



## ई-निविदा सूचना

भारतीय रिज़र्व बैंक, जयपुर के रामबाग सर्किल स्थित मुख्य कार्यालय भवन और गांधीनगर, जयपुर स्थित अधिकारी एवं स्टाफ आवासीय कॉलोनियों में 01 अप्रैल 2026 से 31 मार्च 2027 तक की अवधि के लिए एकीकृत सुविधा प्रबंधन सेवाएं (IFMS) उपलब्ध कराने का कार्य

भारतीय रिज़र्व बैंक, जयपुर के रामबाग सर्किल स्थित मुख्य कार्यालय भवन और गांधीनगर, जयपुर स्थित अधिकारी एवं स्टाफ आवासीय कॉलोनियों में 01 अप्रैल 2026 से 31 मार्च 2027 तक की अवधि के लिए एकीकृत सुविधा प्रबंधन सेवाएं (IFMS) उपलब्ध कराने के कार्य हेतु भारतीय रिज़र्व बैंक, जयपुर ई-निविदा आमंत्रित करता है। निविदा एमएसटीसी लिमिटेड (<https://www.mstcecommerce.com/eprocn/>) के ई-निविदा पोर्टल के माध्यम से की जाएगी। सभी इच्छुक कंपनियां/ ठेकेदार उपरोक्त वेबसाइट के माध्यम से एमएसटीसी के साथ स्वयं को पंजीकृत करें ताकि वे निविदा प्रक्रिया में भाग ले सकें। ई-निविदा की अनुसूची निम्नानुसार है:

क. ई-निविदा का नाम	भारतीय रिज़र्व बैंक, जयपुर के रामबाग सर्किल स्थित मुख्य कार्यालय भवन और गांधीनगर, जयपुर स्थित अधिकारी एवं स्टाफ आवासीय कॉलोनियों में 01 अप्रैल 2026 से 31 मार्च 2027 तक की अवधि के लिए एकीकृत सुविधा प्रबंधन सेवाएं (IFMS) उपलब्ध कराने का कार्य
ख. ई-निविदा की संख्या	RBI/Jaipur Regional office/Estate/15/25-26/ET/770
ग. कार्य की अनुमानित लागत	<b>₹3,08,00,000/- (तीन करोड़ आठ लाख रुपए मात्र)</b>
घ. निविदा की प्रक्रिया	<b>ई-निविदा प्रणाली</b> (ऑनलाइन भाग-1 टेक्नो-वाणिज्य बोली और भाग-2 मूल्य बोली <a href="https://www.mstcecommerce.com/eprocn/">https://www.mstcecommerce.com/eprocn/</a> के जरिए)
ड. निविदाकर्ताओं को डाउनलोड करने हेतु एनआईटी की उपलब्धता की तारीख	01 जनवरी 2026, अपराह्न 02 बजे से
च. बोली से पूर्व बैठक की तिथि और समय (ऑफ़लाइन)	29 जनवरी 2026, पूर्वाह्न 11 बजे
छ. पात्र फ़र्म	खुली निविदा (उक्त निविदा के भाग-1 में धारा-1 के पैरा 1.1.1 में उल्लिखित पात्रता मानदंडों को पूरा करने वाली फ़र्म निविदा में भाग लेने हेतु पात्र हैं)
ज. बयाना जमा - राशि	<b>₹6,16,000/- (छह लाख सोलह हजार रुपए मात्र)</b> की राशि एनईएफटी (नीचे दिए गए विवरण के अनुसार) के माध्यम से भाग 1/तकनीकी-वाणिज्यिक बोली के साथ जमा करनी होगी। खाता संख्या – 8692299 IFSC कोड – RBIS0JPPA01 नोट-IFSC कोड में पाँचवाँ और दसवाँ अंक शून्य है।

	सभी बोलीदाताओं द्वारा बयाना राशि जमा करना अनिवार्य है।
झ. <a href="https://www.mstcecommerce.com/eprocn/">https://www.mstcecommerce.com/eprocn/</a> पर ऑन लाइन टेक्नो-वाणिज्यिक बोली तथा कीमत बोली के प्रस्तुतीकरण के लिए ई-टेंडर शुरू होने की तारीख	01 जनवरी 2026, अपराह्न 02 बजे से
ञ., ऑन लाइन टेक्नो-वाणिज्यिक बोली तथा मूल्य बोली के प्रस्तुतीकरण के लिए ई-टेंडर खत्म होने की तारीख	10 फरवरी 2026, अपराह्न 02:00 बजे
ट. भाग I खोलने की तारीख (अर्थात टेक्नो-वाणिज्यिक बोली)  भाग II खोलने की तारीख (अर्थात मूल्य बोली)	10 फरवरी 2026, अपराह्न 03:00 बजे  मूल्य बोली खोलने की तिथि और समय सभी पात्र बोलीदाताओं को ईमेल के माध्यम से अलग से सूचित किया जाएगा।
ठ. लेन-देन प्रभार	मेसर्स एमएसटीसी लि. के पक्ष में अथवा मेसर्स एमएसटीसी लि. द्वारा सूचित गेटवे / एनईएफटी/ आरटीजीएस के माध्यम से

टिप्पण – 1. यह नोटिस केवल जानकारी के लिए प्रकाशित किया जा रहा है और इस सीमित निविदा में बोली लगाने के लिए खुला आमंत्रण नहीं है। इस निविदा में भागीदारी केवल आमंत्रण द्वारा है और यह चयनित अधिप्राप्ति इकाई के सूचीबद्ध ठेकेदारों तक सीमित है। अवांछित प्रस्तावों को नजरअंदाज किया जा सकता है। तथापि, जो ठेकेदार भविष्य में ऐसी निविदाओं में भाग लेने के इच्छुक हैं, वे प्रक्रिया के अनुसार भारतीय रिज़र्व बैंक में सूचीबद्धता के लिए आवेदन कर सकते हैं।

2. कृपया नोट करें कि पोर्टल से टेंडर दस्तावेज डाउनलोड करने के लिए कोई टेंडर-शुल्क नहीं है।

3. आवेदन करने के इच्छुक आवेदकों को आवश्यक पात्रता रखने के समर्थन में दस्तावेजी साक्ष्य प्रस्तुत करके बैंक को संतुष्ट करना होगा और ऐसा करने में उनकी विफलता की स्थिति में, बैंक के पास उनकी उम्मीदवारी को अस्वीकार करने का अधिकार सुरक्षित है।

4. बैंक न्यूनतम बोली वाली निविदा को स्वीकार करने के लिए बाध्य नहीं है और किसी भी निविदा को पूर्ण या आंशिक रूप से स्वीकार करने का अधिकार सुरक्षित रखता है। बैंक बिना कोई कारण बताए सभी निविदाओं को अस्वीकार करने का अधिकार भी सुरक्षित रखता है।

5. भविष्य में निविदा से संबंधित जारी किए गए किसी भी संशोधन/शुद्धिपत्र, यदि कोई हो, को केवल भारतीय रिज़र्व बैंक की वेबसाइट (<https://www.rbi.org.in>) और एमएसटीसी वेबसाइट पर अधिसूचित किया जाएगा जैसा कि ऊपर दिया गया है और इसे अखबार में प्रकाशित नहीं किया जाएगा।



Reserve Bank of India  
Estate Department  
Jaipur

**e-Tender for providing Integrated Facility Management Services at the Bank's Premises at Rambagh Circle, Staff and Officers' quarters at Gandhi Nagar, Jaipur from April 01, 2026, to March 31, 2027**

**e-Tender No. RBI/Jaipur Regional office/Estate/15/25-26/ET/770**

**Date of Notice Inviting Tender: January 01, 2026, from 14:00 Hrs onwards**

**Pre-bid Meeting: January 29, 2026, at 11:00 Hrs**

**Venue of Pre-Bid Meeting - Conference Room, 2<sup>nd</sup> Floor, Bank's Main Office Building, Rambagh Circle, Jaipur**

**Last date and time of submission of Tender: February 10, 2026, up to 14:00 Hrs**

**Date and time of opening of Technical Bid (Part I): February 10, 2026, at 15:00 Hrs**

Note: Scanned and Signed copy of Part I needs to be uploaded on MSTC website at relevant tender. Part II needs to be submitted directly at MSTC website.

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### **Disclaimer**

Reserve Bank of India, Rambagh Circle, Tonk Road, Jaipur (Hereinafter referred to as the "**Bank**") has prepared this tender document. The information is provided to prospective Bidders to enable them to bid for **e-Tender for providing Integrated Facility Management Services at the Bank's Premises at Rambagh Circle, Staff and Officers' quarters at Gandhi Nagar, Jaipur from April 1, 2026, to March 31, 2027.**

This tender is neither an agreement with any party, nor invitation to any party to perform work of any kind. The purpose of this tender is to share requirements of the Bank with all interested parties in order to enable them to submit their Bid. **While the Bank has taken due care in the preparation of the information contained herein, the Bank does not claim that the information is exhaustive. Respondents to this tender are required to make their own inquiries and they should not rely solely on the information in tender. The Bank is not responsible if no due diligence is performed by the Respondents.**

The Bank reserves the right not to proceed with this 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 tender further with any respondent. No reimbursement of cost of any type or on any account will be paid to persons or entities submitting their Bid.

This document is neither an offer letter nor a legal contract, but an invitation for offer from prospective contract. No contractual obligation on behalf of the Bank whatsoever shall arise from the tender-process mentioned in this document unless and until a formal contract is signed and executed by duly authorized officers of RBI and the Contractor.

Any amendments / corrigendum to the tender, if any, issued in future will only be notified on the RBI Website and MSTC Website and will not be published in the newspaper.

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

a. e-Tender Name & No.	Providing Integrated Facility Management Services at the Bank's Premises at Rambagh Circle, Staff and Officers' quarters at Gandhi Nagar, Jaipur from April 1, 2026, to March 31, 2027  RBI/Jaipur Regional office/Estate/15/25-26/ET/770
b. Mode of Tender	e-Procurement System  (Online Part I - Techno-Commercial Bid and Part II - Price Bid through <a href="https://www.mstcecommerce.com/eprocn/">https://www.mstcecommerce.com/eprocn/</a> )
c. Date of NIT available to parties to download (Notice for Inviting Tender)	January 01, 2026, from 14:00 Hrs onwards
d. Estimated Cost	₹3,08,00,000 /- (Three Crore Eight Lakh Rupees only)
e. Clarification, if any, may be sent to <a href="mailto:estatedeptjaipur@rbi.org.in">estatedeptjaipur@rbi.org.in</a>	
f. Last date of receipt	February 10, 2026, up to 14:00 Hrs
g. Pre-Bid meeting	January 29, 2026, at 11:00 Hrs Venue-Conference Room, 2 <sup>nd</sup> Floor, RBI, Jaipur
h. Earnest Money deposit	₹6,16,000/- (Six Lakh Sixteen Thousand Rupees only) to be remitted through NEFT (Details in <a href="#">Annex V</a> ) The details of transaction have to be provided to <a href="mailto:estatedeptjaipur@rbi.org.in">estatedeptjaipur@rbi.org.in</a> . EMD A/c No.8692299, Account name RBI Jaipur, IFSC Code: RBIS0JPPA01 (Fifth and Tenth digit in IFSC is 0=Zero) <b>All bidders need to submit EMD</b>
i. Last date of submission of EMD	February 10, 2026, up to 14:00 Hrs
j. Date of Starting of e-Tender for submission of online Techno-Commercial Bid and price Bid at <a href="https://www.mstcecommerce.com/eprocn/">https://www.mstcecommerce.com/eprocn/</a>	January 01, 2026, from 14:00 Hrs onwards
k. Date of closing of online e-tender for submission of Techno-Commercial Bid & Price Bid	February 10, 2026, up to 14:00 Hrs
l. Date & time of opening of Part-I (i.e. Technical Bid) Part-II Price Bid: Date of opening of Part II i.e. price bid shall be informed separately	February 10, 2026, at 15:00 Hrs  Date and time of opening of price bid will be informed separately to all the eligible bidders later through email.
m. Transaction Fee	Payment of Transaction fees to be done through MSTC payment gateway vide NEFT/RTGS in favor of MSTC Limited.

### **Important Instructions Regarding E-tender**

This is an e-procurement event of RBI. The e- procurement Service Provider/Contractor is the MSTC Limited.

You are requested to read and understand the Notice Inviting Tender and subsequent corrigenda if any, before submitting your online tender.

1.	<p style="text-align: center;"><b><u>Process of E-tender:</u></b></p> <p><b>A Registration:</b> The process involves vendor's registration with MSTC e-procurement portal which is free of cost. Only after registration, the vendor(s) can submit his/their bids electronically. Electronic Bidding for submission of Techno-Commercial Bid as well as Price Bid over the internet will be done. The Vendor should possess Class III signing and encryption type digital certificate. Vendors are to make their own arrangement for bidding from a P.C. connected with Internet. RBI is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature.</p> <p><b>SPECIAL NOTE: THE PRICE BID AND THE COMMERCIAL BID HAS TO BE SUBMITTED ON-LINE ONLY AT <a href="http://www.mstcecommerce.com/eprocn/">www.mstcecommerce.com/eprocn/</a> (Version 3)</b></p> <p>1) Vendors are required to register themselves online with <a href="http://www.mstcecommerce.com/eprocn/">www.mstcecommerce.com/eprocn/</a></p> <p>Register as Vendor -- Filling up details and creating own user id and password Submit. For further details, go to Download Guide / Video / Registration</p> <p>Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form. In case of any clarification, please contact MSTC/ RBI, (before the scheduled time of the e- tender).</p> <p><b>Contact details:</b></p> <p><b><u>a) Contact person (MSTC) For Vendors:</u></b></p> <p>I. HO Central Help Desk: (For vendors)</p> <p>Phone Number :07969066600</p> <p><a href="mailto:helpdeskho@mstcindia.in">helpdeskho@mstcindia.in</a> (Please mention "HO Helpdesk" as subject while sending emails)</p> <p>Availability</p> <p>9:30 AM to 5:00 PM on all working days for all technical issues e-Tenders, System settings etc.</p> <p>II. Shri Vikas Agrawal, Manager</p> <p>Mobile no- 9004311440,</p>
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Email - [vagrwal@mstcindia.co.in](mailto:vagrwal@mstcindia.co.in)

Landline- 0141-2742208

**b) Contact person at RBI (RO/TE)**

Contact person (RBI):

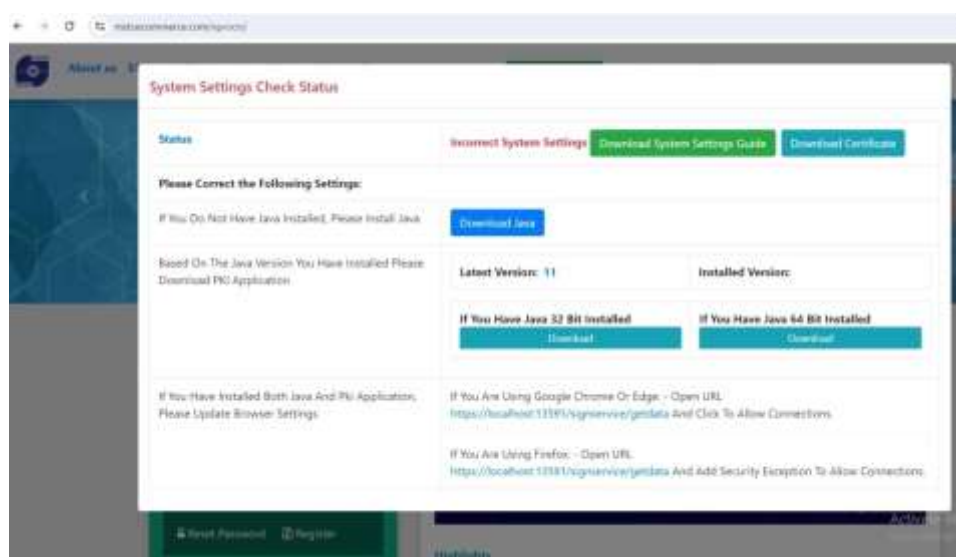
Shri Ravi Kaithwas, AGM – [rmkaithwas@rbi.org.in](mailto:rmkaithwas@rbi.org.in) (Mobile – 9022880300)

Shri Ashok Kumar Gupta, Manager – [ashokkgupta@rbi.org.in](mailto:ashokkgupta@rbi.org.in) (Mobile –9717108444)

Shri Ankur Sood, Assistant Manager – [ankursood@rbi.org.in](mailto:ankursood@rbi.org.in) (Mobile – 9041301671)

**1. System Requirement:**

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



**2. 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 catalogue” 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.

3. 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).

4. e-Tender cannot be accessed after the due date and time mentioned in NIT (Notice inviting tender).

**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) Bidders 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 bidders 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](http://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 .

	<p>Once the same is done, the Price Bid link becomes active and the same has to filled up and then bidder should click on “save ”to record their price bid .Then once both the Techno-Commercial bid &amp; price bid has been saved, the bidder can click on the “Final Submission ”button to register their bid</p> <p><b>NOTE - :</b> 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.</p> <ul style="list-style-type: none"> <li>d) In all cases, bidder should use their own ID and Password along with Digital Signature at the time of submission of their bid.</li> <li>e) During the entire e-tender process, the bidders will remain completely anonymous to one another and also to everybody else.</li> <li>f) The e-tender floor shall remain open from the pre-announced date &amp; time and for as much duration as mentioned above .</li> <li>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 <b>SUPPLIER/CONTRACTOR</b>.</li> <li>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 .</li> <li>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 .</li> <li>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 &amp; conditions for the e-Tender.</li> <li>k) 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.</li> </ul>
2.	<p>(A) Part I Techno-Commercial bid will be opened electronically on specified date and time as given in the NIT.</p> <p>(B) Part II Price bid will be opened electronically of only those bidder(s) whose Part I Techno-Commercial Bid is found to be Techno-Commercially acceptable by RBI, JAIPUR. Such bidder(s) will be intimated date of opening of Part II Price bid, through valid email confirmed by them.</p> <p><b><u>Note:</u></b></p> <p>The tenderers are advised to offer their best possible rates. There would generally be no negotiations hence please submit your most competitive prices while submitting the price bid. However, in case the lowest rate appears to be reasonable taking into account the prevailing</p>

	market conditions, the order may be awarded to the lowest bidder and if the rate is still considered high, action as per prevailing instruction/guideline shall be taken.
3.	All entries in the e-Tender should be entered in online Technical & Commercial Formats without any ambiguity.
4.	<p><b><u>Special Note towards Transaction fee:</u></b> PAYMENT OF Transaction fee is online on MSTC site.</p> <p>After making the payment for transaction fee, the vendor should enter the transaction fee details by using the “Transaction Fee entry” Link under “My Menu” in the vendor login. Here the vendor may select the particular e-Tender in which they want to participate by clicking on the tick box at the right and then Clicking on the “Submit” Button at the bottom of the page. Then the page appears where the vendors are required to fill up the transaction details, namely the UTR No, Date of Transaction, And the Remitting Bank in the given fields and then clicking on the “Confirm” Button.</p> <p><b>NOTE:</b> The bidders should submit the transaction fee well in advance before the last date of submission of e-Tender as they will be activated for bid submission only after receipt of transaction fee by MSTC.</p> <p>Vendors are advised not to deposit cash in bank as it becomes difficult to ascertain the details of the remitter from such cash transactions.</p> <p><b>Contact Details:</b></p> <p>Shri Vikas Agrawal, Manager</p> <p>Mobile no- 9004311440</p> <p>Email - <a href="mailto:vagrawal@mstcindia.co.in">vagrawal@mstcindia.co.in</a></p> <p>Landline- 0141-2742208</p> <p>Bidders may please note that the transaction fee should be deposited by debiting the account of the bidder only; transaction fee deposited from or by debiting any other party's account will not be accepted. <b>Transaction fee is non-refundable.</b></p> <p>In case of failure to make payment towards Transaction fee for any reason, the vendor, in term, will not have the access to online e-Tender.</p>
5.	<p>Vendors are instructed to use <b>Upload Documents</b> 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.</p> <p>Once documents are uploaded in the library, vendors can attach documents through <b>Attach Document</b> 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 JAIPUR and it will be deemed that the vendor has not submitted the documents. For further assistance please follow instructions of vendor guide.</p>
6.	All notices and correspondence to the bidder(s) shall be sent by email only during the process till finalization of e-Tender by RBI, JAIPUR as well as by MSTC (e-procurement service provider). Hence the bidders are required to ensure that their email address provided is valid

	and updated at the stage of registration of vendor with MSTC (i.e. Service Provider). Bidders are also requested to ensure validity of their DSC (Digital Signature Certificate).
7.	<p>(i) Please note that there is no provision to take out the list of parties downloading the e-Tender document from the web site mentioned in NIT. As such, bidders are requested to see the web site once again before the due date of e-Tender opening to ensure that they have not missed any corrigendum uploaded against the said e-Tender after downloading the e-Tender document. <b>The responsibility of downloading the related corrigendum, if any, will be of the bidders only.</b></p> <p>(ii) No separate intimation in respect of corrigendum to this NIT (if any) will be sent to tenderer (s) who have downloaded the documents from web site. Please see website <a href="https://www.mstcecommerce.com/eprocn/">https://www.mstcecommerce.com/eprocn/</a> of MSTC Ltd.</p>
8.	e-Tender cannot be accessed after the due date and time mentioned in NIT.
9.	Any order resulting from this open e-Tender shall be governed by the terms and conditions mentioned therein.
10.	No deviation to the technical and commercial terms & conditions are allowed.
11.	RBI, JAIPUR has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof.
12.	The online e-Tender should be submitted strictly as per the terms and conditions and procedures laid down on the website <a href="https://www.mstcecommerce.com/eprocn/">https://www.mstcecommerce.com/eprocn/</a> of MSTC Ltd.
13.	The bidders must upload all the documents required as per terms of NIT. Any other document uploaded which is not required as per the terms of the NIT shall not be considered.
14.	The bid will be evaluated based on the filled-in technical & commercial formats.
15.	The documents uploaded by bidder(s) will be scrutinized. In case any of the information furnished by the bidder is found to be false during scrutiny, EMD of defaulting bidder(s) will be forfeited. Punitive action including suspension and banning of business can also be taken against defaulting bidder.

