre-Bid meeting:**
 - a) Bidders requiring any clarification regarding this document shall contact the Bank in writing at the email address mentioned in this document not later than one day before the date of the pre-Bid meeting or raise enquiries during the pre-Bid meeting.
 - b) The bidders' designated representatives are invited to attend a pre-Bid Meeting Offline at **11:00 Hrs. on February 28 ,2024** (Venue: Reserve Bank of India, Estate Department, 2nd Floor, Rajaji Salai, Fort Glacis, Chennai 600001). The purpose of the meeting will be to clarify issues and to answer questions that may be raised at that stage.

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

Our Bankers are: (Full Address)

(i)	
(ii)	

Names of Partners of our firm are:

(i)	
(ii)	

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

Yours faithfully,

Signature of Bidder

Signature and Addresses of Witnesses:

S. No	Signature	Address
(i)		
(ii)		

Section E: AMC Agreement

This Agreement is made on this _____ day of (month), (year) between M/s. _____ having its Registered Office at _____ Chennai, (hereinafter called the Contractor) of the One Part

And

The Reserve Bank of India, Chennai, having its Central Office at Mumbai, constituted under the provisions of the Reserve Bank of India Act, 1934 (Hereinafter called the "The Bank") of the other part,

WHEREAS the Bank is desirous of provision of **Comprehensive Annual Maintenance Contract (CAMC) for providing Housekeeping services at Bank's Main Office Premises (including Annex Building and Essential Staff Quarters).**

AND WHEREAS THE CONTRACTOR HAS AGREED TO execute upon and subject to the conditions set forth in the original AMC entered into and detailed in the scope of work and as amplified /curtailed by subsequent additions/deletions mutually agreed upon, originally agreed both expressly and impliedly and also naturally flowing out of the nature of AMC (all of which are collectively hereinafter referred to as the said "CONDITIONS") the works described in the said scope of work at the AMC rate as shall become payable thereunder (hereunder referred to as the said AMC contract amount).

NOW IT IS HEREBY AGREED AS FOLLOWS:

1. In consideration of the said AMC contract amount to be paid in the manner set forth in the said conditions/AMC Award Letter, the Contractor shall upon and subject to the said conditions execute and complete the work described in the said scope of work.
2. The Bank shall pay the Contractor the said contract amount at the times and in the manner specified in the said conditions.
3. The Bank shall deduct Tax deducted at Source (TDS) at the appropriate rate as per extant guidelines of the Income Tax department provided from time to time and such other deduction under any other statute and the onus of producing appropriate certificate for non-deduction as provided in the relevant statute by way of intimation within the time limit and before such tax and other such deduction is being made by the bank shall be on the contractor.
4. The General Manager/ Deputy General Manager/Assistant General Manager, Estate Department, Chennai is the Authority authorized on behalf of The Bank.
5. The AMC award letter, agreement and document mentioned herein shall form the basis of this contract.

6. This contract is at the rate of Rs. _____ (Rupees _____ only) and valid for a period of _____
7. The CONTRACTOR shall make good for any damages/loss caused to the Bank due to the actions/omissions of persons employed by him or because of his actions/omissions during the execution of this contract.
8. The Contractor shall agree to pay salary to his employees in accordance with Minimum Wages Act, 1948 and considering any escalation in wages as notified from time to time by the Government of India. Minimum rates of wages (plus VDA) will be revised as per the Notification issued by the Chief Labour Commissioner (Central), Ministry of Labour & Employment from time to time i.e. 1st April and 1st October every year.
9. The period of contract is **12 months from April 01, 2024 to March 31, 2025** subject to satisfactory performance, unless it is curtailed by or terminated by the Bank owing to deficiency of service, sub-standard quality of the materials used, and breach of contract, reduction or cessation of the requirement of the work. Termination of the contract shall be made by issuing a prior notice. In such case a notice period of one month will be given to the contractor and the security deposit shall not be refunded.
10. On termination of the Contract or on expiry of the Contract, the Contractor shall vacate the Premises of The Bank and shall hand over or return all the articles/ Material/ property pertaining to the Bank.
11. All payment by the Bank under this contract will be made only at Chennai.
12. All disputes out of or in any way connected with this agreement shall be deemed to have arisen at Chennai and only courts in Chennai shall have jurisdiction to determine the same.
13. **Non-Disclosure Clause:** It is advised that the contractor shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure/systems/equipment etc., which may come to the possession or knowledge of the contractor during the course of discharging its contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. The Contractor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Contractor shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Employer. The Contractor shall indemnify the Employer for any loss suffered by the Employer because of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Contractor and the Employer shall be entitled to claim damages and pursue legal remedies. The Contractor shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The

Contractor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.

14. The said conditions shall be read and construed, as forming part of this agreement and the parties hereto shall respectively abide by and submit themselves to the said conditions and perform the agreement of their part respectively in the said conditions contained.
15. That the several parts of this contract have been read by the Contractor and fully understood by the Contractor, in witness whereof the Contractor has caused its seal (if any) to be affixed hereunto and The Bank has set its hands to these presents through its duly authorized official and the said two duplicates has caused these presents hereof to be executed on its behalf the day, month and year first here above written.
16. Payment of monthly bills will be made through NEFT/RTGS within **45 days on submission of correct invoice along with requisite documents.**
17. The Contractor shall employ its labour in sufficient numbers to maintain the required rate of progress and of quality to ensure workmanship of the degree specified in the Contract and to the satisfaction of the RBI. The Contractor shall not employ in connection with the Works any person who has not completed Eighteen years of age.
18. All the workers or employees deployed by the contractor shall be considered as the employees of contractor and Reserve Bank of India shall not have any liability what so ever in nature regarding such workers/employees.
19. The Contractor shall pay to labour employed by him, directly wages not less than Minimum wages as prescribed by Minimum Wages Act 1948, Government of India.
20. The Contractor shall in respect of labour employed by him comply with or cause to be complied with the Contract Labour Regulation in regard to all matters provided therein.
21. The contractor shall comply with the provisions of the payment of Wages Act, 1936, Minimum Wages Act, 1948, Employers Liability Act, 1938 Workmen's compensation Act, 1923, Industrial Disputes Act, 1947, Maternity Benefit Act, 1970, Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013, or any modification there of or any other law relating thereto and rules made there under from time to time.
22. The Contractor 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 contractor during execution of the work.

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

23. The contractor shall take necessary insurance covers (Workmen Compensation Policy), third party / public liability with an Insurance Company approved by the Reserve Bank of India in the joint names of Reserve Bank of India and the Contractor (name of the former being placed first in the policy) against such risks and deposit such policy or policies before commencement of the works. The Minimum cover under (Workmen Compensation Policy) shall be to the extent of wages paid to the workman deployed for the fulfilment of the contract. The Minimum cover under third party / public liability shall be for a minimum of **Rs.2 lakh**.
24. The Contractor shall comply with the provisions of Contract Labour (Regulation & Abolition) Act, 1970. Before release of final bill, the contractor shall submit a certificate to the effect that he has actually paid the entire dues to the labourers of all descriptions engaged by him, for completion of this work at the rate, which is not less than the one prescribed under the Minimum Wages Act, 1949 and has complied with the provisions of CLRA Act with regard to providing the essential amenities to the Contract Labour.
25. The Contractor / Agency shall be solely responsible for full compliance with the provisions of "the Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013", In case of any complaint of sexual harassment against its employee within the Premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor Agency and the Contractor/Agency shall ensure appropriate action under the said Act in respect to the complaint.
26. Any complaint of sexual harassment from any aggrieved employee of the contractor against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.
27. The Contractor agrees to utilize materials/brands which will be of the best quality. Banks reserves the right to conduct quality audit checks of the materials used by the Contractor on a periodical basis.
28. The contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the contractor, for instance any monetary relief to Bank's employee, if sexual violence by the Employee of the contractor is proved.
29. The contractor shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.
30. The contractor shall provide a complete and updated list of its employees who are deployed within the Bank's premises.
31. **Risk Clause:** The Contractor shall always have standby arrangements for carrying out the work under the Contract in case of any failure of the existing

arrangement. The Bank reserve the right for termination of the contract at any time by giving one month written notice, if the services are found unsatisfactory and also has the right to award the contract to any other selected bidder at the cost, risk and responsibilities of Contractor and excess expenditure incurred on account of this will be recovered by the RBI, Chennai from the Contractor's Security Deposit or pending bill or by raising a separate recovery claim.

32. Dispute Settlement: It is mutually agreed that all differences and disputes arising out of or in connection with this Agreement shall be settled by mutual discussions and negotiations if such disputes and differences cannot be settled and resolved by discussions and negotiations then the same shall be referred to the Sole Arbitrator appointed by the Bank whose decision shall be final and binding on both the parties and any legal dispute will be subject to Chennai Jurisdiction only.

33. Renewal of contract: At the sole discretion of the Bank, the AMC shall be considered for further renewal for the years, **2025-26** and **2026-27**, on same terms and conditions with applicable increase / decrease in rates, based on the prevailing Minimum Wages, provided the Bank, finds the services of the Contractor satisfactory. The decision of the Bank, in this regard shall be final and binding. In addition to this, the maximum permissible increase in the Service Charges will be based on CPI and WPI indices, as decided by the Bank.

SIGNATURE CLAUSE:
SIGNED AND DELIVERED BY

Contractor Signature seal Address	Authorized Signatory of RBI Designation & Address
Witness Signature Name and Address	Witness Signature Name and Address

Section: F- General Instructions to Bidders

e-Tenders comprising duly filled in details of both Part I and Part II specifications of the tender should be uploaded in MSTC website under RBI Portal for the work '**Comprehensive Annual Maintenance Contract (CAMC) for providing Housekeeping services at Bank's Main Office Premises (including Annex Building and Essential Staff Quarters)** not later than **11:00 Hrs. on March 12, 2024**.

1. The tender documents will be available for viewing/downloading for the intending bidders from **16:00 Hrs of February 01, 2024**. The bidders who do not comply with the following pre- qualification criteria and have not submitted the requisite EMD, will not be considered for opening of their tender Part-II.

2. Part I of the tender will be opened at **15:00 Hrs. on March 12, 2024**. Upon scrutiny of Part-I by the Bank, Part II of the eligible bidders will be opened on a subsequent date under intimation, to the eligible bidders. Tenders shall remain valid for acceptance by the Bank for a period of three months from the date of opening of Part I of the tender, which period may be extended by agreement and the bidder shall not cancel or withdraw the tender during this period.

3. Digital Signatures may be used to submit the tender in token of his/their acquainted himself/themselves with the General Conditions of Contract, Specifications, Special Conditions, etc. as laid down.

4. If any of the documents are missing, the tender may be considered invalid by the Bank at its discretion. No advice of any change in rate or conditions after the opening of the tender will be entertained.

5. Earnest Money and Performance Bank Guarantee/ Security Deposit during contract period:

Bidders shall pay as Earnest Money Deposit a sum of **₹ 3,10,000/- (Rupees Three Lakh Ten Thousand only)** by NEFT/RTGS in favour of the Reserve Bank of India, Chennai. Under no circumstances EMD will be accepted in the form of fixed deposits of the bank or cheque etc. On award of contract, the successful Bidder shall furnish an amount of **5% of the contract value** in the form of **online transfer (NEFT/RTGS) to RBI A/c or Demand Draft (DD)** or in the form of a **Performance Bank Guarantee (PBG) from any scheduled Bank** in the form prescribed by the Bank (which will be submitted along with letter of acceptance) towards Security Deposit (SD) for the due fulfilment of the contract. It may be noted that no interest shall be paid on EMD/SD.

