



भारतीय रिज़र्व बैंक
मानव संसाधन प्रबंध विभाग
नागपुर

ई-निविदा आमंत्रण सूचना

मधुबन अपार्टमेंट, तेलंखेड़ी रोड स्टाफ क्वार्टर्स स्थित विजिटिंग ऑफिसर्स फ्लैट (वीओएफ) और अत्रे लेआउट स्टाफ क्वार्टर्स, नागपुर स्थित विजिटिंग ऑफिसर्स फ्लैट (वीओएफ) और ट्रांजिट हॉलिडे होम (टीएचएच) में प्रबंधन और हाउसकीपिंग सेवाओं (कैटरिंग सहित) के लिए वार्षिक सेवा अनुबंध हेतु निविदा

1. भारतीय रिज़र्व बैंक (बैंक), नागपुर में उपर्युक्त कार्य के लिए ई-टेंडरिंग प्रक्रिया के माध्यम से ऑनलाइन निविदाएं आमंत्रित की जाती हैं। इस कार्य की अनुमानित वार्षिक लागत **₹63.00 लाख** है।
* नोट - सेवा अनुबंध प्रारंभ में **एक वर्ष** की अवधि के लिए **1 अप्रैल 2026 से 31 मार्च 2027** तक वैध है। संतोषजनक प्रदर्शन के अधीन इसे दो वर्षों के लिए (एक बार में एक वर्ष के लिए) नवीनीकृत किया जा सकता है।
2. सभी पूर्व-योग्यता संबंधी दस्तावेज़ MSTC की वेबसाइट पर अपलोड किए जाने चाहिए। बोली खुलने की तिथि के बाद बैंक द्वारा जांच के लिए इन्हें डाउनलोड किया जाएगा।
3. एनईएफटी/डिमांड ड्राफ्ट के माध्यम से भुगतान की गई **ईएमडी (₹1,26,000.00/-) 02.02.2026 को दोपहर 2:00 बजे** तक जमा करनी होगी। भुगतान का प्रमाण तकनीकी बोली के साथ जमा करना होगा।
4. ऑनलाइन निविदाएं **23.12.2025 को दोपहर 3:00 बजे** से सभी बोलीदाताओं के लिए देखने/डाउनलोड करने के लिए उपलब्ध होंगी। सफल बोलीदाता जो पूर्व-योग्यता मानदंडों का अनुपालन नहीं करते हैं और जहां लागू हो वहां ईएमडी जमा नहीं करते हैं, उनकी निविदा भाग-II खोलने के लिए विचार नहीं किया जाएगा।
5. इच्छुक निविदाकर्ताओं की पूर्व-बोली बैठक (ऑफ़लाइन मोड) **14.01.2026 को दोपहर 12.00 बजे** एचआरएमडी, पहली मंजिल, भारतीय रिज़र्व बैंक, नागपुर में आयोजित की जाएगी।
6. निविदा प्रपत्र वेबसाइट www.mstcecommerce.com से **23.12.2025 को दोपहर 3:00 बजे** से डाउनलोड किए जा सकते हैं। विधिवत भरे हुए निविदा दस्तावेज़ **02.02.2026 को दोपहर 2:00 बजे तक** एमएसटीसी साइट पर अपलोड किए जाने चाहिए।
7. निविदा का भाग I, **2 फरवरी 2026 को दोपहर 3:00 बजे** निविदाकर्ताओं के अधिकृत प्रतिनिधियों की उपस्थिति में ऑनलाइन खोला जाएगा। योग्य निविदाकर्ताओं के भाग II (मूल्य बोली) को बाद की तिथि पर खोला जाएगा, जिसकी सूचना योग्य निविदाकर्ताओं को पहले ही दे दी जाएगी।

8. बोलीदाताओं/निविदाकर्ताओं को संबंधित दस्तावेज जमा/अपलोड करने होंगे।

9. भाग I और संबंधित दस्तावेजों की जांच के बाद, यदि किसी निविदाकर्ता में अपेक्षित पात्रता नहीं पाई जाती है, तो बैंक द्वारा उनकी निविदाओं को आगे की प्रक्रिया के लिए स्वीकार नहीं किया जाएगा और उनकी वित्तीय बोली नहीं खोली जाएगी। यदि किसी निविदाकर्ता में किसी भी समय निविदा प्रक्रिया में भाग लेने की अपेक्षित पात्रता नहीं पाई जाती है और/या उसके बैंक विवरण असंतोषजनक पाए जाते हैं, तो बैंक को निविदा के भाग II को खोलने के बाद भी उसके प्रस्ताव को अस्वीकार करने का अधिकार सुरक्षित है। बैंक ऐसा करने के लिए कोई कारण बताने के लिए बाध्य नहीं है।

10. बैंक सबसे कम बोली स्वीकार करने के लिए बाध्य नहीं है और उसे किसी भी बोली को पूर्ण या आंशिक रूप से स्वीकार करने का अधिकार सुरक्षित है। बैंक के पास बिना कोई कारण बताए सभी बोलियों को अस्वीकार करने का अधिकार भी सुरक्षित है।

स्थान: नागपुर

क्षेत्रीय निदेशक

दिनांक: 23 दिसंबर 2025

भारतीय रिज़र्व बैंक, नागपुर



DISCLAIMER

Reserve Bank of India, Human Resources and Management Department, Nagpur, has prepared this tender document. The purpose of this tender document to give background information on the captioned tender to the interested parties in order to enable them to submit their Bid. While Reserve Bank of India has taken due care in the preparation of the information contained herein and believes it to be in order, neither Reserve Bank of India nor any of its authorities or agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

The information is not intended to be exhaustive. Interested parties are required to make their own inquiries and respondents will be required to confirm in writing that they have done so, and they do not rely only on the information provided by RBI in submitting the Tender. The information is provided on the basis that it is non-binding on Reserve Bank of India or any of its authorities or agencies or any of their respective officers, employees, agents or advisors. The Bank is not responsible if no due diligence is carried out by the Respondents.

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

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

Table of Contents

Item	Description	Page
	Schedule of Tender (SOT)	5
	Important instructions for E – Procurement	6-9
	Tender Notice	10-11
	Part – I (Technical Bid)	
	Techno-Commercial Bid	12
	Checklist of documents to be submitted with Tender	13-14
Section I	Eligibility Criteria and important information	15-19
Section II	Scope of work	20-27
Section III	General Instructions to Bidders	28-34
Section IV	Special conditions of the contract	35-41
Section V	Form of Tender	42-43
Section VI	Details of Bidders	44-46
Section VII	Commercial Conditions	47
Section VIII	Scrutiny of Offers	48-49
Section IX	Draft articles of agreement	50-61
Annexure-I	Proforma of Bank Guarantee for Security Deposit	62-64
Annexure-II	List of similar services/works	65
Annexure-III	Proforma of Client's Report	66-67
Annexure-IV	Proforma of Banker's Solvency Certificate	68
Annexure-V	NEFT Details	69
Annexure-VI	Power of Attorney	70
Annexure-VII	Tentative menu to be provided for Breakfast / Lunch / Dinner	71
Annexure-VIII	Tentative list of Welcome Kit, Tea/Coffee Kit, Newspapers to be provided in VOF/THH	72
	Part II (Financial/Price Bid)	73-74

SCHEDULE OF TENDER (SOT)

a. NIT no.	RBI/Nagpur Regional Office/HRMD/2/25-26/ET/741
b. Mode of Tender	e-Procurement System (Online Part I - Techno-Commercial Bid and Part II - Price Bid through www.mstcecommerce.com/eprochome/rbi)
c. Date of NIT available to parties to download	23.12.2025 from 03:00 PM.
d. Pre-Bid meeting	14.01.2026 at 12:00 PM.
e. i) Earnest Money Deposit (Wherever applicable) ii) Tender Fees- Nil	(i) (EMD) ₹1,26,000/- to be remitted through NEFT/Demand Draft (Details in Annexure V). The details of transaction have to be provided.
f. Last date of submission of EMD wherever applicable.	02.02.2026 up to 02:00 PM.
g. Date of Starting of e-Tender for submission of online Techno-Commercial Bid and price Bid at www.mstcecommerce.com/eprochome/rbi	16.01.2026 at 03:00 PM.
h. Date of closing of online e-tender for submission of Techno-Commercial Bid & Price Bid	02.02.2026 at 2:00 PM
i. (i) Date & time of opening of Part-I (i.e. Techno-Commercial Bid) (ii) Part-II Price Bid:	(i) 02.02.2026 at 03:00 PM (ii) Date of opening of Part II i.e. price bid shall be informed separately
Transaction Fee	MSTC Charges as applicable.

E-Tendering Procedure and Important instructions

Tenderers are requested to read the terms & conditions of this tender before submitting their online tender. This is an e-procurement event of Reserve Bank of India, Human Resource Management Department, Nagpur. The e-procurement service provider is MSTC Limited. You are requested to read and understand the Notice Inviting e-tender and subsequent Corrigendum, if any, before submitting your online tender.

Process of e-Tender:

A) Registration:

The process involves tenderer's registration with MSTC e-procurement portal which is free of cost. Only after registration, the tenderer(s) can submit his/their bids electronically. Electronic bidding for submission of Technical Bid as well as Financial Bid will be done over the internet. The Tenderer should possess Class III signing type digital certificate. Tenderers are to make their own arrangement for bidding from a computer connected to the Internet. MSTC/RBI, Nagpur is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).

NOTE: Technical Bid and Financial Bid have to be submitted online at through MSTC Portal (Common Portal) www.mstcecommerce.com/eprocn/ (Version 3)

Tenderers are required to register themselves online with

www.mstcecommerce.com/eprocn/

a) Register as Vendor -- Filling up details and creating own user id and password Submit. For further details, go to Download Guide / Video / Registration

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

c) In case of any clarification, please contact RBI/MSTC, (before the scheduled time of the e-tender).

Contact Persons (MSTC) For Vendors:

HO Central Help Desk: (For vendors)

Phone Number :07969066600

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

WRO Helpdesk: 7651915418/02269856817/02269856800

Availability

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

Sl. No.	Contact Person	Phone No.
1	Tanmoy Sarkar, Deputy Manager (MSTC, WRO)	8349894664

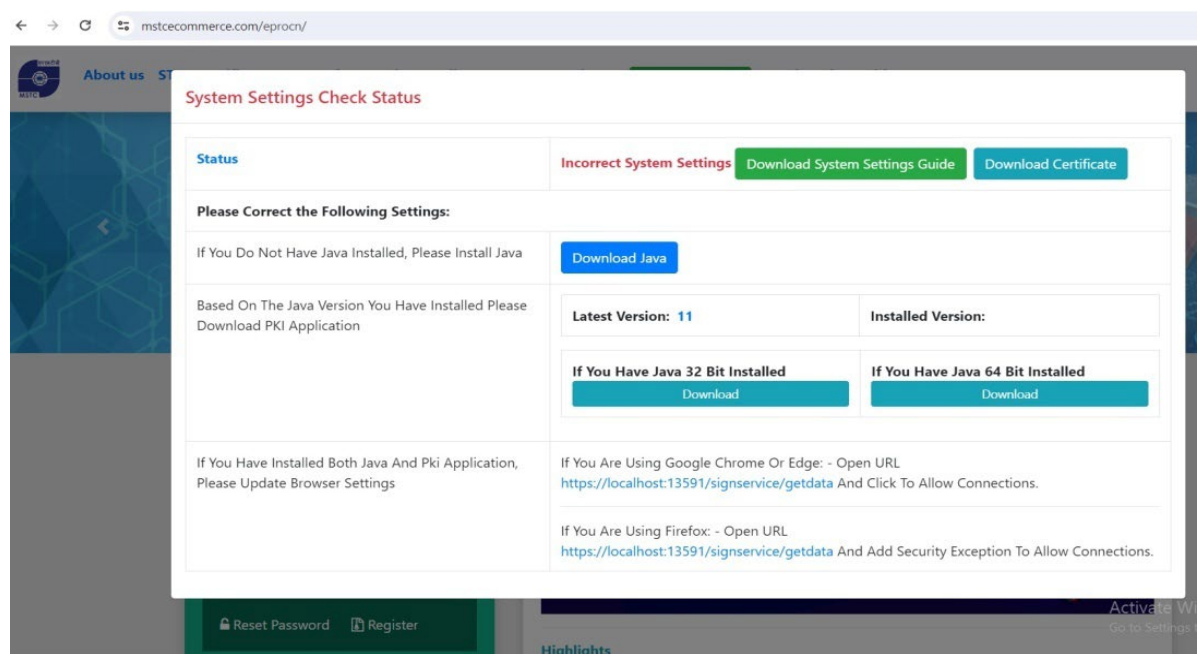
Contact persons (RBI, Nagpur):

- i) Shri Nagesh Ambhore, Assistant Manager, anagesh@rbi.org.in,
0712-2806319, Mobile: 09657152502

ii) Shri Piyush D Telrandhe, AGM- pdtelrandhe@rbi.org.in, 0712-2806310

B) System Requirements

For details, vendor may refer to the DOWNLOAD SYSTEM SETTING GUIDE available <https://www.mstcecommerce.com/eprocn/>



1. Special Note towards Transaction fee: The vendors shall pay the transaction fee using “Transaction Fee Payment” Link against the specific tender in the “Bid Floor”/through the “Pay Transaction fee” in “Event catalog” through their login. Service Provider / Contractor / Vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, Service Provider / Contractor / Vendor shall generate a challan by filling up a form. Service Provider / Contractor / Vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, Service Provider / Contractor / Vendor shall have the provision of making payment using its Credit / Debit Card / Net Banking. Once the payment gets credited to MSTC’s designated bank account, the transaction fee shall be auto authorized.

Transaction fee is non-refundable. A vendor will not have the access to online e- tender without payment of the transaction fee.

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

2 Information about tenders / corrigenda shall be sent by email only during the process till

finalization of tender. Hence the vendors are required to ensure that their corporate email I.D. provided is valid and updated at the time of registration of vendor with the MSTC Ltd. Vendors are also requested to ensure validity of their class III signing and encryption type of DSC (Digital Signature Certificate).

3. E-tender cannot be accessed after the due date and time mentioned in NIT (Notice inviting tender).

4. **Bidding in E-tender:**

Note: Vendors are instructed to use **Upload Documents** link in My menu to upload documents in document library. Multiple documents can be uploaded. Maximum size of single document for upload is 5 MB.

Once documents are uploaded in the library, vendors can attach documents through **Attach Document** link against the particular e-Tender. Please note that if the documents are not attached to any e-Tender, the same cannot be downloaded by RBI and it will be deemed that the vendor has not submitted the documents. For further assistance please follow instructions of vendor guide.

- a) Bidder(s) need to submit necessary EMD, E-Tender fees (If ANY) and Transaction fee separately for the e-tender. Transaction fees if any are non-refundable. No interest will be paid on EMD. EMD of the unsuccessful bidder(s) will be refunded by RBI.
- b) The process involves Electronic Bidding for submission of Techno Commercial Bid as well as Price Bid.