### Notice inviting Tender

Reserve Bank of India, Jaipur invites **e-Tender for providing Integrated Facility Management Services at the Bank's Premises at Rambagh Circle and Staff and Officers' Quarters at Gandhi Nagar, Jaipur from April 01, 2026, to March 31, 2027.** The tendering would be done through the e-tendering portal of MSTC Ltd. (<https://www.mstcecommerce.com/eprocn/>). All the eligible firms/contractors must register themselves with MSTC Ltd. to participate in the tendering process. The Schedule of e-Tender is as follows:

a. e-Tender Name	Providing Integrated Facility Management Services at the Bank's Premises at Rambagh Circle and Staff and Officers' Quarters at Gandhi Nagar, Jaipur from April 01, 2026, to March 31, 2027.
b. e-Tender no.	RBI/Jaipur Regional office/Estate/15/25-26/ET/770
c. Estimated cost of the work	<b>₹3,08,00,000/- (Three Crore Eight Lakh Rupees only)</b>
d. Mode of Tender	<b>e-Procurement System</b> (Online Part I - Techno-Commercial Bid and Part II - Price Bid through <a href="https://www.mstcecommerce.com/eprocn/">https://www.mstcecommerce.com/eprocn/</a> )
e. Date of NIT available to parties to download	January 01, 2026, from 14:00 Hrs onwards
f. Date & Time of Pre-Bid Meeting (Offline)	January 29, 2026, at 11:00 Hrs
g. Eligible Vendors	<b>Open Tender (The firms satisfying the eligibility criteria as mentioned in Para 1.1.1 of Section-I in Part-I)</b>
h. Earnest Money Deposit (EMD)	<b>₹6,16,000/- (Six Lakh Sixteen Thousand Rupees Only)</b> to be submitted through <b>NEFT</b> (as per the below mentioned details) along with the Part I/Technical-Commercial Bid.  Account Number – <b>8692299</b>  IFSC Code – <b>RBIS0JPPA01</b> (Fifth and Tenth digits in IFSC code are <b>zero</b> ).  <b>All bidders need to submit EMD</b>
i. Date of Starting of e-Tender for submission of online Techno-Commercial Bid and price Bid at ( <a href="https://www.mstcecommerce.com/eprocn/">https://www.mstcecommerce.com/eprocn/</a> )	January 01, 2026, from 14:00 Hrs onwards
j. Date of closing of online e-tender for submission of Techno-Commercial Bid & Price Bid	February 10, 2026, up to 14:00 Hrs
k. Date & time of opening of Part-I (i.e. Techno-Commercial Bid) Date & Time of opening of Part- II (i.e. Price Bid)	February 10, 2026, at 15:00 Hrs  Date and time of opening of price bid will be informed separately to all the eligible bidders later through email.

I. Transaction Fee	To be paid through MSTC Payment Gateway/NEFT/RTGS in favour of MSTC Ltd. or as advised by M/s MSTC Ltd.
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**Note - 1.** This notice is being published for information only and is not an open invitation to quote in this limited tender. Participation in this tender is by invitation only and is limited to the selected Procuring Entity's enlisted contractors. Unsolicited offers are liable to be ignored. However, contractors who desire to participate in such tenders in future may apply for enlistment with RBI as per procedure.

**2.** Please note that there is no tender fees to download the tender document from Portal.

**3.** Applicants intending to apply will have to satisfy the Bank by furnishing documentary evidence in support of their possessing required eligibility and in the event of their failure to do so, the Bank reserves the right to reject their candidature.

**4.** The Bank is not bound to accept the lowest tender bid 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.

**5.** Any amendments/ corrigendum to the tender, if any, issued in future will only be notified on the RBI Website (<https://www.rbi.org.in>) and MSTC Website as given above, and will not be published in the newspaper.

**Regional Director  
Reserve Bank of India  
Jaipur**



**e-Tender for providing Integrated Facility Management Services (IFMS) at the Bank's Premises at Rambagh Circle, Staff and Officers' quarters at Gandhi Nagar, Jaipur from April 1, 2026, to March 31, 2027.**

**Part -I**

Name of Bidder: .....

Address: .....

Telephone no: .....

Email Address: .....

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

## Section – I

### Eligibility Criteria & Important Information

<b>1.1</b>	<b>Name of the work: e-Tender for providing Integrated Facility Management Services at the Bank's Premises at Rambagh Circle, Jaipur, Staff and Officers' quarters at Gandhi Nagar, Jaipur from April 1, 2026, to March 31, 2027.</b>
	Integrated Facility Management (IFM) refers to a method of consolidating all facility services and functions i.e. Plumbing, Carpentry, Electrical, Gardening, Cleaning, etc. under one outsourced team of experts. Working with an Integrated Facility Service provider the responsibility of all supporting service functions is in the hands of the outsourcing agency. The Integrated Facility Service provider manages all service deliveries, administration, training, operational management, integration, innovation and provides strategic support to the client organization.
<b>1.1.1</b>	<b>Eligibility criteria:</b>
(a)	Bidder should be a company registered under Companies Act or Partnership firm registered under Indian Proprietorship Act or a registered Proprietary concern. Copy of the Memorandum and Articles of Association/Certificate of Incorporation/ Partnership Deed/ similar other relevant documents should be submitted as part of Technical Bid
(b)	<u>Registrations:</u> <b>Bidder must have registration</b> under GST, Employee State Insurance Act, Provident Fund, Labour laws (if applicable). Bidder must submit Copy of PAN, GST Registration Certificate, UDYAM Registration Certificate, Certificate for Registration under Employee State Insurance Act, Certificate for EPF registration, registration under labour laws (if applicable) as part of Technical Bid.
(c)	<u>Past Experience:</u> Bidder must have at least <b>5 years</b> of experience as on <b>December 01, 2025</b> , in providing <b><u>Integrated Facility Management Services or similar nature of services</u></b> at Reserve Bank of India/Central Government Establishment/State Government/Public Sector Undertaking/Corporate Houses, within the criteria given below: a) Three completed works <b>each</b> costing not less than 40% of the estimated cost of the contract i.e. 40 % of ₹3,08,00,000/- <b>OR</b> b) Two completed works each costing not less than 50% of the estimated cost of the contract i.e. 50 % of ₹3,08,00,000/- <b>OR</b> c) One completed work costing not less 80% of the estimated cost of contract i.e. 80% of ₹3,08,00,000/- Details of work experience shall be supported by work orders duly signed by the competent authority. It must be furnished enclosed along with Technical Bid.  A client-wise list of 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 enclosed along with Technical Bid as per <a href="#"><u>Annex – II</u></a>  Client Reports <b>(as per the format given in <a href="#"><u>Annex III</u></a>)</b> duly signed by appropriate <b>authority</b> showing the details of work carried out must be enclosed along with Technical Bid. <b>Note:</b> In respect of Departments other than Government Departments/Public sector Undertakings apart from the certificates mentioned above the TDS certificates (Form 26



	AS) issued by Income Tax department matching with the payments related to the work executed shall also be enclosed along with Technical Bid
(d)	The details along with documentary evidence of previous experience of similar nature of work, if any, of carrying out works for the Reserve Bank of India/Central Government Establishment/State Government/Public Sector undertaking at any center should also be given. It must be furnished enclosed along with Technical Bid.
(e)	Bidders should have average annual turnover of <b>₹308 lakh</b> or more during the last three financial years ending March 31, 2025. i.e. FY 2022-23, 2023-24, 2024-25. 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 as proof of their credit worthiness and turnover for the last three years. It must be furnished enclosed along with Technical Bid.
(f)	Bankers' solvency certificate of value not less than <b>₹308 lakh</b> as per the proforma given in <a href="#">Annex IV</a> along with the Technical Bid.
(g)	The Bidder should provide minimum work force of <b>84 labours on daily basis</b> (Highly Skilled/Skilled/ Semi-Skilled / Un-Skilled labours), the details of which are provided in para 3 of Section II of said e-Tender. The Bidder should furnish documentary evidence in support of their claim of having the required workforce on their payroll (PF Statement), Payroll/ESIC Statement.
(h)	(i) The Bidder should have a proper set-up/ office locally at Jaipur, with sufficient manpower to take care of replacement/ reliever. The Bidder shall submit documentary proof in support of having an office in Jaipur. OR (ii) The Bidder shall ensure to setup its office in Jaipur, before entering into the final contract with the Bank if it comes out as the Final Successful Bidder. In connection with this, the bidders may submit the declaration in their letter head regarding the service set-up in Jaipur, <b>within two (02) months</b> from issue of work order. It must be furnished enclosed along with Technical Bid.
(i)	The Bidders must have the following QA certification obtained <b>at least 3 years before the date of the tender release</b> . Certification should be valid with undertaking for periodic renewals. <b>OHSAS 18001:2007 Occupational Health and Safety Management; ISO 9001: 2015 Certificate in Quality Management System and ISO: 14001 Certificate in Environmental Management System</b> . It must be furnished enclosed along with Technical Bid.
(j)	Before opening of the Price Bid, Officials of RBI Jaipur may visit the establishment/s maintained by the firms to check the quality of maintenance, hygiene, staff behaviour/performance etc.

## 1.2 Important Information:

Estimated cost of the work (inclusive of cost of labour, material and other services)	<b>₹3,08,00,000/- (Three Crore Eight Lakh Rupees only) for 12 months (calculation as per <a href="#">Annexure – VI</a>)</b>
Earnest Money Deposit (EMD)	<b>EMD of ₹6,16,000/- by way of a NEFT using details given in <a href="#">ANNEX V</a></b>
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, should be signed by the person authorized to give such authority.
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	Jaipur, Rajasthan
Address for dispatching the Bank Guarantee	Regional Director, Reserve Bank of India, Estate Department, Rambagh Circle, Tonk Road, Jaipur
Pre-Bid Meeting	A pre-bid meeting (off-line mode) of the intending bidders will be held as per SOT at Estate Department, Reserve Bank of India, Jaipur. No further clarifications/queries will be entertained after the pre-bid meeting. Minutes of meeting (MOM) shall be uploaded on MSTC website and on RBI website. All firms should upload signed copy with Part I of the tender.

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 and it shall be free.

1.5 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 / email. 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. **After examination, if any of the bidder is not found to possess the required eligibility, their tenders will not be considered for further processing.**

**Regional Director  
Reserve Bank of India,  
Jaipur**

## **Section II**

### **Detailed Scope of Works**

**Name of work:** Integrated Facility Management Service (IFMS) in Bank's Premises at Rambagh Circle, Staff and Officers' Quarters at Gandhi Nagar, Jaipur.

**1. Area of work: The Bank's Main Office Building and Annexe Building at Rambagh Circle, Staff and Officers' quarters at Gandhi Nagar, Jaipur.** The Bank's Staff and Officers' quarters at Gandhi Nagar comprises of flats, VOFs, Single Room Accommodations, Dispensary, Caretaker's Office, Community Hall, Gymnasium etc. This work is the facility management for the entire colony which includes all types of routine, preventive, periodical, corrective and break down maintenance works generally of the following nature:

1. Cleaning of flats/blocks (general and common area)
2. Gardening Work
3. Plumbing and sanitary installations
4. Electrical installations
5. Carpentry work
6. Daily operation and maintenance of Organic Waste Convertor (OWC)
7. Supervision of Annual Maintenance Contracts

#### **2. Details of flats and other area where work to be carried out -**

<b>S. No.</b>	<b>Flats Details</b>	<b>Nos.</b>
a)	No. of flats in Officers' Quarters No. of flats in Staff Quarters	102 227
b)	Visiting Officer's Flats (VOFs)-Common Area/THH	36+12
c)	Total Single Room Accommodations	11
d)	Gymnasium	02
e)	Dispensary	01
f)	Welfare Office	01
g)	Caretaker Office/ Enquiry Office	02
h)	Caretaker's Store	02
i)	Community Hall	02
j)	JE office + War site	02
k)	Gardening Area 1. Main Office Building, Tonk Road Jaipur 2. RBI Officers Quarters, Gandhi Nagar Jaipur 3. RBI Staff Colony, Gandhi Nagar, Jaipur	3700 Sq. Meter 11545 Sq. Meter 25935 Sq. Meter

NOTE: 1. Above status may inter-change, however overall no. of flats will remain the same.

**3. Details of Manpower-** Contractor shall deploy **three experienced technically qualified supervisors** (having diploma in engineering with 3-year experience or graduate engineer with 1 year experience in the field of Civil/Electrical Engineering related works along with skilled/semiskilled labour(s) as stated under. The technical supervisor shall carry active mobile phone available at site for taking instruction from Bank's Engineer/s / Colony Caretaker / Security Officer or any person deputed by the Bank and supervise the work at site and also deploy **minimum** manpower as under-

Sr. No.	Particulars	Highly skilled	Skilled	Semi - skilled	Unskilled	Total
1	<b>Supervisor (Technically qualified)</b>	03				<b>03</b>
2	<b>Plumbing work</b>		03	03		<b>06</b>
3	<b>Carpentry Work</b>		03	03		<b>06</b>
4	<b>Electrical Work</b>		09	04		<b>13</b>
5	<b>Cleaning workers</b>		-		35	<b>35</b>
6	<b>Gardening Workers</b>		03		18	<b>21</b>
	<b>Total</b>	03	18	10	53	<b>84</b>

4. The Bank reserve the right to deploy additional manpower or reduce the workforce as indicated above whenever necessary.

5. Providing safety shoes, insulated gloves, raincoats, caps, umbrellas, torch, Mobile phone etc. at each location for each team.

6. It shall be the responsibility of the successful Bidder to provide full uniform (summer and winter both) and safety shoes along with the name plate/identity card to the manpower deployed to perform their duties. The identity cards shall be produced on demand by any authority of the Bank or of the Government.

7. The rate quoted shall also include all types of consumables e.g. cost of washers of bib cock/ angle cock/flush cock, Teflon tape and all the tools etc., as required at site.

**Note: Any additional material required for repair/replacement/maintenance of the plumbing/carpentry/electrical work will be purchased by firm only and the firm will be reimbursed for the same after providing actual bill of supplies and service receipts and with a profit percent same as the firm has quoted for labour work over and above the purchased cost (excluding GST).**

8. All IFMS staff should report to the caretaker of respective colonies. Monthly duty roster may be prepared and sent to Caretaker/concerned engineer. IFMS staff may take prior permission for their movements and send their live locations on WhatsApp to concerned engineer/Caretaker/Contractor/Supervisor in case they are visiting outside for official work. **Contractor shall provide his own biometric attendance system for monitoring attendance (in/outs) of their staff at each property. Monthly reports generated from the biometric system may be submitted along with monthly bill and this will be the reference for attendance and payment.** The working hours shall be arranged in shift duty as mentioned above (actual working

time will be finalized by the Engineer in-charge or his representative after award of work and restricted for total 8.00 hrs in a shift) for all 7 days in a week at colonies. However, in case of the emergency works, the workers shall continue to work till the emergency work is over and they may even give service support on Sunday/holidays. **In continuation to para 1.1.1 (g) of Section I of said e-Tender, the weekly off should be given to the workers with an alternative arrangement i.e. reliever(s); for which contractor shall consider charges, while quoting rates under this contract. If a worker works on this designated rest day, they must receive a compensatory off (comp-off). Each worker is entitled for One Weekly-off, but only after every six consecutive days of work, with Sunday being the default day, but Successful Bidder may choose any other suitable day subject to the condition that Successful Bidder shall provide suitable alternative arrangement i.e. reliever(s) which is equally qualified.** Bank reserves the right to depute officer/ staff to verify the wages given by the Contractor to the labor deployed by contractor for performance of this work.

9. During AMC, property wise (Colonies/Main Office Building) monthly bills supported by attendance sheet must be submitted to respective administrative offices for payment. Kindly note that attendance sheet (**will be verified with the biometric attendance**) should be signed by respective caretaker.

#### **General Works in the contract:**

The following Registers shall be maintained by the Successful bidder.

- i. Attendance Register
- ii. Routine/preventive/periodic maintenance work register (Soft and hard form)
- iii. Any other logbooks as directed by the officials of the Bank.

1. Above registers shall be inspected by the Bank's officials for their verification.
2. Providing of all essential tools to his staff for day-to-day maintenance & emergency.
3. Providing of all safety equipment's, material to his staff.
4. Providing **safety shoes, insulated gloves, raincoats, caps, umbrellas, torch, Mobile phone etc.** at each location for each team.
5. Provide necessary training to his staff on quality, safety & technology.
6. **Submission of Quarterly Report on Preventive / periodic maintenance.**
7. **If any staff is on leave/absent, the Successful bidder should provide replacement immediately with equally qualified & experienced person, failing which shall attract penalty as specified in Para 4.5 of Section IV of tender document.**
8. The Bank reserves the right to ask Successful bidder to supply additional manpower as required by the Bank depending upon site requirement for execution of the work mentioned in the scope of work without any additional cost.
9. Manpower deployed should not be in Low Medical Category i.e. should be physically fit in all respects. Medical fitness will be considered as per fresh medical fitness certificate from Registered Medical practitioner with qualification not less than MBBS as produced for verification by the Contractor.
10. The manpower deployed by the Bidder during the currency of the Contract shall not work in any other organization or shall not be deployed by the Bidder at any other organization. If any such

instance comes to the notice of the Bank during the agreement period, the Bank shall have the right to impose suitable penalty on the Bidder, which will be recovered from its monthly bills or security deposit or any other dues of the Bidder. Bank shall have the right to ask for a suitable replacement in such a case.

11. Persons deployed under the contract should be between 18 and 50 years of age. If the person is above the age of 50 years, the same be approved by the bank.
12. The manpower deployed should be able bodied and trained persons with good health and clean record.
13. It shall be the responsibility of the successful Bidder to provide full uniform (summer and winter both) and safety shoes along with the name plate/identity card to the manpower deployed to perform their duties. The identity cards shall be produced on demand by any authority of the Bank or of the Government.
14. The Bidder will introduce to the person authorized by the bank for the operation of the agreement by the Bank, for verification and satisfaction before their deployment and the Bidder shall furnish the complete particulars / biodata of personnel with passport size color photo, duly attested by a Gazetted Officer, before deployment.
15. The Bank reserves the right to advise the Bidder to remove any personnel found not discharging his duties satisfactorily or of doubtful character and it will immediately remove such person / persons and provide replacement.
16. The duty points for the personnel deployed by the Bidder will be decided by the Bank through its Officer-in-Charge or any person so authorized in this regard and the Bidder will have to abide by such direction.
17. **In continuation to para 1.1.1 (g) of Section I & para 8 of Section II of said e-Tender**, it may be distinctly understood that there shall not be any absenteeism by the personnel. In case of absenteeism, if any, replacement personnel will have to be provided by the Bidder. The replacement personnel should be able to join his duty. Such replacement personnel shall also be subject to meeting the required standards.
18. The Bidder shall ensure that the manpower deployed, while on the premises of Bank or while carrying out their obligations, observe the standards of cleanliness, decorum, safety, good behavior and general discipline laid down by the Bank or its authorized agents and the Bank shall be the sole judge as to whether or not the Bidder and /or the manpower deployed have observed the same.
19. The Bidder shall provide a day of rest to the manpower deployed as per applicable statutes.
20. The Bidder shall obtain a license under Contract Labour (Regulation and Abolition) Act, 1970 or any other law, as applicable from time to time, failing which the Bidder alone would be responsible for actions/ proceedings ensuing thereto. The Bank shall not be held responsible for acts, commissions or omissions of the Bidder and shall in no way be made liable to the persons deployed by the Bidder.
21. All liabilities arising out of any legal dispute, accident etc. shall be borne/ paid by the Bidder and the Bank shall not be liable in any manner whatsoever.
22. The Bank shall not be responsible for payment of any compensation for death or injury or accident to any of the manpower deployed which may arise out of and in the course of their duties and employment. It is agreed and understood that the Bidder shall alone be liable to pay

such damages or compensation to the persons deployed. The contractor will be responsible for taking all safety standards for its personnel deployed at the Bank's premises/colonies.

23. **Contractors are advised to quote their rates after visiting the office and staff colony and understanding the volume and complexity of work as given in scope of work stated in Part-I.**
24. The labours engaged with plumbers, carpenters, and electrician shall also be utilized as helpers for attending day to day complaints/maintenance cleaning works, if needed.
25. Cleaning material means (Harpic, Colin, diluted acid, detergent of approved quality, CP brass fittings cleaning materials like glitz etc.).
26. The rates shall be applicable for attending complaints at all heights, floors, levels and the contractor has to make his own arrangements of ladder /scaffolding, etc. required to attend day to day complaints with all safety standards and the entire cost will be borne by the successful bidder.
27. The payment of bills will be made on monthly basis after certification by the Caretaker /Junior Engineer /Assistant Manager or any other person authorized by the Bank for this purpose. The payment of bills pertaining to Bonus payment will be made on half-yearly basis after certification by the Caretaker /Junior Engineer /Assistant Manager or any other person authorized by the Bank for this purpose.
28. All the complaints /works shall be attended in time. Necessary recovery may be made by the Bank if the complaints are not attended by the contractor in reasonable time. **Details of the penalty clause is given in Para 4.5 of Section-IV of tender document.**
29. The payment for all other major materials to be replaced by the Contractor as per the direction of Bank Engineer shall be paid separately on the Bank's Standard Approved Rate (SAR).
30. **Successful bidder should ensure that as and when required by the Bank, they may hire the services of gardening consultant from external agency. Bank shall pay separately for the consultancy service.**
31. Contractor should keep sufficient stock of essential materials such as LED bulbs, Tubes, switches, sanitary fittings, pipe and **any other material that are required frequently** for attending complaints promptly.

### **Gardening**

- i. The services as detailed below will be required to be rendered at the **Bank's Premises at Rambagh Circle, Staff and Officers' quarters at Gandhi Nagar and Malviya Nagar, Jaipur**

- ii. **Maintenance of Green Areas**

The scope of this tender is as under –

- a. Maintenance of existing gardening and horticultural work already done to develop green areas in the Bank's Main Office Building, Staff and Officers' quarters at Gandhi Nagar, Jaipur.
- b. The work involves day to day watering, trimming, weeding and carrying out other maintenance related activities by providing all the necessary consumable materials and by deploying unskilled/skilled labours with required tools and equipment and maintaining

various plants like, shrubs, hedges, ground covers, trees, grass lines, lawn areas, indoor potted plants, etc. as required at site and as directed by the Bank's authorized officials.

c. The work also includes uprooting / cutting and removing wild grass and all other undesirable plants, weeds, etc. growing anywhere inside the premises of the Bank, Officers Colony and Staff colony and pruning of trees whether standing in Bank's properties or leaning into Bank's properties from time to time as required at site and as directed by the Bank.