6 The Earnest Money Deposit submitted by successful Bidder shall be returned within one month of award of work post submission of the Performance Bank Guarantee/ Security Deposit. The Performance Bank Guarantee/ Security deposit shall be valid for the entire contract period.

7.The Reserve Bank of India does not bind itself to accept, the lowest or any tender and reserve to itself the right to accept or reject any or all the tenders, either in whole or in part, without assigning any reasons for doing so. The Earnest Money will be refunded to the bidder if his tender is not accepted but without any interest.

8. All compensation or other sums of money payable by the Contractor to the Bank under the terms of this Contract may be deducted from the security deposit if the amount so permits and the Contractor shall, unless such deposit has become otherwise payable, within ten days after such deduction make good in cash the amount so deducted.

9. The Contractor shall not assign the Contract. In case of breach of these conditions, the Bank may serve a notice in writing on the Contractor rescinding the Contract whereupon the security deposit shall stand forfeited to the Bank.

10. For all intents and purpose the service providing agency shall be the “Employer” within the meaning of different Manpower Legislations in respect of the manpower employed and deployed in this office. The persons deployed by the contractor in the office shall not have claims of Master and Servant relationship nor have any principal and agent relationship with or against the Competent Authority.

11. Evaluation of tenders:

The Price Bid consists of following components:

I. FIXED COMPONENT:

A). Gross Wages for total employees: Basic Wages (Minimum) (plus Variable Dearness Allowance) House Keeping Staff (Unskilled) and Supervisor (Semi-Skilled) according to Minimum Wages Act of Government of India, Employees Provident Fund (EPF), and Bonus.

II. VARIABLE COMPONENT:

B) Cleaning Materials Charges (Lumpsum) as per the list of brands mentioned at Section I

C) Service charges for providing **41 employees**, which includes Contractor’s Overhead Charges (cost of salary over and above the minimum wages/ bonus) & Profit, Insurance charges (Workmen Compensation Policy, Third Party Liability Policy), charges for providing uniform and Identity Cards to the workmen or any other expenses applicable for 12 months.

12. On receipt of intimation from the Bank of acceptance of his/their tender, the successful bidder shall be bound to implement the contract and before commencement of work thereof the successful bidder shall sign an agreement in accordance with the draft agreement and the Schedule of Conditions but the written acceptance by the Reserve Bank of India of a tender will constitute a binding contract between the Reserve Bank of India and the person so tendering, whether such formal agreement is or is not subsequently executed.

13. The Reserve Bank of India does not bind itself to accept, the lowest or any tender and reserve to itself the right to accept or reject any or all the tenders, either in whole or in part, without assigning any reasons for doing so.

14. The bidder must obtain for himself on his own responsibility and at his own expenses all the information which may be necessary for the purpose of making a tender and for entering into a contract and must examine the drawings and must inspect the site of the work and acquaint himself with all local conditions, means of access to the work, nature of the work and all matters appertaining thereto.

15. The rates for the items in Part II should be quoted **Exclusive of GST**, wherein the total of all the items under-price bid will be subjected to GST @18%. Each invoice/bill shall indicate amongst other things, the contractor's PAN and GST Registration Number. The contract value will also be subject to TDS/Withholding Tax as per law.

16. The Contractor must bear in mind that all the work shall be carried out strictly in accordance with the specifications made by the Bank and in compliance of the requirements of the local public authorities and to the requirements of the Bank and no deviation on any account will be permitted. The successful bidder should make his own arrangement to obtain all materials required for the work.

17. Every employee so engaged by the contractor shall wear uniform, a badge bearing his/her name while on duty.

18. Police Verification of all Workmen / Supervisors / Officials for entering into the Bank's Premises: The successful bidder shall submit the necessary Police Verification Certificate of each deployed workman / supervisors / officials from Local Police Authorities about his/her identity records within **45 days** of awarding the contract. Any change of deployment also needs to be submitted for the above provision without any lapses. Further, the agency should ensure that the staff deployed is medically fit and free from contagious diseases.

19. Termination of services of any person deployed by the contractor shall be made by a letter of termination of contractor. Bank will not issue any letter in this regard.

20. Water & Electricity shall be provided free of cost for execution of the work at convenient place. Contractor has to make his own arrangement for using water and electrical supply at end. The contractor shall, however take care to ensure that no undue wastage of water/electricity is caused. All necessary safety measures shall be taken by the contractor to avoid any mishap/accident. The contractor shall be penalized by the Bank if any laxity on his part is observed in this matter.

21. The contractor shall provide the copies of relevant records during the period of contract or otherwise even after the contract is over whenever required by the Bank.

22. The contractor shall be responsible to maintain all property and equipment of the RBI entrusted to it. Any damage or loss caused by the contractor's persons to the Bank in whatever shape would be recovered from the contractor.

23. The Bank does not recognize any employee employer relationship with any of the workers of the contractor and their services shall be automatically discontinued with the termination of the contract.

24. In the event of any provisions of the contract requiring to be modified after the agreement has been signed, the modifications shall be made in writing and signed by the Bank and the contractor or his authorized representative. Such modifications will not be effective until the same have been signed by both the parties. Any verbal or written arrangements for abandoning, modifying extending, reducing or supplementing the contract, or any of the terms thereof shall be deemed to be

provisional and shall not be binding on the Bank unless and until the same are incorporated in a formal instrument and signed by the Bank and the contractor. The Bank shall not be under any obligation for providing employment to any of the worker of the contractor after expiry of the contract.

25. If the contractor shall have any doubt as to the meaning of any portion of the general conditions, or the special conditions or the scope of the work or the specifications or any other matter concerning the contract he shall in good time, before submitting his tender, put forth the particulars thereof and submit them to the Bank, in writing in order that such doubts may be clarified authoritatively in writing before tendering. Once a tender is submitted, the matter will be decided according to tender conditions in the absence of such authentic pre-clarification.

26. The Contractor shall pay to the labourers employed by him directly wages not less than minimum wage as prescribed in Minimum Wages Act 1948, of Government of India. Minimum rates of wages (plus VDA) will be revised as per the Notification issued by the Chief Labour Commissioner (Central), Ministry of Labour & Employment from time to time i.e. 1st April and 1st October every year.

27. The contractor should ensure that minimum number of persons as stated in scope of work are deployed daily. **They should work on all 6 days a week (except Sunday and National Holidays) and weekly off or any other holiday as per labour laws may be awarded on a rotation basis during week days.** The Contractor shall provide relievers for the employees on off duty / sick / leave is provided without any disruption to the work. However, the cost for such arrangement has to be included in their quote and no additional cost will be paid separately for such arrangement. In case, the Bank advise the contractor in writing to deploy workmen/ employees on National Holidays, it shall be compensated appropriately by the contractor and the charges/ expenditure for the same would be reimbursed by the Bank.

28. The Bidders are advised to visit Reserve Bank of India, Chennai after obtaining prior approval and acquaint themselves of the site conditions before submitting the Tender.

29. The Bidders are advised to submit the Tender based strictly on the General Conditions of the Contract and scope of works as specified contained in the Tender documents, and not to stipulate any deviations. If acceptance of the terms and conditions given in the Tender documents has any price implications, the same should be considered and included in the bid price. Any Tender containing deviation from the laid terms and conditions is liable to be rejected.

30. The contractor shall comply with the provisions of all labour legislation including the requirement of –

- a) The payment of Wages Act
- b) Employers liability Act, including P.F Act, Gratuity Act, etc.
- c) Workmen's Compensation Act.
- d) Contract Labour (Regulation and Abolition) Act,
- e) Apprentices Act

f) Any other act or enactment relating thereto, and rules formed there under from time to time.

31. The Bidder must obtain for himself on his own responsibility and at his own expense, all the information which may be necessary for the purpose of making a Tender and for entering into a contract and must inspect the site of the work, and acquaint himself with all local conditions, means of access to the work, nature of the work and all matters appertaining thereto. The Employer's decision in such cases shall be final and shall not be open to arbitration.

32. The Contractor shall strictly comply with the provisions of contract labour acts or any other act pertaining to the contract labour that may be in force or that may be introduced during the currency of contract. Compliance of such acts now or subsequently will be at the contractor's cost.

33. The movement of the Housekeeping services staff should be confined to the area of their duty only. If they find any valuable item lying in/near the premises, they should immediately deposit it with the security officer.

34. The contractor shall not be entitled to any compensation for any loss suffered by him on account of delays in commencing or executing the work, whatever the cause of delays may be, including delays arising out of modifications to the work entrusted to him or in any subcontract connected therewith or delays in awarding contracts for other trades of the project or in commencement or completion of such works. The Employer does not accept liability for any sum besides the Tender amount, subject to such variations as are provided for herein.

35. The Contractor shall inspect the site and understand the scope of work before quoting. They may contact the concerned Caretaker/Asst.Caretaker for clarification in case of doubts, if any.

36. The Contractor should submit the AMC agreement in bilingual format only. In case of any dispute arises, agreement clauses in English will be considered valid.

37. The successful bidder will be forfeited if he fails to comply with any of the conditions of the contract. The name of the successful contractor will be delisted/removed from the Bank's approved/empanelled list & no work will be awarded in future, if the successful bidder fails to comply with any of the conditions of the contract.

38. Bank is not liable for compensation for any accident fatal or otherwise of the workmen on duty or on third party. The responsibility of such mishap rest with the contractor.

39. **Escalation clause:** The rates shall also be firm and valid for a tenure of the contract from the issue of work order and shall not be subject to exchange variations, labour condition, fluctuations in railway freights or any conditions whatsoever. In case, whenever there is increase in minimum wages notified by Government of India, the firm shall pay the wages in addition to the existing wages for the tenure of the contract. Minimum rates of wages (plus VDA) will be revised as per the Notification issued by the Chief Labour Commissioner (Central), Ministry of Labour &

Employment from time to time i.e. 1st April and 1st October every year. The upward revision of wages shall be taken into consideration by the Bank during the renewal of the said contract i.e. after the completion of the said contract subject to satisfactory performance of the firm as per the terms of the contract.

40. The Contractor should note that Smoking, Drinking Alcohol, Chewing Pan/Tobacco in the Bank's premises is strictly prohibited and ensure that the workers deployed in the Bank's premises abide this rule strictly.

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

42. The Contractor and his staff shall be under the general supervision and control of the Assistant Manager (P&SE) /Assistant Caretaker or any other personnel deputed for the purpose by the Bank and shall obtain necessary instructions from him for the day-to-day work in the premises.

43. The contractor shall not engage any sub-contractor or transfer the contract to any other person in any manner.

44. All liabilities arising out of accident or death while on duty shall be borne by the contractor.

45. In the event of default being made in the payment of any money in respect of wages of any person deployed by the contractor for carrying out of this contract and if a claim therefore is filed in the office of the Labour Authorities and proof thereof is furnished to the satisfaction of the Labour Authorities, the Bank may, failing payment of the said money by the contractor, make payment of such claim on behalf of the contractor to the said Labour Authorities and any sums so paid shall be recoverable by the Bank from the contractor.