The bidder(s) who have submitted the above fees can only submit their Techno Commercial Bids and Price Bid through internet in MSTC website www.mstcecommerce.com → e-procurement → New Common Portal → Bid Floor Manager → live event → Selection of the live event → Transaction fee → Common terms → Attach Documents → Price Bid.

Please Note: The vendor after successful remittance of the transaction fees and EMD details, will get the attach documents and common terms tab enabled in their login. Post successful completion of this step, the vendors will be allowed to save the lot specific terms and submit their price bid against the lot through the portal or download and upload the excel file for submitting price bids, as the case may be. In case the attach documents and/or saving common terms step is unsuccessful, the tabs for saving lot specific terms and submitting price bid would be disabled. The status of whether the same is successful/pending would be displayed in the bid status button.

- c) First the vendor needs to fill up the Commercial specification if any and save it. Then the vendor should fill up the Techno-commercial bid. After filling the Techno-Commercial Bid, bidder should click 'save' for recording their Techno-Commercial bid.

Once the same is done, the Price Bid link becomes active and the same has to be filled up and then bidder should click on “save” to record their price bid. Then once both the Techno-Commercial bid & price bid has been saved, the bidder can click on the “Final Submission” button to register their bid

NOTE: - After clicking the final submission “Delete bid” option would be shown. If the vendor wants to delete the bid after final submission and re-submit the bid, then he/she should click delete bid and resubmit the same and again click final submission.

- d) In all cases, bidder should use their own ID and Password along with Digital Signature at the time of submission of their bid.
- e) During the entire e-tender process, the bidders will remain completely anonymous to one another and also to everybody else.
- f) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.
- g) All electronic bids submitted during the e-tender process shall be legally binding on the bidder. Any bid will be considered as the valid bid offered by that bidder and acceptance of the same by the Buyer will form a binding contract between Buyer and the Bidder for execution of supply/work. Such successful tenderer shall be called hereafter **SUPPLIER/CONTRACTOR**.
- h) It is mandatory that all the bids are submitted with class III signing and encryption type of digital signature certificate otherwise the same will not be accepted by the system.
- i) 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.
- j) No deviation of the terms and conditions of the e-Tender document is acceptable. Submission of bid in the e-tender floor by any bidder confirms his acceptance of terms & conditions for the e-Tender.

Unit of Measure (UOM) is indicated in the e-tender Floor. Rate to be quoted should be in Indian Rupee as per UOM indicated in the e-tender floor/tender document.



**RESERVE BANK OF INDIA
HUMAN RESOURCE MANAGEMENT DEPARTMENT
NAGPUR**

Tender Notice

Annual Service Contract for Management and Housekeeping Services (including catering) at Visiting Officers' Flat (VOF) at Madhuban Apartment, Telankhedi Road Staff Quarters and Visiting Officers' Flat (VOF) and Transit Holiday Home (THH) at Atrey Lay Out Staff Quarters, Nagpur

1. Reserve Bank of India, Nagpur (the Bank) invites tenders from firms and companies for Annual Service Contract for providing Management and Housekeeping services (Including catering) at Visiting Officers' Flat (VOF) and Transit Holiday Home (THH) in three different places in Nagpur as enumerated below:-

- (i) One VOF (2 BHK) at Madhuban Apartments, Khare Town.
- (ii) Five VOFs (1 BHK) at Telankhedi Road Staff Quarters, Civil lines.
- (iii) Seven VOFs (2 BHK) and Four THHs (2 BHK) at Atrey Layout Staff Quarters.

The service contract shall be valid for initial period of one year w.e.f. April 1, 2026 to March 31, 2027. It may be further renewed for two years (one year at a time) subject to satisfactory performance.

2. **E-Tendering forms** can be downloaded from the website <https://www.mstcecommerce.com> and uploaded along with all the information / documents, mentioned in Section I of the Tender.

3. Tender in prescribed form shall be submitted in two parts, Part-I tender will contain the Bank's standard technical and commercial conditions & Part II is for price bid. Part-II of the tender will be without any conditions. The bidder should quote price which shall include cost of providing services in all the VOF and THH located in three different places in Nagpur. The Price bid along with the tender form are to be submitted before 02.00 PM on 02.02.2026. All pages of the Tender document should be signed by the Bidder/authorized representative of the Bidder. Tenders cannot be submitted after the due date and time.

Part I of the tenders will be opened at 03:00 PM on 02.02.2026. Part II of the tender of the eligible bidders will be opened on a subsequent date which will be intimated to the bidders in advance.

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

Regional Director
Reserve Bank of India
Nagpur

Part –I
(Techno-commercial Bid)

Annual Service Contract for Management and Housekeeping Services (including catering) at Visiting Officers' Flat (VOF) at Madhuban Apartment, Telankhedi Road Staff Quarters and Visiting Officers' Flat (VOF) and Transit Holiday Home (THH) at Atrey Lay Out Staff Quarters, Nagpur

Name of Tenderer: _____

Address: _____

Date of Starting of e-Tender:	December 23, 2025 at 15:00 Hrs
Date of Offline Pre-Bid Meeting:	January 14, 2026 at 12:00 Hrs
Due Date of Submission:	February 02, 2026 at 14:00 Hrs
Date of Opening of Part I of Tender:	February 02, 2026 at 15:00 Hrs
Venue:	Reserve Bank of India, HRMD, First Floor, Main Office Building, Dr. Raghavendra Rao Road, Civil Lines, P.B.No.15, Nagpur (Maharashtra) - 440 001

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Check List of Documents to be submitted with the tender.

Sr. No	Prequalification documents	Attached Yes/No
1.	Tender documents signed and stamped (Part-I)	
2.	EMD of ₹1,26,000/- wherever applicable should be remitted through NEFT/Demand Draft. Details of NEFT/ / Bank Guarantee should be attached. Details of NEFT /DD as per Annexure V .	
3.	Proof of average annual financial turnover of Bidder during the last 3 years ending March 31, 2025. Copies of the Income Tax Clearance Certificates/ Income Tax Assessment orders/ IT Returns along with latest audited final accounts of the business of the Bidder duly certified by a Chartered Accountant/certificate of turnover issued by a Chartered Accountant should be enclosed as proof of the bidders' turnover for three years ending March 31, 2025.	
4.	The client-wise list of similar work(s), year(s) of execution of work(s) and actual value 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 as per Annexure – II .	
5.	The details along with documentary evidence of previous experience if any, of carrying out similar works for the Reserve Bank of India at any center.	
6.	Proof of having successfully completing similar works during last 5 years ending March 31, 2025 within the criteria given below: a) Three similar completed works each costing not less than 40% of the estimated amount of ₹63.00 lakhs. OR b) Two similar completed works each costing not less than 50% of the estimated amount of ₹63.00 lakhs. OR c) One similar work costing not less than 80% of the estimated amount of ₹63.00 Lakhs. Details of work experience shall be supported by work orders.	

	Client reports (as per the format given in Annexure III) showing the details of work carried out during the last 5 years must be enclosed along with technical Bid.	
7.	Copy of Permanent Account Number (PAN)	
8.	Proof of Registration with ESI.	
9.	Proof of Registration with EPF authorities.	
10.	Proof of Registration with /GST authorities.	
11.	Proof of Registration under Labour laws.	
12.	Particulars of the Bidders and their Bankers as per Section VI.	
13.	Copy of the Certificate of Incorporation/Articles of Association/Memorandum of Association/ Partnership Deed/ registration under Shops and Establishment Act and any other similar relevant document.	
14.	Power of Attorney in favour of the person signing the tender documents in case of a Company.	
15.	Solvency Certificate/ Banker's Certificate issued by the intending bidder's Banker of value not less than ₹63.00 lakh as per the Proforma given in Annexure IV along with the technical Bid.	
16.	Documentary proofs of No. of Supervisors on your roll with professional qualification like Degree / PG Diploma in Hotel Management from any reputed domestic or international institutes.	
17.	Power of Attorney if applicable as per Annexure VI .	

Place:
Date:

Signature and seal of the Bidder

Section – I Eligibility Criteria & Important Information

1.1	Name of the work: _
	Annual Service Contract for providing Management and Housekeeping Services (including catering) at VOF at Madhuban Apartment, Telankhedi Road Staff Quarters and VOF and THH at Atrey Lay out Staff Quarters, Nagpur.
1.1.1	Eligibility criteria:
(a)	<p><u>Experience</u></p> <p>i) The Bidder should have the experience in maintaining Guest Houses of reputed Organizations (Government Departments/ Public Sector (Central or State)/ reputed private sector companies/ multinational corporations/ Public or Private Sector banks/ three-star and above category of hotels directly running their own kitchen and upkeep of the hotel) for a continuous period of a minimum of five years (as on March 31, 2025). Documentary evidence for such experience in Management & Housekeeping (including Catering) Services in Guest Houses and relevant work experience certificates of having successfully completed similar works/ contracts during last five years shall be submitted along with the tender, without which tender is liable for rejection at the discretion of RBL.</p> <p>ii) The agency should be able to demonstrate that their existing business processes for recruitment/ medical fitness/ police verification of employees and statutory compliances is robust. They should have minimum 03 Supervisors on their roll with professional qualification like Degree / PG Diploma in Hotel Management from any reputed domestic or international institutes on the date of notification of tender.</p> <p>iii) Copy of the Memorandum and Articles of Association/Certificate of Incorporation/ Partnership Deed/ registration under Shops and establishment Act and similar other relevant documents should be submitted.</p> <p>iv) The details of Bidder and its Bankers, as per Section VI, should be provided.</p>
(b)	<p><u>Registrations</u></p> <p>(i) The bidder should be registered with the appropriate Government authority and should be a well-established organization.</p> <p>(ii) The bidder must have GST Registration, Registration under Employee State Insurance Act, PF registration, registration under labour and employment office. Documentary evidence in support of such registration must be submitted along with tender document. Copy of PAN must also be submitted.</p>
(c)	<p>The bidder must have experience of successfully completing similar works during last 5 years ending March 31, 2025 within the criteria given below:</p> <p style="padding-left: 40px;">a) Three similar completed works <u>each</u> costing not less than 40% of the estimated amount of ₹63.00 lakhs per annum OR</p>

	<p>b) Two similar completed works each costing not less than 50% of the estimated amount of ₹63.00 Lakhs per annum OR</p> <p>c) One similar work costing not less 80% of the estimated amount of ₹63.00 Lakhs per annum.</p> <p>d) Details of work experience shall be supported by work orders.</p> <p>The client-wise names of similar work(s), year(s) of execution of work (s) awarded, and actual value of executed work(s), reasons for delay (if any), names and full contact details of the officers/ authorities/departments under whom the work(s) was/were executed should be furnished as per Annexure – II.</p> <p>Client Reports (as per the format given in Annexure III) duly signed by appropriate authority showing the details of work carried out during the last 5 years ended March 31, 2025 must be enclosed along with technical Bid.</p> <p><i>“It is necessary for the bidders to have a satisfactory performance with its previous and existing clients. If the bidder has been rated as unsatisfactory or poor on any of the parameters mentioned in the client certificate by the clients concerned, the Bank reserves the right to treat such bids as being non-compliant with the eligibility condition and reject such bids.</i></p> <p><i>If the bidder has served any office of RBI in the past or providing service to any office of RBI, it is mandatory for the bidder to submit client certificate from such office of RBI.”</i></p> <p>Note: In respect of Government Departments/Public sector Undertakings the certificate should be signed by the concerned Executive Engineer or an officer of an equivalent or higher rank.</p>
(d)	The details along with documentary evidence of previous experience, if any, of carrying out works for the Reserve Bank of India at any center should also be given.
(e)	<p>(i) The agency must be profitable for last three consecutive years. The year-wise profits (2022-23, 2023-24 and 2024-25) duly supported by CA Certificate/ Certified copy of Balance Sheet may be provided.</p> <p>(ii) The Agency should submit Income Tax Return Certificate/ Assessment Order and audited Balance Sheet for the past three financial years.</p>
(f)	Should have average annual turnover of ₹63.00 lakhs or more during the last three financial years ending March 31, 2025. Copies of the Income Tax Clearance Certificates/ Income Tax Assessment orders/ IT Returns along with latest audited final accounts of the business of the Bidder duly certified by a Chartered Accountant or certificate of turnover issued by a Chartered

	Accountant should be enclosed in proof of their credit worthiness and turnover for the last three years.
(g)	Solvency Certificate'/ Banker's Certificate issued by the intending bidder's Banker of value not less than ₹63.00 lakh as per the Proforma given in Annexure IV along with the technical Bid.
(h)	The Bidder should preferably have an office (Registered / corporate / branch / regional / zonal/ representative / liaison) at Nagpur with adequate manpower to take care of replacement/reliever. Documentary proof is required.

Note: All the requisite documents as per specified format should be uploaded on MSTC Portal.

1.1.2	Other terms and conditions.
a)	Track record of the Bidder shall be clean without any involvement in illegal activities or financial frauds. There shall not be any case with the Police / Court / Regulatory authorities against the Bidder. If found at any stage during the evaluation or after the award of contract that the Bidder had withheld or misrepresented facts and information in this regard, the Bid shall be rejected.
b)	The Bidder must not have been prosecuted or suffered any penalty for violation of any statutory laws by any Authority.
c)	The Bidder must not have been suspended / delisted / blacklisted by any organization including RBI, Nagpur on any grounds.
d)	The Bidder should not have rescinded / abandoned any Contract awarded by any of his clients before the expiry of prescribed period of Contract. The Bidder shall give details of all disputes he/she had with his/her clients and furnish the status thereof.
e)	The Bidder shall be responsible for entire risk coverage of labours / supervisors for the duration of such services with Reserve Bank of India, Nagpur.
f)	The replacement/reliever in case of leave/exigency should be having similar qualifications and experience.
h)	Police verification of each and every person deployed is necessary and mandatory. It will be the sole responsibility of the firm to get proper police verification done in respect of all the staff deployed.
j)	The personnel employed by the Agency shall be healthy in all respects and shall produce medical certificates to substantiate the same as required by the Bank's medical officer. Medical check-up shall be done once in six months.
k)	One dedicated mobile with dual SIM (with number) will be provided by the Bidder to the supervisor/s at its own cost.
m)	Provide the staff on duty with uniforms and badges to identify them as catering staff.