**d. The work also involves removal of all the waste materials generated on account of garden maintenance work from the Bank's properties and satisfactory disposal thereof at authorized municipal dumps outside the said premises/or by shifting the same with co-ordination /help of contractors of Nagar Nigam, Jaipur.**

e. New Plants – The work involves plantation and maintenance of new plant/sapling at desired place/places. Cost of new plant/sapling will be reimbursed by the Bank subject to prior approval of the rates plants, sapling etc. by the Bank's official.

f. Maintenance of vertical garden and periodic changes in the patterns of vertical garden.

g. Successful bidder will be responsible for weekly monitoring of garden and green patches in the bank's premises. Successful bidder should meet the Bank's official at periodic interval or as and when desired by the Bank.

h. Daily shredding the garden waste i.e., dry leaves, green wood, bamboo etc., by shredding machine provided by the Bank. The shredded waste generated by the machine may be put in manure pit regularly to create manure (Waste Management Plant). Utilizing the generated manure in Garden Area.

i. Maintenance of Green House constructed in RBI Staff Quarters, Gandhi Nagar, Jaipur

**j. Cleaning and removing of unwanted grass/other plants at half yearly intervals at Staff Quarters, Malviya Nagar, Jaipur under consultation/supervision of Bank's Officials. Leveling of land also to be done at half yearly basis.**

k. Any related work as advised by bank's authorized officials.

**iii. Application of Manure and Pesticides** - The plants, flower beds, potted plants and green area shall be provided with approved pesticides and filling with approved garden soil mixed with Bio Organic/ processed manure in standard proportion/as per the manufacturer's specification at least once in a quarter so as to ensure the satisfactory growth and maintenance of entire green areas, plants, shrubs, flower beds, potted plants, hedges, etc. In case the Successful Bidder fails to ensure the same, the work will be got done by the Bank through its other agencies in the field at the risk and cost of the contractor and the cost so incurred by the Bank will be recovered from the monthly bills of contractor. The cost of Manure and Pesticides and soil will be reimbursed to the Successful Bidder separately, for which prior approval for the same has to be obtained from the Bank. The Bank, however, will be at liberty to get it done from any other agency and the Successful Bidder will not have any say in that matter/or supply the same at the request of the vendor empanelled.

**iv. Periodic Trimming of Trees and Anti-termite Treatment at all locations –**



- a) The Successful Bidder will have to periodically undertake trimming of trees.
  - b) The Successful Bidder will have to carry out eco-friendly termite treatment to the trees once in a year or as directed by the Bank, the cost of which will be reimbursed by the Bank subject prior approval of the rates of termite treatment
  - c) The cost of eco-friendly termite treatment soil will be reimbursed to the Successful Bidder separately, for which prior approval has to be obtained from the Bank. The Bank, however, will be at liberty to get it done from any other agency and the Successful Bidder will not have any say in that matter.
  - d) The Successful Bidder will also be required to do necessary liaising with the neighbouring property owners/ concerned municipal authorities for trimming/cutting and removal of fully decayed trees.
  - e) The health and growth of the plants and lawns is the prime concern of the Bank and if not found satisfactory it may lead to imposing of penalty at the discretion of the Bank. Any action of wilful or otherwise fraud and service deficiency will be reviewed critically, and the vendor will be liable to compensate the Bank for damage apart from being penalised/ de-empanelled. The damaged plants / lawns etc., may be got replaced at the risk and cost of the Successful Bidder at the sole discretion of the Bank. The Bank's decision in this regard shall be final and binding on the Successful Bidder.
  - f) The Successful Bidder shall have to jointly photograph the existing works with Bank's authorized officials at the time of taking over the same for maintenance. A soft copy of all such photographs shall be submitted to the Bank by the Successful Bidder immediately before taking over the maintenance of existing gardening, horticultural and indoor potted plants. All such works shall be maintained throughout the AMC period.
  - g) The mortalities of potted plants /plants in the nursery at the time of taking over will have to be replaced free of cost.
  - h) The Successful Bidder shall keep separate set of tools, tackles, hose pipes, hand-operated or power-operated lawn mower etc. for each property of his own, required for the proposed AMC work. The water sources are provided at various convenient locations in the premises and the Successful Bidder shall maintain the desired length of leak proof hose pipe at site for adequate day to day watering. The Successful Bidder shall immediately bring any shortfall in the water availability to the notice of the Bank.
- v. In case of potted plants, the Successful Bidder shall maintain the potted plants kept in premises/colonies and place them at prominent locations. Potted plants kept indoors may be replaced weekly with alternate available potted plants in green house/elsewhere. The Successful Bidder should maintain the existing potted plants in good health and shall undertake to replace / replenish the decayed or dead plants with plants of the same variety at its own cost during the contract period. In case of failure to do so, the cost of such plants will be recovered from the monthly bills of IFMS contractor.

- vi. The Successful Bidder shall arrange for carefully uprooting and weeding out wild grass and wild growth to get rid of the rootstock, as required at site by deploying required number of workmen as per quantum of work, stacking the same, clearing the area specifically around the existing trees and shrubs, etc. and disposing all the waste vegetation, removal of wild grass and unwanted materials etc. from the Bank's premises as directed by the Bank's authorized officials. The disposables shall not be burnt in any case.
- vii. Landscaping - The Successful Bidder may also be required to landscape areas within the **Bank's Premises at Rambagh Circle, Tonk Road, Staff and Officers' quarters at Gandhi Nagar, Jaipur** as may be directed by the Bank's authorized officials. The cost of such landscaping will be reimbursed to the Successful Bidder separately provided prior approval of the Bank for incurring the expenditure has been obtained. The Bank, however, will be at liberty to get it done from any other agency.
- viii. **Staff and Officers Colony situated at Gandhi Nagar are an IGBC Platinum rated buildings. The successful bidder has to ensure sustainment of the relative standard quantity/ rating by taking all possible measures.**
- ix. The Successful bidder will have to maintain the landscape created in future.
- x. Taking out of any materials shall be as per the Bank's security procedure. Work passes for all the workmen shall be duly obtained from the Security Officer. Any deviation to the prescribed procedure will be reviewed seriously.
- xi. The materials like garden earth, manure and pesticides shall have got to be approved from the Bank's officials before putting it to use. Any rejected materials shall be immediately removed from the site at the cost of the Successful Bidder.
- xii. The Successful Bidder shall have to arrange the required connection from the Bank's source of Supply of water / electricity without any extra claim from the Bank
- xiii. Purchase / Repairing of the Successful Bidder's tools / machine / equipment shall be the sole responsibility of the Successful Bidder only.
- xiv. The Successful Bidder shall equip each unskilled labours with a dress, a cap, gum boots and other safety precautionary items at the Successful Bidder's cost.
- xv. The Successful Bidder shall arrange for a First Aid Kit and other statutory utilities like provision of drinking water, etc. at its cost.
- xvi. The Successful Bidder may also be required to arrange for removal of bee-hives from trees/plants in any of the properties at no extra cost.
- xvii. The successful bidder will be responsible for behaviour of the staff employed by it in all respect.
- xviii. **Removing of Dead or Fallen Tree** - Carefully cutting, removal and disposal of wooden parts of dead and/or fallen tree in **Bank's Premises, Staff and Officers' quarters at Gandhi Nagar and Malviya Nagar, Jaipur**
- xix. The Successful Bidder should maintain the **Hydroponics** and Bonsai in the **Bank's Premises, Staff and Officers' quarters at Gandhi Nagar, Jaipur** as and when required.

**xx. Removing of extra branches** -Trimming of trees once in a year and / or as directed by Bank's authorized officials in **Bank's Premises, Staff and Officers' quarters at Gandhi Nagar and Malviya Nagar, Jaipur**

**xxi.** Successful Bidder will have to furnish a certificate as per the format given in [Annex VII](#) along with monthly bill.

**xxii.** Maintenance of green wall (Vertical Garden) and green house.

**xxiii. OPERATION OF ORGANIC WASTE CONVERTER**

1. The contract is for day-to-day operation of organic waste converter plant installed in the premises of Reserve Bank Staff quarters at Gandhinagar (Jaipur) for processing the waste collected from the Reserve Bank Staff Quarters and Officers 'quarters at Gandhinagar.
2. The successful bidder should deploy manpower for operation of the plant for an average working period of 2 to 3 hours on a daily basis.
3. The manpower deployed shall report to the authorised officials of the Bank and shall be available at a specified place in the premises to take instructions. In case of failure to depute the workers, proportionate deduction as per the rates quoted shall be effected from the bills.
4. The working period of the manpower shall be assessed by the successful bidder independently.
5. The waste collected will be made available at the plant for processing. The waste shall be sorted/segregated into suitable form (as prescribed by the supplier) for feeding the machine. All type of non-degradable materials /waste like plastic covers, paper, metal pieces, pins, nails, PVC, wood shavings/pieces, rubber, napkins, glass pieces, cloth, e-waste, coconut shells and husk and all other inorganic materials not suited for processing shall be removed (cleaned wherever required) and stacked/stored at a designated place. These materials shall be removed/carted away periodically to a safe place away from the Banks' premises in consultation with the caretaker of the Bank.
6. Operation of the machine and peripherals for processing of organic waste as prescribed by the supplier of the machine on a day-to-day basis.
7. Collection and stacking of output from the machine at a designated place.
8. Cleaning of the floor of the machine room and surroundings including the machine and the peripherals etc.
9. The method of operation and daily maintenance of the machine prescribed by the supplier of the machine shall be strictly adhered to.
10. The manpower engaged by the contractor will be trained by the company personnel for 2 days. Additional personnel shall be got trained, if necessary, for engaging on emergency.

11. The wheelbarrow required for the carriage of waste will be provided by the Bank and the Contractor shall exercise reasonable care while using the same.
12. The power and water required for the operation will be supplied by the Bank. However, reasonable care shall be taken for the use of water and power judiciously and in the operation of outlet points/fittings.
13. Daily consumables like microbial culture (Bioculum), odour control (Sanitreat) and absorbing media (Saw dust/coconut pith) will be arranged by the Bank and transportation within city limit, delivery and safe custody shall be arranged by the Contractor. The approximate consumption of the daily consumables prescribed by the supplier of the machine is given below. The Contractor shall ensure the same for which a log shall be maintained at site. Indent for the supply of the above consumables shall be placed well in advance with the Bank by the Contractor to avoid downtime in operation.

Sl.	Name of the consumable	Approximate consumption
1	Microbial culture (Bioculum)	01 gm per kg of Waste
2	Odour control (Sanitreat)	01 gm per kg of Waste
3	Absorbing media (Saw dust/coconut pith)	15-20% of waste quantity

14. Any malfunctioning / breakdown of the machine, difficulty in operation shall be brought to the notice of the supplier of the machine/Bank officials immediately to avoid possible downtime.
15. The workers shall be provided with all necessary protective areas like hand gloves, goggles, mask, covered shoes, apron etc. by the Contractor. The workers shall undergo medical examination on quarterly basis under a Registered Medical Practitioner and suitable remedial measures shall be taken by the Contractor, of prescribed /found necessary.
16. Alternate arrangements shall be made for the operation of the plant, while allowing weekly off or holidays for the regular work.
17. The successful bidder will also ensure adequate number of skilled/unskilled staff on all days (except applicable holidays/Sundays).

#### **Manpower Requirement for Gardening Work**

S No	Description	Skilled Labour	Manpower Requirement – Unskilled labour
1	Gardening - RBI Officers' and Staff Quarters	02 (one in each Colony)	12
2	Gardening – Main Office Building	01	06
	<b>Total</b>	<b>03</b>	<b>18</b>

## **Role of Supervisor**

**Providing services of three well-qualified technical supervisor** for IFMS one each in the Main Office building of the Bank, two for colonies. The IFMS supervisor should be diploma or graduate in civil /electrical trade

They may be assigned any other work by the Bank's Engineer or any other person deputed by the Bank to look after general maintenance of the Main Office building and two colonies, on all week days including Saturdays, Sundays and holidays from 7.30 AM to 3.30 PM or 09.30AM to 05.30 PM with one hour lunch break and one day weekly off.

1. The supervisor will ensure timely attending of complaints lodged through Mobile App or in the complaint registers maintained at Caretaker's office or colony gate.
2. He will provide necessary help to the Bank's engineer in taking measurements of various works and also supervise the works of other contractors in the colony as and when required.
3. The supervisor is responsible of timely purchase of material so that complaint can be attended within stipulated time.
4. The Bank has entered several Annual Maintenance Contracts (AMCs) with various firms/vendors for maintenance of electrical equipment and other dead stock items. The supervisor will be responsible for resolving the complaints lodged by the residents/officials of the Bank with respective AMC holder.
5. He shall be responsible for ensuring periodic preventive maintenance of various dead stock items through AMC holder. He will be responsible for maintenance of records pertaining to various preventive maintenance schedule, complaints etc.
6. The Supervisor will escalate the complaints lodged by the resident/bank officials to the respective AMC holder. In the event of unsatisfactory resolution of complaints by the respective AMC/Service provider, the supervisor may escalate the same to the concerned bank officials.
7. List of AMCs will be provided to the supervisor with relevant details.

## **Electrical Work**

### **1. Area of work:**

The work is for the following locations which includes all types of routine, preventive, periodical maintenance works of Electrical installations.

- a. Bank's Premises at Rambagh Circle, Tonk Road, Jaipur
- b. Bank's Officers' Quarters at Gandhi Nagar Jaipur which includes residential flats and common areas (No. of flats - 102)
- c. Bank's Staff Quarters at Gandhi Nagar Jaipur which includes residential flats and common areas (No. of flats- 258)

### **2. Scope of services to be rendered under the contract shall broadly include the following items of Electrical Maintenance work:**

#### **a) Works to be attended on daily basis**

- i) Visual inspection of Diesel Generator Sets, Transformers, air circuit breakers, UPS batteries, DBs, solar power panels, inverters, motor pump sets etc. and all power

panels etc. at Bank's main office building, officer's colony and staff colony to ensure its proper functioning **and** maintaining corresponding logbooks.

- ii) Monitoring the power load in office and reporting it to Bank's engineer if it exceeds permissible value.
- iii) Attending day to day maintenance and electrical complaints received from Caretaker, Protocol and Security Officer, office staff and residents of quarters
- iv) Checking and operation of all the water pumps, fountain motors starter panels and motors of Main Office building, Officers Colony and Staff Colony for its proper functioning and repairing, if required.
- v) Repairing and replacement of lights etc. in the Bank's Premises, Officers' Quarters and staff quarters including pathway lights, common area lights etc. Daily work of switching-on/off lights in office building and colonies whenever required.
- vi) Checking and repairing of exhaust, wall mounted, pedestal and ceiling fans in office building and common areas in colonies.

**b) Works to be attended on weekly basis:**

- i) Dry cleaning of Solar Power panels available in the bank and colonies for its proper functioning.

**c) Work to be attended on monthly basis**

- i) Cleaning of meter rooms in colonies
- ii) Recording energy meter readings of common area energy meters and solar meter readings in office premises and colonies to monitor energy consumption and energy generation.

**d) Work to be attended on quarterly basis**

- i) Cleaning of fans and exhausts in officers' colony
- ii) Cleaning of ceiling fans, wall mounted fans, pedestal fans and exhausts in office
- iii) Cleaning of lighting fixtures in office premises
- iv) Cleaning of lighting fixtures in common areas like staircase, community halls, EPABX rooms etc. in colonies

**e) Work to be attended on half yearly basis**

- i) Cleaning of fans and exhausts in staff colony flats.
- ii) Preventive maintenance of, DBs, cable terminals, Sub Power Panels in office premises after thorough checking of the entire system including earthing and insulation. This includes the corrective measures in the defective/ loose terminals at office premises officers/staff quarters and shall be recorded in register.
- iii) Preventive maintenance of, DBs, feeder panels, Sub Power Panels in all flats, pump room, etc after thorough checking of the entire system including earthing and insulation. This includes the corrective measures in the defective/ loose terminals at office premises officers/staff quarters and shall be recorded in register.

**f) Works to be attended on yearly basis**

- i) Annual preventive & breakdown maintenance of all installations (including LT panels, dry type transformers, feeder panels etc.) in substations of the Bank's main office premises and officers and staff quarters and through checking of the entire system including earthing and insulation.

- ii) Annual testing of earthing in earth pits in office building and colonies and submitting its reports to Bank's engineer. It includes minor repairing like pouring of water in the earth pits where the value is found beyond permissible limits

**g) Other works not mentioned above:**

- i. The substation attendant (shift duty electrician) available in main office building needs to monitor load and operation of all switchgears available in substation and restore the power supply in minimum breakdown time in case of power failure.
- ii. Liaisoning with local authorities of electric supply for reporting power failures in case of emergencies or during preventive maintenance. The amount claimed by the bidder for the service contract will be inclusive of liaison charges with State Electricity Board/Company for getting the electrical work clearance if any during the currency of contract.
- iii. The electrician should have a basic knowledge of lift operations and rescue operation in lifts by bringing them down to the floor level during emergency or breakdown condition.
- iv. The electrician will attend the complaint which are not advised but required for safety after getting the prior approval from the Bank's officials.
- v. Whenever a particular equipment goes out of order, the fact shall be brought to the notice of the Bank's Electrical Engineer immediately. The complaints at residence quarters shall be attended through shift wireman as and when required.
- vi. Minor repairing and servicing of electrical equipment like geysers, ceiling fans, exhaust fans etc. provided by the Bank in residential colonies for example: servicing and replacement of faulty heating elements in geysers; servicing and replacement of fan bearings, capacitors etc. The work includes their disconnection and reinstallation during renovation of flats, whenever required.
- vii. Refilling of distilled water in tubular batteries on regular intervals,
- viii. The list is only indicative. Any maintenance work not specifically mentioned above but required for the healthy operation of the system concerned and for the satisfaction of the occupant/complainant will be considered in part of scope of work.

**Special conditions:**

- i. Any consumable material like switch sockets, wire, conduits, modular boxes, geyser elements etc. required for attending day to day complaints is supplied by the firm only. Bank will reimburse this amount to the firm on submission of actual bill of supplies with service slips and **with a profit percent same as the firm has quoted for labour work over and above the purchased cost (excluding GST).**
- ii. If any staff is on leave or absent from the prescribed minimum strength, the Successful bidder should provide replacement immediately with equally qualified & experienced person. In

continuation to para 1.1.1 (g) of Section I of said e-Tender, the weekly off should be given to the workers with an alternative arrangement i.e. reliever(s); for which contractor shall consider charges, while quoting rates under this contract. If a worker works on this designated rest day, they must receive a compensatory off (comp-off). Each worker is entitled for One Weekly-off, but only after every six consecutive days of work, with Sunday being the default day, but Successful Bidder may choose any other suitable day subject to the condition that Successful Bidder shall provide suitable alternative arrangement i.e. reliever(s) which is equally qualified. Service / Maintenance Report/Call Sheet (duplicate copy) shall be maintained in each case duly countersigned by user/ complainant /caretaker.

- ix. The successful bidder's workforce should attend to the breakdown call immediately. Major/minor complaints shall be attended immediately. The firm has to depute Staff/Technicians on all weekdays including Sunday/Bank holidays or in case of emergency/for very essential work/breakdown etc., without extra charges/payment.
- x. The Successful bidder shall depute electrician of proven capability with required HT/LT license. Successful bidder will be held responsible for any mischief / damages that may take place in the office / Residential colonies on account of workmen's negligence.
- xi. The Successful bidder shall furnish bio data along with the copy of HT/LT License, recent passport size photograph, mobile no. etc. of the person deployed for the work. In case of absence of regular technician/semiskilled Technician, the alternate person shall be authorized by the successful bidder to carry out the maintenance work with the Successful bidder's signature duly authenticated.
- xii. The Successful bidder should visit the Bank's office and meeting may be held with the concerned authority at least once in a Quarter or as & when required to sort out the problems faced by the Bank/Successful bidder/staff
- xiii. The Successful Bidder shall be responsible for providing necessary tools required for day-to-day electrical maintenance at no extra cost. The bidder needs to maintain sufficient number of hammer machines/ drill machines, toolboxes etc. on the site preferably separate sets of tools & plants for different team (electrician /plumber /carpentry) of each colony and office building so that any complaint may not be delayed due to unavailability of tools.
- xiv. The contractor also needs to provide personal protective equipment like insulation gloves, safety helmets, safety shoes, safety harness, ladders etc. to its staff to ensure their safety of workmen staff.
- xv. The bidder should provide a mobile handset with SIM card to the electricians working in shifts on which he is available round the clock and can be contacted 24 x 7. No extra charges shall be paid by the bank for mobile handset and recharge of SIM card.
- xvi. Electricians shall have duty timings as per the schedule or as directed by the Bank's Engineers time to time and that comply labor laws.



- xvii. The bidder should take the workman compensation policy for the actuals number of electrician to be deployed at site in the joint names (Bank's name should be mentioned first) before commencement of work.
- xviii. The service contract charges will be inclusive of insurance charges etc. Bank will not be responsible for any additional claim i.e.: tax/insurance charges/any charges raised due to accident/mishap. Successful bidder will be held responsible for any mischief / damages that may take place in the office / Residential colonies on account of workmen's negligence
- xix. Agency is required to give prompt service. Bidder shall attend the complaint lodged in complaint book preferably within 1 hours from the time of lodgment of the complaint. However, for major electrical work, agency shall complete the job as directed by the Bank. In case of inordinate delay beyond the stipulated time, Bank has a right to levy a penalty for each unattended complaint.
- xx. The Successful bidder will be required to work after obtaining necessary entry pass issued by the competent authority as appointed by the Bank. All such staff should have photo identify cards with address, duly signed by the authorized signatory of the Successful bidder
- xxi. The Bank reserves the right to ask bidder to supply additional manpower as required by the Bank depending upon site requirement for execution of the work mentioned in the scope of work at the same rate as regular electricians.
- xxii. Separate tool bag containing following item shall be given to electrical team i.e. 3 sets (one for office building and two for colony) with toolbox/bag.

<b>Name</b>	<b>Quantity</b>	<b>Name</b>	<b>Quantity</b>
Screwdriver (+/-) 150mm, 250mm, 300mm,500 mm	1 Nos of each	Tester	4 Nos
Wrench Spanner set	1 Nos	Ring spanner set	1 Nos
Socket spanner set	1 Nos	Plier (2 Nos)	1 set
Nose Plier	2 Nos	Wire cutter	1 Nos
Cutter blade	2 Nos	Tong tester (large and small)	1 Nos each
Crimping tool (6-35mm and (35-400mm)	1 Nos of each	Allen key set	1 Nos
Filer (round, square, flat)	1 Nos of each	Spirit level	1 Nos
Earth tester	1 Nos	Adjustable wrench	1 Nos
Inch tape (upto 5 meter)	2 Nos	Hammer drill Machine with drill bits	1 Nos
Drill machine	1 Nos	Hammer	1 Nos
Stone/wall Chisel	2 Nos	Grinder machine with blade	1 Nos
		Multimeter	1 Nos

This is a tentative list of the tools required to be kept separately with electrician at Bank office building. No tools shall be commonly used between carpenter/plumber/electrician. If any other tools required by Bank or successful bidder to carry out maintenance work, same shall be provided by firm without any extra cost.