46. The contractor shall not employ any person below the age of 18 years.

47. The bidder should credit the salary directly to the bank a/c of their staff and submit monthly Bank statement (documentary evidence) showing payment of salary made to deployed personnel along with invoice. The Contractor will be responsible for opening bank accounts of its employees. In case any complaint is received, or it is observed that the payment to the housekeeping staff is not being made as per law, the Bank shall have right to make payment to these workers at the risk and cost of the Contractor. The Bank shall not incur any liability for any expenditure whatsoever on the persons employed by the Contractor because of any such statutory obligation.

48. The Contractor shall obtain Labour license under the provisions of The Contract Labour (R&A) Act, 1970; in case the strength of the workmen deployed by them in the premises of the Bank exceeds 19 on any day.

49. **Renewal of contract:** At the sole discretion of the Employer, the AMC shall be considered for further renewal for **FY: 2025-26 and 2026-27** on same terms and conditions with requisite increase / decrease in rates based on the applicable minimum wages provided the Employer finds the services of the Contractor

satisfactory. The decision of the Employer in this regard shall be final and binding. In addition to this, the maximum permissible increase in the Service Charges will be based on CPI and WPI indices, as decided by the Bank.

50. Maintenance of Attendance & Complaint register

- I. An attendance register has to be maintained with the Care taker /Asst.Caretaker and the employees engaged by the contractor should duly sign the same in the presence of the Care taker/ Asst.Caretaker.
- II. A separate complaint register has to be maintained by the contractor with complete details of the complaints registered by the Employees/residents of occupants in Essential Staff Quarters.
- III. A photocopy of the pages of the complaint register so maintained should be on monthly basis submitted to the respective Caretaker/Assistant Caretaker/Security officer along with the monthly bill and the same should be duly certified by the Bank official concerned.

IV. List of Documents to be submitted along with Monthly Bill:

Copies of following documents for a month duly certified by the contractor to be submitted along with monthly bill for payment: Payment of the bills will be made on **Monthly** basis for Block Cleaning work. Payment of monthly bills will be made through NEFT/RTGS within **45 days on submission of correct invoice along with requisite documents as stated below**. The bill must contain:

- a. Copy of Attendance Register duly certified by Caretaker/Asst.Caretaker.
- b. Detailed record of the maintenance job carried out by the contractor **Annexure IV** duly certified by respective Caretaker/Asst. Caretaker and Security officer(P&SE).
- c. Declaration for compliance of Contract Labour Act & Minimum Wages Act.
- d. Detailed schedule/breakup of salary paid to employees clearly stating respective statutory payments (applicable Minimum Wages, Bonus, EPF and ESI) remitted.
- e. The contractor should credit the salary directly to the bank a/c of their staff and submit monthly Bank statement (documentary evidence) showing payment of salary (inclusive of applicable bonus) made to deployed personnel along with invoice.
- f. A copy of receipt of payment made by the contractor towards Employees Provident Fund to the Employees Provident Fund Organization (**EPFO**) through any scheduled bank, like e-Pay Order of the State Bank of India.
- g. A copy of receipt of payment made by the contractor towards Employees insurance to the Employees' State Insurance Corporation (**ESIC**).
- h. The details of cleaning of all washrooms should be enclosed along with the bill and if any washrooms are found to be not cleaned as mentioned in **Annexure- III, ₹ 500/- per washroom per day** will be levied for not carrying out cleaning of washrooms in the Bank's Main Office Building and Annex Building.

- i. Due acknowledgement from residents/occupants for Flat cleaning work (Weekly/Quarterly/Half yearly) is done.
- j. Any other log books/document as directed by Estate Dept. in charge.

The bills submitted without the above said documents shall not be processed for payment.

- V. The successful bidder must submit a certificate every month by certifying the following
 - a) Wages of workers were credited to their bank accounts on _____ (Acknowledgment by bank enclosed).
 - b) ESI Contribution relating to workers amounting to Rs. _____ was deposited on _____ (Copy of Challan enclosed with contribution sheet)
 - c) EPF Contribution relating to workers amounting to Rs. _____ was deposited on _____ (copy of the Challan enclosed with contribution sheet)
 - d) We are complying with all statutory Labour Laws including Minimum Wage Act.
- VI. In case of absence of regular employees, a separate column has to be maintained for the additional/replacement employees.

51. Penalty: -

The Contractor shall maintain an attendance register duly signed by designated Bank's staff and attach a copy of the same with each month's bills failing which no payments shall be released. In case any of the contractor's personnel deployed is absent and is unable to provide suitable substitute, a penalty equal to the wages of the absent personnel(s) in addition to that an amount of **Rs.500/- per** day shall be levied by the Bank and the same shall be deducted from the contractor's bills.

In case any complaint is received regarding misconduct/misbehaviour of agency's personnel, or of poor quality of work, a penalty of **Rs.2000/- (Rupees Two Thousand only)** for each such incident shall be levied and the same shall be deducted from agency's pending/subsequent bill. Further it shall be obligatory upon the agency to remove the said personnel from the site immediately after being notified by the Bank.

52. Terms of Payment

- i. Payment in respect of manpower deployment will be made as per actual deployment and the firms/ contractors are advised to submit proof of deployment by way of attendance registers.
- ii. The successful bidder should credit the salary directly to the bank a/c of their staff and submit monthly Bank statement showing payment of salary. Necessary contributions viz EPF, ESI etc. to be ensured as per statutory rules. The Bank reserve the right to verify the same as and when required and accordingly, the contractor must have the necessary documents to submit the same. No Invoice would be accepted without the supporting document viz. Bank statement, ESI

and PF dues etc. The Bank prefers that the Agency should pay their staff salary at-least by 10th of every month by means of NEFT/RTGS/Cheque and for this purpose a bank account should be maintained by their staff.

- iii. Bank's official will verify the deployment of people/ manpower at regular intervals; hence an attendance register should be maintained for verification and copy of the same duly attested.
- iv. Payment of monthly bills /lump sum charges will be paid through RTGS/NEFT on submission of copy of attendance register, complaint registered duly certified by the officers concerned. Wages must be paid to the employees by the contractor without waiting for the payment from the Bank.
- v. If the contractor fails to provide proof of payment of statutory dues, his contract shall be terminated after serving one month's notice. The Housekeeping Agency shall make payment of monthly wages (as quoted in the Financial Bid) to the deployed staffs through bank accounts only. Cash payment receipt will not be entertained and payment in cash will be deemed as no payment at all. If the agency does not make payment through Bank account, the contract will be terminated.

53. Security Deposit

On award of contract, the successful Bidder shall furnish an amount of **5% of the contract value** in the form of **online transfer (NEFT/RTGS) to RBI A/c** or **Demand Draft (DD)** or in the form of a **Performance Bank Guarantee (PBG) from any scheduled Bank** in the form prescribed by the Bank (which will be submitted along with letter of acceptance) towards Security Deposit (SD) for the due fulfilment of the contract. It may be noted that no interest shall be paid on SD. The Performance Bank Guarantee/ Security deposit shall be valid for the entire contract period.

54. Insurance

- 1) The contractor shall take necessary insurance covers namely Workmen Compensation Policy, third party / public liability with an Insurance Company approved by the Employer in the joint names of the Bank and the Contractor (name of the former being placed first in the policy) against such risks and deposit such policy or policies before commencement of the works. The Minimum cover under (Workmen Compensation Policy) shall be to the extent of wages paid to the workman deployed for the fulfilment of the contract. The Minimum cover under third party / public liability shall be for a minimum of **Rs.2 lakh**.
- 2) The Contractor 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 contractor during execution of the work.

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

Note: These policies shall be valid till the completion of the work. If the contractor 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 contractor with additional penalty amounting to twice the premium.

55.Settlement of Disputes by Arbitration:

a) All disputes and differences of any kind whatever arising out of or in connection with the contract or the carrying out of the works (whether during the progress of the works or after its completion and whether before or after the termination or abandonment or breach of the contract) shall be referred to and settled by the Bank who shall state its decision in writing. Such decision may be in the form of a final certificate or otherwise. The decision of the Bank with respect to any of the excepted matters shall be final and without appeal. But if the Contractor is dissatisfied on any matter, he may within 28 days after receiving notice of such decision, give a written notice to the other party requiring that the matters in dispute be referred for arbitration. Such written notice shall specify the matters, which are in dispute or difference of which such written notice has been given. If both the parties agree, a single arbitrator shall be appointed for the purpose. In case no agreement could be reached on the appointment of single arbitrator, both the parties shall nominate one person each as an arbitrator on their behalf. The two arbitrators nominated by the parties shall nominate one more person to act as third arbitrator or umpire.

b) The arbitrator or arbitrators, as the case may be, shall have power to open up, review and revise any certificate, opinion, decision, requisition or notice, save in regard to the excepted matters, referred to in the preceding clause, and to determine all matters to dispute which shall be submitted to arbitration and of which notice shall have been given as aforesaid.

c) The arbitrator or arbitrators shall make his or their award within one year (or such further extended time as may be decided by him or them as the case may be with the consent of the parties) from the date of entering on the reference. In case during the arbitration proceedings the parties mutually settle or compromise their dispute or difference, on the parties filing their joint memorandum of the settlement or compromise, the arbitrator or the arbitrators, shall make an award in terms of such settlement or compromise.

d) Upon any such reference, the decision on the cost incidental to the reference and award respectively shall be at the discretion of the arbitrator or arbitrators, who may determine the amount thereof or direct the same to be taxed as between the party and shall direct by whom and to whom and in what manner the same shall be borne and paid.

e) This submission shall be deemed to be a submission to arbitration within the meaning of the Indian Arbitration and Conciliation Act, 1996 or any statutory modification thereof. The award of the arbitrator or arbitrators shall be final and binding on the parties. It is agreed that the Contractor shall not delay the carrying out

of the works by reason of any such matter, question or dispute being referred to arbitration, but shall proceed with the works with all due diligence and shall until the decision of the arbitrator or arbitrators is given, abide by the decision of the Bank. No award of the arbitrator or arbitrators shall relieve the Contractor of his obligations to adhere strictly to the Bank's instructions with regard to the actual carrying out of the works. The Employer and the Contractor hereby also agree that arbitration under this clause shall be a condition precedent to any right of action under the contract.

(f) The agreement shall be subject to the jurisdiction of the Hon'ble High Court of Tamil Nadu at Chennai

56. NOTWITHSTANDING ANYTHING SPECIFIED ABOVE, THE BIDDER SHALL BE RESPONSIBLE TO TAKE ALL MEASURES TO MAINTAIN THE SAFETY, LOOK, BEAUTY, CLEANLINESS, HYGIENE AND SANITATION OF THE BUILDINGS AND PREMISES.

57. TERMS AND CONDITIONS FOR HOUSE KEEPING WORK

1. The period of contract is 12 months **i.e. April 01, 2024 to March 31, 2025**, subject to satisfactory performance, unless it is curtailed by or terminated by the Bank owing to deficiency of service, sub-standard quality of the materials used, and breach of contract, reduction or cessation of the requirement of the work. Termination of the contract shall be made by issuing a prior notice. In such case a notice period of one month will be given to the contractor and the security deposit shall not be refunded.
2. The Contractor and its staff shall take proper and reasonable precautions of Bank's assets and to preserve from loss, destruction, waste or misuse the areas of responsibility given to them by the Bank.
3. The execution of cleaning will be done with uniformed, hygiene conscious workers.
4. The Contractor shall exclusively supervise or employ sufficient supervisory personnel to supervise the work of his/her employees to ensure that the services rendered are carried out to maintain high standards of cleanliness. The agency must provide one dedicated mobile phone (with SIM card) with adequate balance to the Supervisor. This mobile phone will remain with the Supervisor on duty. The same mobile number will be circulated in the office. The Supervisor will have to be present on all the working days including Saturday to supervise cleaning work.
5. The supervisor will also do a continuous hourly check of the work being done by the agency staff. He / She should check the washrooms at regular hourly intervals and maintain a logbook of the same. The Logbook will be daily put up to Bank's Caretaker and Security Manager the next day and will be scrutinized and verified by them.
6. The Contractor shall depute only able bodied, physically fit, well trained and disciplined personnel for carrying out the work.