1.2 Important Information:

Estimate annual cost of the work (inclusive of cost of labour, material and other services)	₹63.00 lakhs per annum
Earnest Money Deposit (EMD)	EMD of ₹1,26,000/- by way of a NEFT /Demand Draft using details given in Annexure V
Date and place of Pre-Bid meeting	At 12:00 PM on 14.01.2026 at First floor, Reserve Bank of India, Main Office Building, Civil lines, Nagpur to answer any queries / provide clarifications that the Bidders may have in connection with the work / tender and to give them relevant information regarding the same. No separate communication will be sent for this meeting. The tenderers are expected to get all the issues/doubts clarified during this meeting.
Last date of submission of completed Bid	02.02.2026 up to 02:00 PM.
Date and time of opening of Technical Bids	02.02.2026 at 03:00 PM.
Date and time of opening of Financial Bids	Shall be intimated to all Bidders later after scrutiny of technical Bids
Commencement Date	As specified in the work order
Performance Bank Guarantee	Performance Bank Guarantee (Clause 4.11 in section IV)
Power of Attorney	Shall be submitted in favour of the person signing the tender documents in case of a company.
Payment condition	Refer Clause 4.6 in Section IV
Penalty	As specified in Clause 4.5 in Section IV
Validity of the tender	90 days from the date of opening of technical Bid
All disputes arising shall be subject to the jurisdiction of courts in	Nagpur
Address for dispatching the Bank Guarantee	Regional Director, Reserve Bank of India, HRMD, First Floor, Main Office Building, Dr. Raghavendra Rao Road, Civil Lines, P.B.No.15, Nagpur (Maharashtra) - 440 001

1.3	The Bank reserves the right to accept or reject any or all Bids without assigning any reasons and also reserves the right to relax any of the terms and conditions. No Bidder shall have any cause of action or claim against the Bank for rejection of his Bid.
1.4	All information submitted in response to this tender shall be the property of Reserve Bank of India.

Regional Director
Reserve Bank of India
Nagpur

Section II- Scope of Work

2.1	<p>Scope of Work - During the contract period, the contractor shall be responsible for Management and Housekeeping (including catering) of the Visiting Officers' Flat (VOF) and Transit Holiday Home (THH) as enumerated below: -</p> <ul style="list-style-type: none"> (i) One VOF (2 BHK) at Madhuban Apartments, Khare Town, Nagpur. (ii) Five VOFs (1 BHK) at Telankhedi Road Staff Quarters, Civil lines, Nagpur. (iii) Seven VOFs (2 BHK) and Four THHs (2 BHK) at Atrey Layout Staff Quarters, Nagpur.
2.1.1	Reception-cum- Front Office / Caretaker
a)	Attend, receive, verify identity of the guest and allot the room assigned to the guest. The necessary entries in the guest register, to be provided by RBI, may be made. RBI will reserve the rooms and intimate the Agency through allotment advices. The Agency/ Agency's staff shall not allot rooms on his own. Accompany guests to his room and offer help to carry his baggage to the allotted room, ensure his comforts, offer him tea/ coffee/ food, etc. suiting the time.
b)	Ensure availability of specified items such as tea bags/ coffee sachets/ milk and sugar sachets/ sugar free tablets, bath/ toilet kit in the room as provided by the Bank.
c)	At the time of check-out, the Agency's staff shall ensure that the room occupied by the guests is in order with respect to assets of the bank. A quick check to be carried out for the purpose before the guest leaves the VOF/ THH. Simultaneously, it shall be ensured that the guest has not left behind any of his belongings in the room. If any belonging of the guest is noticed after he has left then immediately inform RBI officials for sending the same to the guest.
d)	The keys are to be collected from the guests moving out or checking out from VOF/ THH.
e)	The Agency's boys shall not seek any tips or favour from the guests for the services rendered.
f)	To order for newspapers and magazines as advised by RBI, coordinating with the newspaper agents. Payments of the bills to newspaper agency will be paid by RBI at the end of the month.
g)	Feedbacks should be obtained from all officers/employees/their family members of RBI while checking out. Feedbacks must be submitted to RBI, Nagpur Office on fortnightly basis.

2.1.2	Catering Services.
a)	Providing catering services to the officers/Staff of RBI residing in VOF/THH (on temporary basis) on all days, as per Annexure- VII . Charges for the same shall be borne by the employees/Guests and paid in the form of Cash/UPI. Menu shall be decided in consultation with the Bank.
b)	Preparation of Tea/ Coffee, Breakfast, Lunch, Dinner etc. The timing for services shall be as informed by the Bank in advance to the Agency's staff. The rates shall be fixed in consultation with the Bank.
c)	The menu may be altered for specific guests / special occasions / functions as desired by RBI, within the overall scope of the menu.
d)	The Agency's staff shall take orders beforehand from the staying guests regarding their food requirements.
e)	The Agency's staff shall take care to provide healthy food to the guests as per the standard menu prescribed by RBI. However, in exceptional cases, he may have to prepare food as specified by the guests on medical grounds.
f)	The Agency's staff shall be responsible for procurement of raw materials and ingredients. Good quality (AGMARK/ FSSAI marked) raw materials and oils shall be used in the preparation of food and beverages. Fresh vegetables and milk, standard beverages shall be used. All raw materials used should be free from adulteration or any foreign material. The contractor should also ensure that the used edible oil is not re-used for any other cooking purpose.
g)	Vegetarian and Non-Vegetarian dishes shall be prepared and served separately.
h)	Non-vegetarian dishes shall be made from fresh and good quality mutton, chicken or Fish; and shall be purchased from standard authorized shop. The pieces of non-vegetarian items shall not be too small or too big. Unnecessary shreds and small bone pieces shall be removed. The non-vegetarian items shall be washed and marinated properly before cooking.
j)	All vegetables, fruits etc. used shall be fresh and shall not be rotten or over ripe. The Agency shall be responsible for their hygiene and safety. Milk and milk products such as curd, yoghurt, cheese etc. shall be of good quality and should be prepared and served fresh. All the items being used shall be stored properly and used before the expiry. The Agency's staff shall store sufficient quantity of high-quality ingredients in the available place in the VOF/THH to ensure preparation of food items in time.
k)	The Bank's authorized official has the right to test the provisions purchased, quality of food, reject any ingredient that may be found to be substandard.
l)	The food preparation is to be done in a strictly hygienic environment and matching process without any compromise. Every food preparation shall be used for the specific service and the left-over food shall not be carried to next meal service.

m)	The Agency's staff shall provide efficient and prompt service to all members. The Agency's staff shall perform the service to the satisfaction of the Bank officials. If any shortcoming is found, then on instruction from Bank officials, the Agency shall rectify the shortcoming immediately.
n)	The Agency should ensure that they appoint well qualified & experienced cooks for all types of food preparation.
p)	The Agency's staff should ensure total cleanliness and regular cleaning of facilities in the kitchen. In order to maintain hygiene level, the personnel shall wear caps and gloves while preparing food. Routine cleaning and proper handling of kitchen equipment required for food production will be the Agency's responsibility.
q)	The Contractor shall ensure that the food items supplied are as per the standards prescribed by the Government authorities and if at any time any fine is imposed by the Government authorities, the same shall be borne by the Contractor. RBI, Nagpur will not pay any fine or penalty that may arise/ or that may be imposed on account of the fault of the Contractor. The Contractor shall be personally and solely responsible for any consequences due to food poisoning, if any. Besides RBI, Nagpur may initiate further stringent action, as deemed fit.
r)	Food shall be cooked only in the kitchen provided. Contractor shall not bring or serve any food prepared or cooked outside, except when instructed by the Bank. No outsider shall be permitted inside the Kitchen. Food shall not be served to any outsider, either on payment or free of cost, except as asked by RBI, Nagpur.
s)	The Agency's staff shall attend to any or all catering requirements whether covered contractually or otherwise, at a pre-determined price laid out in the contract or mutually agreed upon thereafter.
2.1.3	Maintenance/ Housekeeping Services
a)	The number of rooms available in the VOF/THHs are given separately as per General Information of this Tender.
b)	All guests should be provided with a welcome kit containing items of daily necessities, Newspapers and Tea / Coffee Kit (as provided by the Bank). The receipt of the welcome kit, newspaper and tea/coffee kit shall be duly acknowledged by the visitors/guests.
c)	All the rooms shall be kept neat and tidy always to enable RBI to allot the rooms at any time.
d)	Linen like towels (hand and bath), bed spreads and bed sheets as also the inner sheets to Quilts/Comforters should be changed immediately after the guest checks-out and after every two days if in the continuous occupation of the room.
e)	Bed linen, pillow covers and towels should be regularly washed and kept in clean condition for use. The bed sheets and pillow covers should be ironed before its use. Washing of curtains is to be carried out once in two months.

	The services of dry cleaners may be engaged for washing blankets/ quilts/ comforters which is required to be done once in a month.
f)	Room fresheners, mosquito repellent and deodorants (of reputed brands) are to be made available in all the rooms, toilets, lounges and all common toilets. They may be replenished immediately by the Agency whenever required. The same shall be provided by the Bank.
g)	The Agency shall be responsible for making the bed and clean all rooms daily. All rooms, bath rooms and toilets are to be cleaned with high quality disinfectants (use of acids strictly prohibited).
h)	The Agency shall ensure that the cleaning/ housekeeping materials being utilized by them are ISI approved products of reputed brands. These should be environment friendly and no toxic chemical should be used for the purpose. It shall also provide to workers proper equipment for sanitary and general cleaning.
j)	The Agency's staff shall take care of miscellaneous requirements like replacement of batteries for clocks, remote controls of TVs, ACs, etc. provided in the VOF/THH rooms and other places. The same shall be provided by the Bank
k)	Rooms to be regularly checked for bed linen, hand towel, bath towel, soap, Hand Wash, functioning of TV, refrigerators, ACs, geysers, Water filters and bath room fittings, bulbs, etc. and maintain regular reports.
l)	The Agency shall ensure proper functioning of all systems in the VOF/THHs such as electrical, electronics, sanitary and water supply. In case of any complaints regarding plumbing/ electrical/ carpentry, etc., and/or need for replacement of any equipment, caretaker of the respective colony may be informed immediately.
m)	The Agency has to ensure the following weekly services: - (i) Mechanical washing and scrubbing of floor area with detergents, dust removing chemicals and polishing of the floor areas etc. (ii) Removal of cobwebs, dusts, termites, insects, pests etc. (iii) Windows sponging and cleaning. (iv) Keeping ceiling and table/pedestal fans, air-conditioning grills dust free. (v) Cleaning of dustbins and buckets with detergents. (vi) Cleaning of sanitary wares by using reputed branded products.
2.1.4	FACILITIES PROVIDED BY RBI INCLUDE
a)	Kitchen with all necessary facilities like gas stoves, grinder, mixers, refrigerators, microwave, almirah for storage of linen and facility for storage of crockery / food grains etc.
b)	Crockery, cutlery and all cooking utensils/pans, pressure cookers etc.
c)	Furniture in rooms, dining halls, lounges, office rooms, etc.
d)	Appliances like TV, ACs, Geysers, Washing Machines, and Water Purifier etc. All the available capital equipment will be given on as-is, where-is condition.

e)	The Agency will have full responsibility of proper upkeep, maintenance and custody of the linen, crockery, equipment, and vessels etc., handed over to them by the Bank.
f)	All the items supplied by the Bank at its expense for the purpose of running VOF/THHs will be Bank's property for all intents and purposes.
g)	The losses due to breakage / theft / damage or loss of any such materials / equipment / fixtures / furniture or damage due to poor and reckless handling shall be recovered from the Agency at full cost. However, damages/ breakages in crockery due to natural causes will be viewed leniently by RBI. In regard to natural wear and tear of any such item, the decision of the Bank shall be final and binding on the Agency. However, the Agency shall maintain records for all such damages/breakages.
2.4	LP Gas - RBI, Nagpur shall provide commercial LPG gas connection only and the Contractor shall arrange for regular supply of commercial LPG gas refills at his own cost and pay directly to the gas dealer. The Contractor must ensure prompt and uninterrupted supply of gas by placing order with the dealer sufficiently in advance and arrange for alternative sources when there is any short supply of gas.
2.5	Electrical Fittings and Water –The Contractor shall keep the usage of water and electricity restricted to a reasonable level. If it is found that water and electricity are not used properly and involves any wastage, the Bank reserves the right / option to levy penalty on the agency.
2.6	Personnel
a)	<p>The Successful Agency shall make all appropriate arrangements for smooth running of VOF/THHs operations.</p> <p>(i) VOFs and THHs are operational on all days of the week i.e. booking is done for guest for 24*7*365 days. Sometimes during the Peak season VOFs /THHs may be booked to full capacity and sometimes during lean season bookings will be less. Bidders shall manage the weekly off of the personnel in such a way that sufficient manpower is available all the time (365 days).</p> <p>(ii) The Madhuban Apartment is most prominent VOF and exclusively for Top Executives of RBI. This VOF is operated on need basis whenever it is occupied by visiting officers and occupancy frequency is also less. Therefore, the working hours will be flexible in nature, however, the bidder is expected to provide best services in Madhuban Apartment. Additionally, when Madhuban Apartment is not occupied, the manpower earmarked for Madhuban Apartment may be deployed in other locations to manage weekly off/leave. However, in no case the bidder can claim non-availability of staff due to weekly off/leave of staff.</p>
b)	<p>The details of minimum manpower requirement are as under:</p> <p>No. of employees proposed to be employed for Madhuban Apartment:</p> <p>(i) Supervisor cum Cook – 1 (48 hours a week) Flexi time – Semi-skilled</p>

	(ii) Helper boy – 1 (48 hours a week) Flexi time – Unskilled
c)	No. of employees proposed to be employed for Telankhedi Road Staff Quarters: (i) Supervisor cum cook – 2 (Full time from 6:00 AM to 10:00 PM) – Semi-skilled (ii) Helper boy – 4 (Full time from 6:00 AM to 10:00 PM)- Unskilled
d)	No. of employees proposed to be employed for Atrey Layout Staff Quarters: (i) Supervisor cum cook - 2 (Full time from 6:00 AM to 10:00 PM) – Semi-skilled (ii) Helper boys – 6 (Full time from 6:00 AM to 10:00 PM) – Unskilled
e)	The Agency shall provide documentary evidence of workers (05) being semi-skilled (certification course /Diploma / Degree / Experience certificate in cooking or hospitality or housekeeping) to ensure smooth operation of the services as set forth in the Scope of Work and Services.
f)	In the event of any person deployed by the Agency being on leave/absent, the Agency shall ensure suitable alternative arrangement to make up for such absence. To meet such eventualities the Agency shall make provision for leave reserve.
g)	In case of change of personnel by the agency, the same should be intimated on the same day and the agency should submit the relevant documents (ID proof, address proof, police verification report etc.) of the new employee. The Agency, as per the Child Labour (Prohibition and Regulation) Act 1986, shall not engage a person below the age of 18 years.
h)	<p>The Agency shall be solely responsible for providing all requirements of his labourers, including:</p> <p>(i) Payment of wages and all other statutory dues. Collection and payment of all taxes on behalf of his employees and any other applicable statutory requirements such as PF, ESI, etc., made by any Government Authority having jurisdiction.</p> <p>(ii) Prompt replacement of any personnel whose performance is unsatisfactory or whose presence is considered as detrimental to Bank's interests.</p> <p>(iii) All insurance and safety aspects pertaining to Agency's employees are the Agency's liability.</p> <p>(iv) The personnel employed by the Agency shall be healthy in all respects and shall produce medical certificates to substantiate the same as required by the Bank's medical officer. Medical check-up shall be done once in six months. RBI is at liberty to subject any personnel employed by the Agency to medical check-up by Bank's medical officer / any other authorized doctor at any time.</p>