## Duties of Electrician

- a. **Providing services of experienced licensed Electrician (in the category of skilled /semi-skilled)** on daily basis i.e. 24x7x365 days to attend day to day electrical complaints lodged through Mobile/desktop application or in the register kept in the Caretaker's office or at colony gate, maintaining electrical installations in serviceable, clean and hygienic conditions. The rate shall include the cost of all required tools & plants, all consumables like electric tape, nails, screws, PVC gutties, wooden gutties, wires up to 2.0 m length, etc. all complete as required at site or as directed by the Bank's Engineer or any other person deputed by the Bank.

**4. Details of Manpower-** Bidder shall deploy Licensed Electricians with active mobile phone available at site for taking instruction from Bank's officials//colony caretaker and responsible for all the properties/works within this contract. Further, minimum manpower deployment for Bank's property is as under-

Description of Work	Minimum manpower requirement	
	Skilled	Semi-skilled
<b>Bank's Premises</b> - Electrical maintenance work, substation & bullion lift operation	Two wiremen with one telephone operator cum electrician in general shift - 6 days in a week- <b>Total work force-2</b> Three wiremen, one in each shift for sub-station throughout the week i.e. 07 days – <b>Total Workforce-3</b> One wireman will act as a reliever- <b>Total workforce-1</b>	02 helper in general shift- <b>Total work force -2</b>
<b>RBI Officers' and Staff Quarters</b> - Electrical maintenance work Shift timings – 06.00 AM to 2.00 PM 02.00 PM to 10.00 PM 10.00 PM to 06.00 AM	01 wireman in three shifts and one in general shift- <b>Total Workforce-3</b>	02 helper in general shift- <b>Total work force -2</b>
<b>SUB-TOTAL</b>	<b>09</b>	<b>04</b>

### Note:

- The emergency works when the workers will have to continue to work till the emergency is over. The weekly holiday should be given to the workers in consultation with the Bank.
- Electricity and water shall be given to agency at nearest available point free of cost by the Bank, but all the other arrangements have to be made by the successful bidder at their own.

- iii. In case of any electrician of the successful bidder found to be giving poor workmanship, disobeying instruction of the Bank and misbehaviour etc. the agency will replace such person(s) from the work as directed by the Bank.

### **PLUMBING/SANITARY**

**1. Area of work:**

The work is for Bank's Premises, Rambagh Circle, Staff and Officers' Quarters Gandhi Nagar, Jaipur which includes all types of routine, preventive, periodical maintenance works generally of Plumbing and sanitary installations.

**1. Details of Manpower:**

Bidder shall deploy Plumbers/Helpers at site for taking instruction from Bank's officials//colony caretaker/Supervisor.

**2. Scope of services to be rendered under the contract shall broadly include the following items of work: -**

**(A) Plumbing and Sanitary**

Providing and making necessary arrangement to attend the sanitary & plumbing related routine / periodic / preventive maintenance/ breakdown, plumbing/sanitary complaint works by engaging services of minimum 4 experience plumber and 4 semi-skilled plumbers for Bank's Premises, Staff and Officers' Quarters, Gandhinagar, Jaipur. Maintaining the installations in serviceable, clean and hygienic conditions for proper habitation of Bank's properties including periodic cleaning of sewer lines/manholes/septic tanks, storm water drains, fountains etc. by deploying additional manpower as and when required without any extra charge.

**i. Works to be attended on daily basis.**

- a) Removal of blockages in soil waste line, gully/ nahani traps, manholes, inspection chambers, bottle traps, sinks, wash hand basin, urinals, water closets and the removal of debris outside the Bank's Premises without any cost.
- b) Replacement of washers including the cost of washers for bib taps, pillar taps, stop cocks, rubber gaskets for flushing cisterns and plunger washers for low level flushing tanks.
- c) Repairing of flushing systems CI/PVC/any other make porcelain, Fordham including removal of siphons, bells, float valves, provision of cotter pin plunger washers, nut and bolts for siphon, 'S' hooks, nakucha for the Ball-cock etc. including removal and re-fixing of tanks with new accessories of appropriate sizes.
- d) Disconnecting and reconnecting plumbing connection in case of water heaters, geysers, coolers, electrical gadgets, whenever such electrical gadgets are required to be replaced/repared.
- e) Cementing of joints of various drainages lines, gaps between wash basins, sinks and that of walls, pointing of joints of tiles of floors and dados, cementing of loose tiles, floors, and dados, including re-fixing the same with white cement and matching pigment.
- f) Re-fixing of loose fixtures and fittings including supporting brackets such as wash basins, sinks, flushing cistern, drain boards, towel rods, mirrors, glass shelves, soap holders, nahani traps, gratings and any other fixtures and fittings as existing in the properties including removal of

existing fittings/fixtures without causing any damage. Grouting of new wooden gutties in cement mortar and refixing with new screws; removing where necessary.

- g) Disconnecting and reconnecting suction and delivery connection of water pumps whenever the pumps are required to be taken away for repairs/replacement. Removal of air locks from suction lines/delivery lines as and when required.
- h) All installations will be routinely checked, and preventive maintenance will be provided whenever necessary.
- i) The complaints registered by the resident in the complaint book maintained with the Bank via mobile/desktop application will be checked daily and all complaints will be attended promptly. After satisfactory completion, the signature shall be obtained from respective resident or their representative.
- j) Daily operation of fountains.
- k) Cleaning of Water Logging areas (as and when basis)
- l) Maintaining water meter reading register on daily basis & put up to Bank's officials.
- m) Liaison with local authorities, if required.
- n) Any other related works as desired by the Bank.

**ii. Works to be attended on fortnightly basis.**

- a) Thorough cleaning of fountain at Staff and officers Quarter, Gandhinagar
- b) Removal of the debris collected due to the plumbing work.

**iii. Works to be attended on monthly basis.**

- a) Cleaning of Terrace, Chajja, Jali, etc.
- b) Cleaning the vegetation from the buildings wherever appear.
- c) To uproot any wild growth on and around the buildings/structures within the colony/compound with necessary cost of acid etc. wherever required.
- d) Keeping the rainwater outlets on terraces, canopies, free of debris, foreign materials, etc. to ensure quick flow of water from terraces etc.

**iv. Works to be attended on half yearly basis.**

- a) Cleaning of drains/ sewer lines including removal of sludge from manholes and septic tank, road gully, etc. inside the Premises up to Municipal Manhole (including removal of debris and disposing the same out of the Premises) complying with all statutory norms.
- b) The plumbing/sanitary installations in the vacant flat to be inspected on half yearly basis and report to be submitted.
- c) Cleaning of storm water drain.

**(B) The cost of following items of work should also be included in the quoted rates:**

The rate quoted shall also include all types of consumables e.g. cost of washers of bib cock/ angle cock/flush cock, Teflon tape and all the tools etc., as required at site.

**Note: Any additional material (apart from the material as mentioned in B above) required for repair/replacement/maintenance of the plumbing work will be purchased by firm only and the firm will be reimbursed for the same after providing actual bill of supplies and service receipts and with a profit percent same as the firm has quoted for labour work over and above the purchased cost (excluding GST).**

**Duties of Plumber:**

**Providing services of experienced plumber and helper** with required tools and consumables on all weekdays including Saturdays, Sundays and holidays from 08.00 AM to 16.00 PM for attending sanitary and plumbing works as per the scope of work given in the tender document of routine nature including preventive maintenance and breakdown repairs etc. Their scope of work includes repairs to water supply and drainage pipelines, taps, wall mixtures, sink-mixtures, traps, flushing cisterns, WCs, wash-basins, urinals, water meters, float valves, gate valves, sluice valves, etc.; fixing of sanitary & plumbing fittings {cost of plumbing fittings will be paid separately at Standard Approved Rates (SARs) of the Bank or at market rates with allowable profit and overheads for non SAR items}, removal of blockage of traps, WCs, Sewer lines, air blockage to water supply lines or any other works related to sanitary & plumbing installations in the colony, etc., all complete as directed.

2. Service contract in respect of the above works shall be excluding the cost of material like fittings, fixtures, pipes, clamps, etc. However, it shall include the cost of all consumables / perishable materials like spun yarn, putty, cotton thread, washers etc., necessary tools & plants, services of experienced plumber/labour whenever required for day-to-day maintenance and attending to repairs, preventive maintenance, replacements, etc.

3. Pre-monsoon cleaning of sunshades, surface drains, rainwater pipes, chajjas, gully traps, storm water drains, khura/ mouth of rainwater pipes at terraces, etc. once in a year to obviate blockage to free flow of rainwater etc.,

4. Operating and servicing of all types of valves once in 6 months.

5. Inspection and cleaning of water tanks (OH and UG), toilets, kitchen, etc. to be done once in 6 months and reporting to the concerned staff of Bank.

#### **Manpower Requirement**

Description of Work	Minimum manpower requirement	
	Skilled	Semi-Skilled
Main Office Building - Plumbing/Sanitary maintenance work	01	01
RBI Staff Quarters - Plumbing/Sanitary maintenance work	01	01
RBI Officers' Quarters- Plumbing/Sanitary maintenance work	01	01
<b>SUB-TOTAL</b>	<b>03</b>	<b>03</b>

7. Separate tool bag containing following item shall be given to plumbing team i.e. 3 set s(one for office building and two for colony) with tool box/bag.

Name	Quantity	Name	Quantity
Pipe wrench spanner	1 Nos	Measurement tape (5 mtr, 30 mtr)	2 Nos each
Screw driver (+,-) small big	1 Nos	Spirit level	1 Nos
Water pump spanner	1 Nos	Allen key set	1 set
Hand forged spanner	1Nos	Pipe thread tool	1 Nos
Hammer (small, big)	1Nos	Hammer drill machine with drill bits	1 Nos
Chinni (small, big)	1 Nos of each	Grinder machine with blade	1 Nos

Adjustable spanner	1 Nos	Filer set	1 Nos
Piller cock tightner	1 Nos	Hexa blade with frame	1 Nos
Plier	2 Nos		

This is a tentative list of the tools required to be kept separately with electrician at Bank office building. No tools shall be commonly used between carpenter/plumber/electrician. If any other tools required by Bank or successful bidder to carry out maintenance work, same shall be provided by firm without any extra cost.

## **CARPENTRY**

### **1. Area of work:**

The work is for the Bank's Premises, Rambagh Circle, Staff and Officers' Quarters at Gandhinagar which includes all types of routine, preventive, periodical maintenance works generally of Carpentry & interior works. The contractor is advised to visit the site before quoting their rates to assess the quantum of work.

### **2. Details of Manpower:**

Successful Bidder shall deploy carpenter with active mobile phone available at site for taking instruction from Bank's officials//colony caretaker/Supervisor and responsible for all the properties/works within this contract.

### **3. Scope of services to be rendered under the contract shall broadly include the following items of work:-**

#### **(A) Carpentry work**

The services rendered under the contract shall include the following item of work without claiming any extra cost:

Providing and making necessary arrangement to attend the carpentry related routine / periodic / preventive maintenance works in respect of Bank's Premises, Staff and Officers' Quarters to be performed by carpenter and helper respectively to attend routine/ preventive / breakdown carpentry/civil complaints & maintaining the installations in serviceable, clean and hygienic conditions for proper habitation of Bank's properties such as oiling/ repairing/ replacement of doors/ windows/ wooden/ metallic items, gate, repairs to cloth hanging system etc. including deploying extra manpower if necessary for name plates, numbers/ lettering work, POP false ceiling repair, steel window related works, modular kitchen related works, repairs of letter boxes, modification of window opening/grill for air-conditioner etc. & other related works. The rate shall include the cost of nails & screws, adhesive, putty, incl. tools & plants etc., all complete as required at site, all complete as required at site as directed by the Bank.

#### **i) Works to be attended on daily basis.**

- a. Removing and re-fixing the loose hard-ware items with necessary screws as required at site etc. complete.
- b. Replacement of worn-out wooden beading, any wooden members, broken glass panes of door and window shutters and any damaged hardware fitting etc.
- c. The complaints registered by the resident in the complaint book maintained with the Bank/Caretaker/mobile/desktop application will be routinely checked daily and all complaints will be attended promptly. After satisfactory completion the signature shall be obtain from respective resident or their representative.
- d. Fittings/ fixtures and other materials procured with the approval of Bank will be paid as per Bank's SAR or at reasonable rate approved by the Bank for carpentry works.
- e. Removal of debris created due to Carpentry work to be taken and dumped in the Corporation Garbage bin or disposed of outside Bank's premises at appropriate place as per statutory norms.
- f. Shifting of furniture within the Bank's Premises/colonies.
- g. Attending to all the preventive maintenance works.
- h. Fixing of curtain rods, mosquito net cleaning, etc.

- i. The carpentry fittings/fixtures in the vacant flat to be inspected on half yearly basis and report to be submitted.
- j. Any other related works as instructed by Bank's officials.
- k. Minor repair of doors/windows, modular kitchen, latches/handles, tables/drawers, chairs etc./sofas, beds and almirahs. The cost of the material will be paid separately as per Standard Approved Rates of the Bank or at market rates with allowable profit in case of non-SAR items.

**ii) Works to be attended on fortnightly basis.**

- a) Inspection of office premises and submitting the report of major defects.

**iii) Works to be attended on call basis.**

- a) Servicing/repairing of table drawers, checking chairs, etc.

**iv) Works to be attended on half yearly basis.**

- a) Greasing and oiling to hinges etc.
- b) Servicing of door closures.
- c) Servicing of floor springs.

**4. The cost of following items of work should also be included in the quoted rates:**

- a) Work shall be carried out at all height; no extra payment shall be paid for scaffolding etc.
- b) Consumables like tapes, nuts, nails, bolts, glands/ thimbles, lead wires etc.

**Note: Any additional material (apart from the material as mentioned in (4) above) required for repair/replacement/maintenance of the plumbing work will be purchased by firm only and the firm will be reimbursed for the same after providing actual bill of supplies and service slips and with a profit percent same as the firm has quoted for labour work over and above the purchased cost (excluding GST).**

**Duties of the Carpenter/Semiskilled helper**

**Providing services of experienced carpenter and helper** with required tools and consumables on all weekdays from 08.00 AM to 16.00 PM in the **Bank's residential colonies and on all working days in the office building** for attending day to day complaints of carpentry work. The works may be related to attending the complaints recorded by the colony residents in complaint register/s kept in the Caretaker's Office or at the main gate of the colony. Removal of debris generated from carpentry works under the scope of this AMC.

The service contract shall include the cost of scaffolding, T&P, consumables like nails, screws, washers, PVC or wooden gutties, adhesives, sandpaper, paints, lubricant/oil, etc., all complete as directed.

**Manpower Requirement**

Description of Work	Minimum manpower requirement	
	Skilled	Semi-skilled
Main Office Building - Carpentry/joinery/ labour for shifting of small material maintenance work	01	01



RBI Officers' Quarters - Carpentry/joinery maintenance work	01	01
RBI staff Quarters - Carpentry/joinery maintenance work	01	01
<b>SUB-TOTAL</b>	<b>03</b>	<b>03</b>

5. Separate tool bag containing following item shall be given to plumbing team i.e. 3 sets (one for office building and two for colony) with toolbox/bag.

<b>Name</b>	<b>Quantity</b>	<b>Name</b>	<b>Quantity</b>
Saw with handle	1 Nos	Measurement tape (3mtr, 5 mtr)	2 Nos each
Block Plane Randa (small, big)	1 Nos each	Spirit level	1 Nos
Right angle tool set	1 Nos	Sheet cutter	1 Nos
Drill machine (1-10 mm)	1Nos	Chorsi	1 Nos
Hammer machine	1Nos	Tankli	1 Nos
Cutter machine	1 Nos	Electric Randa	1 Nos
Hammer Tool (small, big)	1 Nos each	Screwdriver set	1 Nos
Screwdriver (small, big)	1 Nos each	Allen key set	1 Nos
Plier	2 Nos		

This is a tentative list of the tools required to be kept separately with electrician at Bank office building. No tools shall be commonly used between carpenter/plumber/electrician. If any other tools required by Bank or successful bidder to carry out maintenance work, same shall be provided by firm without any extra cost.

## **General Cleaning of the Residential Colonies**

**[A] Area of work:** Staff and Officers' Quarters at Gandhi Nagar, Jaipur consists of 41 blocks including, (RD's office, junior engineer's office), and community halls, Dispensaries, Caretaker offices, security guard rooms, pump room, Electric sub-station, shaded car parking, scooter parking and Common/Peripheral Area in both the colonies. This work also includes cleaning and housekeeping activity in the area of work.

### **Periodical cleaning and maintenance of flats and premises (7 working days in a week):**

The services rendered under the contract shall include the following items of work like daily, weekly, monthly, quarterly cleaning without claiming any extra cost.

Carrying out the general maintenance and cleaning works on daily basis (including Saturdays, Sundays and Holidays) to complete the work to the entire satisfaction of the Bank. The periodical cleaning and maintenance of flats and the premises includes the following details:

**Note: The labours shall be utilized for cleaning works as below and technical supervisor has to supervise entire work including cleaning, carpentry, plumbing & sanitary & electrical works.**

#### **1. Daily cleaning of Area of Work:**

- I. Collecting the day-to-day garbage from the flats, dispensary, caretaker's office with Toilet, Welfare offices, Gymnasium Room, community hall, service roads, plinth protection of all buildings etc., all complete as required at site as directed by the Bank. Brooming and mopping from rooftops to ground floors and in the area outside the flats on each floor including hand railings and staircases landing
- II. Keeping the premises clean by sweeping all open area of the premises including internal roads, car/scooter parking area, pathways and removal of debris out of the Bank's premises etc., all complete as required at site as directed by the Bank.
- III. Cleaning the entire staircase for all the building blocks by using broom from ground floor to terrace including landing, lobby and handrails etc., all complete as required at site as directed by the Bank.
- IV. Proper sweeping & moping of the entire dispensary floor, platform, dusting and cleaning of table, chairs etc. mostly at the time of its opening. Brooming of internal roads, gardens, water fountain and playgrounds.
- V. **Cleaning and dusting of community halls, gyms, RD's office, Caretaker offices, Junior Engineer Office, dispensaries and cabins of security guards and few other identified properties/offices. All wooden/glass doors, furniture, glass windows, water drinking area along with electrical fittings, Computer, printer/scanner, fax, telephone etc. wherever installed in these offices.**
- VI. Collect daily waste from each flat (estimated 390 flats) and put it in the garbage container of Jaipur Municipal Corporation outside the colony. (Between 8am to 1pm)
- VII. **Empty all the dustbins placed in the general area and put the garbage in the garbage container of Jaipur Municipal Corporation outside the colony.**
- VIII. Care shall be taken not to throw / splash water on sensor based plumbing fixtures, like auto-flush for urinals and pillar taps to Wash Hand Basins. In case of damage due to negligence

of the housekeeper, the cost of replacement will be borne by the contractor at Bank's sole discretion.

- IX. The cleaning of baths & toilets of dispensary, caretaker's office, Gym toilet, Engineer's site office, common toilets & community hall and few other identified properties/offices includes the spotless cleaning, by using the required cleaning tools & plants with approved R category products (1 to 9) from TASKI/DIVERSEY, cloths, brush etc., all complete as required at site as directed by the Bank for the following areas:
- a) Entire floor and doors of bath and toilets,
  - b) Entire area dado/ wall tiles of bath, exhaust fans, toilets, & lobby areas (near wash basin),
  - c) Wash hand basin of bath & toilet areas,
- X. All the Indian WCs & Western WCs of bath/toilet area, mirrors, glass shelves and medicine box etc., of bath/toilets & lobby areas.

## **2. Weekly cleaning: General Cleaning of the flats**

- a) Mopping of the staircases, community hall, Caretaker office, Gymnasium, by using cleaning material as directed from ground floor to terrace (all building blocks) including landing / lobby etc., all complete as required at site as directed by the Bank. Extensive Mopping of community halls, gyms, Caretaker offices, Junior Engineer Office, dispensaries and all the toilets related to them.
- b) Extensive cleaning of all building terraces.
- c) Cleaning of parking sheds and awnings in Bank's Premises, Staff and Officers' quarters at Gandhi Nagar, Jaipur as and when required.
- d) Cleaning of chimneys installed in residential colonies.

## **3. Once in a month cleaning:**

- 1. Removal of cobwebs from the common area like external walls and inaccessible spots by brooms including the cleaning of terraces of all the building blocks etc., all complete as required at site as directed by the Bank.
- 2. Cleaning of inside of vacant flats entirely to keep the same in habitable conditions as required at site, as directed by the Bank.

## **4. Once in six months cleaning:**

- i) Cleaning of entire surface drains covered drains and deep drains, sewer chambers, gully traps chambers, etc. preferably in the month of **May & October**.
- ii). The underground as well as overhead water storage tanks in the Bank's properties shall be cleaned once in every 6 months, preferably in **September/October and February/ March**. When such cleaning works are to be taken up in the Bank's Residential Colonies, the residents shall be informed of cleaning operations well in advance so as to facilitate them to store water during the period of non-supply of piped water.

### **Checking the things for working order**

Daily checking shall be done in order to ensure that all the equipment in the toilets like Taps /Sinks /Geyser/Flush /Shower/Soap container etc. are in working condition. If not then, the position shall be reported to the Caretaker/Estate Department. Complaints regarding civil, electrical, plumbing etc. observed in the toilets must be resolved on the same day. Record of all the works carried out during the day and having got the same

Any other cleaning as advised by Designated Bank Officer/ACT relating to sweeping/ cleaning / disposing of debris, etc. at the work site. The contractor is also required to clean bank colonies any area as informed by the caretaker/Assistant Manager, Maintenance/Security officer.