7. Every employee so engaged by the Contractor shall wear uniform and ID card wearing his/her name, while on duty. The said uniform and ID card issued by the Contractor shall be provided by the Contractor at his cost.
8. No lapse from the Contractor's side, which may cause damage to the property and injury to the staff in the opinion of the Bank's Engineer, shall be permitted.
9. The work has to be carried out with the least inconvenience to the Employees and residents staying Essential Staff Quarters.
10. The Contractor should specify the working hours of their staff and the details thereof shall be maintained with the Caretaker/Security Guard. No labourer shall be permitted to stay inside the campus after working hours.
11. The Bank shall have the right to ask for the removal of any person employed by the Contractor, who is not found to be competent and orderly in the discharge of his duty.
12. The Contractor shall have the addresses and photographs of their workmen being engaged by them for the said work. Workmen will be allowed inside the building only on producing the photo pass issued by the Bank & also have to subject themselves to the security restrictions imposed by the Bank. Only the contractor himself/ themselves shall be held responsible for conduct of his/ their workers/ labour.
13. Within 45 days of award of contract, the Contractor has to obtain police verification report on character and antecedents of its personnel and other details relating to age, educational qualification, name and permanent address to be provided under this contract along with their passport size photographs before engaging them for duty in Bank's premises. Only able bodied, physically fit, well trained, literate, disciplined and honest personnel shall be deployed.
14. The Contractor shall maintain an attendance register and attach a copy of the same with each month's bills failing which no payments shall be released. There should be minimum replacement of persons. In case of absenteeism, the contractor needs to send a suitable alternative person as a substitute. The contractor is advised to keep one extra person trained in each category, so that, in case of absenteeism, the next person can act as replacement without hampering any activities.
15. The rates quoted by the Contractor shall be in accordance with the Contract Labour Act 1970 / Minimum Wages Act, 1948 for the current year and also taking into account any escalation as notified from time to time by the Government of India.
16. The successful bidder shall be responsible for safety & security of their materials & personnel and for ensuring fire prevention steps at all the times in working premises including their part of work.

17. The Contractor shall not engage any subcontractor or transfer the contract to any other person in any manner and workers/personnel engaged by the contractor shall not accept any gratitude or reward in any form.
18. The intending bidders are advised to inspect the site with the prior permission from the Bank and ascertain the exactness of the area to be maintained and the work to be executed before quoting the rates.
19. In case any deficiency in services such as less no. of areas to be cleaned, non-use of approved cleaning materials and less no. of staff deployed etc., is observed or brought to notice of the office, a proportionate/ appropriate amount from the monthly bill will be deducted as penalty for deficiency in services and in any case, it will not be refunded to the contractor, in future.
20. All the consumables and disposables required for cleaning and housekeeping should be eco-friendly (preferably Green products) and branded and shall be procured by the contractor at its own cost.
21. The cleaning and housekeeping works are to be carried out in such manners that all related areas/space in the Bank's Premises always look neat and clean.
22. **Disposal of Waste from the Main office premises:** The Manpower engaged shall be trained in Management of garbage (bio-degradable & non-degradable and recyclable waste) also so that waste disposal is carried out properly without affecting the environment as per pollution control directions.
 - a. Arrange for a garbage disposal vehicle and other equipment required for segregation and disposal of waste in a professional manner,
 - b. Plan, manage, and collect, mechanically screen and segregate dry and wet garbage in the earmarked area, efficiently transport and dispose the garbage in the disposal area. The work should be carried out in an eco-friendly manner.
 - c. The Contractor will arrange for required resources, including manpower, disposables etc which is used by the house keeping staff.
 - d. Ensure that the garbage collection / disposal work does not adversely affect the surroundings or personnel deputed for the work. Protective gear including boots, gloves etc. shall be provided by the Contractor to the housekeeping staff.
 - e. All the dustbins washed and lined with colour-coded bags in the morning.
23. The Charges quoted will cover the cost of manpower deployed and material used for efficient rendering of services and shall be payable on monthly basis subject to submission of invoice. The payment thereon will be made after the same is duly certified by the Caretaker/Assistant Manager of P&SE that the

services have been provided satisfactorily and thereafter deducting all statutory dues/taxes, etc.

24. The cleaning materials used shall be of approved quality.
25. Payment to the labourers has to be made through bank account and proof for the same has to be submitted along with the bills.
26. All applicable statutory benefits like EPF, Bonus, ESI, and other statutory payments etc. have to be paid by the contractor and the proof for the same has to be submitted along with the bills.
27. The contract could be considered further renewal for one year on same terms and conditions provided the Bank finds the services of the Contractor satisfactory and if Bank desires so. The decision of the Bank in this regard will be final.
28. The cleanliness will be periodically checked by the officials of the Bank.
29. The work shall be carried out strictly as per direction of the officials of the Bank.
30. The Contractor shall ensure that water shall be used judiciously without wasting.
31. The Contractor is solely responsible for compliance of provisions or any Statute or rules framed there under by the Central Government or State Government and applicable to the labour employed by him. The Bank is not responsible in case of non-compliance of any of the provisions of the Statute or rules of the State/Central Government, by the Contractor.
32. In case of any dispute arising out of this agreement, the decision of the Bank will be final and binding on the contractor.
33. The Bank will not provide accommodation to the contractor and or his workers / supervisor, etc. in the Bank's premises.
34. The contractor shall obtain necessary licenses and permits in their name at their own expenses and shall keep the Bank indemnified against any loss arising due to non-compliance to any statutory requirement.
35. The contractor will ensure co-operation with the Bank employees and with any representative of the Bank in their routine check-up of housekeeping arrangements.
36. The Contract shall be in force for the period stipulated in the contract and on the expiry thereof, it shall be deemed to have been terminated automatically unless otherwise intimated in writing. Further, the Contractor shall not have any right either contractually or equitably to demand any fresh contract for another term to continue the same in preference to any other intending party.

37. The Contractor shall furnish the details of his employees prior to deployment. The Bank or its authorized representatives reserve the right to refuse admission to one or more of the contractor's persons, if their conduct or inefficiency is subsequently found unacceptable. The decision of the Bank or its authorized representatives in this matter shall be final. Although not desired, the Contractor may substitute any of his employees and after taking permission from the Bank. The Contractor is required to submit the complete list of staff working under the contract with their complete address/photo etc. for records.

38. The Contractor will also maintain a suggestion book and a complaint register to be produced to the Bank on monthly basis along with invoice.

39. Licenses, if any required for Housekeeping services at the site will be procured by the Contractor.

I/We hereby declare that I/we have read and understood the above instructions for guidance of bidders` and will abide by the same.

Date: Signature of Bidder with Seal:

Place: Name and Address with Contact Nos.:

Section G. The Conditions Hereinafter Referred To

1 Interpretation Clause

1. In construing these Conditions, the Specifications, Schedule of Quantities and Contract Agreement, the following words shall have the meanings herein assigned to them except where the subject or context otherwise required.

(a) "**Employer**" shall mean the Reserve Bank of India and shall include its assigns and successors.

(b) "**Contractor**" shall mean _____ (in the case of a Partnership) and trading in the name and style of _____ and having a place of business at _____ and shall include the partners for the time being of the said firm and the legal representatives of a deceased partner.

(c) (In the case of "**Contractor**" shall mean Shri _____ trading in individual) the name and style of _____ and shall include his heirs, successors and legal representatives.
(in the case of "**Contractor**" shall mean _____ a company.....Company) _____ incorporated under _____ and having its registered office at _____ and shall include its assigns and successors.

(d) "**This Contract**" Shall mean the Articles of Agreement, the Special conditions, the Appendix, the Schedule of Quantities and specifications etc. attached hereto and duly signed.

(e) "**Notice in writing**" Or written notice shall mean a notice in written, typed or printed characters sent (unless delivered personally or otherwise proved to have been received) by registered post to the last known private or business address to have been received when in the ordinary course of post, it would have been delivered.

(f) "**Act of Insolvency**" Shall mean any Act of Insolvency as defined by the Presidency Towns Insolvency Act or the Provincial Insolvency Act or any Act amending such original.

(g) "**Net Prices**" If in arriving at the contract amount, the Contractor shall have added to or deducted from the total of the items in the Tender any sum, either as a percentage or otherwise, then the net price of any item in the Tender shall be the sum arrived at by adding to or deducting from the actual figure appearing in the Tender as the price of that item a similar percentage or proportion of the sum so added or deducted by the Contractor the total amount of any Prime Cost items and provisional sums of money shall be deducted from the total amount of the Tender. The expression "net rates" or "net prices" when used with reference to the contract or accounts shall be held to mean rates or prices so arrived at.

2 Scope of Contract.

The Contractor shall carry out and complete the said work in every respect in accordance with this Contract and with the directions of and to the satisfaction of the Employer. The Employer may in his absolute discretion and from time to time issue further written instructions, details, directions and explanations, which are hereafter collectively referred to as "Employer's Instructions" in regard to: -

- I. The variation or modification of the quality or quantity of works or the addition or omission or substitution of any work.
- II. Any discrepancy in the Schedule of Quantities and/or Specifications.
- III. The removal from the site of any materials brought thereon by the Contractor and the substitution of any other material therefore
- IV. The dismissal from the works of any persons employed thereupon.

The Contractor shall forthwith comply with and duly execute any work comprised in such Employer's instructions provided always that verbal instructions, directions and explanations given to the Contractor or his representatives upon the works by the Employer shall, if involving a variation, be confirmed in writing by the Contractor within seven days, and if not dissented from in writing within a further seven days by the Employer, such shall be deemed to be Employer's instructions within the scope of the Contract.

3 Dismissal of Workmen

The Contractor shall on the request of the Employer, immediately dismiss from the works, any person employed thereon by him who may, in the opinion of the Employer, be incompetent or misconduct himself and such persons shall not be again employed on the works, without the permission of the Employer.

4 Termination of Contract by the Employer

The contract can be terminated by the Bank by issuing a notice period of one month to the contractor and the security deposit shall not be refunded.

5 Termination of Contract by Contractor

Contract can be terminated by the Contractor if desired, by giving one month notice to the Bank. The notice period will start from the day of receipt of notice by the Bank.

6 Delayed Payment

Payment of monthly bills will be paid through NEFT/RTGS within **45 days** on submission of correct invoice along with requisite documents

7 Disputes arising out of the contract:

The decision of Bank will be final for any dispute arising of this contract.