	(v) The personnel employed by the Agency shall be trained to handle fire-fighting systems, administer first aid in emergencies, etc.
i)	The Agency shall ensure that all his employees turn out in clean, appropriate uniforms and shoes, at all times on duty. In order to maintain hygiene level, the personnel shall wear caps and gloves while serving food. Smoking, eating or chewing of tobacco/ zarda/ gutka, etc., spitting is strictly prohibited.
j)	The personnel should have pleasing personality, courteous, be good in communication with guests and be experienced to serve guests of high levels. Hence, the Agency should preferably engage personnel who are well versed in English, Hindi and Marathi.
k)	The Agency will be solely responsible for the operation of the VOF/THHs. However, the operation will be monitored by the designated officials of the Bank. The Agency will also ensure availability of a responsible person on round-the-clock basis for contact by the designated officials of the Bank.
l)	The Agency shall engage sufficient number of competent employees as per 2.6 b), c) & d) of this document for running the VOF/THH. Expenses on account of payment of salary / wages / providing of food /eatables for Agency's employees / Uniform / Personal Protective Equipment, and other benefits including statutory payments like PF, ESI, Holiday wages, Gratuity, etc., to the Agency's employees shall be met by the Agency. The Agency shall have full control over his employees including the right to appoint, determine service conditions, discharge, dismiss, or otherwise terminate their services at any time. The Agency shall be solely responsible for any claim arising out of employment or termination of his employees and for statutory payments.
m)	The Bank has no responsibility whatsoever of the Agency's employees and the Agency will be solely responsible for managing its employees. In the event of any dispute between the Agency and its employees, the Agency alone will be responsible for settlement of any claim and consequences that may arise out of any such dispute, whether statutory or otherwise.
n)	In case any personnel of the Agency is injured during the course of performing his duty/their duties it shall be the sole responsibility of the Agency to extend all medical and financial help etc. without charging any cost to the Bank.
o)	In case the Bank is implicated in any law/suit on account of not fulfilling of any or all obligations under any law or due to performing the duties by any personnel of the Agency/ Agency itself, all cost of defending such suit settlement of claims penalty etc. shall be borne by the Agency.
p)	The Agency shall, whenever required by the Bank or Govt. officials authorized under the statutes, produce for inspection, all forms, registers and other records required to be maintained under various statutes.
q)	The Agency shall produce documentary evidence in proof of effecting the said statutory payments whenever required. Non-observance of the

	provisions will be construed as default by the Agency to make such payment, and payment of his bill will be withheld.
r)	The Bank will not make any separate payment towards the expenses incurred by the Agency for complying with the above or any of the statutory provisions regarding their employees.
s)	The Agency shall comply with all operational rules and regulations, including security & disciplinary rules framed by the Bank and made applicable to the whole or part of the premises, wherein the Agency or its employees happen to be operating / working. In the event of any of the Agency's employees violating the said rules and regulations or in any way becoming objectionable to the Bank, the Agency shall remove forthwith such employees from the Bank's premises and indemnify RBI for any loss on such violation of the rules and regulations.

Section III: General instructions to Bidders

3.1	Tender Document:
3.1.1	Tender shall consist of this document having Nine Sections along with any annexures, schedules, addendum or corrigendum etc. issued by the Bank for the purpose.
3.1.2	Bidders are advised to study all sections of tender documents thoroughly. Submission of Bid shall be deemed to have been done after careful study and examination of the tender documents with full understanding of its implications.
3.1.3	Tenderers are advised to use only the forms (tender books) uploaded on MSTC portal. In case the tenders are submitted from downloaded tender forms from the website, if any change/modification thereto is found subsequently, such tenders are liable for disqualification. However, if they desire to submit additional information, they may upload so on their own letter head/paper. Each page of the tender forms shall be signed and returned.
3.1.4	Eligibility criteria shall be as per clause 1.1.1 in Section I of the tender document
3.2	Amendment to tender document
3.2.1	At any time prior to the deadline for the submission of Bids, the Bank may, for any reason, whether at its own initiative or in response to a clarification or query raised by a prospective Bidder, modify the tender by an amendment.
3.2.2	Any such amendment will be hosted on the MSTC Portal. The addendum (s) issued will form part of the tender documents.
3.2.3	In order to afford prospective Bidders reasonable time for preparing their Bids after taking into account such amendments, the Bank may, at its discretion, extend the deadline for the submission of Bids.
3.3	Preparation of Bid: Tender in prescribed form shall be submitted in two parts – Part I Technical and Part II Financial.
3.3.1	Technical Bid
	Part-I of the tender will contain Bank's standard technical and commercial conditions (not Price Bid) for the proposed work, tender's covering letter and the proof of EMD of ₹1,26,000/- (2% of the estimated amount)
(i)	Sections I to IX are part of Technical Bid. All the pages of all the sections must be signed by the Bidders.
(ii)	Bidder must fill all the details specified in various sections.
(iii)	EMD shall be part of Technical Bid. The amount of EMD is as given above. No interest is payable on the EMD

(iv)	The tender documents must be without any ambiguity and if any of the documents is missing or unsigned, the tender may be considered invalid by the Bank at its discretion.
3.3.2	<p>Financial Bid: Part-II of the tender will contain no conditions, but tenderer's price Bid only as given in Part II.</p> <p>Special Note:- The bidder should quote price in two rows as available in MSTC portal.</p> <p>Row I will include Fixed Cost to Vendor for statutory payment or mandatory payment to workers for minimum wages, EPFO, ESIC contribution etc. for 12 Months (26 days per month) for all 16 Workers (5 semi-skilled and 11 unskilled). Rates quoted should be exclusive of GST.</p> <p>Row II will include Administrative Cost plus profit margin i.e. administrative charges for running the business (such as cost of provision of uniform and Identity cards, stationary/printing charges, telephone charges, cost of materials required for cleaning of rooms /toilets, laundry charges, amenities to worker and other expenses etc.) and profit margin. Rates quoted should be valid for 12 months and inclusive of all incidental charges and exclusive of GST.</p> <p>Note: It has been decided to fix a minimum service charge (Administrative Cost plus Profit Margin) of 3.00% of total manpower (Fixed Cost) to ensure sustainability and quality of work. No upper limit has been prescribed for the same to ensure better price discovery and seamless delivery of work.</p> <p>The tender of the bidder who quotes service charge less than 3% of the total manpower charges, will be rejected by the Bank.</p> <p>Note: Administrative cost plus profit margin is equal to Service Charge.</p>
(i)	<p>The rates quoted shall be inclusive of reliever charges. No extra amount will be paid for posting a reliever.</p> <p>The bidder should ensure that the Basic Wages plus VDA quoted in financial bid (row I above) are not less than the current minimum wages stipulated by the Ministry of Labour and Employment, Government of India and that other mandatory charges i.e., EPF, ESI etc. are in conformity with the corresponding statutory provisions.</p> <p>The Financial Bid is liable to be rejected if any of the above rates are found not to be in compliance with the respective statutory laws.</p>
(ii)	<p>Currency of Bid: Bid prices shall be quoted in Indian Rupees only. Rates quoted should include all costs associated with the work including any out of pocket / mobilization expenses, all taxes, charges, levies, cess, insurance, transportation, other Govt. Taxes etc.</p>

(iii)	Correction in the amount will make the tender liable for rejection.
(iv)	The Bidder should ensure that all columns of the price schedule are duly filled and no column is left blank. After opening of the price Bid, no clarifications whatsoever shall be entertained by the Bank.
(v)	If any columns of the price schedule are found blank then the tender of the respective Bidders shall be treated as non-responsive, and will be summarily rejected by the Bank
3.3.3	It will be imperative on the part of each Bidder to fully acquaint himself with all the local conditions and factors, which would have any effect on the performance of the contract and cost of the items. No request for the change of price shall be entertained, on account of any local condition or factor once the offer of the Bank is accepted by the Bidder.
3.4	Bids shall remain valid for acceptance by the Bank for the period indicated in clause 1.2 . This period may be further extended, if required, by mutual consent.
3.5	Earnest Money Deposit (EMD) / Bid security:
3.5.1	<p>The Bidders shall deposit EMD of ₹1,26,000/- by NEFT / Demand Draft drawn in favour of Reserve Bank of India, Nagpur of a Scheduled Bank shall be deposited in original at the office of RBI Nagpur on or before the due date 02.02.2026 up to 2:00 PM. EMD can also be remitted to the Account of Reserve Bank of India on or before 2:00 PM of 02.02.2026.</p> <p>The account details for NEFT transactions are as under: Beneficiary Name- Reserve Bank of India, Nagpur IFSC: RBIS0NGPA01 (5th and 10th digit is zero) Account No: 8714295</p> <p>Proof of remittance indicating transaction number and other details shall be uploaded on Bank's approved e-tender portal along with other tender documents.</p>
3.5.2	No Interest on EMD shall be paid.
3.5.3	Bids not accompanied by EMD, shall be treated as non-responsive, and will be rejected by the Bank at its discretion
3.5.4	The EMD of unsuccessful Bidders shall be discharged/ returned by the Bank after award of work to successful Bidder.
3.5.5	The EMD of the Successful Bidder shall be returned after submission of a fresh Performance Bank Guarantee by successful bidder.
3.6	EMD shall be forfeited if the Bidder:
(i)	Makes misleading or false representations in the forms, statements and attachments submitted, suppressed any material information, details of any legal proceedings pending in the court which might otherwise would have created any impact on the eligibility criteria;
(ii)	Withdraws his Bid during the period of Bid validity, or

(iii)	Has been blacklisted by any government agency and the blacklist is still in force.
3.7	Procedure for Submission of Bids
	Interested Bidders / Agencies shall upload the tenders in prescribed form in two parts. Part-I tender will contain the tenderers' covering letter, tenderers' additional conditions, if any, Part-II tender will contain no conditions but tenderer's price Bid.
3.7.1	Technical Bid
(i)	Prices should not be indicated/included in the Technical Bid.
(ii)	EMD shall be part of Technical Bid
3.7.2	Financial Bid
(i)	<p>Financial Bid should not have any conditions. The bidder should quote price which shall include cost of providing services in all the VOF and THH located in three different places in Nagpur.</p> <p><u>Special Note:-</u> The bidder should quote price in two rows as available in MSTC portal.</p> <p><u>Row I</u> will include Fixed Cost to Vendor for statutory payment or mandatory payment to workers for minimum wages, EPFO, ESIC contribution etc. for 12 Months (26 days per month) for all 16 Workers (5 semi-skilled and 11 unskilled). Rates quoted should be exclusive of GST.</p> <p><u>Row II</u> will include Administrative Cost plus profit margin i.e. administrative charges for running the business (such as cost of provision of uniform and Identity cards, stationary/printing charges, telephone charges, cost of materials required for cleaning of rooms /toilets, laundry charges, amenities to worker and other expenses etc.) and profit margin. Rates quoted should be valid for 12 months and inclusive of all incidental charges and exclusive of GST.</p> <p>Note: It has been decided to fix a minimum service charge (Administrative Cost plus Profit Margin) of 3.00% of total manpower (Fixed Cost) to ensure sustainability and quality of work. No upper limit has been prescribed for the same to ensure better price discovery and seamless delivery of work.</p> <p>The tender of the bidder who quotes service charge less than 3% of the total manpower charges, will be rejected by the Bank.</p> <p>Note: Administrative cost plus profit margin is equal to Service Charge.</p>
(ii)	No conditional/optional quote shall be accepted.

(iii)	Bidders shall not be permitted to alter or modify their Bids after receipt of Bids.
3.8	Receipt of Bids -The Bids will be accepted till the schedule time and date as referred to in refer clause 1.2.
3.9	Opening of Technical Bid
(i)	The Technical Bids will be opened on the scheduled time and date as referred to in clause 1.2 at Reserve Bank of India, Human Resources Management Department, Main Office Building, Nagpur – 440 001. The Bidders or their authorized representatives may be present, if they so desire.
3.10	Scrutiny of Technical Bid
3.10.1	The Technical Bid shall be evaluated as per the procedure indicated in special condition of contract (Section IV).
3.10.2	After evaluation of the Technical Bids, the Financial Bid of only short-listed Bidders will be opened. The decision of the Bank on technical suitability of the offer shall be final and shall not be called into question.
3.11	Opening of Financial Bid
	The financial Bids of the short-listed Bidders will be opened later and such short-listed Bidders will be intimated about the date and time accordingly. The short-listed Bidders or their authorized representatives may remain present for opening of financial bids, if they so desire.
3.12	Scrutiny of Financial Bid
(i)	The Financial Bid shall be evaluated as per the procedure indicated in Scrutiny of Offers (Section VIII).
3.13	The Bank has Right to vary quantities at the time of placement of Work Order/signing of Contract or split the order among the selected Bidders.
3.14	The Bank may obtain reports on the past performance of the tenderer from his clients and Bankers. The Bank shall evaluate the said reports before opening of the Part-II of the tenders. If any tenderer 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/ Part- II of the tender . The Bank is not bound to assign any reason for doing so.
3.15	The Bank reserves the right to accept any Bid and to reject any or all Bids
(i)	Notwithstanding anything mentioned above, the Bank reserves the right to accept or reject any Bid at any time prior to award of Contract without thereby incurring any liability to the affected Bidder or Bidders. The Bank may not assign any reason for rejection of any or all Bids. The Bank reserves the right to cancel/annul the selection process, at any stage prior to the award of the contract on account of the following:

(ii)	In case no Bid is received
(iii)	In case of occurrence of any event due to which it is not possible to proceed with the selection process.
(iv)	In case of any evidence of a possible collaboration/collusion/mischief on part of Bidders, impacting the competition and transparency of the selection process.
(v)	For any other reason, which in the opinion of the Bank necessitates the cancellation of the selection process
(vi)	On occurrence of any such event, the Bank shall notify all the Bidders within 07 days or any reasonable time of such decision. The Bank shall also promptly return the EMD submitted by the Bidders within reasonable time of issue of such notice. The Bank is not obligated to provide any reason or clarification to any Bidder on this account. Liability of the Bank under this clause is restricted to returning the EMD and no other reimbursements of costs/ expenses of any type shall be made by the Bank on this account.
(vii)	The Bank further reserves the right to re-tender the process or get the work done by a Government agency or Quasi Government agency if the Bank is of the opinion that the Bids received are not economically or otherwise feasible or not acceptable due to reasons in sub clauses (i) to (iv) above.
3.16	Disputes
	All disputes arising shall be subject to the jurisdiction of the appropriate court as indicated in Clause 1.2 and will be governed by the relevant statutory provisions in force in India.
3.17	The Successful Bidder has to give undertaking on Non Judicial Stamp Paper in accordance with the instruction issued by state government of Maharashtra of applicable value before the award of the work that it undertakes to actually pay wages to all the labourers of all descriptions to be engaged by it for completion of that particular job/work at the rate which is not less than the one prescribed under minimum wages under CLRA Act and also keep the Principal Employer indemnified against all the actions that may be initiated against the Principal Employer by the Statutory Authorities for the Successful Bidder's failure to pay such wages and provide the essential amenities.
3.18	The Successful Bidder shall indemnify and keep indemnified the Bank against all losses and claims, damages or compensation for breach of any provisions of the Payment of Wages Act, 1936, Minimum Wages Act, 1948, Contract Labour (Regulation and Abolition) Act, 1970, or any other labour law/statute in force in this regard. The Successful Bidder only shall be responsible for liabilities, if any, in this regard.
3.19	Insurance: Tenderers keep in mind that quoted price should be inclusive of insurance because successful contractor has to take adequate insurance at his cost to cover all kinds of risks. The successful tenderer shall take an "all