### **Scope of the work for General Cleaning**

Carrying out daily cleaning of the colony (including Saturdays, Sundays and Holidays) to the satisfaction of the Bank. The periodical cleaning and maintenance of flats and colony premises shall include the following works:

i) Collecting day to day garbage from all the occupied flats, dispensary, Single Rooms, Caretaker's Office, Gym room, etc. and disposal of garbage outside Bank's premises and dumping into the garbage bins placed by the MCD in the vicinity of the colony etc., all complete as required at site or as directed by the Bank's engineer or any other person deputed by the Bank.

ii) Keeping the premises clean by broom sweeping of the entire open area of the premises except lawn area but including internal roads, car parking area, pathways, community hall, Welfare Office, Gym Room etc., and removal of garbage outside of the Bank's premises and dumping into the garbage bins placed by the Jaipur Municipal Corporation in the vicinity of the colony.

iii) Proper cleaning of the entire staircase for all the building blocks by using broom from ground floor to terrace including landing, lobby and moping of handrails etc., all complete as required at site as directed by the Bank.

iv) Proper cleaning of the dispensary at the time of opening of the dispensary including dusting of furniture and moping of entire floor area including cleaning of toilet and bathroom by using approved cleaning materials, as required at site as directed by the Bank's Medical Officers (BMO/BMC).

v) The cleaning of baths & toilets of caretaker's office, dispensary welfare office, Gym room, community hall, and common toilets includes the spotless cleaning, by using the required cleaning tools & plants (like brush duster etc.) With Harpic, Colin or any other approved quality cleaning material detergent, soaps & acids etc., all complete as required at site as directed by the Bank's engineer or any other person deputed by the Bank.

### **Note:**

a) The contractor should submit the necessary acknowledgement only in the printed format.

b) The rates shall include all type of materials such as broom, duster, urinal screens, approved quality cleaning items /R1 products etc. or any other materials which is necessary for satisfactory completion of work.

**Contractors are advised to visit the various sites for understanding the detailed scope of work before submitting their tenders and confirming to the terms and conditions.**

**General Cleaning of the Flats**

**Weekly cleaning:**

The cleaning of toilets of all the Staff & Officer's flats (each flat having 1/2 toilets) with required approved R category, for spotless cleaning by using the required cleaning tools & plants etc., all complete as required at site as directed by the Bank for the following areas:

- a) Entire floor of bath and toilets, and exhaust and window
- b) Entire dado/ wall tiles of bath, toilets, & lobby areas (near wash basin),
- c) Wash hand basin near bath & toilet areas,
- d) All the Indian WCs & Western WCs of bath / toilet area, mirrors, glass shelves and medicine box etc., of bath/toilets & lobby areas.
- e) All grill gates including grills on walls surroundings the Staff and Officers' Quarters
- f) Extensive cleaning of the entrance gates.

**Note: The details of number and types of flats in officer's & Staff Colony are as specified in table in para 2. of Section-II.**

**5. Cleaning on fortnightly basis**

- (i) Washing of stairs with water (available from nearby flats) and mopping.

**Note: There are 17 blocks in officer's colony and 24 blocks in staff colony**

- (ii) Cleaning of ceilings, Fans, windows, window panes, exhaust fans of community halls, gyms, Caretaker offices, Junior Engineer Office, dispensaries and guards' cabins in both the colonies.

**6. Once in three months cleaning: (All Officers' flats)**

**i)** Moping & cleaning of the door & window's shutters/frame/grill (inside and outside), ceiling fans, wall fans, exhaust fans, light fittings etc. with soaked clean cloth in detergent and also cleaning all the fittings & fixtures with soft, clean wet cloth of all the officer occupied flats, dispensary, gym., caretakers' office by using ladders/ stools etc., as required at site as directed by the Bank.

**ii)** Removal of cobwebs from the walls, ceilings, pelmets, curtain rods, grills & MS nets of windows and doors by using ladders/ stools etc., as required at site as directed by the Bank for all the officers' occupied flats, Gym, Caretaker's office etc.

iii) Removal & re-fixing in positions of all the mosquito nylon mesh/nets of windows & ventilators, after proper cleaning, washing, drying etc., all complete as required at site, of all the officer occupied flats, dispensary, Gym and caretaker's office etc.

**Cleaning and Housing keeping includes** Mopping and Brooming of floor preferably with R-1/ Green products.

**Dusting:** Dusting includes dusting with wet and dry cloth of all fixtures like doors of wood/glass/glass window panes, ply woods, staircase, hand rest, stairs on wall, dustbins, water dispensers, nets on walls, ventilation blades etc. all type of fixtures of woods, glass, stones.

**Note:** The details of number and types of flats in officer's & Staff Colony are as specified in table in para 2. of Section-II.

**Manpower Assessment – Maintenance Activity**

S. No	Type of AMC	Unskilled
1	Cleaning – RBI Officers' Quarters	15
2	Cleaning – RBI Staff Quarters	20
	<b>Total</b>	<b>35</b>

### **Section III**

#### **General instructions to Bidders**

3.1	<b>Tender Document:</b>
3.1.1	Tender shall consist of this document having Nine (09) Sections along with any annexures, schedules 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	Bidders 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 do 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	<b>Amendment to tender document</b>
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 Bank's website <a href="https://www.rbi.org.in">https://www.rbi.org.in</a> only. 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	<b>Preparation of Bid:</b> Tender in prescribed form shall be submitted in two parts – Part I Technical Bid and Part II Financial Bid
3.3.1	Technical Bid
	Part-I of the tender will contain Bank's standard conditions (not Price Bid) for the proposed work, tender's covering letter and the EMD (₹ 6,16,000 /-) 2% of the estimated amount.
(i)	Sections I to IX are part of technical Bid.
(ii)	Bidder must fill all the details specified in various sections.
(iii)	EMD shall be part of Technical Bid.
(iv)	The tender documents must be filled in English If any of the documents is missing or unsigned, the tender may be considered invalid by the Bank at its discretion.
3.3.2	<b>Financial Bid:</b> Part-II of the tender will contain Bidder's price Bid only

(i)	<b>Currency of Bid:</b> 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 ( <b>except GST</b> ), charges, levies, cess, insurance, transportation, other Govt. Taxes, uniform for the employees, mobile handset to the supervisor mobile/desktop application etc. <b>As indicated above, the rates quoted must be excluding GST, which will be paid separately as per the government directives.</b>
(ii)	The rate should be quoted strictly in line with the price schedule leaving no column blank whatsoever to avoid any ambiguity. Bids (Rates quoted)
(iii)	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. This, however, excludes any changes in minimum wages/government levies which are payable statutorily and may be allowed subject to satisfaction of the Bank.
3.4	Bids shall remain valid for acceptance by the Bank for the period indicated in <b>clause 1.2 of Section I</b> . This period may be further extended, if required, by mutual consent.
3.5	<b>Earnest Money Deposit (EMD) / Bid security:</b>
3.5.1	The Bidders shall deposit EMD of <b>₹6,16,000/- (Six Lakh Sixteen Thousand Rupees only)</b> by NEFT with their Bid. EMD A/c No.8692299, Account name RBI Jaipur, IFSC Code: RBIS0JPPA01 (Fifth and Tenth digit is 0=Zero)
3.5.2	EMD shall be in form of a <b>NEFT</b> . 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 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 as per clause 4.11.
3.6	<b>EMD shall be forfeited if the Bidder:</b>
(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	<b>Procedure for Submission of Bids</b>
	Interested Bidders / Agencies shall upload the tenders in prescribed form in two parts. Part-I tender will contain the Bidders' covering letter, Bidders' additional conditions, if any, and documents as indicated in Annex.
3.7.1	<b>Technical Bid</b>
(a)	Prices should not be indicated/included in the Technical Bid.
(b)	EMD shall be part of Technical Bid
3.7.2	<b>Financial Bid</b>



	No conditions should be indicated in the Financial Bid.
3.8	No conditional/optional quote shall be accepted.
3.9	Bidders shall not be permitted to alter or modify their Bids after receipt of Bids.
3.10	<b>Receipt of Bids - The Bids will be accepted till the schedule time and date as given in "schedule of tender".</b>
3.11	<b>Opening of Technical Bid</b>
	The Technical Bids will be opened on the scheduled time and date as referred to Schedule of Tender (SoT) at Reserve Bank of India, Tonk Road, and Jaipur. The Bidders or their authorized representatives may be present, if they so desire.
3.12	<b>Scrutiny of Technical Bid</b>
3.12.1	The Technical Bid shall be evaluated as per the procedure indicated in special condition of contract (Section IV).
3.12.2	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.
3.12.3	The Bank shall obtain reports on the past performance of the Bidder from his clients and Bankers. The Bank shall evaluate the said reports before opening of the Part-II of the tender. If any Bidder is not found to possess the required eligibility for participating in the tendering process at any point of time and/or his performance reports received from his clients and/or his Bankers report are found unsatisfactory, the Bank reserves the right to reject his offer even after opening of Part-I of the tender. The Bank is not bound to assign any reason for doing so.
3.13	<b>Opening of Financial Bid</b>
	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.
3.14	<b>Scrutiny of Financial Bid</b>
	The Financial Bid shall be evaluated as per the procedure indicated in Section IV and example is given as <a href="#">Annexure VII</a> .
3.15	<b>The Bank reserves the right to accept any Bid and to reject any or all Bids</b>
	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 Bidder. 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:
(a)	in case no Bid is received.
(b)	occurrence of any event due to which it is not possible to proceed with the selection process
(c)	evidence of a possible collaboration/collusion/mischief on part of Bidders, impacting the competition and transparency of the selection process,

(d)	any other reason, which in the opinion of the Bank necessitates the cancellation of the selection process
(i)	On occurrence of any such event, the Bank shall notify all the Bidders within 7 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.
(ii)	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 (a) to (d) above.
3.16	<b>Disputes</b>
	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 (a)	<p><b><u>Minimum wages</u></b></p> <p>Rates quoted by the Bidders should be in accordance with the provisions of Contract Labour (Regulation and Abolition) Act, 1970 / Minimum Wages Act. The Successful Bidder shall ensure payment of minimum wages to the workmen employed by them. Payment should be made through NEFT to their Bank account/s and Successful bidder shall maintain a register of wages and shall issue a wage slip to every workman employed by them and obtain their signature or thumb impression on the wage slips. In addition, they have to provide essential amenities like drinking water, first aid facility etc. to their employees as per Contract Labour (Regulation and Abolition) Act, 1970.</p> <p>Salary of the employees shall be disbursed through NEFT or through Normal Banking Channel only to their bank account and a copy of the payment proofs and bank details shall be produced with the bill to be submitted to the Bank for payment to the Vendor. <b>No cash payment by the company/Successful Bidder shall be made to their employees.</b></p> <p>The total wages payable to the labours shall include Minimum Wages and Statutory dues (Basic + Variable dearness Allowance), <u>Bonus, Employees Provident Fund &amp; Employees state insurance corporation (ESIC) (as applicable according to the statutes).</u></p>
(b)	The Successful Bidder has to give undertaking on Non Judicial Stamp Paper 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 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.
(c)	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.

(d)	The Bank will also insist to the Successful Bidder for Bank account payment details of labourers and it will furnish the Bank account details of engaged labourers as proof of payment on enquiry.
3.18	<p><b>Insurance:</b> The Successful Bidder shall take workmen compensation policy for <b>all the workers</b> 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. Third party liability in the Successful Bidder's "all risk policy" shall be minimum ₹2 lakh per person for any one accident or occurrence and ₹5 lakh in respect of damage to property for any one accident or occurrence. Such Insurance should be submitted to the Bank within <b>14 days of the issue of work order or before start of the work whichever is earliest.</b></p> <p><b><u>Note: These policies shall be in the Joint names of the Bank (Bank's name being the first) and valid till the currency of the work. If the Successful Bidder does not provide these policies, the Bank reserves the right to take the above insurance policies themselves and recover the cost thereof from the bill of the Successful Bidder.</u></b></p>
3.19	<p><b>Signing of Contract Agreement</b></p> <p>The General instructions to the Bidders 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 Bidder, and the work order placed shall be the basis of the final contract to be entered into with the Successful Bidder. On receipt of intimation from the Bank of the acceptance of his/their tender, the Successful Bidder shall be bound to implement the Contract and within 14 days thereof, the Successful Bidder shall sign an agreement in accordance with the draft agreement. Notwithstanding the signing of the agreement, the written acceptance by the Bank, of a tender will constitute a binding agreement between the Bank and the person so tendering, whether such contract is or is not subsequently executed. The cost of necessary stamp paper as per Stamp Act for execution of the agreement shall be borne by the Successful Bidder. The format of Articles of Agreement is provided at Section IX. The Successful Bidder shall not sublet any portion of the contract without the permission of the bank. 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>
3.20	<b>Right to Accept Part Tender:</b> The Bank reserves the right to accept the tender either in whole or in part.

Place:

(Signature of the Bidder with stamp)

## **Section IV:**

### **Special Conditions of the contract**

4.1.	<b>Technical and Financial bids will be evaluated as per the details provided below</b>
4.1.1	<b>Technical Bid:</b>
	The Bank would examine and evaluate received Technical Bids, as per the proposal submitted by the Bidders in line with the Bank's requirement mentioned in Scope of Work at Section II.
4.1.2	<b>Financial Bid:</b>
(a)	<b>Firm must quote equal or more than 5% in the financial bid. If vendor quotes less than 5% its bid will be treated unviable and will be not considered as it will not be compensating the minimum statutory payments along with a reasonable margin for the business to be viable (<a href="#">Annexure VI</a>).</b> Lowest among the quoted rates will be considered L-1 and work will be awarded to them. <b>If two or more vendors quote the same percentage profit, firm having higher last three-year average turnover will be considered L-1.</b> The Quoted price in financial bid shall also include overheads, cost of uniform to personnel engaged, mobile charges to supervisor, profit etc. The bidder is expected to quote an amount higher than the estimated price per month, arrived by the bank, to cover all the expenses on services to be provided to us. - The quoted profit percentage will be considered profit for the purchase of material.
4.2	<b>Renewal of contract</b>
	The service contract shall be valid from April 1, 2026, to March 31, 2027, and it may be further renewed for Two years (One year at a time, till March 31, 2029) subject to satisfactory performance and adherence to Contractual obligations by the tenderer. The decision of the Bank in this regard will be final.
4.3.1	<b>Non-disclosure</b>  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.

4.3.2	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.																																						
4.4	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 persons along with police verification report will be furnished to the Bank before their deployment in the Bank's premises.																																						
4.5	<b>Penalty</b>																																						
	<table> <tr> <th>Sr. No.</th><th>Type of Deficiency/Irregularity</th><th>1<sup>st</sup> instance in a year</th><th>2-5 instances in a year</th><th>More than 5 instances in a year</th></tr> <tr> <td>1.</td><td>Delay in addressing the complaints lodged by the residents of the colonies/ any officials of the Bank beyond 2 days from the time of lodgment of the complaint</td><td>₹500/- per instance and other action as the Bank may deem fit.</td><td>₹1,000/- per instance and other action as the Bank may deem fit.</td><td>₹2,000/- per instance and other action as the Bank may deem fit.</td></tr> <tr> <td>2.</td><td>In case the performance regarding the health and growth of the plants and lawns and/or directions given by Bank are not executed in reasonable time or in case of lack of proper maintenance of the plants, vertical gardens, landscaping, potted plants etc.</td><td>₹500/- per instance and other action as the Bank may deem fit.</td><td>₹1,000/- per instance and other action as the Bank may deem fit.</td><td>₹2,000/- per instance and other action as the Bank may deem fit.</td></tr> <tr> <td>3.</td><td>Quality of the following works, if found not satisfactory by the Bank: (a) Maintenance and Housekeeping (b) Cleaning of Toilets bathrooms (c) Cleaning of flats</td><td>₹500/- per instance and other action as the Bank may deem fit.</td><td>₹1,000/- per instance and other action as the Bank may deem fit.</td><td>₹2,000/- per instance and other action as the Bank may deem fit.</td></tr> <tr> <td>4.</td><td>Delay (beyond 1 day) in supply of consumables which would affect overall cleaning and maintenance of the premises</td><td>₹2,000/- per instance and other action as the Bank may deem fit.</td><td>₹3,000/- per instance and other action as the Bank may deem fit.</td><td>₹5,000/- per instance and other action as the Bank may deem fit.</td></tr> <tr> <td>5.</td><td>Non-adherence to stipulated number of shifts regarding lifting of Garbage and transportation of Green Waste &amp; Manure from Bank and three residential colonies</td><td>₹2,000/- per instance and other action as the Bank may deem fit.</td><td>₹3,000/- per instance and other action as the Bank may deem fit.</td><td>₹5,000/- per instance and other action as the Bank may deem fit.</td></tr> <tr> <td>6.</td><td>Non wearing of Uniforms by workers deployed at Bank and three residential colonies</td><td>₹500/- per instance and other action as the Bank may deem fit.</td><td>₹1,000/- per instance and other action as the Bank may deem fit.</td><td>₹1,500/- per instance and other action as the Bank may deem fit.</td></tr> </table>	Sr. No.	Type of Deficiency/Irregularity	1 <sup>st</sup> instance in a year	2-5 instances in a year	More than 5 instances in a year	1.	Delay in addressing the complaints lodged by the residents of the colonies/ any officials of the Bank beyond 2 days from the time of lodgment of the complaint	₹500/- per instance and other action as the Bank may deem fit.	₹1,000/- per instance and other action as the Bank may deem fit.	₹2,000/- per instance and other action as the Bank may deem fit.	2.	In case the performance regarding the health and growth of the plants and lawns and/or directions given by Bank are not executed in reasonable time or in case of lack of proper maintenance of the plants, vertical gardens, landscaping, potted plants etc.	₹500/- per instance and other action as the Bank may deem fit.	₹1,000/- per instance and other action as the Bank may deem fit.	₹2,000/- per instance and other action as the Bank may deem fit.	3.	Quality of the following works, if found not satisfactory by the Bank: (a) Maintenance and Housekeeping (b) Cleaning of Toilets bathrooms (c) Cleaning of flats	₹500/- per instance and other action as the Bank may deem fit.	₹1,000/- per instance and other action as the Bank may deem fit.	₹2,000/- per instance and other action as the Bank may deem fit.	4.	Delay (beyond 1 day) in supply of consumables which would affect overall cleaning and maintenance of the premises	₹2,000/- per instance and other action as the Bank may deem fit.	₹3,000/- per instance and other action as the Bank may deem fit.	₹5,000/- per instance and other action as the Bank may deem fit.	5.	Non-adherence to stipulated number of shifts regarding lifting of Garbage and transportation of Green Waste & Manure from Bank and three residential colonies	₹2,000/- per instance and other action as the Bank may deem fit.	₹3,000/- per instance and other action as the Bank may deem fit.	₹5,000/- per instance and other action as the Bank may deem fit.	6.	Non wearing of Uniforms by workers deployed at Bank and three residential colonies	₹500/- per instance and other action as the Bank may deem fit.	₹1,000/- per instance and other action as the Bank may deem fit.	₹1,500/- per instance and other action as the Bank may deem fit.			
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7.	Change of Employees without intimation and approval of the Bank/ Use of abusive language or behaviour with the Bank's staff in a manner demeaning to them.	₹2,000/- per instance and other action as the Bank may deem fit.	₹3,000/- per instance and other action as the Bank may deem fit.	₹5,000/- per instance and other action as the Bank may deem fit.
8.	Non-payment of wages through electronic mode/ Banking Channel or non-submission of documentary evidence for such payment.	₹1,000/- per instance and other action as the Bank may deem fit.	₹2,000/- per instance and other action as the Bank may deem fit.	₹3,000/- per instance and other action as the Bank may deem fit.
9.	Non maintenance of statutory and other registers/documents or non-submission of required documents sought by the Bank.	₹1,000/- per instance and other action as the Bank may deem fit.	₹2,000/- per instance and other action as the Bank may deem fit.	₹3,000/- per instance and other action as the Bank may deem fit.
10.	Manpower deployed less than as stipulated in Agreement/e-Tender.	₹500/- <b>per worker per instance</b> and other action as the Bank may deem fit.	₹1,000/- <b>per worker per instance</b> and other action as the Bank may deem fit.	₹1,500/- <b>per worker per instance</b> and other action as the Bank may deem fit.
11.	Wages not being paid as per Central Government Minimum Wages/ Non-adherence to Prohibition/Non-adherence to Central/State Government laws.	₹2,000/- per instance and other action as the Bank may deem fit.	₹3,000/- per instance and other action as the Bank may deem fit.	₹5,000/- per instance and other action as the Bank may deem fit.
12.	Non-payment to the workers employed by him as per the timeline <b>(on or before 7<sup>th</sup> day of following month)</b> fixed as per various applicable statutes	₹500/- per instance and other action as the Bank may deem fit.	₹1,000/- per instance and other action as the Bank may deem fit.	₹2,000/- per instance and other action as the Bank may deem fit.
13.	Any other deficiency/irregularity which is of relevance given the nature/scope of the contract	₹500/- per instance and other action as the Bank may deem fit.	₹1,000/- per instance and other action as the Bank may deem fit.	₹2,000/- per instance and other action as the Bank may deem fit.

**Bank may consider waiving of penalty only after getting a request from the contractor within 15 days from imposition of penalty and it is satisfied that the reasons cited by the contractor is genuine and found to be beyond its control only after getting the approval from the Competent Authority of the Bank. The Bank's decision in this regard shall be final.**

The penalty amount(s) imposed on the Contractor shall be adjusted from the Security Deposit/ Bank Guarantee held by the bank if the amount so permits or from the bills payable to the Contractor, as decided by the Bank. Bank reserves the right to waive off such penalty, if the cause of deficiency in the service is found to be beyond the control of the successful bidder. The Bank's decision in this regard shall be final.

	<p>The Bank will depute officers for surprise check of quality of services, quality of consumables supplied, use of abusive language or behaviour by the manpower deployed by the vendor with the Bank's staff in a manner demeaning to them, and any other deficiency/irregularity covered under the scope of this contract.</p> <p><b>If any such irregularity is detected for occasions beyond tolerance, the Bank reserves the right to initiate proceedings for termination of the contract or blacklisting of such tenderer over and above imposing penalty for any kind of irregularity mentioned above.</b></p>
4.6	<p><b>Payment Conditions:</b></p> <p>The charges quoted will cover the cost of manpower deployed, administrative expenses, uniform of the employees and machinery/equipment, deployed for efficient rendering of services and shall be payable on monthly basis subject to submission of invoice and subject to satisfactory performance. 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><b>Salary of the employees shall be disbursed through NEFT or through Normal Banking Channel directly to their Bank accounts and a copy of the payment shall be produced to the Bank with the submission of the bill for payment to the vendor.</b></p> <p>Payment of monthly bills / half-yearly bonus bills /lump sum charges will be paid through NEFT within 45 days on submission of correct invoice along with requisite documents as mentioned in the tender.</p>
4.7	<p><b>Force Majeure:</b></p> <p>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.</p>
4.8	<b>Termination for Default</b>
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 AMC Contract in whole or in part, in case of the following:
(i)	If the Successful Bidder fails to deliver any or all of the items of work as specified in the Tender document within the time period(s) specified in the Contract <b>Or</b>
(ii)	If the Successful Bidder fails to perform any other obligation(s) under the Contract.
4.8.2	On termination of the Contract for default, the Security Deposit (PBG-Performance Bank guarantee) of the Successful Bidder will be forfeited.