8 Employer entitled to recover compensation paid to workmen

If, for any reason, the Employer is obliged, by virtue of the provision of the Workmen's Compensation Act 1923, or any statutory modifications or re-enactment thereof to pay compensation to a workman employed by the Contractor in execution of the works, the Employer shall be entitled to recover from the Contractor the amount of compensation so paid, and without prejudice to rights of the Employer under the said Act. The Employer shall be at liberty to recover such amount or any part thereof by deducting it from the security deposit or from any sum due by the Employer to the Contractor under this Contract or otherwise. The Employer shall not be bound to contest any claim made against it under the said Act, except on the written request of the Contractor and upon his giving to the Employer full security to the satisfaction of the Employer for all costs for which the Employer might become liable in consequence of contesting such claim.

9 Right of Employer to terminate Contract in the event of death of Contractor

Without prejudice to any of the rights or remedies under this Contract, if the Contractor, being an individual, dies, the Employer shall have the option of terminating the Contract without incurring any liability for such termination.

10 Marginal Notes

The headings catch lines hereto and, in the annexures, hereto are meant only for convenience of reference and shall not in any way be considered in the interpretation of these presents and the annexures hereto.

I/We hereby declare that I/we have read and understood the above instructions for guidance of bidders and will abide by the same.

Date:

Signature of Bidder

Place:

Address

Section H- Scope of Work

1. The aim and objective are to provide a high level of a clean, hygienic and presentable look to the entire area. The contractor and his management team will supervise the awarded work. The Contractor has to ensure that the staff deployed is dressed in neat and clean uniform approved by the Bank. The Housekeeping staff will be responsible for cleaning of Office Premises including corridors, lift lobbies, Lift car, staircases, entire compound area, vehicle parking area, internal roads and internal area along the perimeter wall, ISS (Reception), CRDS, Cash/Security area, Annex Building, adjoining areas and all security guard posts located along the perimeter wall along with cleaning/ maintenance of washrooms/toilets located in the entire premises of the Bank.

2. Detailed Scope of works:

1.	Area to be covered	<p>Main Office building and Annex Building.</p> <p>Total Plot Area -199718.29 sq. ft or 18561.18 sq. mt.</p> <p>Total Built up Area- 26241.81sqmt Plinth Area- 7732.66sqmt</p> <p>Usable Carpet Area MOP: 17921 sq.mt. Annex- 2509.70 sq.mt. Class III/IV Quarters- 393.80 sq.mt.</p>
2.	Working Hours	<p>Normal Working hours: (8 hours) 8 AM to 4.30 PM with half an hour lunch break. (Staggered working hours may be implemented if required by the Bank.)</p>
3.	Minimum manpower	<p>The manpower of 41 cleaning staff including one Supervisor. (At least 50% of the workers shall be women. The ratio of men and women can be altered as per requirement.)</p>
4.	<p>I. Scope of Work for General Areas/Common Areas of Main Office Premises Including Annex Building:</p> <p>a) Contractors shall be responsible for all cleaning works such as sweeping and mopping of general area in each floor, passages and lobbies at all the floors, cleaning of each cabin located in all the floors at Main Office Building. Cleaning of tables, chairs and Desks in each departments/Section.</p> <p>b) Cleaning, sweeping, moping and wiping of floors, staircase/s on daily basis from Monday to Saturday. Cleaning activity shall start in the morning at 8.00 AM so as to complete all the dusting/ cleaning/ moping work before 9.00 AM.</p> <p>c) Cleaning of windows, windowpanes, grills, doors, ventilators in all four floors of the main office building and annex building.</p> <p>d) Cleaning of glass panels used in building / infrastructure. Proper arrangements on the cost of agency to be done by contractor to cleaning</p>	

all glass panels on regular basis.

- e) Removal of beehives and cobwebs/honey webs from the office building and its premises
- f) Cleaning and sweeping of open area including balconies and roof tops with brooms.
- g) Lifting, carrying and disposing of dead birds, animals, rats, insects etc. if found in and around office premises.
- h) Cleaning of store rooms, book vaults etc of all the departments of the Bank
- i) Cleaning of Conference Rooms and Board Room as per the requirement of the Bank.
- j) Cleaning activity in Dispensary area as per the requirement of the Bank.
- k) Cleaning of Cash/Security area as per the requirement of the Bank.
- l) Cleaning of Officers' Lounge/ Executive Lounge/ Governor' Flat located at the fourth-floor. Cleaning the floor/table tops/ countertops/kitchen/ washbasins in Officers' Lounge/ Executive Lounge and carry out miscellaneous tasks in the lounge as per instructions of the Bank.
- m) Cleaning the Canteen Area located in the Annex Building. Cleaning the floor/table tops/ countertops/kitchen/ washbasins and to carry out miscellaneous tasks in the Canteen as per the instructions of the Bank.
- n) Sweeping of frontal drive way, front parking area, rear parking area and complete peripheral area of the Bank.
- o) Cleaning of areas around water dispensers/water purifiers installed at various locations in the Bank's premises.
- p) Special cleaning of specific areas in the Security Area as per the instructions of the Bank.
- q) Any special cleaning on Republic Day, Independence Day and Festivals to be carried out as per the instruction of the Bank.
- r) Continuous cleaning, maintaining 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.

II. Scope of Work for Washrooms/ Toilets in Main Office Premises Including Annex Building: There are approximately 50 washrooms (ladies and Gents) combined in Main Office Premises and Annex Building. The housekeeping staff shall be responsible for cleaning of the washrooms/toilets to include toilet pots, seats/urinal pots, platform, sink, wash basins, tiles, floor, racks, glass mirrors etc in all the washrooms and toilets of the Main Office Building and Annex Building.

- a) Cleaning of washrooms in the Banking Hall in the ground floor daily.
- b) Cleaning all washrooms (gents and ladies) in the first floor daily as specified above.
- c) Cleaning the washroom attached to the Regional Director's Cabin/Banking Ombudsman's Office daily once in the morning.
- d) Cleaning all washrooms (gents and ladies) in the second floor daily as specified above.
- e) Cleaning all washrooms (gents and ladies) in the third floor daily as specified above.
- f) Cleaning the washroom attached to the Executive Area once in a week normally and as and when meetings are scheduled.
- g) Cleaning the washrooms in the Annex building plus the dispensary and Wash basins in the Canteen daily.

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| | <ul style="list-style-type: none"> h) Cleaning of washrooms nearby security guard office at the gate entrance. i) Cleaning of all washrooms in Cash/ Security Area (police guard room, vault area, CVPS, CCTV, Claims, Vault admin office etc.) daily. j) Cleaning all wash basins/buckets and mugs/mirrors and wall tiles in the wash rooms daily. k) Removal of waste from all the washrooms daily. l) Removal of cob-webs in the washrooms as and when found necessary. m) Cleaning of all washrooms with bleaching powder/bleaching water once in a fortnight. n) Any new/addition of toilet in MOP will be included in the scope of work without any additional costs. o) Thorough cleaning of all toilets using required cleaning and disinfectant material and by putting urinal cubes and air purifier in all urinals, wash basins and WC area. p) Restock toiletries including liquid hand wash soap, toilet rolls, air fresheners, Odonil, sanitary/urinal cubes, naphthalene balls in toilets, etc after daily check-ups in the morning, afternoon, evening and on call basis during day time. q) The required frequency of cleaning the washrooms/toilets would be once per hour in a day (every hour during office hours). The dry floors in toilets needs to be maintained during office hours. Display board indicating cleaning in progress must be displayed while the cleaning is in progress. |
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The above said cleaning work consists of washing, scrubbing, cleaning the floor and wall dado of Toilet, bathroom, water closet, sanitary wares, fittings / fixtures (without damaging their shine) including flush tank, common wash basin area, toilet mirror, etc. by using the nylon brush with approved cleaning materials like detergent, toilet cleaner, oxalic acid etc. and outside wash basin and wall dado area.

To ensure daily 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 Caretaker. Complaints regarding civil, electric, plumbing, etc., observed in the washrooms/ toilets must be resolved by reporting to Caretaker /AMC persons/Estate Department.

3.The following jobs are to be carried out weekly (on Saturdays): All Saturdays will be used for special cleaning exercise of the toilets/ washrooms and other areas in the Bank premises.

- i) Thorough cleaning/sweeping/washing/mopping with disinfectant cleaners of all floors, staircases and toilets. Scrubbing of all floors and ceramic tiles base.
- ii) Thorough cleaning of pantries, sinks, exposed areas as well as behind/corner/niches under the furniture and fixtures.
- iii) Cleaning of sanitary fittings, toilet drain pipes, wash basin drain pipes, etc with standard cleaning material.
- iv) Cleaning of all window glasses with glass cleaners

v) All floors in common area, including staircases shall be cleaned thoroughly with floor scrubbing machine with soap and water to remove all stains etc.

vi) Total office area floors to be cleaned with floor scrubbing machine, wherever required as per directions of P&SE/ Caretaker/Asst.Caretaker.

NOTE: The Contractor shall ensure that the first cleaning of the washrooms is completed before the start of the working hours of the office. The manpower deployed shall report to the Caretaker/ Asst.Caretaker of the Bank and shall be available at a specified place in the premises to take instructions.

4.Flat Cleaning at bank's Essential Staff Quarters:

- Cleaning of toilet has to be carried out on weekly basis and deep cleaning of flat has to be carried out on quarterly basis for Officers Flats- **2 Flats.**
- Deep cleaning of flat has to be carried out on Half yearly basis for Class III/IV- **8 Flats.**

Weekly Cleaning of Toilets / bath area for Officers' flat

Periodical cleaning and maintenance of toilet / bath area for Officers and in case Officers occupying Class III flat in various residential quarters has to be carried out once in a week.

The above said cleaning work consists of washing, scrubbing, cleaning the floor and wall dado of Toilet, bathroom, water closet, sanitary wares, fittings / fixtures (without damaging their shine) including flush tank, common wash basin area, toilet mirror, medicine chest, etc. by using the nylon brush with approved cleaning materials like detergent, toilet cleaner, oxalic acid etc. and outside wash basin and wall dado area.

Quarterly - Deep Cleaning of Flats

Cleaning and maintenance of flats of Officers, Officers occupying Class III flats has to be carried out once in a quarter.

The work consists of Cleaning of all rooms by moping the floor and wall dado etc. inside the flat, including carefully moving the furniture, complete dusting of the flat including balcony, cleaning of fans/exhaust fan, light fixtures, cleaning of electric switch boards, cleaning of netlon/SS Mesh(by scrubbing/washing or both), SS hand rail and Toughened glass(by washing), removing cobwebs and cleaning in accessible spots in entire flat i.e. wall, loft/top & outside of cupboards etc. ceiling pelmet, window/ ventilator grills and shutter with glass panes etc. with broom/ vacuum cleaner/moping etc. inside the flat. Toilet / bathroom cleaning also has to be carried out on that day.

Half yearly – Deep Cleaning of Flats

Cleaning and maintenance of Class III flats & Class IV must be carried out once in a half year

The work consists of Cleaning of all rooms by moping the floor and wall dado etc. inside the flat, including carefully moving the furniture, complete dusting of the flat including balcony, cleaning of fans/exhaust fan, light fixtures, cleaning of electric

switch boards, cleaning of netlon/SS Mesh(by scrubbing/washing or both), SS hand rail and Toughned glass(by washing), removing cobwebs and cleaning in accessible spots in entire flat i.e. wall, loft/top & outside of cupboards etc. ceiling pelmet, window/ ventilator grills and shutter with glass panes etc. with broom/ vacuum cleaner/moping etc. inside the flat. Toilet / bathroom cleaning also has to be carried out on that day.