	<p>risk policy" for the contract value and workmen compensation policy for the workers engaged in the work. The Successful Bidder shall indemnify the Bank for any loss or damage that occurs to persons or building or third party while executing the work.</p> <p><u>Note:</u> These policies shall be valid till the completion of the work. If the Successful Bidder does not provide these policies, the Bank reserves the right to take the above insurance policies by self and recover the cost thereof from the bill of the Successful Bidder.</p>
3.20	<p>Signing of Contract Agreement</p> <p>The General instructions to the tenderers and special conditions, conditions hereinbefore referred to, Conditions of Contract and Technical Specifications enclosed with the tender documents, the subsequent correspondence exchanged between the Bank and the tenderer and the work order placed shall be the basis of the final contract to be entered into with the successful tenderer. On receipt of intimation from the Bank of the acceptance of his/their tender, the successful tenderer shall be bound to implement the Contract and within 10 days thereof or the date specified by the Bank, the successful tenderer shall sign an agreement on Non Judicial stamp paper in accordance with the instruction issued by state government of Maharashtra. Notwithstanding the signing of the agreement, the written acceptance by the Bank, of a tender in itself will constitute a binding agreement between the Bank and the person so tendering, whether such contract is or is not subsequently executed.</p> <p>The cost of necessary stamp paper as per Stamp Act for execution of the agreement shall be borne by the successful Bidder. The draft Articles of Agreement is provided at Section IX.</p> <p>The successful Bidder shall not provide sub-contract of the FMS / AMC to any organization, person, company or its franchise. In case of breach of these conditions, the Bank may serve a notice in writing on the Successful Bidder rescinding the contract whereupon the security deposit shall stand forfeited to the Bank, without prejudice to its other remedies against the Successful Bidder.</p>
3.21	<p>Right to Accept Part Tender: The Bank reserves the right to accept the tender either in whole or in part.</p>

Place:

(Signature of the Bidder with stamp)

Date:

(Name)

Section IV: Special Conditions of the contract

4.1.	Techno Commercial Evaluation of Bids- Technical and Financial bids will be evaluated as per the details provided in Section VIII.
4.1.1	Technical Bid :
	The Bank would examine and evaluate received Technical Bids, as per the documents submitted by the Bidders in line with the Bank's requirement mentioned in Scope of Work at Section II and as indicated in Scrutiny of Offers at Section VIII.
4.1.2	Financial Bid :
(a)	Financial Bid will be evaluated on the basis administrative cost plus profit margin only for providing the required services set out in this tender and carrying out the work as specified in Section II and Section VIII (Scrutiny of Offers.)
(b)	If there is an error in a total price, which has been worked out through addition and / or subtraction of subtotals, the subtotals shall prevail and the total corrected; and
(c)	If there is any arithmetical error in totaling of individual items, the correct total shall be computed by the Bank and the same shall prevail.
4.2	Renewal of contract
(a)	The service contract shall be valid for initial period of one year w.e.f. April 01, 2026 to March 31, 2027. It may be further renewed for two years (one year at a time) subject to satisfactory performance.
(b)	On renewal of contract the revision of rates may be done on the basis of cost escalation. The percentage increase in cost (administrative cost+profit margin only) shall be calculated by using formula $AC = AP (15 + 85 \times (CPI_c/CPI_p)) \times 1/100$, where, AP and AC are present price and revised price and CPI _c and CPI _p are Consumer Price Index for urban non-manual employees for all India for 6 months prior to the commencement date of contract for the current year & previous year, respectively. Due to the discontinuation of CPI series for urban non-manual employees since January 2011, calculation regarding price rise may be done according to CPI for Industrial workers. Further, in case of rise in minimum wages by Government, the same may be reimbursed in monthly bills, on the production of relevant documents.
4.3	Arbitration
	Any claims, dispute and or difference (including a dispute regarding the existence, validity or termination of this Agreement) arising out of, or relating to this contract including interpretation of its terms will be resolved through joint discussion of the Authorized Representatives of the concerned parties. However, if the disputes are not resolved by the discussions as aforesaid, then the matter will be referred for adjudication to the arbitration of a sole

	<p>arbitrator to be appointed by the Regional Director or GM O-i-C, Reserve Bank of India, Nagpur. In case the Contractor does not agree to such appointment, both the parties will appoint an arbitrator each and the arbitrators then will appoint the Presiding Arbitrator. The Arbitrator may give interim awards and/or directions, as may be required. The award of the Arbitrator/panel of Arbitrators shall be final and binding on both the parties. The Arbitration and Conciliation Act, 1996 shall be applicable. In case of any unresolved dispute between the Agency and RBI it shall fall in the jurisdiction of the High Court of Maharashtra at Nagpur.</p>
4.3.1	<p>Non-disclosure:</p> <p>The Successful Bidder shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure / systems/ equipment etc., which may come to the possession or knowledge of the Successful Bidder during the course of discharging contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. The Successful Bidder shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under the contract or to comply with applicable laws. The Successful Bidder shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Bank. The Successful Bidder shall indemnify the Bank for any loss suffered by it as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Successful Bidder and the Bank shall be entitled to claim damages and pursue legal remedies. The Successful Bidder shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The Successful Bidder's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.</p>
4.3.2	<p>Successful Bidder shall provide identity cards to its employees or agents who shall be doing the subject job at the Bank's premises. All the employees and agents should bear the identity card at all the times they are working in Bank's premises.</p>
4.4	<p>The personnel employed by the Agency shall be healthy in all respects and shall produce medical certificates to substantiate the same as required by the Bank's medical officer.</p> <p>The Successful Bidder shall obtain Police Verification Report on character and antecedents of its personnel and other details relating to age, educational qualification, name and permanent address to be provided under this contract along with their passport size photographs before engaging them for duty in Bank's Premises. A copy of the Aadhaar card of such</p>

	persons will be furnished to the Bank before their deployment in the Bank's premises.
4.5	Penalty
	If the performance is not found satisfactory or directions given by Bank are not executed in reasonable time, it may lead to imposing penalty ranging from 10 % to 20% of the Bill amount at the discretion of the Bank. The Bank's decision in this regard shall be final and binding on the successful bidder.
4.6	Payment Conditions
	<p>The Agency shall raise the bill (along with documentary evidence of releasing salary to workers, payment of EPFO and ESIC contribution whenever applicable) on completion of every month and the payment thereon will be made after the same is duly certified by the Bank's Officers that the services have been provided satisfactorily and after deducting all statutory dues/taxes, etc.</p> <p>As the Bank follows National Electronic Fund Transfer (NEFT) method only, the successful Agency should complete NEFT procedure immediately on receiving the work order.</p> <p>Before submission of the bill, the Agency shall ensure that the payment of persons deployed by the Agency have been made for the billed period.</p> <p>No request for making advance payment on any ground shall be entertained.</p> <p>Under no circumstances Agency is entitled to claim any charges over and above the charges prescribed in the terms of this contract.</p>
4.7	Force Majeure
	The Bidder/Successful Bidder shall not be liable for forfeiture of its EMD/ Security Deposit (Performance Bank Guarantee - PBG) or for payment of liquidated damages or termination for default, if the delay in performance or other failure to perform its obligations under the contract is a result of an event of Force Majeure. For purposes of the clause, "Force Majeure" means an event beyond the control of the Bidder/Successful Bidder and not involving the Bidder's/Successful Bidder's fault or negligence and not foreseeable. Such events may include wars or revolutions, fires, floods, epidemics, quarantine restrictions, freight embargoes etc. The Bank will decide whether delay or failure on the part of the Bidder/Successful Bidder was the result of an event beyond his control or not. The decision of the Bank in this regard should be final and binding on the Bidder/Successful Bidder and will not be open to question before any court / forum in any proceedings.
4.8	Termination of Contract on Default
4.8.1	The Bank may, without prejudice to any other remedy for breach of contract, by a one month written notice of default sent to the Successful Bidder and upon the Successful Bidder's failure and/or neglect to propose and/or execute any corrective action to set right the default, terminate this Contract in whole or in part, in case of the following:

(i)	If the successful Bidder fails to deliver the services as specified in the Tender document and in case of breach of the terms and conditions of tender/contract.
(ii)	Or If the successful bidder fails to perform any other obligation/s under the contract.
4.8.2	On termination of the Contract on default, the Security Deposit (PBG) of the Successful Bidder will be forfeited.
4.8.3	On termination of the Contract on default, action will be taken to blacklist the Successful Bidder.
4.8.4	The Bank has right to go to court of law in case of breach of the terms and conditions as specified in the tender document.
4.9	Termination for Insolvency: The Bank may at any time terminate the Contract by giving written notice to the Successful Bidder, without compensation to the Successful Bidder, if the Successful Bidder becomes Bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which the Bank is or will be entitled to take or seek.
4.10	Patents: The Successful Bidder shall indemnify the Bank against all claims in respect of patent rights and shall defend all actions arising from such claims and shall itself pay all royalties, license fees, damages cost and charges of all and every sort that may be legally incurred in respect thereof.
4.11	Performance Bank Guarantee (PBG): On award of contract, the successful Bidder shall furnish an amount of 5% (₹3.15 Lakhs) of estimated value of contract in the form of a Performance Bank Guarantee as per Annexure I from any Scheduled Bank in the form prescribed by the Bank (which will be submitted along with letter of acceptance) towards security deposit for the due fulfillment of the contract. The Earnest Money Deposit furnished at the time of submission of tender will be returned thereafter. All compensation or other sums of money payable by the Successful Bidder to the Bank under the terms of this Contract may be deducted from the security deposit, if the amount so permits unless the Successful Bidder deposits such amounts in cash within ten days of issue of demand notice by the Bank.
4.12	Adherence to Safety Code: The successful Bidder will have to adhere to the safety code as detailed below:
(a)	The Successful Bidder shall follow the safety regulations as prescribed in the tender and Indian Standards. It shall provide necessary safety appliances to its employees as instructed by the Bank depending upon the nature of work. All model safety rules, issued by safety section, from time to time shall be strictly followed
(b)	First-aid appliances/kits, adequate supply of sterilized dressings and cotton wool, shall be maintained in a readily accessible place

(c)	The injured person shall be taken to a public hospital without loss of time, in cases where the injury necessitates hospitalization.
(d)	Any person found under the influence of alcohol or any intoxicating drugs on duty is unfit for duty and should not be allowed to work.
4.13	Abiding by the provisions of Sexual Harassment of Women (Prevention, Prohibition and Redressal) Act, 2013 at workplace:
	<p>The Successful Bidder shall be solely responsible for full compliance with the provision of 'Sexual Harassment for women at workplace (Prevention, Prohibition & Redressal) Act, 2013'. In case of any complaint of sexual harassment against its employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Successful Bidder the Successful Bidder shall ensure appropriate action under the said Act in respect of the complaint.</p> <p>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</p> <p>The Successful Bidder shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employee of the Successful Bidder, for instance any monetary relief to Bank's employee, if sexual violence by the employee of the Successful Bidder is proved.</p> <p>The Successful Bidder shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.</p> <p>The Successful Bidder shall provide a complete and updated list of its employees who are deployed within the Bank's premises.</p>
4.14	Indemnity clause:
(i)	<p>The bidder agrees to indemnify and to keep RBI and its officers, employees, directors and representatives indemnified against all claims (including third party claims), actions, losses, damages, costs, expenses, charges, including legal expenses which the RBI may suffer or incur on account of the default on the part of bidder due to:</p> <ul style="list-style-type: none"> a. violations of applicable laws, regulations, guidelines issued by the Government or other statutory authorities during the contract period; or b. breach or non-performance of the terms and conditions of the contract; or c. breach of the representations and warranties made by the bidder; or d. negligent or fraudulent act or omission by the bidder; or any third party for reasons attributable to the bidder.
(ii)	<p>The bidder shall also keep the Bank indemnified against any claim from the staff of the bidder and it shall be the duty of the bidder to clearly inform his own personnel / staff that they shall have no claim whatsoever against the Bank and they shall not raise any industrial dispute, either directly and / or indirectly, with or against the Bank, in respect of any of their service conditions or otherwise.</p>

(iii)	Further the bidder shall at all times indemnify the Bank against all claims which may be made under the Workmen's Compensation Act, or rules there under or under any law or rules of compensation payable in consequence of any accident or injury sustained by any person in its employment for the purpose of this agreement. The bidder shall be solely responsible for the remuneration and other dues to its employees, as also for omissions / commissions done by them.
4.15	<p>Integrity Clause:</p> <p>A bidder is liable for debarment/disqualification from bidding on the following grounds:</p> <ol style="list-style-type: none"> 1. If it is determined that the bidder has committed the following acts or omissions in contravention of the code of integrity. <ol style="list-style-type: none"> a. making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process. b. any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained, or an obligation avoided. c. any collusion bid rigging or anticompetitive behavior that may impair the transparency, fairness and the progress of the procurement process. d. improper use of information provided by the procuring entity to the bidder with an intent to gain unfair advantage in the procurement process or for personal gain. e. any financial or business transactions between the bidder and any official of the procuring entity related to tender or execution process of contract: which can affect the decision of the procuring entity directly or indirectly. f. any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process. g. obstruction of any investigation or auditing of a procurement process. h. making false declaration or providing false information for participation in a tender process or to secure a contract; (i) failed to disclose conflict of interest. (ii) failed to disclose any previous transgressions made in respect of the provisions of subclause (i) with any public institution / entity in India or any other country during the last three years or of being debarred by any public procuring institution / entity. 2. For any actions or omissions by the bidder other than violation of code of integrity, which in the opinion of the Bank warrants debarment, for the reasons like supply of sub-standard material, non-supply of material, abandonment of works, sub-standard quality of works, failure to abide terms of the tender etc. 3. If the bidder has been convicted of an offence— (a) under the Prevention of Corruption Act, 1988; or (b) the Indian Penal Code or any other law for

	the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract.
4.16	IS Policy: The contractor has read and hereby agrees to abide by the Information Security Policy guidelines of the Bank. In case of any act of non-compliance with the IS Policy guidelines of the Bank, by the company, the Bank shall have absolute right to terminate the Contract forthwith, besides any other remedy / action that the Bank may decide to pursue, including legal recourse.
4.17	sub-contract: The successful Bidder shall not provide sub-contract of the FMS / AMC to any organization, person, company or its franchise. In case of breach of these conditions, the Bank may serve a notice in writing on the Successful Bidder rescinding the contract whereupon the security deposit shall stand forfeited to the Bank, without prejudice to its other remedies against the Successful Bidder.
I/We hereby declare that I/We have read and understood all the above instructions/ conditions and the same will remain binding upon me/us in case the above mentioned Contract is entrusted to me/us. I/we also note that this letter will form part of the contract document and that the contents of this letter shall be supplemental to the conditions in the tender and not in derogation thereof except to the extent specifically provided herein. I/We agree that the Financial Bid is liable to be rejected if any of the above rates are found not to be in compliance with the respective statutory laws. I/We have gone through the terms and conditions and am agreeable to them.	
Place:	(Signature of the Bidder with stamp)
Date :	Name

Section V - Form of Tender
(To be submitted on Bidder's letterhead)

Place.....