4.8.3	On termination of the Contract for 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.
4.8.5	The successful Bidder shall not sub-contract the work without taking prior permission from the Bank.
4.9	<b>Termination for Insolvency:</b> 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	<b>Patents:</b> 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	<b>Performance Bank Guarantee (PBG):</b> On award of contract, the Successful Bidder shall furnish an amount equal <b>to 5% (Five percent) of the contract value</b> in the form of a Performance Bank Guarantee as per <a href="#">Annexure I</a> 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. This Bank Guarantee towards security deposit shall be valid March 31, 2027.  Such Performance Bank Guarantee (PBG) should be submitted to the Bank within <b>14 days of the issue of work order or before start of the work whichever is earliest</b> , and <b>it will be returned after 3 months of completion of contract period</b> . If the Contractor fails to furnish the Performance Bank Guarantee as security deposit within stipulated time, charges for delay (in case of delays in submission in unavoidable circumstances) in submission of Performance Bank Guarantee shall be recovered from the bills of the contractor at prevailing Bank rate.  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.  A successful Bidder shall furnish Performance Bank Guarantee of 5% of the renewed amount of Contract in case contract of AMC is renewed.
4.12	<b>Adherence to Safety Code:</b>



	<p>The Successful Bidder will have to adhere to the safety code as detailed below:</p> <p>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.</p> <p>b) First-aid appliances/kits, adequate supply of sterilized dressings and cotton wool, shall be maintained in a readily accessible place.</p> <p>c) The injured person shall be taken to a public hospital without loss of time, in cases where the injury necessitates hospitalization.</p> <p>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.</p> <p>e) There may be venomous reptiles and insects in the green areas where AMC work is to be carried out. Utmost care shall be taken by the Successful Bidder throughout the contract period to prevent accidents.</p>
4.13	<p><b>Abiding by the provisions of Sexual Harassment of Women (Prevention, Prohibition and Redressal) Act, 2013 at workplace:</b></p> <p>The Successful Bidder shall be solely responsible for full compliance with the provision of 'Sexual Harassment for women at workplace (Prevention, Prohibition &amp; 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>
<p>I/We hereby declare that I/We have read and understood all the above instructions/conditions and the same will remain binding upon me/us in case the above mentioned Contract is entrusted to me/us. I/we also note that this letter will form part of the contract document and that the contents of this letter shall be supplemental to the conditions in the tender and not in derogation thereof except to the extent specifically provided herein.</p>	
Place:	(Signature of the Bidder with stamp)
Date:	Name

## Section V

### Form of Tender

Place:

Date:

The Regional Director  
Reserve Bank of India  
Tonk Road  
Jaipur

**Tender for providing Integrated Facility Management Services at the Bank's Premises, Staff and Officers' quarters at Gandhi Nagar, Jaipur from April 1, 2026, to March 31, 2027.**

Sir,

Having examined the requirements, conditions and schedule of quantities relating to the captioned work and having visited and examined the site of the works and also having acquired the requisite information relating thereto as involving the tender, I/We hereby offer to take up the **Annual Maintenance Contract for providing Integrated Facility Management Services at the Bank's Premises, Staff and Officers' Quarters at Gandhi Nagar, Jaipur from April 1, 2026, to March 31, 2027.**

2. We also agree that our tender will remain valid for acceptance by the Bank for 90 days from the date of opening of the tender and this period of validity can be extended for such period as may be mutually agreed between the Bank and us in writing. We also agree to deposit the EMD amount of ₹ -----/- through NEFT

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

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

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2026

For \_\_\_\_\_ and \_\_\_\_\_ on \_\_\_\_\_ behalf \_\_\_\_\_ of \_\_\_\_\_ M/s \_\_\_\_\_

(Signature with seal)

Name \_\_\_\_\_

Designation \_\_\_\_\_

Place \_\_\_\_\_

Date \_\_\_\_\_

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

Witnesses

(1) Signature with

name, address and  
date

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(2) Signature with

name, address and  
date

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**Section – VI:**

**Documents to be uploaded by the bidder with Technical bid on MSTC website**

<b>Sr. No</b>	<b>Documents to be furnished</b>
1.	Copy of MOU (in case of company)
2.	Copy of Article of Association (in case of company)
3.	Partnership deed (in case of partnership firm)
4.	Firm or proprietorship registration certificate
5.	MSME UDYAM registration certificate (in case of MSME)
6.	GSTN registration Certificate
7.	ESIC registration Certificate
8.	EPFO registration Certificate
9.	PAN Card copy
10.	Registration of Labour law certificate
11.	Details of turnover for the last three year as per the format given in <a href="#">Annexure II</a> , duly audited and signed by the Practicing Chartered Account
12.	Bank solvency certificate for 100% contract value work as per format given in <a href="#">Annex IV</a>
13.	Income Tax returns Certificate for the last 3 Financial years along with audited and duly stamped copy of Financial Statements (Balance Sheet and Profit& loss) by Practicing Chartered Accountant (2024-25, 2023-24 and 2022-23)
14.	Proof of total existing work force – PF statement
15.	Copy of first work order received by the company/firm after the date of incorporation/execution of partnership deed
16.	List of contracts awarded in the past to bidder company/firm containing following details <ul style="list-style-type: none"><li>➤ Name of the company</li><li>➤ Total annual value of contract</li><li>➤ Details of documentary evidence furnish upon</li></ul>
17.	Copy of any certification i.e. ISO etc. obtained by the bidder.
18.	A certificate from Chartered Account certifying the profit earned by (Profit After Tax) during the last three financial year as per the format given in <a href="#">Annexure II A</a> .
19.	All documentary evidence as specified in Section-I of the said e-Tender (Eligibility Criteria & Important Information)

## **Section VII**

### **Details of Bidder**

<b>Sr. No.</b>	<b>Particulars</b>	<b>To be filled by Bidder</b>
1.	<b>Name and Address of the agency/firm/company.</b> i. Address and telephone number of Registered Office  ii. Address of the Office through which work with RBI would be handled. Also indicate the name of the authorized official and his/her telephone number.	
2.	Type of Organization- (Proprietorship, Partnership/Company established under the Companies Act,1956) (Please enclose relevant documents.)	
3.	Name/s of the Proprietor /Partners /Directors of the Organization	
4.	Correspondence details	
	Telephone /Mobile along with Contact person's name	
	Email	
	Fax	

### **The details of Bidder's Banker:**

<b>Sr. No.</b>	<b>Particulars</b>	<b>To be filled by Bidder</b>
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 <b>(must be a current account)</b>	
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 VIII

### Commercial Conditions

**Estimated cost of Work is ₹3,08,00,000/- (Three Crore Eight Lakh Rupees only)**

Sr. No.	Description	Bank's	Acceptance of Bank's terms (YES/NO)
1	Validity of Tender	90 days	
2	EMD	EMD ₹6,16,000/- (Six Lakh Sixteen Thousand Rupees only) to be remitted using NEFT ( UTR number to submitted <b>along with the Technical Bid</b> ).	
3	Terms of payment	Payment will be made on Monthly basis subject to submission of invoice along with other supporting documents. 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 clause 4.5 of Section IV of the tender	
6	Performance bank guarantee (to be submitted by the Successful Bidder) 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 IX

### Draft Articles of Agreement

#### करार:

यह करार भारतीय रिज़र्व बैंक, जिसका कार्यालय भारतीय रिज़र्व बैंक, रामबाग सर्किल, टोंक रोड, जयपुर (इसके बाद इसे 'बैंक' कहा जाएगा) में है एवं इस अभिव्यक्ति में तब तक इससे संबद्ध, उत्तराधिकारी तथा समनुदेशिती शामिल होंगे जब तक कि संदर्भ या आशय इसके विपरीत न हों और यह इसका एक पक्ष है

#### और

\_\_\_\_\_, जिसका पंजीकृत कार्यालय \_\_\_\_\_ में है (इसके बाद इसे 'सफल बोलीदाता' कहा जाएगा) इस अभिव्यक्ति में तब तक इसके वारिस, प्रतिनिधि, प्रशासक और समनुदेशिती शामिल होंगे जब तक कि इस संदर्भ या आशय इसके विपरीत न हों और यह इसका दूसरा पक्ष है, के बीच दिनांक \_\_\_\_\_ को किया गया।

जबकि सफल बोलीदाता दिनांक 01 अप्रैल 2026 से 31 मार्च 2027 तक भारतीय रिज़र्व बैंक, जयपुर के मुख्य कार्यालय भवन और गांधीनगर, जयपुर स्थित अधिकारी क्वार्टर एवं स्टाफ क्वार्टर में एकीकृत सुविधा प्रबंधन सेवाएं उपलब्ध कराने का कार्य करना है।

और जबकि बैंक उपरोक्त उद्देश्यों के लिए सफल बोलीदाता की सेवाओं का लाभ उठाने के इच्छुक हैं जैसा कि टेंडर के खंड II और दिनांक \_\_ मार्च 2026 के पत्र संख्या S-\_\_\_\_/06.01.018/2025-26 में विस्तार से वर्णन किया गया है।

और जबकि बैंक और सफल बोलीदाता उन नियम या शर्तों को दर्ज करने के इच्छुक हैं जिनके तहत उक्त सेवाओं को सफल बोलीदाता द्वारा प्रदान किया जाना है।

#### Agreement

This Agreement made on \_\_\_\_\_, by and between **Reserve Bank of India**, having its office at Reserve Bank of India, Rambagh Circle, Tonk Road, Jaipur (Hereinafter referred to as the "**Bank**") which expression shall unless it is repugnant to the context or meaning thereof deemed to include its affiliates, successors and assigns of the **ONE PART**.

#### And

\_\_\_\_\_, having its registered office at \_\_\_\_\_ herein after referred to as the "**Successful Bidder**" which expression shall unless it is repugnant to the context or meaning thereof deemed to include his heirs, representatives, administrators and assigns of the **OTHER PART**;



Whereas the Successful Bidder shall carry on the business of providing Integrated Facility Management Services at **Reserve Bank of India Main Office Building (MOB), Officers' Quarters and Staff Quarters at Gandhinagar, Jaipur from April 01, 2026, to March 31, 2027.**

And whereas the Bank is desirous of availing services of the Successful Bidder for the above purposes as indicated in Section II of the tender and in the letter no. S-\_\_\_\_/06.01.018/2025-26 dated March \_\_\_\_, 2026.

And whereas the Bank and Successful Bidder are desirous of recording the terms and conditions under or upon which the said services are to be rendered by the Successful Bidder.

अब बैंक एवं सफल बोलीदाता द्वारा निम्नानुसार एतद् द्वारा सहमति दी जाती है :-

**NOW IT IS HEREBY AGREED BY AND BETWEEN THE BANK AND THE SUCCESSFUL BIDDER HERETO AS FOLLOWS**

1. यह समझौता **01 अप्रैल 2026** से लागू होगा और **31 मार्च 2027** तक लागू रहेगा या जब तक कि इसमें निहित शर्तों के अनुसार इसे निरस्त न कर दिया जाए। पत्र दिनांकित **\_\_\_\_ मार्च 2026 S-\_\_\_\_/06.01.018/2025-26** में उद्धृत राशि ₹\_\_\_\_/- (\_\_\_\_ रुपये मात्र) (PF, Insurance i.e. ESIC, Bonus and GST एवं अन्य सभी कर सहित) **12 माह** का प्रभार है जिस में प्रभावी रूप से सेवाएं प्रदान करने के लिए लगाई जाने वाली श्रमशक्ति तथा प्रयोग में लाई जाने वाली मशीनरी / उपकरण की लागत शामिल है एवं नियत तिथि अथवा नियत तिथि से पूर्व बीजक प्रस्तुत करने के अधीन इसका भुगतान मासिक आधार पर किया जाएगा।

This agreement will come into effect from **April 01, 2026, and will remain in force up to March 31, 2027**, or until it is terminated as per the terms hereinafter contained. The quoted charges of ₹\_\_\_\_/- (**Rupees** Only) (including PF, Insurance i.e. ESIC, Bonus and GST or any other taxes etc.) for **12 months mentioned in letter no. S-\_\_\_\_/06.01.018/2025-26 dated March \_\_\_\_, 2026** covering the cost of manpower deployed and machinery/equipment used for efficient rendering of services shall be payable on monthly basis subject to submission of invoice on or before **date**.

2. बैंक अधिकारियों द्वारा विधिवत यह प्रमाणित किए जाने के बाद कि सेवाओं को संतोषजनक रूप से प्रदान किया गया है और सभी सांविधिक देय / करों, आदि की कटौती की गई है, बिल का भुगतान किया जाएगा। भविष्य में भुगतान किए जाने वाले सभी बिलों की जांच फ़र्म के स्तर पर और बेहतर एवं यथार्थ रूप से की जाए, जो कि कर्मचारियों की उपस्थिति एवं गणना के आधार पर सही एवं स्पष्ट हो, जिसकी ज़िम्मेदारी पूर्णतः फ़र्म की होगी। यदि बिल राशि एवं भुगतान की गयी राशि में फ़र्म द्वारा कोई अंतर पाया जाता है तो फ़र्म द्वारा बैंक को 6 माह के भीतर ही सपष्टीकरण के लिए लिखा जा सकता है। बिल की तारीख से छह माह के बाद फ़र्म से प्राप्त ऐसे किसी भी अभ्यावेदन और / अथवा किसी दावों को अस्वीकार करने का अधिकार बैंक के पास होगा।

The payment thereon will be made after the same is duly certified by the Bank's officials to the effect that the services have been provided satisfactorily and after deducting all statutory dues/taxes, etc.

(i) All bills to be paid in future should be scrutinized at the level of the firm in a better and accurate way, which should be correct and clear on the basis of the attendance of the employees and calculation, responsibility of accuracy, rates and attendance will be entirely of the firm. If any difference is observed by the firm in the bill amount and the amount paid, then the firm can write to the Bank for clarification within six months. The Bank reserves the right to not accept any such representation and/or claims from the firm after six months from the date of the bill.

3. उक्त राशि ₹ \_\_\_\_\_/- ( \_\_\_\_\_ रुपये मात्र) के प्रभार अंतिम हैं और न्यूनतम मजदूरी जैसी संवैधानिक अपेक्षाओं को छोड़कर, श्रम की स्थिति, विनिमय भिन्नता या किसी अन्य शर्त के अधीन नहीं है।

The above charges of ₹ \_\_\_\_\_/- (Rupees \_\_\_\_\_ Only) are final and not subject to labour conditions, exchange variations or any other condition, except statutory requirements like minimum wages.

4. उपरोक्त प्रभारों में कुशल / अकुशल मजदूरों की न्यूनतम मजदूरी, वीडिए, ईपीएफ (13.00%), ईएसआईसी (3.25%), बोनस (8.33%), बीमा प्रभार और ऐसा कोई भी अन्य कर (माल और सेवा कर – जीएसटी सहित) और इयूटी या अन्य लेवी शामिल हैं चाहे केंद्र सरकार या किसी राज्य सरकार या किसी स्थानीय प्राधिकरण द्वारा वह मौजूदा समय में ली जा रही हो या भविष्य में लगाई जाए।

The above charges shall include Minimum wages to skilled/unskilled labours, VDA, EPF (13.00%), ESIC (3.25%), Bonus (8.33%), Insurance and any other tax (including Goods and Services Tax - GST) and duty or other levy, whether existing or levied in future by the Central Government or any State Government or any Local Authority.

5. सफल बोली दाता संविदा के संबंध में उस के द्वारा नियोजित मजदूरों को लगने वाली व्यक्तिगत चोटों के लिए बीमा कवर लेने के लिए उपयुक्त व्यवस्था करेगा और वह सुनिश्चित करेगा कि बीमा कवर समझौते की अवधि के दौरान चालू रखा जाए। सफल बोली दाता द्वारा लिए गए बीमा कवर की पर्याप्तता या अन्यथा के संबंध में स्व-संतुष्टि के लिए बैंक को यह स्वतंत्रता होगी कि वह सफल बोलीदाता से इस संबंध में पूछताछ कर सके और यदि बैंक यह समझता है कि संविदा कर्मचारियों के कार्य के स्वरूप में शामिल जोखिम के मद्देनजर लिया गया कवर पर्याप्त नहीं है तो सफल बोलीदाता को अतिरिक्त बीमा कवर/ वैकल्पिक व्यवस्था करनी होगी। अनुबंध की कुल लागत में ईएसआईसी कवरेज के लिए बीमा शुल्क शामिल है। वेंडर द्वारा केवल अपने कर्मचारियों/श्रमिकों के बीमा कवरेज के लिए ईएसआईसी को भुगतान किए गए शुल्क की प्रतिपूर्ति उचित दस्तावेज जमा करने पर बैंक द्वारा की जाएगी।

The Successful Bidder shall make suitable arrangement for taking insurance cover against the personal injuries likely to be suffered by the labourers engaged by him in connection with the contract and he shall ensure that the insurance cover is kept alive during the currency of agreement. The Bank shall be at liberty to call upon the Successful Bidder for the purpose

of satisfying himself about the adequacy or otherwise of the insurance cover taken by the Successful Bidder and the Successful Bidder has to make additional/alternate arrangement for the insurance cover in case the Bank, is of the opinion that the cover provided is not adequate having regard to the risk involved in the nature of the work of the contract employees. The total cost of the contract includes insurance charges for ESIC coverage. Only the charges paid by the vendor to ESIC for insurance coverage of its employees/ labour will be reimbursed by the bank on submission of appropriate documents.

6. निविदा दस्तावेज में उल्लिखित सभी रखरखाव वस्तुओं / उपकरण और सामग्री, यदि कोई हो, सफल बोलीदाता द्वारा प्रदान की जाएगी। यदि बैंक अनुरोध करता है, तो किए गए किसी विशेष कार्य या सामग्री की लागत का भुगतान बैंक द्वारा अलग से किया जाएगा।

All quoted maintenance articles/equipment and material, if any, mentioned in the Tender document will be provided by the Successful Bidder. In case the Bank requests, the cost of the any special work done or material procured shall be paid separately by the Bank.

7. **साइट को साफ रखने के लिए ठेकेदार:** ठेकेदार को यह सुनिश्चित करना होगा कि कार्यस्थल कार्यस्थल हर/ फ्लैटों में किया जाना है/कब्जे वाले परिसरों :सुथरा रहे। चूंकि कार्य अधिकांशत-समय साफ, ठेकेदार को कार्य पूरा होने के बाद, स्थान छोड़ने से पहले कार्य क्षेत्र को साफ करने के लिए उचित सावधानी बरतनी होगी। यदि ठेकेदार इस खंड की आवश्यकताओं का पालन करने में विफल रहता है, तो बैंक को यह अधिकार होगा कि वह किसी अन्य एजेंसी के माध्यम से ठेकेदार की कीमत पर यह काम करवाए। ऐसी कार्रवाई करने से पहले, बैंक द्वारा ठेकेदार को एक दिन का लिखित नोटिस दिया जाएगा।

**Contractor to Keep Site Clean:** The contractor shall ensure to keep the site/ place of work clean at all times. As the work is going to be carried out mostly in occupied premises/ flats, the contractor shall take due care to clean the work area after completion of work, before leaving the place. In case the contractor fails to comply with the requirements of this clause, the Bank shall have the right to get this work done at the cost of the contractor through any other agency. Before taking such action, the Bank shall give one days' notice in writing to the contractor.

8. निविदा में उल्लिखित नियमों एवं शर्तों तथा कार्य के दायरे तथा निविदा की संविदा विशेष शर्तों के तहत दिए गए ब्योरे के अनुसार नियमित आधार पर सेवाएं प्रदान करने के लिए सफल बोलीदाता उत्तरदायी होगा। आवश्यकतानुसार कार्यरत श्रमिकों की संख्या बैंक द्वारा बढ़ाई या घटाई जा सकती है और तदनुसार मजदूरी का भुगतान बैंक द्वारा किया जाएगा। बैंक अधिकार सुरक्षित रखता है कि बैंक की आवासीय कॉलोनी में और एक आवासीय कॉलोनी से दूसरे में या आवासीय कॉलोनी से बैंक के मुख्य कार्यालय भवन तक और इसके विपरीत में कामगारों को पुनर्नियोजित किया सके। इसी तरह बैंक यह अधिकार भी सुरक्षित रखता है कि समान दक्षता वाले कामगारों को पुनर्नियोजित किया सके।

The Successful Bidder shall be responsible for providing services on regular basis as per the terms and conditions of the tender and as per the Scope of Work and services to be rendered as mentioned in detail under Special Conditions of Contract of the tender. The number of workmen employed can be increased or decreased by the Bank as per the requirement and accordingly wages will be paid by the Bank. The Bank reserves the right to redeploy the workmen within the Bank's residential colonies and from one residential colony to other or

from residential colony to the Bank's main office building and vice versa. Similarly, the Bank reserves the right to re-deploy the workers for similar set of skills.