5. Deep Cleaning of CVPS halls:

Thorough Deep Cleaning of CVPS halls in Bank's office building to be carried out under directions of Bank's authorised person at least once in a month or as required by the Bank. The deep cleaning activity may be carried out on Sunday or any other day as required by the Bank. The bidders are advised to include the expenses including manpower for the activity in their quote for Service Charges/ Cleaning Material charges under Variable Component in price bid. No additional amount will be paid towards the cleaning material, labour etc. involved in the activity.

6. Deep cleaning exercise in Kitchen, Washing, Storage and Dining areas etc. of Staff Canteen/ Officers' Lounge/Executive Lounge may be conducted on monthly basis (on Saturday).

7. Penalty:

The details of cleaning of all washrooms should be enclosed along with the bill and if any washrooms is found to be not cleaned as mentioned in **Annexure- III, ₹ 500/-** per washroom per day will be levied for not carrying out cleaning of wash rooms in the Bank's Main Office Building and Annex Building and Officers flat at Essential Quarters and **₹ 1,000/-** per flat for not doing complete cleaning of flat in Bank's Essential Quarters.

8. In case the services are not found satisfactory, the Bank shall be at liberty to withhold any payment/s that may be due to the successful bidder, till such time such services are rendered to the satisfaction of the Bank.

9. The bidder should possess or procure needful infrastructure, gadgets and other material required for smooth housekeeping services. No additional cost towards this will be borne by organization.

10. Guidelines for cleaning works:

- a. High standard of cleanliness should be maintained by using modern equipment and materials
- b. Cleaning works are to be undertaken at the time specified by the Bank, taking into consideration the volume and nature of work, without compromising on the quality of the work.
- c. Cleaning of fans, lighting fixtures exhaust fans, etc.
- d. Cleaning of platform and toilet pots, seats/urinal pots, sink, wash basins, tiles, racks, glass mirrors.

- e. Thorough sweeping, washing, mopping and scrubbing the floors and wall dado inside the toilets.
- f. Cleaning of floor, walls and ceiling and removing dirt, dust and stains from them. It should also be made free of cobwebs including removing them from inaccessible places by using appropriate tools.
- g. Cleaning includes plumbing and sanitary fittings & fixtures, etc., without causing damage to sensors.
- h. Cleaning of windows, windowpanes, grills, doors, ventilators, etc., without causing any damage to the installed blinds.
- i. Cleaning of accessories provided in the washrooms like buckets/mugs/soap cases etc.
- j. All the cleaning material and equipment will be provided by the service provider / contractor firm.
- k. The cleaning material used shall be of standard quality (of eco-friendly and non-toxic variety) to avoid damage to CP fixture/tiles/flooring, etc.
- l. The Contractor should procure/keep/provide stock of sufficient/adequate quantity cleaning materials/tools/equipment for use to ensure state of the art cleaning.
- m. The contractor should use appropriate non-toxic and eco-friendly cleaning materials available in the market and as approved by the Bank. The Contractor shall use only standard quality cleaning materials for cleaning of windowpanes/fans/ mirror etc, use of floor cleaning materials for respective floor finish. The materials used shall not damage the sheen of the flooring / dado finishes. Brass/stainless steel fitting and fixtures shall be polished using appropriate good quality approved materials.
- n. The Contractor shall provide the workers with hand gloves wherever necessary.
- o. Any additional work as and when required has to be attended to.

11. Timings for Housekeeping work and Nos. of Labourers Required:

The Contractor has to provide labour force in to maintain the buildings as required and quality to ensure workmanship of the degree specified in the job order and to the satisfaction of the Bank. However, the requirement of workforce to be deployed is given herein under

Sl. No	Nature of Work	L o c a t i o n	Category	Manpower Required	Work men required on all 6 days of each week
1.	Housekeeping	M O P	Housekeepers	40 Nos.	Normal Working hours: (8 hours) 8 AM to 4.30 PM with half an hour lunch break.
2	Supervising		Supervisor	01	

Note: Deployment/re-appropriation of the number of site supervisor and housekeeping staff may change as per requirement of the RBI.

*The bidders shall, however, survey the area & assess the manpower requirement at their own. The bidder must employ adult & experience labour only. However, the above number can be increased or decreased at the discretion of the Bank, based on the requirement.

12. The contractor shall depute sufficient number of labourers for the work and also a supervisor shall be posted throughout the day to supervise all the operations who will be responsible for ensuring that work is carried out satisfactorily. No minor shall be appointed. Any additional work shall be carried out on holidays if required by the Bank.

13. All labourers and supervisor should report to the P&SE/Caretaker/Asst.Caretaker of the Main Office Premises. The working hours shall be 8 working hours, 6 working days in a week at the Main Office Building and Annex Building. However, in the case of emergency, the workers will have to continue to work till the emergency is over as per the directions issued by authorized person of the Bank. Weekly holiday should be given to the workers with an alternative arrangement as per Statutory Requirement without affecting services. No extra payment will be considered other than rates quoted by the firm. Contractor shall maintain a record of payment to the workers, which shall be submitted along with the bill. Electricity and water shall be given to the agency at nearest available point, free of cost by the Bank, but all the other arrangements have to be made by the contractor on their own.

14. The above-described job descriptions are only indicative. In case of any exigencies, the persons should be prepared to perform any other jobs assigned to them.

15. The dust bins shall be washed, and garbage bags need to be placed in all garbage bins to avoid stains and clear them when it is full.

16. Contractor will arrange manpower for special VIP visits at no extra cost and provide full support and cooperation when Bank's conducts any special meeting and also rearranging/shifting of furniture viz. conference chairs, tables, office furniture, chairs, sofas, computer etc. from one place to another place in the office premises.

17. Housekeeping Monitoring and Control

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

Toilets Checklist:

a.) This is to be attached on the back of the toilet door. It is to be filled up by the Supervisor and Housekeeping staff on hourly basis daily as mentioned in **Annexure III**.

b.) Management / Housekeeping Service Requirements/ Complaints Report:

This is to be filled up by the management and administrative staff of the Contractor who receive/observe the complaints/requirements for any of the services. All suggestions, complaints related to services or staff deployed by the Contractor will be registered at site on a computer and should be reported to Caretaker/Asst. Caretaker or P&SE department officials. The Contractor will take immediate action to resolve the same failing which the Penalty Clause will be invoked.

18. TERRACE CLEANING: The Contractor shall clean the terrace periodically as per instruction of the Bank. The Contractor's quoted rates should be inclusive of this item. No extra payment whatsoever will be made on this account.

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

- i) Shine level, presence of dust, pan and gutkha stains, spillage of water or other liquids, bird droppings etc. on floors, tiled walls, doors, windows.
- ii) Dust, Dirt marks or cobwebs etc. on roof, window grills etc.
- iii) Finger or palm marks, dust or any other stain on glass panes of windows or doors and mirrors.
- iv) Stain, cleanliness and odour in Washbasin, WC Seats.
- v) Dryness and shine on floor.
- vi) Cleanliness of sanitary fittings
- vii) Cleanliness of floor area in front and around washrooms
- viii) Cleaning of drinking water point and Aqua Guard area
- ix) Cleanliness of passage corridors, stairs, lifts and office space
- x) Overall cleanliness in general area and washrooms of the office premises.

IMPORTANT: Every care has been taken to cover all important scopes, aspects, areas requiring Housekeeping services, these are, however, not exhaustive and if deemed fit, the Bank may add additional scope of work, for which no additional payment whatsoever on any account will be made.

I/We hereby declare that I/We have read and understood the above instructions/scope of work for the guidance of the quotation/tender. I/we hereby agree to abide and fulfill the above terms & conditions/instructions.

Date:

Place:

bidder contractor:

Seal & signature of the

Section: I- LIST OF APPROVED BRANDS OF CLEANING MATERIALS

The contractor shall ensure adequate availability of stock of consumable items required for smooth activities for housekeeping work throughout the contract period without any extra charges. The consumable items should be of reputed made/brand as mentioned below. The Contractor should use following approved / any other equivalent cleaning materials approved by Bank.

- A. Cleaning material — Harpic/Sani fresh or approved equivalent to be approved by the Bank for toilets
- B. Lizol (Perfumed) / Domex (Perfumed) or approved equivalent to be approved by the Bank for floor cleaning /Bath room cleaning.
- C. Colin or approved equivalent to be approved by the Bank for cleaning of windows/ Panes /fans/mirror etc.
- D. Permanent kind of stains inside the bathroom can be cleaned with the help of stain removers like "Easy off Bang" or approved equivalent to be approved by the Bank.
- E. Use of branded floor cleaning materials for respective floor finishes (Ceramic/vitrified/granite/kota).
- F. Good Quality cleaning such as scrubbing machines dusters/ mops detergents/ washing powder, brooms, sponges, garbage sacks, polish, phenyl acid, ladder, different types of brushes for dusting, liquid items cleaning, oil stain remover, bleaching liquid, bleaching powder, cleaning acid, Dolly mops, Squeezing bucket, floor wipers, Cleaning scrubbers, glass wipers, Glass cloth, Table duster, Dry Mops etc.
- G. Refilling of liquid soap for hand wash & air fresheners for rooms & Toilets of approved manufacture.
- H. Good quality tissue papers, Odonil cubes, Naphthalene balls, Aer pockets, three-fold papers should be kept in the washrooms.

Contractor should keep/provide stock of cleaning materials for use to ensure state of the art. Any deviation in the house keeping tools quality & quantity and other resources as mentioned above will invoke penalty as decided by the Bank. In case the contractor has not provided the sufficient amount of requisite materials even after levy of penalty, the Bank may procure it and deduct the cost from the bills of the contractor.

I/We hereby declare that I/we have read and understood the above instructions for guidance of bidders` and will abide by the same.

Date

Place:

Signature & Seal of the Contractor

Section J: Safety Code

1. First-aid appliances, including adequate supply of sterilized dressings, cotton wool shall be maintained in a readily accessible place for the use of staff deployed by the Bidder.
2. In case of any mishap, the injured person shall be taken to a public hospital without loss of time, where the injury necessitates hospitalization.
3. Workers employed shall be provided with protective footwear and rubber hand gloves as per requirement.
4. Suitable and strong scaffolds should be provided for workmen for all works that cannot be safely done from the ground.
5. No floor, roof or other part of the structure shall be overloaded with debris or materials as to render it unsafe.
6. Hoisting machines and tackle used in the works, including their attachments, anchorage and supports shall be in perfect condition
7. Fire safety measures shall be adhered to as per local bye laws.
8. Whenever electric power is used for attending works, prior permission has to be taken from Bank's Electrical Engineer

Date:

Signature of Bidder

Section: K- Schedule of Quantities

Comprehensive Annual Maintenance Contract (CAMC) for providing Housekeeping services at Bank's Main Office Premises (including Annex Building and Essential Staff Quarters).