Date.....

Madam/Sir,

Part – I: Annual Service Contract for Management and Housekeeping Services (including catering) at Visiting Officers' Flat (VOF) at Madhuban Apartment, Telankhedi Road Staff Quarters and Visiting Officers' Flat (VOF) and Transit Holiday Home (THH) at Atrey Lay Out Staff Quarters, Nagpur

This has reference to your tender notice for providing Management and Housekeeping (including catering) of the Visiting Officers' Flat (VOF) and Transit Holiday Home (THH) as mentioned below :-

- (i) One VOF at Madhuban Apartments, Khare Town, Nagpur.
- (ii) Five VOFs at Telankhedi Road Staff Quarters, Civil lines, Nagpur.
- (iii) Seven VOFs and Four THHs at Atrey Layout Staff Quarters, Nagpur.

We have examined the tender document and thoroughly understood its nature/scope of work and terms & conditions.

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

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

I/We have gone through the terms and conditions and am agreeable to them. I/We are enclosing application along with required documents in the prescribed format as mentioned in tender document.

4. I/We have remitted **₹1,26,000/- (Rupees One Lakh Twenty-Six Thousand Only)** towards EMD wherever applicable through NEFT/Demand Draft in favour of Reserve Bank of India, Nagpur.

5. I/We agree that our tender remain valid for acceptance by RBI, Nagpur for a period of 90 days from the date of opening of Part-I of the tender or till the date of finalization of tender, whichever is earlier.

6. I / We, do hereby declare that there is no case with the Police / Court / Regulatory authorities against me / us. Also, I / We have neither been suspended / delisted /

blacklisted by any organization for any reason nor any such proceedings are pending or contemplated. I / We also certify that either our firm or any of the partners are not involved in any scam or disciplinary proceedings settled or pending adjudication.

7. I / We certify that all the information furnished by me / us is true to the best of my/our knowledge. I have no objection to RBI, Nagpur verifying any or all the information furnished in this document with the concerned authorities, if necessary.

8. I/We understand that RBI, Nagpur reserves the right to accept or reject any or all the tenders in full or in part without assigning any reason there for.

Dated this _____ day of _____ 2025.

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

(Signature with seal)

Name :

Designation:

Place :

Date :

Telephone No. :

Fax No :

E-mail :

(Certified true copy of the Power of Attorney of the above signatory shall be enclosed).

Witnesses

1. Signature with date
.....
Name, Address
.....
.....

2. Signature with date
.....
Name, Address
.....
.....

Section – VI
Details of Bidders
Basic Information

Sl. No.	Particulars	To be filled by the Bidder
1.	Name of the Bidder / firm / organization / company	
2.	Type of firm/organization (Proprietorship/ Partnership/ Private Ltd etc. (Furnish copies of partnership deed / memorandum / articles of association etc.)	
3.	Name of the proprietor / partners / directors of the firm along with ID documents (PAN/Aadhaar/Document Identification No. if available) etc.	
4.	Year of Incorporation / registration	
5.	Registered address of the firm	
6.	Name, designation, telephone nos., email of the contact person / authorized signatory	
7.	License for providing Facility management services. (Registration under shops & Establishment Act).	
8.	Whether the firm has been in business of providing facility management or at least 5 years (Yes / No). If Yes, Provide details since when and where?	
9.	Annual turnover of the firm for last 3 years (in ₹ lakh) 2022-23, 2023-24, 2024-25 (Furnish copies of audited balance sheets and profit & loss account statements)	
10.	Details of registration (firm, company etc) (i) Registering Authority (ii) Date (iii) Number (Furnish copy of registration certificate)	
11.	Registration Nos. under various Statutory Acts viz. GST, Service Tax, EPF, ESIC, Labour License (copy of registration certificate to be enclosed)	
	GST	

	PF	
	ESIC	
	Labour License (if Applicable)	
	PAN (Copies of income-tax returns for last 3 years to be enclosed)	
12.	Whether registered / empanelled with any of the Govt., Semi Govt., Govt. Undertaking, Public Sectors etc. as approved vendors and if so, furnish details. (if yes, furnish supporting document)	
13.	Whether involved in any litigation earlier with any organization? If so, please submit the details along with documentary evidence.	
14.	Any civil suits pending in any of the works executed? If so, furnish details along with documentary evidence.	
15.	Existing workforce of staff along with documentary evidence.	
16.	Whether executed similar contracts of value ₹63.00 Lakhs or greater than ₹63.00 Lakhs for the last three Financial Years (If Yes, furnish copies of audited balance sheets and profit & loss account statements)	
17.	Whether executed similar contract at any other RBI Training Establishments / Offices for more than two years. (If yes, furnish supporting documents)	
18.	Any other information which the Bidder feels relevant.	

Note: Originals of the documents will be required for verification as and when required

(Signature and Name of the
authorized person of the firm /
Bidder with office seal)

The details of Bidder's Banker:

Sr. No.	Particulars	To be filled by tenderer
1	Name of the Bank	
2	Branch Address	
3	IFSC Code (cancelled cheque may be enclosed)	
4	Telephone and fax number	
5	Name of the contact person	
6	Amount of credit facility / overdraft facility enjoyed by Bidder from the Bank	
7	The period from which the Bidder has been Banking with Bank	
8	Bank Account Number (must be a current account)	
9.	Type of A/c	
10	Account Holder Full Name	
11	Permanent Account Number (PAN).	

I/we hereby agree and confirm to disburse the salary of the employees through NEFT directly into their Bank account and also accept the payment in respect of the above works, if awarded to our firm /company, through NEFT.

Signature of Bidder with stamp/date

Section VII

Commercial Conditions

Estimated cost of Work is ₹63.00 Lakhs Annually

Sr. No	Description	RBI, NAGPUR 's Terms	Acceptance of Bank's terms (YES/NO)
1	Validity of Tender	90 days	
2	EMD	EMD ₹1,26,000/- to be remitted using NEFT/ by Demand Draft. Details to EMD shall be submitted along with the Technical Bid.	
3	Terms of payment	Payment will be made on Monthly basis subject to submission of invoice. The payment thereon will be made after the same is duly certified by the Bank's Officers that the services have been provided satisfactorily and after deducting all statutory dues/taxes, etc.	
4	Scope of work	As per specifications in Section II of the tender	
5	Penalties	As specified in Section IV of the tender	
6	Performance bank guarantee (to be submitted by the successful tenderer) at the time of award of the work	As per clause 4.11 of tender	

Place

Signature of Bidder

Date

Name:

Seal of the Bidder

Designation:

Section – VIII: Scrutiny of Offers

Scrutiny of Bids will be in three stages. Only those tenders, which meet the minimum prequalification criteria set out in this tender, shall be processed further. After verification of the correctness/legality and adequacy of the information and supporting documents furnished and considering firms financial standing, business integrity, record of timely completion of works, quality of work executed, etc. and Price Bids of only those Bidders who are technically qualified as per part I of tender shall be opened.

(a) Eligibility Criteria:

The Bank will first scrutinize the eligibility of the Bidders as per “qualification criteria” (Refer para. 1.1.1) of the Section – I of the Tender Document. The decision of the Bank in this regard shall be final and no further correspondence in this regard will be entertained.

Proposals meeting all the “qualification criteria” will be processed Technical Evaluation.

(b) Technical Evaluation:

The Bank will scrutinize and evaluate the technical Bids based on the documents submitted by the bidder. Verification of the documents submitted and competency of the bidder which shall include onsite inspection of bidder office/premises also. Only Bidders who qualify in both eligibility criteria and Technical Evaluation criteria will be shortlisted for financial Evaluation, i.e., opening of Part II of their Tender. The decision of the Bank in this regard will be final.

(c) Financial Evaluation:

The Bank will open and scrutinize the financial bids of the technically qualified Bidders only. The price bids of unqualified bidders will not be opened and communication will be sent in this regard.

The vendor is required to mention the following costs:

- (i) **Fixed Cost:** - which shall include Fixed Cost to Vendor for statutory payment or mandatory payment to workers for minimum wages, EPFO and ESIC contribution etc. for 12 Months (26 days per month) for all 16 Workers (5 semi-skilled and 11 unskilled). **Rates quoted should be exclusive of GST.**
- (ii) **Administrative cost plus profit margin:** - which shall include administrative charges for running the business (such as cost of provision of uniform and Identity cards, stationary/printing charges, telephone charges, cost of materials required for cleaning of rooms /toilets, laundry charges, amenities to worker and other expenses etc.) and profit margin. **Rates quoted should be for 12 months and inclusive of all incidental charges and exclusive GST.**

Note: It has been decided to fix a minimum service charge (Administrative Cost plus Profit Margin) of 3.00% of total manpower (Fixed Cost) to ensure sustainability and quality of work. No upper limit has been prescribed for the same to ensure better price discovery and seamless delivery of work.

The tender of the bidder who quotes service charge less than 3% of the total manpower charges, will be rejected by the Bank.

The lowest tender shall be decided on the basis of tendered amount of administrative cost plus profit margin (exclusive of GST) only and shall be identified as L1.

Note: Administrative cost plus profit margin is equal to Service Charge.

Any bidder/s paying or likely to pay more than the minimum statutory requirement to worker/s shall mention the same under the Administrative cost head.

As the fixed cost the minimum applicable Wages, EPFO and ESIC contribution will be reimbursed monthly to the agency on production of documentary evidence apart from his variable cost component.

If the rates written in figures and in words do not tally, then the rates quoted by the contractor in words shall be taken as correct. To assist in the examination, evaluation and comparison of the bid, RBI may ask Bidders individually for clarifications. The request for clarification and the response shall be in writing. No change in the price or substance of the Bid shall be sought, offered or permitted except as required to during the evaluation of Bids in accordance with tender clauses.

In the case of any tender where unit rate of any item/items appears unrealistic, such tender will be considered as unbalanced and in case the tenderer is unable to provide satisfactory explanation, such a tender is liable to be disqualified and rejected.

Note: - In case the lowest tendered amount of two or more bidders is same, then such lowest bidders may be asked to submit a revised offer quoting percentage discount on their already quoted tendered amount.

The lowest tender shall be decided on the basis of revised offer. Further, if any such lowest bidder does not revise his bid on lower side, his original bid shall remain valid for further processing.

If the revised tendered amount of two or more bidders received in revised offer is again found to be equal, then the RBI shall decide future course of action which shall be final and binding on all the bidders.

Successful tenderer shall be awarded the contract.

Section IX

Draft Articles of Agreement

This AGREEMENT is made on the ____ day of _____ 2026 between the **Reserve Bank of India**, a statutory corporation constituted under the Reserve Bank of India Act, 1934, having its Central Office at Shahid Bhagat Singh Road, Mumbai and Regional Office at Civil Lines, opposite Vidhan Bhavan at Nagpur (herein called “**The Employer**” which expression shall include its successors and assigns) on the one part and M/s _____ a firm having its registered office at _____ herein called as “**The Contractor**” which expression shall include their legal representatives, administrators and assigns on the other part.

WHEREAS the employer is desirous of Maintenance Contract for Housekeeping and Management (including Catering) Services at the Bank’s Visiting Officers’ Flat and Transit Holiday Homes as detailed in the tender no. _____ dated _____ **2026** AND WHEREAS the contractor has agreed to execute upon and subject to the conditions set forth hereinafter referred to as “the said conditions”.

NOW IT IS HEREBY AGREED AS FOLLOWS:

1. Validity & Termination: The contract shall be valid for a period from **April 1, 2026 to March 31, 2027**.
2. Notwithstanding anything herein contained, the Bank shall be entitled to terminate this contract by giving the contractor at least one month’s notice in writing. On giving of such notice this contract arrangement shall stand automatically terminated at the close of business as on the last day of the month. In that event neither party shall have a claim against the other under this contract.
3. This agreement is a part of the contract following from the tender issued in this regard by RBI Nagpur. Conditions of this agreement will be supplemental to the terms and conditions of the tender.
4. The total cost of the Housekeeping & Catering services at the Bank’s VOF/THH shall be ₹ _____ (**Rupees** _____) **inclusive of GST** for One VOF (2 BHK) at Madhuban Apartment, 5 VOFs (1 BHK) at Telenkhedi Road Staff Quarters, Civil Lines, 7 VOFs (2 BHK) and 4 THHs (2 BHK) at Atray Layout Staff Quarters.
5. The payment will be released on **monthly basis** after rendering satisfactory services and subject to provision of documents (proof of salary paid to workers, EPFO statement, ESIC statement, etc.) mentioned in tender document. If the services are found unsatisfactory,

the Bank shall be entitled, without prejudice to its other rights to terminate this contract by giving notice in writing in which case the Contractor shall have no other rights under this agreement.

6. The Contract shall include supply of all manpower / material required for cleaning and maintenance and catering in the VOF, Provision of uniform and Identity cards to all the labours, back office management, materials required for cleaning of rooms/toilets, laundry, providing food and catering at subsidized rates by the Contractor.

SCOPE OF WORK AND SERVICES

1. RECEPTION-CUM-FRONT OFFICE

To attend to phone calls, receive messages, interact with guests and local RBI Office, coordinate bookings, room allocation, check-in and check-out of guests, collect catering charges/obtain signatures of guests, obtaining of feedbacks from the guests and submission of the same in Office on fortnightly basis.

2. GENERAL ADMINISTRATION

- a) To manage entire operations of the VOFs and THHs and coordinate with respective department of RBI for smooth running of the operations.
- b) To maintain records as required by RBI.
- c) To ensure the safety of VOF, properties belonging to the RBI and maintain total vigil on the movement of people in the VOF.
- d) In case of any change in constitution of the Agency, the rights of RBI, Nagpur should not suffer.
- e) To ensure timely action in emergencies including operation of firefighting systems, administering first aid etc.
- f) A local representative of Agency shall be In-charge of the entire contract and shall be responsible for the efficient rendering of the services under the contract. While working at the premises of RBI, Nagpur, they shall work under directives and guidance of HRMD, RBI, Nagpur and will be answerable to the same. The day-to-day functioning of the services shall be carried out in consultation with and under direction of the RBI, Nagpur.
- g) A senior level representative of the Agency shall visit HRMD, RBI, Nagpur premises at least once-in a quarter and review the service performance of its personnel. During the visit, Agency's representative will also meet the officer concerned dealing with services under the contract for mutual feedback regarding the work performed by his personnel and removal of deficiencies, if any, observed in their working.
- h) The Authorized officer/Committee of HRMD, RBI, Nagpur shall be the sole authority to decide and judge the quality of the service rendered by the Agency and all other matters and his/its decision shall be final and binding.