9. सफल बोलीदाता स्वयं द्वारा नियोजित श्रमिकों को न्यूनतम मजदूरी अधिनियम के अनुसार न्यूनतम मजदूरी का भुगतान सुनिश्चित करेगा और मजदूरी का एक रजिस्टर बनाए रखेगा और स्वयं द्वारा नियोजित प्रत्येक श्रमिक को वेतन पर्ची जारी करेगा और वेतन पर्ची पर उनके हस्ताक्षर या अंगूठे का निशान लेगा। इसके अलावा, उसे ठेका श्रम (विनियमन और उत्सादन) अधिनियम, 1970 के अनुसार अपने कर्मचारियों को पीने के पानी, प्राथमिक चिकित्सा सुविधा आदि जैसी आवश्यक सुविधाएं प्रदान करनी हैं। सफल बोलीदाता को कार्य मिलने से पहले लागू मूल्य के गैर न्यायिक स्टाम्प पेपर पर यह वचन देना होगा कि वह इस काम/ कार्यविशेष को पूर्ण करने के लिए जिन मजदूरों को नियोजित करेगा उन सभी को उस दर पर मजदूरी और अनुषंगी लाभ का भुगतान करेगा जो सी-एल-आर-ए अधिनियम के तहत न्यूनतम मजदूरी से कम नहीं है और ऐसी मजदूरी तथा आवश्यक सुविधाओं को प्रदान करने में सफल बोलीदाता की विफलता के लिए वैधानिक प्राधिकारियों द्वारा प्रधान नियोक्ता के खिलाफ जो कार्रवाई की जा सकती उसके प्रति प्रधान नियोक्ता को रक्षित रखेगा। सफल बोलीदाता अपने मासिक बिलों के साथ – साथ श्रमिकों को भुगतान किए गए वेतन पावतियों के साथ, पीएफ, ई एस आई अंशदान, बोनस, आदि सरीखी देय राशि को जमाकरने के प्रमाण के साथ प्रस्तुत करेगा, ऐसा न करने पर बिल निपटाया नहीं जाएगा। सफल बोलीदाता न्यूनतम मजदूरी अधिनियम के लागू प्रावधानों (साप्ताहिक बंदी और ओवर टाइम मजदूरी के भुगतान से संबंधित अन्य प्रावधानों), पी एफ अधिनियम, ईएसआईसी अधिनियम, बोनस भुगतान अधिनियम, 1965; मातृत्व लाभ अधिनियम, 1961 आदिका अनुपालन सुनिश्चित करेगा।

The Successful Bidder shall ensure payment of minimum wages in terms of the Minimum Wages Act to the workmen employed by it and shall maintain a register of wages and shall issue a wage slip to every workman employed by it and obtain their signature or thumb impression on the wage slips. In addition, it has to provide essential amenities like drinking water, first aid facility etc. to its employees as per Contract Labour (Regulation & Abolition) Act, 1970. The Successful Bidder shall give undertaking on Non-Judicial Stamp Paper of applicable value before the award of the work that it undertakes to actually pay wages and attendant benefits 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 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. The Successful Bidder shall submit along with its monthly bills a copy of the receipts of the wages paid to the workers along with proof of depositing dues like PF, ESI contributions, bonus, etc failing which their bill will not be settled. The Successful Bidder will ensure compliance with applicable provisions of Minimum Wages Act (among other provisions relating to weekly-offs and payment of overtime wages), PF Act, ESIC Act, Payment of Bonus Act, 1965; Maternity Benefits Act, 1961, etc.

10. सफलबोली दाता के पास सभी संबंधित दस्तावेज होने चाहिए, जैसेकि ठेका श्रम (विनियमन और उत्सादन) अधिनियम, 1970 के तहत लाइसेंस या पीएफ और बीमा अधिकारियों के साथ पंजीकरण का प्रमाणपत्र, लागू अन्य कानून से संबंधित दस्तावेज जिसे आवश्यकता पड़ने पर संबंधित प्राधिकारियों को दिखाया जाना अपेक्षित हो। ऐसा करना सुनिश्चित करने में असफल होने पर, कार्रवाई / कार्यवाही के लिए वह अकेले ही जिम्मेदार होगा। सफल बोलीदाता और/अथवा इसके द्वारा नियोजित कर्मचारियों के कृत्यों, भूल या चूक के लिए बैंक को

जिम्मेदार नहीं ठहराया जाएगा और किसी भी तरह से सफल बोलीदाता द्वारा नियोजित मजदूरों के लिए उत्तरदायी नहीं बनाया जाएगा।

The Successful Bidder shall be in possession of all the relevant documents, like licence as contemplated under Contract Labour (Regulation & Abolition) Act, 1970 or certificate of registration with PF and Insurance authorities, any other law as applicable which shall be shown to the relevant authorities as and when required, failing which the firm alone would be responsible for actions/ proceedings ensuring thereto. The Bank shall not be held responsible for acts, commissions or omissions of the Successful Bidder and/or by its employees shall in no way be made liable to the labourers engaged by the Successful Bidder.

11. संपत्ति/कार्य के दायरे को जोड़ना और/या हटाना: बैंक की आवश्यकता के आधार पर कार्य के दायरे से किसी भी संपत्ति को जोड़ने या हटाने का अधिकार बैंक के पास सुरक्षित है। विक्रेता को तदनुसार जनशक्ति तैनात करनी चाहिए। संशोधित कार्य क्षेत्र के अन्तर्गत संविदा अवधि के अन्तर्गत भुगतान बैंक की आवश्यकता के अनुसार उनके द्वारा तैनात जनशक्ति का ही किया जायेगा। संपत्तियों के किसी भी विलोपन के लिए, अनुबंध की अवधि के दौरान किसी भी परिस्थिति में किसी अन्य संपत्ति के लिए कोई जनशक्ति समायोजित नहीं की जाएगी।

**Addition and/or Deletion of property/scope of work:**

Bank reserves the right to add or delete any properties from the scope of work depending on requirement of the Bank. The vendor must deploy manpower accordingly. Payment under the revised scope of work within the contract period shall be made only for the manpower deployed by them as per Bank's requirement. For any deletion of Properties, no manpower shall be accommodated to any other properties under any circumstances during the period of contract.

12. क्षतिपूर्ति खंड: सफल बोलीदाता बैंक और उसके अधिकारियों, कर्मचारियों, निदेशकों और प्रतिनिधियों को सभी दावों (तीसरे पक्ष के दावों सहित), कार्यों, नुकसान, क्षति, लागत, व्यय, उनका कानूनी व्यय सहित बैंक को सुरक्षित रखने के लिए सहमत है जिसके नुकसान या व्यय बैंक को सफल बोलीदाता की इन चूक के कारण उठाना पड़ सकता है-

- (क) संविदा अवधि के दौरान सरकार या अन्य वैधानिक अधिकारियों द्वारा जारी किए गए किन्हीं भी लागू कानूनों, विनियमों, दिशा निर्देशों का उल्लंघन; या
- (ख) वर्तमान संविदा के नियमों और शर्तों का उल्लंघन या गैरनिष्पादन-; या
- (ग) सफल बोलीदाता द्वारा किए गए अभ्यावेदन और वारंटियों का उल्लंघन; या
- (घ) सफल बोलीदाता द्वारा लापरवाही या धोखाधड़ी पूर्ण कार्य या चूक; या तीसरे पक्ष का ऐसा कोई कृत्य जिसकी वजहकारण सफल/ बोलीदाता हो।

सफल बोलीदाता बोली लगाने वाले कर्मचारियों के किसी भी दावे के प्रति बैंक को रक्षित रखेगा और बोली लगाने वाले का कर्तव्य होगा कि वह अपने स्वयं के कर्मियों / कर्मचारियों को स्पष्ट रूप से सूचित करे कि उनके पास बैंक के विरुद्ध कोई दावा नहीं होगा और वे किसी भी औद्योगिक विवाद, प्रत्यक्ष और / या अप्रत्यक्ष रूप से, अपनी किसी भी सेवा शर्तों के संबंध में या अन्यथा के बारे में बैंक के साथ या विरुद्ध नहीं उठाएंगे।

इसके अलावा, सफल बोलीदाता हर समय बैंक को उन सभी दावों के प्रति रक्षित रखेगा, जो कर्मचारी क्षतिपूर्ति अधिनियम, या इसके तहत के नियमों, या इस करार के तहत इसके नियोजित किसी कर्मचारी को दुर्घटना या चोट के कारण देय क्षतिपूर्ति से उत्पन्न होते हैं। सफल बोलीदाता अपने कर्मचारियों को पारिश्रमिक और अन्य देय के लिए पूरी तरह से जिम्मेदार होने के साथ-साथ उनके द्वारा की गई भूल/ चूक के लिए भी जिम्मेदार होगा।

**Indemnity Clause:** The Successful bidder agrees to indemnify and to keep the Bank 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 Bank may suffer or incur on account of default on the part of Successful bidder due to:

- a) Violations of any 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 present contract; or
- c) Breach of the representations and warranties made by the Successful bidder; or
- d) Negligent or fraudulent act or omission by the Successful bidder; or any third party for reasons attributable to the Successful bidder.

The Successful 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.

Further, the Successful bidder shall at all times indemnify the Bank against all claims which may be made under the Workmen's Compensation Act, or rules thereunder 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 Successful bidder shall be solely responsible for the remuneration and other dues to its employees, as also for omissions/commissions done by them.

13. **जुर्माना खंड** सेवाओं में किसी भी तरह की कमी या सफल बोलीदाता द्वारा किसी भी शिकायत का समाधान न कर पाने की स्थिति में, बैंक निविदा दस्तावेज की धारा IV के पैरा 4.5 में निहित दंड सफल बोलीदाता पर लगाएगा। यदि सेवा में कमी का कारण सफल बोलीदाता के नियंत्रण से बाहर पाया जाता है तो बैंक ऐसे दंड को माफ करने का अधिकार सुरक्षित रखता है। इस संबंध में बैंक का निर्णय अंतिम होगा।

In case of any deficiency in services or any complaint remaining unduly unattended by the Successful Bidder, the Bank shall impose on the Successful Bidder penalty as contained in Para 4.5 of Section IV of the tender document.

14. **गैर प्रकटीकरण खंड:** सफल बोलीदाता बैंक के बुनियादी ढांचे / प्रणालियों / उपकरणों आदि के बारे में प्रत्यक्ष या अप्रत्यक्षरूप में किसी भी सूचना , सामग्री तथा विवरण, जो इस करार के संबंध में अपने संविदात्मक दायित्वों का निर्वहन करने के दौरान सफल बोलीदाता के संज्ञान में आ सकते हैं, का खुलासा तृतीय पक्ष को नहीं करेगा

तथा हर समय इस कठोर विश्वास को बनाए रखेगा। सफल बोलीदाता लागू कानून के अनुपालन तथा दायित्व का निर्वहन करने के लिए वर्तमान आवश्यकता के अतिरिक्त करार के विवरण को निजी और गोपनीय मानेगा। सफल बोलीदाता नियोक्ता की पूर्व लिखित सहमति के बिना किसी भी स्थान पर अथवा किसी भी व्यापार अथवा तकनीकी दस्तावेज़ में कार्य के किसी भी विवरण को प्रकाशित करना, प्रकाशित करने की अनुमति तथा खुलासा नहीं करेगा। इस तथ्य को ध्यान में रखते हुए कि सफल बोलीदाता द्वारा नियोजित कर्मचारियों द्वारा मोबाइल फोन का उपयोग किया जाता है, किसी भी गोपनीय सूचना के प्रकटीकरण के परिणामस्वरूप बैंक को हुए किसी भी नुकसान की क्षति पूर्ति सफल बोलीदाता करेगा। उपरोक्त का पालन करने में विफल होने पर इसे सफल बोलीदाता की ओर से करार का उल्लंघन माना जाएगा तथा बैंक नुकसान का दावा करने तथा कानूनी कदम उठाने के लिए पात्र होगा।

**Non-Disclosure Clause:** 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 its 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 it 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 the Bank as a result of disclosure of any confidential information in light of the fact that mobile phones are used by the workers employed by the successful bidder. 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, apart from termination of contract, at its discretion.

15. इस तथ्य को ध्यान में रखते हुए कि सफल बोलीदाता द्वारा नियोजित कर्मचारियों द्वारा मोबाइल फोन का उपयोग किया जाता है, सफल बोलीदाता इस करार के तहत गोपनीय जानकारी के गैर प्रकटीकरण के दायित्व को पूरी तरह से सुनिश्चित करने के लिए अपने कर्मचारियों के संबंध में उचित कार्रवाई करेगा। गैर प्रकटीकरण तथा गोपनीयता के संबंध में सफल बोलीदाता की बाध्यता इस करार के समाप्त होने या इसके निरस्त होने, जो भी कारण हो, तक वैध रहेगी।

Keeping in view the fact that mobile phones are used by the workers employed by the successful bidder, 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.

16. कॉन्ट्रैक्टर को बैंक की प्रत्येक परिसर पर अपने स्टाफ की उपस्थिति (आने-जाने) को मॉनिटर करने हेतु अपना खुद का बायोमेट्रिक अटेंडेंस सिस्टम उपलब्ध करवाना होगा। बायोमेट्रिक सिस्टम से प्राप्त होने वाली मासिक रिपोर्ट प्रत्येक मासिक बिल के साथ बैंक को जमा करवानी होगी। उक्त बिलों का भुगतान वर्णित उपस्थिति रिपोर्ट के आधार पर किया जाएगा।

Contractor shall provide his own biometric attendance system for monitoring attendance (in/outs) of their staff at each property. Monthly reports generated from the biometric system

may be submitted along with monthly bill and this will be the reference for attendance and payment.

17. निविदा के नियम एवं शर्तों तथा कार्य के दायरे के मुताबिक तथा संविदा की विशेष शर्तों में किए गए उल्लेख के अनुसार प्रदत्त की जाने वाली सेवाएं इस करार का भाग समझी जाएंगी।

That the terms and conditions of the tender and as per the Scope of Work and services to be rendered as mentioned in detail under Special Conditions of Contract of the tender shall be treated as part and parcel of this Agreement.

18. सफल बोलीदाता उपरोक्त उल्लिखित अधिनियमों / नियमों के संबंध में विहित दायित्वों / जिम्मेदारियों का पालन करेगा :-

(क) नियोजित संविदा श्रमिकों का पर्यवेक्षण और नियंत्रण सफल बोलीदाता द्वारा किया जाना चाहिए।

(ख) संविदा श्रमिकों की उपस्थिति अनुपस्थिति दर्ज के लिए मस्टर का रखरखाव सफल बोलीदाता की / सफल बोलीदाता द्वारा प्रतिनियुक्त पर्यवेक्षक के / जिम्मेदारी होनी चाहिए और यह सफल बोलीदाता नियंत्रण में होना चाहिए। इस प्रकार यह सफल बोलीदाता का कर्तव्य होना चाहिए कि वह अपने कर्मचारियों के माध्यम से रिकॉर्ड बनाए रखे।

(ग) संविदा श्रमिकों में अनुशासन बनाए रखने, छुट्टी आदि मंजूर करने की जिम्मेदारी सफल बोलीदाता की होगी। हालाँकि, अपने किसी कर्मचारी/पर्यवेक्षक को छुट्टी देने के मामले में, सफल बोलीदाता उसके प्रतिस्थापन को सुनिश्चित करेगा।

(घ) अपने मजदूरों को फोटो पहचान पत्र जारी करना सफल बोलीदाता का कर्तव्य होगा।

(ङ) बैंक संविदा श्रमिक को कोई भी रोजगार लाभ प्रदान करने के लिए जिम्मेदार नहीं होगा और सफल बोलीदाता को संविदा श्रमिक के प्रति अपने सभी वैधानिक और अन्य दायित्वों जैसे उनकी भविष्य (रोजगार लाभ) निधि, कर्मचारी राज्य बीमा लाभ, कर्मचारी क्षतिपूर्ति अधिनियम, 1923 आदि के तहत चोट के मुआवजे का निर्वहन करना चाहिए। यदि संविदाकार किसी भी वैधानिक दायित्वों को पूरा करने में विफल रहता है, तो बैंक को यह हक होगा कि वह संविदाकार को देय किसी भी राशि से कटौती समायोजन करने या / संविदाकार को देय ऋण के रूप में वसूल करने, संविदा श्रमिकों को बैंक द्वारा किए गए भुगतान की कटौती कर सकता है।

(च) सफल बोलीदाता को केवल बैंकिंग चैनल के माध्यम से मजदूरी का भुगतान करना चाहिए। सफल बोलीदाता भविष्य निधि में कटौती करेगा और भविष्य निधि जमा का प्रमाण रखेगा।

(छ) वेतन अवधि को सफल बोलीदाता द्वारा तय किया जाना चाहिए और यह एक महीने से अधिक नहीं होना चाहिए। नियम 71 के तहत, सफल बोलीदाता को वेतन अवधि और मजदूरी के संवितरण का स्थान और समय बैंक को सूचित करने का दायित्व है। मजदूरी के नियमों को भी बैंक को सूचित किया जाना चाहिए।

(ज) अधिनियम की धारा 21 (4) के अनुसार, यदि सफल बोलीदाता निर्धारित अवधि के भीतर मजदूरी का भुगतान करने में विफल रहता है या कम भुगतान करता है, तो बैंक पूर्ण या भुगतान की शेष राशि, जैसी स्थिति, का भुगतान सफल बोलीदाता द्वारा नियोजित संविदा श्रमिकों को करेगा, और इस तरह भुगतान की गई राशि की वसूली सफल बोलीदाता से करेगा।



- (झ) सफल बोलीदाता द्वारा नियोजित संविदा श्रमिकों के संबंध में सभी प्रकार के रिकॉर्ड का रखरखाव उसकी अपनी जिम्मेदारी होगी।
- (ज) यह सफल बोलीदाता के लिए यह अनिवार्य है कि वह मजदूरी का भुगतान करे, यह समुचित प्राधिकारी द्वारा निर्धारित न्यूनतम मजदूरी से कम नहीं होना चाहिए, अपने संविदा श्रमिकों को सेवानिवृत्ति मुआवजे, नोटिस वेतन, देय ग्रेच्युटी और बोनस का भुगतान करे और सफल बोलीदाता अधिनियम और नियमों के तहत संविदा श्रमिकों के लिए सभी कल्याणकारी उपाय प्रदान करे।
- (ट) ठेका श्रम अधिनियम की उपर्युक्त आवश्यकताओं और उक्त अधिनियम की अन्य आवश्यकताओं के अनुपालन के सभी दस्तावेजी साक्ष्य रखना सफल बोलीदाता का कर्तव्य होगा। बैंक को निरीक्षण या सत्यापन के लिए इस तरह के दस्तावेज मंगाने का अधिकार होगा और बैंक द्वारा इन्हें मांगे जाने पर प्रस्तुत करना सफल बोलीदाता का कर्तव्य होगा।
- (ठ) सफल बोलीदाता "कार्य स्थल पर महिलाओं के यौन उत्पीड़न (रोकथाम, निषेध और निवारण) अधिनियम, 2013" के प्रावधानों के पूर्ण अनुपालन के लिए पूरी तरह से जिम्मेदार होगा। बैंक के परिसर के भीतर अपने कर्मचारी के खिलाफ यौन उत्पीड़न की किसी भी शिकायत के मामले में, शिकायत को सफल बोलीदाता / एजेंसी द्वारा गठित आंतरिक शिकायत समिति के समक्ष दायर किया जाएगा और सफल बोलीदाता / एजेंसी शिकायत के संबंध में उक्त अधिनियम के तहत उचित कार्रवाई सुनिश्चित करेगी। बैंक के किसी भी कर्मचारी के खिलाफ सफल बोलीदाता के किसी भी पीड़ित कर्मचारी से यौन उत्पीड़न की कोई भी शिकायत बैंक द्वारा गठित क्षेत्रीय शिकायत समिति द्वारा संज्ञान लिया जाएगा। सफल बोली दाता किसी भी मौद्रिक मुआवजे के लिए जिम्मेदार होगा जिसके भुगतान करने की आवश्यकता इसलिए होकि सफल बोलीदाता के कर्मचारी की संलिप्तता इसमें हो, उदाहरण के लिए बैंक के कर्मचारी को कोई मौद्रिक राहत, यदि ठेकेदार के कर्मचारी द्वारा यौन उत्पीड़न समिति द्वारा साबित होता है। सफल बोलीदाता अपने कर्मचारियों को कार्यस्थल पर यौन उत्पीड़न की रोक थाम और संबंधित मुद्दों के बारे में शिक्षित करने के लिए जिम्मेदार होगा।

The Successful Bidder shall comply with the undernoted obligations/ responsibilities with regard to above-mentioned Acts/Rules:

- The supervision and control of the contract labour engaged should be done by the Successful Bidder.
- The maintenance of muster for making the presence / absence of contract labour should be the responsibility of the Successful Bidder and should be under the control of Successful Bidder / supervisor deputed by the Successful Bidder. Thus, it should be the duty of the Successful Bidder to maintain records through his staff.
- The responsibility for maintenance of discipline among the contract labour, grant of any leave etc. is that of the Successful Bidder. However, in case of grant of leave to any of its employee/supervisor, the Successful Bidder will ensure the replacement thereof.
- It should be duty of the Successful Bidder to issue photo identity card to his labours
- The Bank would not be responsible for providing any employment benefits to the contract labour and the Successful Bidder should discharge all his statutory and other obligations (employment benefits) towards the contract labour such as, their provident fund, employees' state insurance benefits, compensation for injury under Workmen's Compensation Act, 1923, etc. If the Contractor fails to meet any statutory obligations, Bank shall be entitled to deduct / adjust from any amounts payable to the Contractor

- or recover as a debt payable by the Contractor, the payment, if any, made by Bank in this regard to the contract labour.
- f) The Successful Bidder should disburse the wages only through banking channel. The Successful Bidder will make Provident Fund deduction and keep the proof of Provident Fund deposit.
  - g) The wage period has to be fixed by the Successful Bidder, and it should not exceed one month. Under Rule 71, the Successful Bidder has the obligation to notify to Bank the wage period and the place and time of disbursement of wages. The rules of wages also should be notified to Bank.
  - h) In terms of section 21 (4) of the Act, if the Successful Bidder fails to make payment of wages within the prescribed period or makes short payment, the Bank will make payment of wages in full or the unpaid balance due, as the case may be, to the contract labour employed by the Successful Bidder and recover the amounts so paid from the Successful Bidder.
  - i) The maintenance of all types of record in respect of the contract labour employed by the Successful Bidder would be his own responsibility.
  - j) It is obligatory on the part of the Successful Bidder to pay wages which should not be less than minimum wages as prescribed by the appropriate authority, to his contract labour, retrenchment compensation, notice pay, gratuity and bonus as payable and the Successful Bidder is liable to provide all welfare measures to the contract labour as required under the Act & Rules.
  - k) It shall be the duty of the Successful Bidder to keep all documentary evidence of compliance of above-mentioned requirements of Contract Labour Act, all other requirements of the said Act and all other applicable Acts/Rules. The Bank shall have the right to call for such document for inspection or verification and it shall be the duty of the Successful Bidder to provide the same as and when asked by the Bank.
  - l) The Successful Bidder shall be solely responsible for full compliance with the provisions of "the Sexual Harassment of women at 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 Complaints Committee constituted by the Successful Bidder /Agency and the Successful Bidder /Agency shall ensure appropriate action under the said Act in respect to the complaint". Any complaint of sexual harassment from any aggrieved employee of the Successful Bidder against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank. The Successful Bidder shall be responsible for any monetary compensation that may need to be paid in case the incident involving the employees of the Successful Bidder, for instance any monetary relief to Bank's employee, if sexual harassment by the employee of the contractor is proved by the Committee. The Successful Bidder shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.

19. सफल बोलीदाता को नियोजित कामगारों के नामों की सूची प्रस्तुत करनी होगी जिसमें उनके फोटो तथा पते भी दिए गए हों एवं साथ ही चरित्र प्रमाण पत्र भी संलग्न हो। सफल बोलीदाता के लिए यह अनिवार्य है कि इस संविदा के शुरू होने से पहले वह नियोजित अपने सभी कामगारों के पूर्ववृत्त और चरित्र पुलिस विभाग से सत्यापित कराए।

The Successful Bidder agrees to furnish a list containing the names together with their photographs, addresses of the workmen engaged by him along with their Character Certificates. It is imperative on the part of the Successful Bidder to get antecedents and

character of all the workmen engaged by him verified by the Police Department before the commencement of this contract.

20. **अप्रत्याशित घटना (फोर्स मेज्योर):** इस दस्तावेज़ में निहित किसी भी तथ्य के बावजूद, कोई भी पक्ष अपने दायित्वों के निष्पादन में किसी भी देरी के लिए उत्तरदायी नहीं होगा यदि इस तरह की देरी उसके उचित नियंत्रण से परे की परिस्थितियों के कारण होती है {जिसमें सरकारों के कृत्यों, भगवान के कृत्यों, प्राकृतिक या सामाजिक आपदाओं, हमलों, किसी भी क्षेत्र में दंगे, नेटवर्क विफलता, आतंकवादी हमला, युद्ध) घोषित और अघोषित (के कारण कोई देरी शामिल है), लेकिन किसी भी पक्ष को आपूर्तिकर्ता द्वारा विलंब से मिलने वाली आपूर्ति के कारण उसे राहत नहीं मिलेगी, सिवाय इसके कि इस तरह की देरी संबंधित आपूर्तिकर्ता के उचित नियंत्रण से परे है।

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

21. **करार की समाप्ति :** पूर्वोक्त में उल्लिखित किसी तथ्य के प्रति किसी पूर्वाग्रह के बिना, बैंक अपने एकमात्र और पूर्ण विवेक पर, बिना कोई कारण बताए और बिना किसी मुआवजे के भुगतान के एक माह के भीतर लिखित नोटिस द्वारा इस करार को तुरंत समाप्त करने का हकदार होगा, यदि
- (क) बैंक की राय में (जिस पर सफल बोलीदाता द्वारा प्रश्न नहीं उठाया जाएगा और यह सफल बोलीदाता पर बाध्यकारी होगा) सफल बोलीदाता बैंक की संतुष्टि के अनुसार इस समझौते को लागू करने में विफल रहता है या मना कर देता है, और/या
  - (ख) सफल बोलीदाता इस करार/निविदा के किसी भी नियम और शर्तों का उल्लंघन करता है और/या
  - (ग) सफल बोलीदाता को दिवालिया घोषित किया जाता है या दोषी पाया जाता है या वह अपने लेनदारों के साथ कोई समझौता करता है या यदि संकटग्रस्त या निष्पादन या अन्य प्रक्रिया को लागू किया जाता है या सफल बोलीदाता की आस्ति या संपत्ति के किसी भी हिस्से के लिए रिसीवर नियुक्त किया जाता है और / या
  - (घ) किसी भी कारण से, सफल बोलीदाता इस करार के तहत अपने दायित्वों का निर्वहन करने के लिए कानूनी रूप से अपात्र हो जाता है, और/या
  - (च) सफल बोलीदाता के स्वामित्व/ साझेदारी या प्रबंधन में या इसके कारोबार में यदि कोई परिवर्तन होता है और यदि यह परिवर्तन बैंक की लिखित पूर्वानुमति के बिना किया गया हो।
  - (छ) किसी भी प्रासंगिक वैधानिक/कानूनी आवश्यकता और/या विनियामक निर्देश का उल्लंघन है, और/या
  - (ज) सुरक्षा या गोपनीयता का उल्लंघन हुआ हो (अन्य बातों के साथ-साथ इस तथ्य को देखते हुए कि सफल बोलीदाता द्वारा नियोजित श्रमिकों द्वारा मोबाइल फोन का उपयोग किया जाता है)।

**Termination of Agreement:** Without prejudice to what is contained hereinabove, the Bank shall at its sole and absolute discretion, be entitled to terminate this agreement forthwith by written notice of one month, without assigning any reason and without payment of any compensation, if

- a) in the opinion of the Bank (which shall not be called in question by the Successful Bidder and shall be binding on the Successful Bidder) the Successful Bidder fails or refuses to implement this agreement to the Bank's satisfaction, and/or
  - b) the Successful Bidder commits a breach of any terms and conditions of this agreement / tender, and/or
  - c) the Successful Bidder is adjudged an insolvent or has defaulted or a compromise is entered by it with its creditors or if distress or execution or other process is levied upon or receiver is appointed for any part of the assets or property of Successful Bidder, and/or
  - d) for any reason whatsoever, the Successful Bidder becomes disentitled in law to perform its obligations under this agreement, and/or
  - e) There is any variation in the ownership/partnership or management of the Successful Bidder or its business without the prior approval in writing of the Bank to such variation, and/or
  - f) There is breach of any relevant statutory/ legal requirement and/or regulatory directive, and/or
  - g) There has been a breach of security or confidentiality (This may be read among others in the light of the fact that mobile phones are used by the workers employed by the successful bidder).
22. किसी भी कारण से इस समझौते को समाप्त करने की स्थिति में, सफल बोलीदाता / या उसके द्वारा नियोजित व्यक्ति या उसके एजेंट मुआवजे, क्षति या अन्यथा के माध्यम से बैंक से किसी भी राशि या रकम के लिए हकदार नहीं होंगे।

In the event of termination of this agreement for any reason whatsoever, the Successful Bidder/or persons employed by it, or its agents shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.

23. **मध्यस्थता** : यदि करार को तैयार करने के संबंध में कोई विवाद, अंतर या प्रश्न किसी भी समय, उत्पन्न होता है या इस समझौते के अंतर्गत या उससे संबंधित किसी भी चीज के संबंध में या उक्त पक्षों के अधिकारों, देनदारियों और कर्तव्यों के रूप में उत्पन्न होता है, तो उसे मध्यस्थता और सुलह अधिनियम, 1996 या किसी भी वैधानिक संशोधन के प्रावधानों के तहत मध्यस्थता के लिए भेजा जाएगा और मध्यस्थों के पंचाट / पैनल का निर्णय अंतिम और दोनों पक्षों पर बाध्यकारी होगा। मध्यस्थता का स्थान जयपुर, राजस्थान होगा और लिखित रूप में दिया गया उसका निर्णय अंतिम और दोनों पक्षों पर बाध्यकारी होगा। हालांकि, यदि कोई भी विवाद / मुद्दे मध्यस्थता के माध्यम से तय न हो पाएं तो उसके निपटान के लिए कानूनी अधिकार क्षेत्र केवल जयपुर होगा। कानूनी विवाद को निपटाने के लिए समझौते के वैकल्पिक तरीकों का उपयोग केवल आपसी सहमति से किया जा सकता है। पंचाट द्वारा पारित निर्णय अंतिम और दोनों पक्षों के लिए बाध्यकारी होगा।

**Arbitration** : If any dispute, difference or question shall, at any time, arise between the parties as to the construction of this Agreement or concerning anything herein contained or arising out of this Agreement or as to the rights, liabilities and duties of the said parties, the same shall be referred to arbitration under the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification thereof and the decisions of the Arbitrator/Panel of Arbitrators shall be final and binding on both the parties. The venue of arbitration shall be Jaipur. Rajasthan and his decision, in writing, shall be final and binding on both the parties. However, for any dispute/issue, not settled through arbitration, the legal jurisdiction shall be Jaipur only. Alternate settlement modes can be used for settling any legal dispute with mutual consent only. The award passed by the Arbitrator shall be final and binding on the both the parties.

**24. भाषा खंड:** उक्त करार अंग्रेजी और हिंदी भाषा में है। हिंदी पाठ में किसी भी विसंगति और या किसी संदेह की/स्थिति में, अंग्रेजी पाठ मान्य होगा।

Language Clause: The agreement is in English and Hindi. In the event of any discrepancy and /or any doubt in the Hindi text, the English text will stand valid.

**25. सफल बोलीदाता को अपने स्वामित्व ढांचे, प्रमुख प्रबंधन/साझेदारों/निदेशकों में किसी भी बदलाव की सूचना तुरंत बैंक को देनी होगी।**

The successful bidder shall report any change in their ownership structure, key management/partners/directors immediately to the Bank.

**26. सफल बोलीदाता बैंक से पूर्व अनुमति लिए बिना कार्य का उप-ठेका नहीं देगा।**

The successful Bidder shall not sub-contract the work without taking prior permission from the Bank.

**27. सफल बोलीदाता सभी कार्य दिवसों पर श्रमिकों की न्यूनतम संख्या सुनिश्चित करेगा और अनुपस्थिति के मामले में उपयुक्त रिलीवर प्रदान करेगा।**

The successful Bidder shall ensure the minimum number of workers on all working days and provide suitable relievers in case of absences.

**28. बैंक गारंटी खंड :** यह सहमति व्यक्त की जाती है कि \_\_\_\_\_ द्वारा ₹ \_\_\_\_\_/- ( \_\_\_\_\_ रुपये मात्र) की बैंक गारंटी (Performance Bank Guarantee) प्रदान की जाएगी, जो 01 अप्रैल 2026 से 31 मार्च 2027 तक वैध होगी। यह बैंक गारंटी इस अनुबंध के नियमों और शर्तों के पालन को सुनिश्चित करने के लिए प्रदान की जा रही है। यदि \_\_\_\_\_ अनुबंध की शर्तों का पालन करने में विफल रहता है, तो भारतीय रिज़र्व बैंक, जयपुर को इस बैंक गारंटी की राशि प्राप्त करने का अधिकार होगा।

**Performance Bank Guarantee Clause:** It is agreed that \_\_\_\_\_ shall submit a Performance Bank Guarantee of ₹ \_\_\_\_\_/- ( \_\_\_\_\_ Rupees Only), which shall be valid from April 01, 2026, to March 31, 2027. This bank guarantee is being provided to ensure compliance with the terms and conditions of this agreement. If \_\_\_\_\_ fails to comply with the contractual terms, Reserve Bank of India, Jaipur shall have the right to invoke and claim the guaranteed amount.

**29. व्यवसाय निरंतरता खंड:** अगर किसी अप्रत्याशित घटना, प्राकृतिक आपदा, महामारी, साइबर हमले, सरकारी प्रतिबंध, या अन्य किसी आपातकालीन स्थिति के कारण इस अनुबंध के तहत किसी भी पक्ष की व्यावसायिक गतिविधियाँ बाधित होती हैं, तो प्रभावित पक्ष को अन्य पक्ष को यथाशीघ्र सूचित करना होगा। दोनों पक्ष व्यवसाय की निरंतरता सुनिश्चित करने के लिए उचित उपाय करेंगे, जिसमें वैकल्पिक संसाधनों का उपयोग, दूरस्थ कार्य की व्यवस्था, और आवश्यकतानुसार सेवाओं को पुनर्स्थापित करने के प्रयास शामिल होंगे। यदि

व्यवधान एक निर्दिष्ट अवधि (जैसे \_\_\_\_ दिन) से अधिक समय तक बना रहता है, तो दोनों पक्ष इस अनुबंध को संशोधित करने, निलंबित करने या समाप्त करने के लिए आपसी सहमति से निर्णय ले सकते हैं।

**Business Continuity Clause:** In the event that any party's business operations are disrupted due to unforeseen circumstances such as natural disasters, pandemics, cyber-attacks, government restrictions, or any other emergency, the affected party shall promptly notify the other party. Both parties shall take reasonable measures to ensure business continuity, including utilizing alternative resources, remote work arrangements, and efforts to restore services as necessary. If the disruption continues beyond a specified period (e.g., \_\_\_\_ days), the parties may mutually decide to amend, suspend, or terminate this agreement.

30. इस अनुबंध के विभिन्न हिस्सों को सफल बोलीदाता द्वारा पढ़ा गया है और पूरी तरह से सफल बोलीदाता द्वारा समझा गया है।

यदि सफल बोलीदाता एक साझेदारी या मालिकाना व्यवसाय है	साक्ष्य के रूप में बैंक तथा संविदाकार के इन उपस्थित प्रतिनिधियों ने दो प्रतियों में इनकी तरफ से ऊपर लिखित दिन व वर्ष को हस्ताक्षर किए हैं।
यदि सफल बोलीदाता एक कंपनी है।	साक्ष्य के रूप में नियोक्ता ने अपने विधिवत प्राधिकृत अधिकारी के माध्यम से इन पर हस्ताक्षर किए हैं और संविदाकार ने इस पर अपनी कॉमन सील लगाई है तथा इसे कथित दो प्रतियों पर इनकी तरफ से ऊपर लिखित दिन व वर्ष को उसकी तरफ से निष्पादित किया जाएगा।

मैं/ हम एतद्वारा सहमत हैं और एनईएफटी के माध्यम से कर्मचारियों के वेतन को सीधे उनके बैंक खाते में वितरित करने की पुष्टि करते हैं और उपरोक्त कार्यों, यदि ये हमारी फर्म/कंपनी को दिए जाते हैं, के संबंध में भुगतान को भी एनईएफटी के माध्यम से स्वीकार करेंगे।

That the several parts of this Contract have been read by the Successful Bidder and fully understood by the Successful Bidder.

If the Successful Bidder is a partnership or a proprietary concern	IN WITNESS WHEREOF the Bank and the Successful Bidder have set their respective hands to these presents and two duplicates hereof the day and year first herein above written.
If the Successful Bidder is a company	IN WITNESS WHEREOF the Employer has set its hands to these presents through its duly authorized official and the Successful Bidder has caused its common seal to be affixed hereunto and the said two duplicates hereof to be executed on its behalf, the day and year first hereinabove written.

**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 Clause:**

\_\_\_\_\_  
(Name and Designation)

SIGNED AND DELIVERED BY  
**RESERVE BANK OF INDIA, RAMBAGH CIRCLE, TONK ROAD, JAIPUR.**

Witnesses –

1. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Address:**

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

2. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Address:**

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

SIGNED AND DELIVERED BY

\_\_\_\_\_  
\_\_\_\_\_.O

Witnesses –

1. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Address:**

\_\_\_\_\_  
—  
\_\_\_\_\_  
\_\_\_\_\_

2. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Address:**

\_\_\_\_\_  
—  
\_\_\_\_\_  
\_\_\_\_\_

The Common Seal of \_\_\_\_\_

\_\_\_\_\_

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

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

In presence of Witness-

1. \_\_\_\_\_

2. \_\_\_\_\_

If the Successful Bidder signs under common seal, the signature clause should tally with the sealing clause in the article of association.

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

1. \_\_\_\_\_

2. \_\_\_\_\_



If the Contract is signed by the hand of  
power of attorney, whether a company or

SIGNED AND DELIVERED BY-  
The successful bidder by the hand of

CEO

## Annex I

### Performance Bank Guarantee

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

Place: \_\_\_\_\_

Date: \_\_\_\_\_

The Regional Director

Reserve Bank of India,

Rambagh Circle

Tonk Road

Jaipur

Dear Sir,

**Name of the work - Providing Integrated Facility Management Services at the Bank's Premises at Rambagh Circle and Staff and Officers' quarters at Gandhi Nagar, Jaipur from April 01, 2026, to March 31, 2027.**

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 Rambagh Circle, Tonk Road, Jaipur (hereinafter referred to as RO Jaipur) 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 ₹ \_\_\_\_\_ 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, an 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 up to -----.**

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 Integrated Facility Management Services provided by the Bidder \***

<b>Sr. No.</b>	<b>Name of client</b>	<b>Year(s) of execution of work (s) awarded</b>	<b>Actual value of executed work(s)</b>	<b>Names including mobile number/email id and full contact details of the officers/ authorities/ departments under whom the work(s) was/were executed</b>

\* Supporting document shall be furnished.

**Place:**

**Signature and seal of the Bidder Date:**

**ANNEX II –A**

**Certificate by Chartered Accountant for Annual Turnover**

Year	Turnover Amount in ₹	Profit after tax Amount in ₹
2024-25		
2023-24		
2022-23		

**Signature of CA with registration No.**

**Annexure – III**

**CLIENT'S CERTIFICATE REGARDING PERFORMANCE OF SUCCESSFUL  
BIDDER**

Name and address of the Client

Details of Works executed by Shri /M/s

1.	Name of work with brief particulars	
2.	Agreement No. and date	
3.	Agreement amount	
4.	Date of commencement of work	
5.	Stipulated date of completion	
6.	Actual date of completion	
7.	Details of compensation levied for delay (indicate amount) if any	
8.	Gross amount of the work completed and paid	
9.	Name and address of the authority under whom works executed	
10.	Whether the Bidder employed qualified Supervisor during execution of work?	
11.	i) Quality of work (indicate grading)	Outstanding / Very Good/ Good / Satisfactory / poor
	ii) Amt. of work paid on reduced rates, if any.	
12.	i) Did the Bidder go for arbitration?	
	ii) If yes, total amount of claim	

	iii) Total amount awarded	
13.	Comments on the capabilities of the Bidder.	
	a) Technical proficiency	Outstanding / Very Good/ Good / Satisfactory / Poor
	b) Financial soundness	Outstanding / Very Good/ Good / Satisfactory / Poor
	c) Mobilization of adequate T & P	Outstanding / Very Good/ Good / Satisfactory / Poor
	d) Mobilization of manpower	Outstanding / Very Good/ Good / Satisfactory / Poor
	e) General behavior	Outstanding / Very Good/ Good / Satisfactory / Poor

Note: All columns should be filled in properly

“Countersigned”

Signature of the  
Reporting Officer\* with Office  
seal

\*Officer of the rank of Superintending Engineer or equivalent



#### **Annexure - IV**

#### **FORM 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 Regional Director, Reserve Bank of India, Rambagh Circle, Tonk Road, Jaipur.
2. In case of partnership Successful Bidder, certificate to include names of all partners as recorded with the Bank.

**Annex V**

**NEFT Details for EMD payment**

Name of the Institution: Reserve Bank of India, Rambagh Circle, Tonk Road, Jaipur

1	Name of the Account Holder (as appearing in the Bank Account)	Reserve Bank of India, Rambagh Circle, Tonk Road, Jaipur
2	<b>Account Number</b>	<b>8692299</b>
3	Type of Account (Savings, Current etc.)	Current
4	<b>NEFT/IFS Code</b>	<b>RBIS0JPPA01(Fifth and tenth digit is 0=Zero)</b>
5	Name of the Account	<b>RBI Jaipur</b>

## Annexure – VI

### Estimated Cost Calculation based on Minimum Wages

Calculation of AMC amount for 12 months (April 2026- March 2027)							
Sr. No.	Employees	A Skilled/Semi-skilled/unskilled	B Number of Employee	C Minimum Wages Act 1948 w.e.f. Oct 2025	D Estimated Wages in FY 2026-27 (5% increase)	E Number of working days	B*D*E
A	Experienced Plumber	Skilled	3	893	938	312	₹8,77,968.00
B	Experience Carpenter	Skilled	3	893	938	312	₹8,77,968.00
C	Experience Electrician	Skilled	9	893	938	312	₹26,33,904.00
D	Supervisor	Highly Qualified	3	981	1030	312	₹9,64,080.00
E	Gardening Workers	Skilled	3	893	938	312	₹8,77,968.00
F	Helper plumber to	Semi-skilled	3	760	798	312	₹7,46,928.00
G	Helper carpenter to	Semi-skilled	3	760	798	312	₹7,46,928.00
H	Helper Electrician to	Semi-skilled	4	760	798	312	₹9,95,904.00
I	Cleaning workers	Unskilled	35	674	708	312	₹77,31,360.00
J	Gardening Workers	Unskilled	18	674	708	312	₹39,76,128.00
K	Total Basic Wages Per Annum						₹2,04,29,136.00
L	Bonus @ 8.33% on K						₹17,01,747.03
M	PF @ 13% (Max salary of Rs 15,000/month) (1950*84*12) Calculation Details: ₹1950=13% of ₹15000; 84=Total no of Employees; 12=No of Months						₹19,65,600.00
N	ESIC @ 3.25% as per extant Govt Instructions (Max Salary ₹21,000/Month) 3.25 % of [{(10*₹798*26) + (53*₹708*26) *12}] Calculation Details: 10=Total Semi-skilled employees; ₹798=Minimum Wages; 26=No of Working days per month 53= Total Unskilled employees; ₹708=Minimum Wages; 26=No of Working days per month; 12=No of Months						₹4,61,410.56
O	Total with BONUS, PF and ESIC (K+L+M+N)						₹2,45,57,893.59
P	Contractor Profit @ 6.5% on O						₹15,96,263.08

<b>Q</b>	<b>Total Cost of work with Profit</b>	<b>₹2,61,54,156.67</b>
<b>R</b>	<b>GST @ 18% on R</b>	<b>₹47,07,748.20</b>
<b>S</b>	<b>Estimated Total cost of AMC/Tender amount for 12 Months (Apr 2026-March 2027)</b>	<b>₹3,08,61,904.87</b>
<b>T</b>	<b>Approximate Cost</b>	<b>₹3,08,00,000.00</b>

**\$ Profit of 6.5 % written above is for illustrative purpose only. Contractor may quote profit percentage up to two decimals digits.**

**# Bonus amount will be re-imbursed to the successful bidder on half-yearly basis after submission of all relevant documents/proofs.**

**Minimum wages for FY 2026-27 are calculated based on the estimated increase of 5% on the wages prescribed by the Central Government with effect from October 01, 2025, for Area B.**

**Note: The contract amount will be as per the wages applicable at the time of issuance of work order keeping in view the profit percentage quoted by the Successful Bidder.**

## Annexure – VII

### Format with example of evaluation of Part II (Price Bid)

Contractors are advised to quote their rates after the sites visit confirming to the conditions and the detailed scope of work stated in Part-I.

Integrated Facility Management Services at the Bank's Premises at Rambagh Circle, Staff and Officers' quarters at Gandhi Nagar, Jaipur				
Name of the Vendor				
S. No	Description of items	UOM	Percentage up to two decimals	Rate (inclusive of 18% GST)
1	Quote percentage on the fixed sum of ₹2,45,57,893.59 (excluding GST). The same % profit will be considered on the material delivered to the Bank. (Please read scope of work thoroughly before quoting the percentage)	%	5.25 (a)	₹ 3,04,99,675.94
Total Cost				₹ 3,04,99,675.94
Note: The contract amount will be as per the wages applicable at the time of issuance of work order keeping in view the profit percentage quoted by the Successful Bidder.				

For Example: a= 5.25 (for illustrative purpose only)

Total= ₹2,45,57,893.59 X (1.0525) X1.18= ₹ ₹3,04,99,675.94

A. GST will be paid as applicable.

B. Please note percentage profit is applicable on the procurement of the material.

C. Percentage profit must be quoted equal or more than 5%, if it will less than 5% their quotation will not be considered.