Table :1-This is for illustrative purpose only and the Price Bid should not be submitted with Part I –Technical Bid. It should be submitted online in MSTC Portal and No Enclosure should be enclosed with Part- II

Sl. No.	<i>Description of Work-Block Cleaning and Flat Cleaning</i>																																
A.	<p>FIXED COMPONENT: – The bidder should not quote rates for this component. Gross Wages of total employees for 12 months: The amount is inclusive of Basic Wages (Minimum) (plus Variable Dearness Allowance) House Keeping Staff (Unskilled) and Supervisor (Semi-Skilled) according to Minimum Wages Act of Government of India, Employees Provident Fund (EPF), and Bonus.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Sl. No</th> <th style="text-align: center;">Category of Staff</th> <th style="text-align: center;">No. of labourers</th> <th style="text-align: center;">No. of days (365-52 Sundays)</th> <th style="text-align: center;">Base Rate per person per day (refer to Table 2)</th> <th style="text-align: center;">Total wages per annum</th> <th style="text-align: center;">Total amount for 12 months (excl of GST)</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">House Keeping Staff (Unskilled)</td> <td style="text-align: center;">40</td> <td style="text-align: center;">313</td> <td style="text-align: center;">889</td> <td style="text-align: right;">1,11,30,280</td> <td rowspan="2" style="text-align: center; vertical-align: middle;">1,14,14,171/-</td> </tr> <tr> <td style="text-align: center;">2</td> <td style="text-align: center;">Supervisor (Semi-Skilled)</td> <td style="text-align: center;">1</td> <td style="text-align: center;">313</td> <td style="text-align: center;">907</td> <td style="text-align: right;">2,83,891</td> </tr> <tr> <td colspan="6" style="text-align: right;">Gross Wages for 12 months incl of GST at 18%</td> <td style="text-align: center;">1,34,68,722/-</td> </tr> </tbody> </table>						Sl. No	Category of Staff	No. of labourers	No. of days (365-52 Sundays)	Base Rate per person per day (refer to Table 2)	Total wages per annum	Total amount for 12 months (excl of GST)	1	House Keeping Staff (Unskilled)	40	313	889	1,11,30,280	1,14,14,171/-	2	Supervisor (Semi-Skilled)	1	313	907	2,83,891	Gross Wages for 12 months incl of GST at 18%						1,34,68,722/-
Sl. No	Category of Staff	No. of labourers	No. of days (365-52 Sundays)	Base Rate per person per day (refer to Table 2)	Total wages per annum	Total amount for 12 months (excl of GST)																											
1	House Keeping Staff (Unskilled)	40	313	889	1,11,30,280	1,14,14,171/-																											
2	Supervisor (Semi-Skilled)	1	313	907	2,83,891																												
Gross Wages for 12 months incl of GST at 18%						1,34,68,722/-																											
Variable Component: The bidder may quote his desired amount in MSTC website.																																	
B	Cleaning Materials Charges (lumpsum) for 12 months as per the list of brands mentioned at Section I. <i>Formulae= (a*12*1.18) + 1,34,68,722.00</i> <i>(Fixed Component=Rs. 1,34,68,722/-)</i>				Please quote rate per month(a) excl. of GST in MSTC website. (System will automatically calculate for 12 months along with GST at 18% and add the fixed component" A" as mentioned above)																												
C	Service charges for providing 41 employees , which includes Contractor's Overhead Charges (cost of salary over and above the minimum wages/ bonus) & Profit, Insurance charges (Workmen Compensation Policy, Third Party Liability Policy), charges for providing uniform and Identity Cards to the workmen or any other expenses applicable for 12 months.				Please quote rate per month(a) excl of GST in MSTC website. (System will automatically calculate for 12 months along with GST at 18%) <i>Formulae=(a*12*1.18)</i>																												
D	Grand Total for 12 months inclusive of GST at 18%				(A+B+C)																												

- Bidders must keep in mind that while quoting Service Charges they should include all expenditure on providing managerial supervisory/ administrative services to get the work done through their deployed Housekeeping Staff.
- Bidders offering “zero” or irrational quotes shall be liable for disqualification. Further, in case of abnormally low bids, the Bank may seek written clarifications from the Bidder, for a detailed price analysis of its Bid price in relation to scope, schedule, resource mobilization, allocation of risks and responsibilities, and any other requirements as per the Tender document.
- The bidders shall satisfy themselves about the correctness of the quantity. Agency may visit the site to access the quantum of work before submitting the tender.
- Kindly note that the fixed component amount is added to “B” (variable component) in the MSTC formulae for calculation purpose.

Table:2 Calculation sheet for arriving rate per person per day inclusive of Basic Wages (Minimum) (plus Variable Dearness Allowance) according to Minimum Wages Act of Government of India, applicable statutory payments Employees Provident Fund (EPF), and Bonus.

Sl. No	Description	Housekeeping Staff (Unskilled)	Supervisor (Semi-Skilled)
1	BASIC+VDA per day* (W.E.F. Oct 01, 2023)	751.00	832.00
2	for 26 days on Sl. No-1	19,526.00	21,632.00
3	Bonus @ 8.33% on Sl.No-2 (N.A. if wages exceed ₹ 21,000/- in a month) (rounded off)	1,627.00	0.00
4	Total Wages (Sl. No.2+ Sl. No. 3)	21,153.00	21,632.00
5	EPF Employer contribution @ 13% including EDLI & admin charges of Sl.No.- 2 (wages ceiling ₹15,000/- per month)	1,950.00	1,950.00
6	Total rate per person for 26 days (Sl.No.- 4 and 5)	23,103.00	23,582.00
7	Base rate per person per day Sl.No.- 6/26 (rounded off)	889.00	907.00

- Minimum rates of wages (plus VDA) calculated as per the Notification issued by the Chief Labour Commissioner (Central), Ministry of Labour & Employment applicable from October 1, 2023.
- Contributions towards EPF (Employees' Provident Fund) are calculated according to latest rules and regulations. Employer contribution paid by the contractor shall be reimbursed by the Bank, on production of actual documentary evidence.

- Contributions towards ESIC (Employees' State Insurance Corporation), as applicable, in case of a labourer when wages are not exceeding ₹21,000/- in any month shall be remitted by the contractor. In such cases, Employer's contribution (3.25%) paid by the contractor shall be reimbursed by the Bank, on production of actual documentary evidence.
- The contractor shall ensure the payment of bonus, payable under relevant Acts, Laws etc. The bonus paid by the contractor shall be reimbursed by the Bank, in terms of the relevant acts, laws etc., on production of actual documentary evidence.

**ANNEXURE-I
Format 1**

BASIC INFORMATION

Sl. No	Description	
1.	Name of the applicant/ organisation and address of the registered office.	
2.	Type of Organisation- (Whether Sole Proprietorship/Partnership/Private Limited/Limited or Co-operative Body etc) Please enclose related documents.	
3.	Name of the Proprietor /Partners/Directors of the organization/Firm	(a) (b) (c) (d)
4.	Details of Registration (whether partnership firm, company etc)- Registering Authority, Date, Registration Number etc. mentioning the business/activity of the Firm.	
5.	Registered Office address, telephone/Mobile No. and E-mail ID	
6.	Experience in the respective field of work Please, enclose documents in support thereof.	----- Years
7.	Whether financially sound to undertake works costing up to ₹ 155.00 Lakh (Rupees One Hundred and Fifty-Five Lakh only) If so, enclose Audited Annual Financial Statements (CA Certified Balance Sheet, Profit and Loss Statement	

	etc.) for last three years. FY 2020-21 FY 2021-22 FY 2022-23	
8.	Yearly turnover of the firm/contractor during the last three years FY 2020-21 FY 2021-22 FY 2022-23 (duly certified by a Chartered Accountants)	
9.	Income Tax Returns of for the last three Financial years: FY 2020-21 FY 2021-22 FY 2022-23 Enclose certified copies of Acknowledgments for filed Income Tax Returns.	
10.	PAN number (copy should be uploaded)	
11.	GST Registration No (Copy should be uploaded)	
12.	MSME Registration Certificate for MSME firms. (Copy should be uploaded)	
13.	EPF Registration Number (copy should be uploaded)	
14.	ESI Registration Number (copy should be uploaded)	
15.	Whether registered with Labour Department under the Contract Labour (R & A) Act, 1970 and Contract Labour (Regulation and Abolition) Central Rules, 1971 for providing housekeeping services. If yes, indicate the date of registration and number. (A copy of Certificate/ Registration to be submitted).	
16.	Registration No. / License No. Under Contract Labour (R & A) Act 1970 of any other employer for whom the agency is currently undertaking the work through contract labour for providing Housekeeping services.	
17.	Name and Address of the existing clients along with full details where bidder is currently executing a similar work for site visit purpose.	Attach a separate sheet in the similar format Annexure-I (Format-2A).
18.	Whether having registered local office within the jurisdiction limits of Chennai? If	

	yes, mention the address of the local office (A copy of local address proof must be submitted as proof of the service setup.)	
19.	Work Experience – Details of work experience as per the requirement given in the Eligibility Criteria and Terms and Conditions supported by work orders, documents and certificates.	Attach a separate sheet.
20.	The Bank Account (IFSC Code and Account Number) where payments would be received by the organisation	
21.	Name and Address of the Banker. The Bankers Certificate regarding financial standing of the Bidder is to be given by the banker on its letter head.	
22.	Whether any Civil Suit/ Litigation/disputes/ suspension/ penalty arisen in the contracts executed during the last 5 years ending on January 31, 2024 / being executed. If yes, please furnish the name of the project, employer, nature of work, contact value, work order and date and brief details of litigation otherwise mention "Nil"	Attach a separate sheet if required.
23.	Any other disputes with statutory authorities are pending otherwise mention "Nil"	
24.	Any bank having declared any loan of the bidder as NPA in the last three years if any otherwise mention "Nil"	
25.	NEFT of ₹ 3,10,000/- (Rupees Three Lakh Ten Thousand only) deposited in favour of RBI, Chennai, representing Earnest Money Deposit.	
26.	Any other document/s required to be submitted, as mentioned above or as demanded by the Bank.	

Note: The Bank reserves the right to call for proof/ verification of any of the above-mentioned.

Date:
Place:

Signature of the contractor/firm

Format 2
PREVIOUS WORK EXPERIENCE
List of important similar works executed by the bidder
(Works completed before January 31, 2019)

Sl. No.	Name of similar work and location	Nature of work involved in the contract	Name& address of the owner/client. Also indicate whether Government or Semi-Government or Private Body with full postal address/email ID/contact No..	Cost of work		Period of completion			Reason for delay, if any	Whether work was left incomplete, or contract was terminated from either side?	Litigation/ Arbitration, if any with details.	Any other relevant information.
				Contract Amount (₹ lakh)	Actual value of work done (in ₹ lakh)	Date of commencement of work	Scheduled date of completion	Actual date of completion				
1.	2.	3.	4.	5 a	5 b	6a	6b	6c	7	8	9	10

Place and Date:

Signature of the bidder with Seal

Format 2A
List of important similar works 'in hand'

Sl no	Name of the work and location	Nature of work involved in the contract	Name of the owner and Whether Government or Semi- Government or Private Body with full postal address email ID/ contact No.	Contract Amount in ₹	Completion Period		Present stage of work with reasons if the work is getting delayed	Any other relevant information
					Stipulated	Expected		
1	2	3	4	5	6(a)	6(b)	7	8

Signature of the bidder with seal

Format 3

Details of similar eligible work(s) (qualifying) completed during last five years ending January 2024, from February 2019
[Work(s) costing above the minimum value specified in pre-qualification criteria].