- i) Guest Occupancy Register provided by RBI shall be kept safely. As soon as the guest enters the VOF necessary entries are to be obtained.
- j) A file to be maintained for preserving the room allotment advices.
- k) Inventory Register is to be maintained by the Agency room wise to ensure the safe custody of Bank's properties. This is subject to periodical verification by the concerned authorities of the Bank. Hence, the Agency shall assume full responsibility for maintaining all properties of RBI located inside the VOF. In case of any shortage, damage etc., the Agency is liable for replacement of the same at their cost.
- l) The Agency shall get the feedback form filled from all guests without fail.
- m) The Agency shall perform all catering and housekeeping work in a thorough, efficient, professional manner with due diligence and care according to industry norms and standards, in conformity with applicable local laws and regulations and Bank's own procedures and instructions. The Agency shall perform the Service to the satisfaction of the Bank and if any shortcoming is found, then on instruction the Agency shall rectify the shortcoming immediately.
- n) Bank statement indicating payment to personnel/EPFO/ESIC statements may be submitted every month to the Bank.
- o) VOFs and THH are operational on all days of the week i.e. booking is done for guest for 24*7*365 days. Sometimes during the Peak season VOFs /THHs may be booked to full capacity and sometimes during lean season bookings will be less. Agency shall manage the weekly off of the personnel in such a way that sufficient manpower is available all the time (365 days). The Madhuban Apartment is most prominent VOF and exclusively for Top Executives of RBI. This VOF is operated on need basis whenever it is occupied by visiting officers and occupancy frequency is also less. Therefore, the working hours will be flexible in nature, however, the bidder is expected to provide best services in Madhuban Apartment. Additionally, when Madhuban apartment is not occupied, the manpower earmarked for Madhuban apartment may be deployed in other locations to manage weekly off/leave. However, in no case the agency can claim non-availability of staff due to weekly off/leave of staff.
- p) No extra amount shall be paid for posting a reliever.
- q) This is subject to periodical verification by the concerned authority of the Bank.

3. FRONT OFFICE

When the guest checks-in, the Agency's staff shall do the following:

- a) Attend, receive, verify the identity of the guest and allot the room assigned to the guest. The necessary entries in the guest register provided by RBI, may be made. RBI will reserve the rooms and intimate the Agency through allotment advices. The Agency/ Agency's staff shall not allot rooms on his own. Accompany guests to his room and offer help to carry his

baggage to the allotted room, ensure his comforts, offer him tea/ coffee/ food, etc. suiting the time.

b) Ensure availability of specified items such as water bottle, tea/coffee/ milk and sugar sachets, bath/toilet kit in the room as provided by the Bank.

c) When the guest checks-out, bills for food and beverages are to be prepared and payment may be collected from the guest.

d) At the time of check-out, the Agency's staff shall ensure that the room occupied by the guests is in order with respect to assets of the Bank. A quick check to be carried out for the purpose before the guest leaves the VOF. Simultaneously, it shall be ensured that the guest has not left behind any of his belongings in the room. If any belonging of the guest is noticed after he has left then immediately inform RBI officials for sending the same to the guest.

e) The keys are to be collected from the guests moving out or checking out from VOF.

f) Offer help to the guest for carrying his baggage from the room to the vehicle.

g) The Agency's boys shall not seek any tips or favour from the guests for the services rendered.

h) To order for newspapers and magazines as advised by RBI, coordinating with the newspaper agents. Payments of the bills to newspaper agency will be paid by RBI at the end of the month.

4. CATERING

The Agency shall provide the following services at VOF:

a) Agency shall make all appropriate arrangements for smooth running of VOF/THHs operations. The details of minimum manpower requirement to be employed as-

Madhuban Apartment	(a) Supervisor cum cook – 1 (48 hours a week) Flexi -Time (b) Helper boy – 1 (48 hours a week) Flexi -Time
Telankhedi Road Staff Quarters	(a) Supervisor cum cook – 1 (Full time from 06:00 AM to 02:00 PM) Supervisor cum cook – 1 (Full time from 02:00 PM to 10:00 PM) (b) Helper boy – 2 (Full time from 06:00 AM to 02:00 PM) Helper boy – 2 (Full time from 02:00 PM to 10:00 PM)
Atrey Layout Staff Quarters	(a) Supervisor cum cook – 1 (Full time from 06:00 AM to 02:00 PM) Supervisor cum cook – 1 (Full time from 02:00 PM to 10:00 PM) (b) Helper boy – 3 (Full time from 06:00 AM to 02:00 PM) Helper boy – 3 (Full time from 02:00 PM to 10:00 PM)

- b)** Preparation of Tea/ Coffee, Breakfast, Lunch, Dinner etc. The timing for services will be 06.00 AM to 10.00 PM. The rates shall be fixed in consultation with the Bank.
- c)** The menu may be altered for specific guests / special occasions / programmes / functions as desired by RBI, within the overall scope of the menu.
- d)** The Agency's staff shall take orders beforehand from the staying guests regarding their food requirements.
- e)** The Agency's staff shall take care to provide healthy food to the guests as per the standard menu prescribed by RBI. However, in exceptional cases, he may have to prepare food as specified by the guests on medical grounds.
- f)** The Agency's staff shall be responsible for procurement of raw materials and ingredients. Good quality (AGMARK/ FSSAI marked) raw materials and oils shall be used in the preparation of food and beverages. Fresh vegetables and milk, standard beverages shall be used. All raw materials used should be free from adulteration or any foreign material. The contractor should also ensure that the used edible oil is not re-used for any other cooking purpose.
- g)** Vegetarian and Non-Vegetarian dishes shall be prepared and served separately.
- h)** Non-vegetarian dishes shall be made from fresh and good quality mutton, chicken or Fish; and shall be purchased from standard authorized shop. The pieces of non-vegetarian items shall not be too small or too big. Unnecessary shreds and small bone pieces shall be removed. The non-vegetarian items shall be washed and marinated properly before cooking.
- i)** All vegetables, fruits etc. used shall be fresh and shall not be rotten or over ripe. The Agency shall be responsible for their hygiene and safety. Milk and milk products such as curd, yoghurt, cheese etc. shall be of good quality and should be prepared and served fresh. All the items being used shall be stored properly and used before the expiry.
- j)** The Agency's staff shall store sufficient quantity of high-quality ingredients in the available place in the VOF to ensure preparation of food items in time.
- k)** The Bank's authorized official has the right to test the provisions purchased, quality of food, reject any ingredient that may be found to be substandard.
- l)** The food preparation is to be done in a strictly hygienic environment and matching process without any compromise. The personnel shall wear caps and gloves while preparing food and the left-over food shall not be carried to next meal service.
- m)** The Agency's staff shall be responsible for service of food and beverages in the common dining room as also in the room of the guests (if requested for).
- n)** The Agency's staff shall provide efficient and prompt service to all members. The Agency's staff shall perform the service to the satisfaction of the Bank officials. If any shortcoming is found, then on instruction from Bank officials, the Agency shall rectify the shortcoming immediately.

- o)** The Agency should ensure that they appoint well qualified & experienced cooks for all types of food preparation.
- p)** The Agency's staff should ensure total cleanliness and regular cleaning of the kitchen. Routine cleaning and proper handling of kitchen equipment required for food production will be the Agency's responsibility.
- q)** The Agency shall co-ordinate the booking & procurement of gas cylinders in time.
- r)** The Agency's staff shall attend to any or all catering requirements whether covered contractually or otherwise, **at a pre-determined price laid out in the contract or mutually agreed upon thereafter.**
- s)** This is subject to periodical verification by the concerned authority of the Bank.

5. HOUSEKEEPING

- a)** The Agency will provide welcome kit and tea/coffee kits to the allottees as directed by the bank's officers. These items will be provided by the Bank.
- b)** All the rooms shall be kept neat and tidy always to enable RBI to allot the rooms at any time.
- c)** Linen like towels (hand and bath), bed spreads and bed sheets as also the inner sheets to Quilts/Comforters should be changed immediately after the guest checks-out and after every two days if in the continuous occupation of the room.
- d)** Bed linen, pillow covers, and towels should be regularly washed and kept in clean condition for use. The bed sheets and pillow covers should be ironed before its use. Washing of curtains is to be carried out once in two months. The services of dry cleaners may be engaged for washing blankets/ quilts/ comforters which is required to be done once in a month.
- e)** Room fresheners and deodorants (of reputed brands) are to be made available in all the rooms, toilets, lounges and all common toilets. They may be replenished immediately by the Agency whenever required. The same shall be provided by the Bank.
- f)** The Agency shall be responsible for making the bed and clean all rooms daily. All rooms, bathrooms and toilets are to be cleaned with high quality disinfectants (use of acids strictly prohibited).
- g)** The Agency shall ensure that the cleaning/ housekeeping materials being utilized by them are ISI approved products of reputed brands. These should be environment friendly and no toxic chemical should be used for the purpose. It shall also provide to workers proper equipment for sanitary and general cleaning.
- h)** The Agency's staff shall take care of miscellaneous requirements like replacement of batteries for clocks, remote controls of TVs, ACs, etc. provided in the VOF rooms and other places. These items will be provided by the Bank.

i) Rooms to be regularly checked for bed linen, hand towel, bath towel, soap, shampoo, water, functioning of TV, refrigerators, ACs, geysers and bathroom fittings, bulbs, etc. and maintain regular reports.

j) The Agency shall ensure proper functioning of all systems in the VOF such as electrical, electronics, sanitary and water supply. In case of any complaints regarding plumbing/ electrical/ carpentry, etc., and/or need for replacement of any equipment, caretaker of the respective colony may be informed immediately. l) The Agency has to ensure the following weekly services: i) Mechanical washing and scrubbing of floor area with detergents, dust removing chemicals and polishing of the floor areas etc. ii) Removal of cobwebs, dusts, termites, insects, pests etc. iii) Windows sponging and cleaning. iv) Keeping ceiling and table/pedestal fans, air-conditioning grills dust free. v) Cleaning of dustbins and buckets with detergents. vi) Cleaning of sanitary ware by using reputed branded product.

6. FACILITIES PROVIDED BY RBI INCLUDE

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

b) Crockery, cutlery and all cooking utensils/pans, pressure cookers etc.

c) Furniture in rooms, dining halls, lounges, office rooms, etc.

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

e) The Agency will have full responsibility of proper upkeep, maintenance and custody of the linen, crockery, equipment, and vessels etc., handed over to them by the Bank.

f) All the items supplied by the Bank at its expense for the purpose of running VOF will be Bank's property for all intents and purposes.

g) The losses due to breakage / theft / damage or loss of any such materials / equipment / fixtures / furniture or damage due to poor and reckless handling shall be recovered from the Agency at full cost. However, damages/ breakages in crockery due to natural causes will be viewed leniently by RBI. In regard to natural wear and tear of any such item, the decision of the Bank shall be final and binding on the Agency. However, the Agency shall maintain records for all such damages/breakages.

7. The Bank will not provide any kind of assistance in the form of men/material and the contractor will have to make their own arrangement for deputing the required manpower. The contractor will be solely responsible for the risk involved during discharge of duties by his workers. The Bank accepts no liability towards helper/labour deployed by the contractor. Any damage to the Bank's property caused by the contractor will have to be made good by the contractor at his cost failing which the same will be deducted from the amount payable to the contractor.

8. The contractor will be obliged to pay wages (which should not be less than minimum wages as prescribed by the appropriate authority), retrenchment compensation, notice pay, gratuity and bonus as payable. Further the contractor is also liable to provide all welfare measures to the contract labour as required under the various acts and Rules in force, and the Bank (Principle Employer) will not be liable for any such obligation of the contractor.

9. In the event of Bank as the principal Employer is required/ called upon to pay any amount to the contract labour engaged by the contractor due to lapse or default on his part in discharging his obligation towards the contract labour in terms of any law in force, such amount would be recoverable by the bank from the contractor as debt due to the bank by the contractor.

10. All payment by the employer under this contract will be made only at Nagpur.

11. All disputes arising out of or in any way connected with this agreement shall be deemed to have arisen at Nagpur and only courts in Nagpur shall have the jurisdiction to determine the same.

12. The contractor shall submit to the bank copy of the workmen compensation insurance taken for his workers.

13. The contractor shall bear the stamp duty both on the original and duplicate of this agreement.

14. The contractor shall:

a) Ensure that he/she deploys only adults, trained and competent person, who are physically fit and are not suffering from any chronic or contagious diseases for carrying out the maintenance work. Contractor should submit the health check-up certificate every year of persons deployed by him at the work site.

b) Ensure that his/her employees, while in the premises of the Bank or while carrying out their obligations, observe the standards of cleanliness, decorum, safety, good behaviour and general discipline laid down by the Bank or its authorized agent and the Bank shall be the sole judge as whether or not the contractor and/or his employees have observed the same.

c) Personally and exclusively supervise or employ sufficient supervisory personnel, exclusively to supervise the work of his/her employee so as to ensure that the services rendered are carried out to the satisfaction of the Bank.

d) Ensure that no employee of the contractor will enter or remain in the Bank premises behind the specified time limit unless and absolutely necessary for fulfilling the contractor's obligations.

e) Be liable for any damage cause to the Bank or its premises or any part thereof or to any pictures or any fittings thereof and to any property of the Bank and therein by any act, omission, default or negligence of the contractor or his employee or agents.

f) Supply identity card to his/her employees or agents who shall be doing jobs in the Bank premises. All the employees and the agents should wear the identity card at all time while working in the Bank premises.

g) Provide uniform to his/her employees or agents different from the Bank employee. The uniform should have logo of the contractor's firm/company and shall be kept neat and tidy and in wearable condition.

h) Obtain police verification of all his employees or agents and submit to the Bank.

i) In case of change of personnel by the agency, the same should be intimated on the same day and the agency should submit the relevant documents (ID proof, address proof, police verification report etc.) of new employee.

j) The Agency, as per the Child Labour (Prohibition and Regulation) Act 1986, shall not engage a person below the age of 18 years.

15. Bank will not provide any kind of accommodation to the contractor or his employees.

16. The contract may be terminated by the Bank by giving one month's notice without assigning any reason therefor. In the event of termination of the contract for any reason whatsoever, the contractor, the persons employed by him or his agent shall not be entitled for any sum or sum whatsoever from the Bank's by way of compensation, damages or otherwise.

17. On renewal of contract the revision of rates may be done on the basis of cost escalation. The percentage increase in cost (administrative cost+profit margin only) shall be calculated by using formula $AC = AP (15 + 85 \times (CPI_c/CPI_p)) \times 1/100$, where, AP and AC are present price and revised price and CPI_c and CPI_p are Consumer Price Index for urban non-manual employees for all India for 6 months prior to the commencement date of contract for the current year & previous year, respectively. Due to the discontinuation of CPI series for urban non-manual employees since January 2011, calculation regarding price rise may be done according to CPI for Industrial workers. Further, in case of rise in minimum wages by Government, the same may be reimbursed in monthly bills, on the productions of relevant documents.

18. The contract will be reviewed for every three months and will be continued/renewed subject to satisfactory performance of the contractor.

19. POSH Act - The contractor/agency shall be solely responsible for full compliance with the provision of the "**the sexual harassment of women at the workplace (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 complaint committee constituted by the contractor/agency and the contractor/agency shall ensure appropriate action under the said Act in respect of the complaint.

20. Any complaint of sexual harassment from any aggrieved employee of the contractor against any employee of the Bank shall be taken cognizance of by the Regional Complaint Committee constituted by the Bank.

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

22. The contractor shall be responsible for educating its employee about prevention of sexual harassment at workplace and related issues. The contractor shall provide a complete and updated list of its employee who are deployed within the Bank's premises.

23. IS Policy: The contractor has read and hereby agrees to abide by the Information Security Policy guidelines of the Bank. In case of any act of non-compliance with the IS Policy guidelines of the Bank, by the company, the Bank shall have absolute right to terminate the Contract forthwith, besides any other remedy / action that the Bank may decide to pursue, including legal recourse.

24. Performance Bank Guarantee (PBG): The Contractor shall furnish an amount of 5% (₹3.15 Lakhs) of estimated value of contract in the form of a Performance Bank Guarantee from any Scheduled Bank in the form prescribed by the Bank (which will be submitted along with letter of acceptance) towards security deposit for the due fulfillment of the contract. This Bank Guarantee towards security deposit shall be valid till June 30, 2027. The PBG deposited shall be forfeited /appropriated in the event of unsatisfactory performance of the contractor and / or loss/ damage if any sustained by the Bank on account of failure or negligence of the workers deployed by service provider or in the event of breach of the terms and conditions of the agreement.

25. Non-Disclosure: The contractor shall not disclose directly or indirectly any information, material and details of the Bank's infrastructure/system/equipment etc., which may come to the possession or knowledge of the contractor during the course of discharging its contractual obligation in connection with this agreement, to any third party and shall at all-time hold the same strictest confidence. The contractor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligation under it or comply with applicable laws. The contractor shall not publish, permit to be publish, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the employer. The contractor shall indemnify the employer for any loss suffered by the employer as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the contractor and the employer shall be entitled to claim the damages and pursue legal remedies.

The contractor shall take all appropriate actions with respect to its employees to ensure the obligations of non-disclosure confidential information under this agreement is fully satisfied.

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

26. Registrations and Compliances: The Contractor shall register with the concerned authorities of both Central and State Governments, obtain requisite licenses and shall abide by all other Statutory Acts / Regulations and rules, as amended from time to time, relevant to this contract including but not limited to Works Contract Act, Minimum Wages Act 1950, Payment of Wages Act 1935, Provident Fund Act, ESI Act, Bonus Act 1965 etc. and such other Statutory Enactment, Rules and Regulations laid by the Government and local body in force or which may come into force in future.

The contractor shall comply with all municipal and other regulations relating to preparation and sale of food stuff, beverages and refreshment and shall obtain necessary licenses and permits, including licenses under Prevention of Food Adulteration Act, 1954 at his/her own cost.

27. Independent Contractor: The Contractor agrees that the relationship between the contractor and RBI, Nagpur being on principal-to-principal basis, the contractor shall not hold himself / herself as an agent of RBI, Nagpur RBI. The Contractor shall be deemed to be an independent contractor with respect to any and all Service/s performed under this Agreement. It is the express understanding and intention of the parties that no relationship of master and servant / principal and agent / employer and employee / partnership / joint venture shall exist between the parties.

28. Entire Agreement: The Tender document, the Agreement (along with its annexures) constitutes the entire contract between the parties with respect to the subject matter hereof. It shall not be modified except by a written document executed by both the parties with mutual consent.

29. Inconsistency: In the event of any inconsistency between the provisions of this Agreement and the provisions of the annexures/schedules hereto, the provisions of this Agreement shall prevail. Further, this agreement has been prepared in both English and Hindi. In the event of any inconsistency, the English version shall apply and be binding upon the parties.

30. Sub-Contracting: The Contractor shall not provide sub-contract of the FMS / AMC to any organization, person, company or its franchise. If, at any time, it comes to the notice of the Bank that such sub-contracting has been done, the Bank, at its discretion, may terminate the contract without referring the matter further to the Contractor. The Bank will be at liberty to realize all the expenses it had to incur in this connection, either by adjusting from the payments due to the Contractor or through other means.

DECLARATION

I/we hereby declare that I/we have read and understood all the above instructions/ conditions and the same will remain binding upon me/us in case the annual housekeeping and catering contract is interested to me/us.

This letter will form part of contract documents and contents of this letter shall be supplemental to the conditions in the tender and not in derogation thereof except to the extent specifically provided herein.

IN WITNESSES THEREOF, the employer has set its hands to these presents through its duly authorised official and the contractor has caused these presents and the said duplicate thereof, to be executed on its behalf, the day and year first herein above written.

SIGNED AND DELIVERED BY

for the Contractor

for Reserve Bank of India

Assistant General Manager
Human Resource Management Department
Seal

in the presence of

in the presence of

1. Name and address

1. Name and address

2. Name and address

2. Name and address

Annexure I

Draft Proforma of Bank Guarantee for Security Deposit

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

Place: _____

Date: _____

The Regional Director
Human Resource Management Department
Reserve Bank of India
Nagpur Regional Office
Nagpur-440001

Dear Sir,

Annual Service Contract for Management and Housekeeping Services (including catering) at Visiting Officers' Flat (VOF) at Madhuban Apartment, Telankhedi Road Staff Quarters and Visiting Officers' Flat (VOF) and Transit Holiday Home (THH) at Atrey Lay Out Staff Quarters, Nagpur

Bank Guarantee for PERFORMANCE SECURITY DEPOSIT

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

AND Whereas we, _____ (Name of the Bank), (hereinafter called "the Bank"), are aware that an agreement dated _____ has been executed between the Reserve Bank of India and the contractor and in terms of clause _____ of the said agreement, the contractor is required to submit to RBI a Performance Security for a total amount of ₹. _____ (Rupees _____ only) (Amount in figures and words) for the due fulfilment by the said contractor of the terms and conditions contained in the contract.

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

NOW THIS GUARANTEE WITNESSETH

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

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

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

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

5. We hereby further agree that –

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

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

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

d) **This guarantee shall remain in force upto** .

e) The notice demanding payment can be issued by RBI on the following address of the issuing Bank.

i) Postal address

ii) Email address

iii) Facsimile

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

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

Signature of authorized Bank official

Name:

Designation

Stamp/ Seal of the Bank

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

Witness 1

Signature

Name

Address

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

Annexure II**List of similar works**

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

Place:
Date:

Signature and seal of the bidder

Annexure – III**Client's Certificate Regarding Performance of the Bidder**

Name and address of the Client:

1.	Nature of the contract with brief particulars.	
2.	Agreement No. and Date	
3.	Contract amount	
4.	Date of commencement of contract	
5.	Stipulated date of completion of contract	
6.	Actual date of completion of contract	
7.	Details of compensation levied for delay or penalty levied for deficiency in services (indicate amount) if any	
8.	Gross amount of the work Completed and paid.	
9.	Name and address of the authority under whom contract was /is being executed	
10.	i) Quality of work and service provided (indicate grading)	Outstanding/ Very Good/ Good/ Satisfactory/ Unsatisfactory/ Poor.
	ii) Amount paid on reduced rates (for work), if any.	
11.	i) Did the Bidder go for arbitration?	Yes /No

	ii) If yes, total amount of claim	
	iii) Total amount awarded	
12.	a) Technical proficiency (indicate grading)	Outstanding/ Very Good/ Good/ Satisfactory/ Unsatisfactory/ Poor.
	b) Mobilization of manpower (indicate grading)	Outstanding/ Very Good/ Good/ Satisfactory/ Unsatisfactory/ Poor.
	c) General behavior (indicate grading)	Outstanding/ Very Good/ Good/ Satisfactory/ Unsatisfactory/ Poor.
	d) Compliance with statutory requirements regarding payment of minimum wages, Bonus, remittance of PF and other statutory dues and compliance with terms and conditions of contract. (indicate grading)	Outstanding/ Very Good/ Good/ Satisfactory/ Unsatisfactory/ Poor.

Note: All columns should be filled in properly

“Countersigned”

Signature of the
Reporting Officer* with Office
seal

*Officer of the rank of Superintendent Engineer or equivalent

Annexure - IV**PROFORMA OF BANKERS' SOLVENCY CERTIFICATE FROM A SCHEDULED BANK**

(This should be enclosed with tender in an envelope sealed by the Banker)

This is to certify that to the best of our knowledge and information M/s..... having address as reproduced below, a customer of our Bank are/is respectable and can be treated as good for any engagement up to a limit of ₹..... (Rupees). This certificate is issued without any guarantee or responsibility on the Bank or any of the officers.

(Signature)
For the Bank

Note:

1. Bankers' certificates should be on letter head of the Bank, sealed in cover addressed to The Regional Director, HRMD, Reserve Bank of India, Nagpur.
2. In case of partnership Successful Bidder, certificate to include names of all partners as recorded with the Bank.

Annexure V**NEFT Details for effecting e-payments**

Name of the Institution: Reserve Bank of India, Regional Office Nagpur

Address (in full): Regional Director, Reserve Bank of India, HRMD, First Floor, Main Office, Building, Dr. Raghavendra Rao Road, Civil Lines, P.B.No.15, Nagpur (Maharashtra) - 440 001

1	Name of the Account Holder (as appearing in the Bank Account)	Reserve Bank of India, Nagpur
2	Account Number	8714295
3	Type of Account (Savings, Current etc.)	Current
4	Name of the Bank	Reserve Bank of India, Nagpur
5	Name of the Branch	Reserve Bank of India, Nagpur
6	Address of the Bank	Regional Director, Reserve Bank of India, HRMD, First Floor, Main Office Building, Dr. Raghavendra Rao Road, Civil Lines, P.B.No.15, Nagpur (Maharashtra) - 440 001
7	NEFT/IFS Code	RBIS0NGPA01 (5th and 10th digit is zero)
8	Name of the Account	Sundry Deposit A/c-Misc-BD

Annexure - VI**POWER OF ATTORNEY FOR AUTHORIZED SIGNATORY**

(On Non-Judicial Stamp Paper of appropriate value)

To,
 The Regional Director
 Human Resource Management Department
 Reserve Bank of India
 Nagpur Regional Office
 Nagpur-440001

Dear Sir

NAME OF WORK: Annual Service Contract for Management and Housekeeping services (Including catering) at VOF at Madhuban Apartment, Telankhedi Road Staff Quarters and VOF and THH at Atrey lay out Staff Quarters, Nagpur.

We.....(Name of the Bidder and address of their registered office) do hereby constitute, appoint and authorise Mr. / Ms.(Name and residential address of Power of Attorney holder) who is presently employed with us and holding the position of as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our bid for the captioned Project, including signing and submission of all documents and providing information / responses to the Reserve Bank of India (RBI), representing us in all matters before RBI, and generally dealing with RBI in all matters in connection with our proposal for the said Project.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Signature of Mr./ Ms is attested below:

Signature/(s) of the Bidder

Name/(s)

Stamp/Seal of the Bidder

Note: Power of Attorney should be properly stamped and notarized
 Power of Attorney furnished by Contractor shall be irrevocable.

Annexure-VII**Tentative menu to be provided for Breakfast/Lunch/dinner**

<u>Tentative menu to be provided for Breakfast/Lunch/dinner</u>	
Morning	Bed Tea / Coffee
Breakfast	(Idli, Vada, sambhar coconut chutney) or (Aloo Paratha/ Methi Paratha, Curd/Raita) or (Poha) or (Veg Upma/ Uttapa, sambhar / coconut chutney) or (Egg /Omlet, Butter & Jam/Bread Toast) or (fruits/Fruit Juice) and Tea/Coffee.
Lunch	Subji (Veg/Non-veg), Dal, rice, Roti/Chapati, Papad, Salad/Curd, Pickle, sweet, fruits.
Evening	Tea/Coffee, snacks
Dinner	Subji (Veg/Nonveg), Dal, rice, Roti/Chapati, Papad, Salad/Curd, Pickle, sweet, fruits

Annexure-VIII

Welcome Kit: One welcome kit (provided by the bank) should be provided to the visitor and accompanying guests for the entire period of stay, subject to a maximum of 4 welcome kits per booking:

Tea/Coffee Kit: One tea/coffee kit each (provided by the bank) should be provided to the visitor and accompanying guests per day, subject to a maximum of 4 tea/coffee kits per day.

Newspaper: Two newspapers (provided by the bank) should be provided at each occupied flat.



**RESERVE BANK OF INDIA
HUMAN RESOURCE MANAGEMENT DEPARTMENT
NAGPUR**

Annual Service Contract for Management and Housekeeping Services (including catering) at Visiting Officers' Flat (VOF) at Madhuban Apartment, Telankhedi Road Staff Quarters and Visiting Officers' Flat (VOF) and Transit Holiday Home (THH) at Atrey Lay Out Staff Quarters, Nagpur

(Part II)

(Financial/Price Bid)

Name of Tenderer: _____

Address: _____

Due Date of Submission:

February 02, 2026 up to 14.00 Hrs

Date of Opening of Part II of Tender:

**Will be intimated to qualified
bidders later**

Venue:

**HRMD, First Floor, Main Office
Building, Civil lines, Nagpur**

Price Schedule

Sr No.	Details	Tenderer's Offer
1.	Name of the Firm	
2. A	Cost to Vendor for mandatory payment to Workers. It will include Fixed Cost to Vendor for statutory payment or mandatory payment to workers for minimum wages, EPFO and ESIC contribution, etc. for 12 Months (26 days per month) for all 16 Workers (5 semi-skilled and 11 unskilled). (Rates quoted should be exclusive of GST)	
2. B	Administrative cost plus profit margin (Service Charge) It shall include administrative charges for running the business (cost of provision of uniform and Identity cards, stationary/printing charges, telephone charges, cost of materials required for cleaning of rooms /toilets, laundry charges, amenities to worker and other expenses etc.) and profit margin. Rates quoted should be valid for 12 months and exclusive of GST.	
2. C	Sub Total (2A+2B)	
2. D	GST (IGST or CGST+SGST)	
3.	Total Price Bid (2C+2D) (in figure)	
	Total price Bid (in words)	
	Signature	
4.	Name and Designation Seal of the firm	
5.	Contact No	
6.	Date	

Note: Administrative cost plus profit margin is equal to Service Charge.