Sl no	Name of similar work and location	Nature of work involved in the contract.	Name& address of the owner/client. Also indicate whether Government or Semi-Government or Private Body with full postal address/e mail ID/contact No..	Name, e-mail ID, telephone (land line and mobile) nos., Fax no. of the contact executive (the person of bidders client who can be contacted by the bank in case it is so needed).	Cost of work		Period of completion			Reason for delay, if any	Whether work was left incomplete or contract was terminated from either side?	Litigation/Arbitration, if any with details.	Any other relevant information.
					Contract Amount (₹ lakh)	Actual value of work done (in ₹ lakh)	Date of commencement of work	Scheduled date of completion	Actual date of completion				
1.	2.	3.	4.	5.	6 a	6b	7a	7b	7c	8	9	10	11

1. This list of work is for each qualifying works as specified in section C of Pre-qualification criteria.
2. For each of the qualifying works, client certificate as per Format 3A shall be submitted.

Signature of the Bidder with seal

CLIENT's CERTIFICATE
PERFORMANCE OF CONTRACTOR
(On Client's Letter Head)

To
Regional Director for Tamil Nadu & Puducherry
Estate Department
Reserve Bank of India
Fort Glacis, Rajaji Salai (or) to whomsoever it may concern
Chennai – 600 001.

Name & address of the
Client:

Details of Works executed by Smt. /M/s

1	Name of work with brief particulars	
2	Agreement No. and date	
3	Agreement amount	
4	Date of commencement of work	
5	Stipulated date of completion	
6	Actual date of completion	
7	Details of compensation levied for delay (indicate amount) if any	
8	Gross amount of the work completed and paid	
9	Name and address of the authority under whom works executed	
10	Whether the contractor employed qualified Engineer/Overseer during execution of work?	
11	i) Quality of work (indicate grading)	Outstanding/Very Good/ Good/Satisfactory/poor
	ii) Amt. of work paid on reduced rates, if any.	
12	i) Did the contractor go for arbitration?	
	ii) If yes, total amount of claim	
	iii) Total amount awarded	
13	Comments on the capabilities of the contractor.	
	a) technical proficiency	Outstanding/Very Good/ Good/Satisfactory/poor
	b) financial soundness	Outstanding/Very Good/ Good/Satisfactory/poor
	c) Mobilization of adequate T&P	Outstanding/Very Good/ Good/Satisfactory/poor
	d) Mobilization of manpower	Outstanding/Very Good/ Good/Satisfactory/poor
	e) General behavior	Outstanding/Very Good/ Good/Satisfactory/poor

Note: All columns should be filled in properly counter signed by Reporting Officer or executive engineer/Superintending Engineer or equivalent.

The performance/completion certificates obtained from clients can be in any format other than the one specified above, but the certificates should mandatorily contain the information sought above. If the certificates uploaded are not able to establish the information sought above, those will not be accepted.

Format 4
FINANCIAL INFORMATION

Sr.no.	Details	Financial Year		
		2020-21	2021-22	2022-23
		₹ in lakh	₹ in lakh	₹ in lakh
1	Gross Annual financial turn over certified by Chartered Accountant.			
2	Profit/ Loss			

Note:

- i. Statement shall be supported by figures in balance sheet/ profit & loss account with copies of audited annual financial statements/ accounts of the business of the bidder duly certified by a Chartered Accountant. The Income Tax Clearance Certificates / Income Tax Assessment orders along with the latest final accounts of the business of the contractor duly certified by a Chartered Accountant, as a proof of creditworthiness.
- ii. Submit supporting documents.

Signature of the bidder with seal

Format 5

**FORM OF BANKERS' SOLVENCY CERTIFICATE FROM A SCHEDULED BANK
(On Bankers' Letter Head)**

Place:

Date:

**Smt. Uma Sankar
Regional Director for Tamil Nadu & Puducherry
Reserve Bank of India
Estate Department
Fort Glacis, Rajaji Salai
Chennai - 600 001.**

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

This certificate is issued without any guarantee or responsibility on the bank or any of its officers.

For the Bank with Name, Designation & Seal

Note: -

(i) Bankers' certificates should be on letter head of the Bank

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

Format 5A
Details of Bidder's Banker

1	Name and full Address of the Banker	
2	Name of contact executives, Email ID, contact numbers (land line and mobile), Fax number etc. (The person can be contacted at the office of their banker by the Bank in case it is needed.)	

Signature of the bidder with seal

Annexure: II
Proforma for Performance Bank Guarantee

(On Non-Judicial Stamp Paper of appropriate value purchased in the name of the Issuing Bank)

Place.....

Date.....

To
Regional Director for Tamil Nadu & Puducherry
Estate Department
Reserve Bank of India
Fort Glacis, Rajaji Salai
Chennai – 600 001.

Madam,

Comprehensive Annual Maintenance Contract (CAMC) for providing Housekeeping services at Bank's Main Office Premises (including Annex Building and Essential Staff Quarters).

WHEREAS Reserve Bank of India, having its Central Office at Shahid Bhagat Singh Road, Mumbai, through its office at Reserve Bank of India, Fort Glacis – 16, Rajaji Salai, P.B.No.40, Chennai 600 001 (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 Reserve Bank of India, Chennai a Performance Bank Guarantee for a total amount of ₹ _____ 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 Reserve Bank of India, an amount not exceeding ₹ _____ as Performance Guarantee for due fulfilment of terms and conditions of the contract.

NOW THIS GUARANTEE WITNESSETH

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

the Contractor under the said Contract, provided, however, that our liability against such sum shall not exceed the sum of ₹ _____

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

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

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

We hereby further agree that:

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

b) Our liability under these presents shall not exceed the sum of ₹ _____

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

d) This guarantee shall remain in force up to Sixty (60) days beyond the contract period, i.e., upto **March 31, 2025** for this contract provided that if so desired by the RBI, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.

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

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

For and on behalf of (Name of the Bank)

Signature and Seal 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 Performance Bank 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 - III

Wash room Cleaning-Check List

Toilet Location:

Date of Cleaning:

Sl. No	Items	Conditions	8am	9am	10am	11am	12pm	1pm	2pm	3pm	4pm	4.30pm	HK Staff	Supervisor
1	Floor	Cleaned/Mopped												
2	Urinal/Flush out	Cleaned/working												
3	Wash Basin	Cleaned												
4	Wash Basin Table	Cleaned												
5	Mirror	Cleaned												
6	Exhaust Fan	Cleaned/working												
7	Door (In & Out)	Cleaned/working												
8	Dustbins	Cleaned												
9	Mat	Cleaned												
10	Naphthalene	Available												
11	Odonil	Available												
12	Hand Wash	Available												

Annexure: IV- Checklist for periodicity of works executed

Name of the Location:
Name of the Contractor:
Period of AMC work:

Sl. No	Description of Work	Yes/No
1.	Scope of Work for General Areas/Common Areas of Main Office Premises Including Annex Building as mentioned in the part I of the tender.	
2.	Scope of Work for Washrooms/ Toilets in Main Office Premises Including Annex Building as mentioned in the part I of the tender.	
3.	Special cleaning exercise of the toilets/ washrooms and other areas in the Bank premises to be carried out weekly (on Saturdays)	
4.	Flat Cleaning at bank's Essential Staff Quarters Weekly/Quarterly/Half Yearly basis	
5.	Collecting the garbage and segregating based on organic and non-organic waste and store at the designated area. The organic waste should be disposed of with Organic Waste Converter (OWC), if available in the bank.	
6.	Whether the Cleaning Materials used is as mentioned in the tender document at 'LIST OF APPROVED BRANDS OF CLEANING MATERIALS'	

This is to certify the contractor has carried out the captioned work satisfactorily for the above stated period.

Date:

1. Signature with Seal of Caretaker/Asst.Caretaker:
2. Signature with Seal of Security Officer(P&SE):

Annexure: V- Undertaking / Declaration /Certificate regarding satisfying the eligibility criteria

(To be submitted by bidders on their letters head duly sealed and signed by authorised signatory)

To
The Regional Director
Reserve Bank of India
Fort Glacis, Rajaji Salai
Chennai – 600001

Madam,

e-Tender No: RBI/Chennai Regional Office/Estate/29/23-24/ET/460
[AMCHouseKeepingforMOP]

1. I/We certify that..... (Name of the Bidder)

- a) have not been suspended / delisted / blacklisted/ banned or any such process initiated against the company/entity or its directors, by any Statutory Authorities/organizations including Reserve Bank of India at any location in India on any grounds for last 5 years ending on **March 12, 2024**.
- b) do not have any proceedings pending or order passed by any Authority/Court for violation/deficiency of statutory provisions such as EPF, ESI, Bonus, Minimum Wages, or other payments for last 5 years ending on **March 12, 2024**.
- c) have not rescinded/abandoned any contract awarded by any of our clients before the expiry of prescribed period of contract for last 5 years ending on **March 12, 2024**.
- d) have been maintaining a clean tract record without any involvement in unlawful/ illegal activities or financial Banking frauds. We do not have any case with the Police/ Court/ Regulatory authorities against the bidder or proprietor/partners/directors in case of Proprietorship/Partnership firm/company respectively involving the above.

2. I/ We know and understood that, if this Undertaking / Declaration /Certificate submitted by us is found to be false, the Bank shall free to reject/ terminate our tender/ Work Order and that the Bank shall also be free to initiate any legal action in accordance with law including forfeiting of Earnest Money Deposit/ Performance Bank Guarantee/ Security Deposit and / or debarring us from participating in tenders invited by the Bank in future.

Signature and name of the authorized signatory of the Bidder with Rubber Stamp

Date:

Place:

**Annexure: VI- Proforma for Undertaking / Declaration /Certificate regarding
country sharing land border with India**

(To be submitted by bidders on their letters head duly sealed and signed by
authorised signatory)

To
The Regional Director
Reserve Bank of India
Fort Glacis, Rajaji Salai
Chennai – 600001

Madam,

e-Tender No: RBI/Chennai Regional Office/Estate/29/23-24/ET/460
[AMCHouseKeepingforMOP]

1. I/We certify that..... (Name and address, including Country of location of bidder) have read and understood the contents of the Office Memorandum (OM) F. No. 6/18/2019-PPD dated July 23, 2020 and its subsequent orders/ revision issued by Public Procurement Division, Department of Expenditure, Ministry of Finance, Government of India regarding the restrictions on procurement from a bidder of a country which shares a land border with India.

2. I/ We certify that..... (Name of the bidder)
- i. is not from a country sharing land border with India, or
 - ii. is from a country sharing land border with India and has been registered with the Competent Authority, the certificate of which is enclosed, or
 - iii. is from a country sharing land border with India where Government of India has extended lines of credit, or
 - iv. is from a country sharing land border with India where government of India is engaged in development projects

(Strike out whichever of the above is not applicable)

3. I / We further certify that (Name of the bidder) fulfils all requirements in this regard and is eligible to be considered under the provision of the above refer Office Memorandum and its subsequent orders/ revision. I/we..... (Name of the bidder) will not subtract any work to contractor from country(ies) sharing land border with India, unless such contractor fulfils all the requirements contained in the above referred office memorandum/order.

4. I/ We know and understood that, if this Declaration / Undertaking / Certificate submitted by us is found to be false, the Bank shall free to reject/ terminate our tender/ Work Order and that the Bank shall also be free to initiate any legal action in accordance with law including forfeiting of Earnest Money Deposit/ Performance Bank Guarantee/ Security Deposit and / or debarring us from participating in tenders invited by the Bank in future.

Signature and name of the authorized signatory of the Bidder with Rubber Stamp

Date:

Place: