



भारतीय रिज़र्व बैंक संपदा विभाग

ई-निविदा सूचना

भारतीय रिज़र्व बैंक के अरेरा हिल्स स्थित कार्यालय भवन और चार इमली स्थित स्टाफ क्वार्टर, भोपाल, मध्य प्रदेश में नलसाजी और बढईगीरी सेवाएं प्रदान करने के लिए वार्षिक सेवा अनुबंध के लिए पात्र और इच्छुक फर्मों से ई-निविदा आमंत्रित करता है। इस कार्य पर ₹28,07,862/- प्रति वर्ष (कर सहित) खर्च होने का अनुमान है।

2. यह एक खुली निविदा है केवल वे फर्मों, जो एमएसटीसी पोर्टल पर पंजीकृत हैं, निविदा प्रक्रिया में भाग ले सकेंगी। निविदा दस्तावेज डाउनलोड करने के लिए वेबसाइट <https://www.mstcecommerce.com/eprocn/> पर उपलब्ध है।

3. निविदा दो भागों में ऑनलाइन प्रस्तुत की जाएगी। निविदा के भाग-I में प्रस्तावित कार्य के लिए बैंक की मानक तकनीकी शर्तें शामिल होंगी, जिन पर निविदाकर्ताओं की सहमति होनी चाहिए। निविदा के भाग-II में बैंक की मात्रा की अनुसूची और निविदाकर्ता की मूल्य बोली ऑनलाइन जमा की जाएगी।

4. पात्रता मानदंडों को पूरा करने वाली और काम देने के लिए विचार किए जाने की इच्छुक फर्मों को <https://www.mstcecommerce.com/eprocn/> पर 05 मार्च 2026 (10:00 बजे) तक या उससे पहले सभी आवश्यक दस्तावेज अपलोड करने चाहिए।

5. निविदा का भाग-I, 05 मार्च 2026 को सुबह 11:30 बजे, MSTC की वेबसाइट पर खोला जाएगा। निविदा की समय-सीमा इस प्रकार है:

A	ई-निविदा सं.	RBI/Bhopal Office/Estate/23/25-26/ET/989	Regional
B	निविदा की प्रणाली	ई-प्रोक्योरमेंट प्रणाली https://www.mstcecommerce.com/eprocn/ के माध्यम से ऑनलाइन भाग I - तकनीकी - बोली और भाग II - मूल्य बोली	
C	डाउनलोड करने हेतु पार्टियों को एनआईटी उपलब्ध होने की तारीख	13 फरवरी 2026 को 12:00 बजे से 22 फरवरी 2026 को 18:00 बजे तक	
D	बोली-पूर्व बैठक -	23 फरवरी 2026 को 11:30 बजे पता - Estate Department, 5 th Floor, Reserve Bank of India, Hoshangabad Road, Arera Hills, Bhopal	

E	<p>i) बयाना राशि</p> <p>ii) अनुमानित लागत</p> <p>ii) निविदा शुल्क</p>	<p>₹56,157/- (To be submitted by all the bidders) Last date and time for receipt of EMD at RBI, Bhopal - upto 10:00 Hrs on March 05, 2026</p> <p>₹28,07,862/- प्रति वर्ष (कर सहित)</p> <p>निरंक</p>
F	<p>वेबसाइट https://www.mstcecommerce.com/eprocn/ पर ऑनलाइन तकनीकी बोली और मूल्य बोली प्रस्तुत करने के लिए ई-निविदा शुरू होने की तिथि</p>	<p>24 फरवरी 2026 को 15:00 बजे से</p>
G	<p>तकनीकी बोली और मूल्य बोली प्रस्तुत करने के लिए ऑनलाइन ई-निविदा के बंद होने की तिथि</p>	<p>05 मार्च 2026 को 10:00 बजे तक</p>
H	<p>भाग-I (अर्थात तकनीकी बोली) खुलने की तिथि और समय</p> <p>भाग-II (अर्थात मूल्य बोली): भाग-II खुलने की तिथि और समय</p>	<p>05 मार्च 2026 को 11:30 बजे</p> <p>मूल्य बोली की सूचना अलग से दी जाएगी।</p>
I	<p>लेनदेन शुल्क</p>	<p>As intimated by MSTC to be paid through MSTC Payment Gateway/NEFT/RTGS in favour of MSTC Limited or as advised by M/s MSTC Ltd.</p>

क्षेत्रीय निदेशक
भारतीय रिज़र्व बैंक
भोपाल



भारतीय रिज़र्व बैंक
संपदा विभाग

RESERVE BANK OF INDIA, BHOPAL
ESTATE DEPARTMENT

भारतीय रिज़र्व बैंक के अरेरा हिल्स स्थित कार्यालय भवन और चार इमली स्थित स्टाफ क्वार्टर, भोपाल, मध्य प्रदेश में नलसाजी और बढईगीरी सेवाएं प्रदान करने के लिए वार्षिक सेवा अनुबंध

निविदा आमंत्रण सूचना - (एनआईटी)

निविदाकार का नाम : _____

पता:

प्रस्तुत करने की अंतिम तिथि	:	05 मार्च 2026 को 10:00 बजे तक
भाग-I (अर्थात तकनीकी बोली) खुलने की तिथि और समय	:	05 मार्च 2026 को 11:30 बजे
भाग-II मूल्य बोली : खुलने की तिथि और समय	:	मूल्य बोली खुलने की तिथि और समय की सूचना अलग से दी जाएगी।

अस्वीकरण

भारतीय रिजर्व बैंक (बैंक), संपदा विभाग, भोपाल ने यह निविदा दस्तावेज तैयार किया है। संभावित बोलीदाताओं को इस निविदा में निर्धारित नियमों और शर्तों के अनुसार अनुबंध में निर्दिष्ट तिथि से **भारतीय रिजर्व बैंक के अरेरा हिल्स स्थित कार्यालय भवन और चार इमली स्थित स्टाफ क्वार्टर, भोपाल, मध्य प्रदेश में नलसाजी और बढ़ईगीरी सेवाएं प्रदान करने के लिए वार्षिक सेवा अनुबंध** के लिए बोली लगाने में सक्षम बनाने के लिए और ऐसी जानकारी से संबंधित कोई अन्य नियम और शर्तों की जानकारी प्रदान की जाती है।

यह निविदा न तो किसी पक्ष के साथ समझौता है और न ही किसी पक्ष को किसी भी प्रकार का कार्य / सेवा करने के लिए आमंत्रण है। इस निविदा का उद्देश्य सभी इच्छुक पार्टियों के साथ बैंक की आवश्यकताओं को साझा करना है ताकि वे अपनी बोली जमा कर सकें। जबकि बैंक ने इसमें निहित जानकारी को तैयार करने में उचित सावधानी बरती है, बैंक यह दावा नहीं करता है कि जानकारी संपूर्ण है। इस निविदा के प्रतिवादियों को अपनी स्वयं की पूछताछ करने की आवश्यकता है और उन्हें केवल निविदा में दी गई जानकारी पर भरोसा नहीं करना चाहिए। यदि प्रतिवादी द्वारा कोई उचित तत्परता नहीं बरती जाती है तो बैंक जिम्मेदार नहीं है। बैंक इस निविदा को आगे नहीं बढ़ाने, इस दस्तावेज़ में दर्शाई गई समय सारणी में परिवर्तन करने या लागू-होने वाली प्रक्रिया या प्रक्रिया को बदलने का अधिकार सुरक्षित रखता है। यह रुचि व्यक्त करने वाले किसी भी पक्ष के साथ मामले पर आगे चर्चा करने से इनकार करने का अधिकार भी सुरक्षित रखता है। रुचि व्यक्त करने वाले व्यक्तियों या संस्थाओं को किसी भी प्रकार की लागत की कोई प्रतिपूर्ति नहीं की जाएगी।

भारतीय रिज़र्व बैंक, भोपाल
संपदा विभाग
भाग I - निविदा आमंत्रण सूचना
(केवल ई-प्रोक्योरमेंट द्वारा)
निविदा की अनुसूची

नोट: यह एक खुली निविदा पूछताछ है हालाँकि, केवल वे बोलीदाता/विक्रेता जो नीचे उल्लिखित पूर्व-योग्यता मानदंडों के अनुसार कार्य के लिए योग्य हैं, इस निविदा में भाग लेने के लिए पात्र हैं। बोलीदाताओं को सलाह दी जाती है कि वे प्रस्तुतिकरण के दौरान निविदा के लिए अपनी पात्रता के समर्थन में दस्तावेज़ जमा करें।

a. ई-निविदा सं .	RBI/Bhopal Regional Office/Estate/23/25-26/ET/989
b. निविदा की प्रणाली	e-Procurement System (Online Part I – Technical Bid and Part II - Price Bid) through https://www.mstcecommerce.com/eprocn/)
c. डाउनलोड करने हेतु पार्टियों को एनआईटी उपलब्ध होने की तारीख	13 फरवरी 2026 को 12:00 बजे से 22 फरवरी 2026 को 18:00 बजे तक
d. बोली-पूर्व बैठक	23 फरवरी 2026 को 11:30 बजे Location - Estate Department, 5 th Floor, Reserve Bank of India, Hoshangabad Road, Arera Hills, Bhopal
e. i) बयाना राशि	₹ 56,157/- (To be submitted by all the bidders) Last date and time for receipt of EMD at RBI, Bhopal - upto 10:00 Hrs on March 05, 2026
ii) अनुमानित लागत	₹ 28,07,862/- प्रति वर्ष (कर सहित)
iii) निविदा शुल्क	निरंक

f.	वेबसाइट https://www.mstcecommerce.com/eprocn पर ऑनलाइन तकनीकी बोली और मूल्य बोली प्रस्तुत करने के लिए ई निविदा-शुरू होने की तिथि	24 फरवरी 2026 को 15:00 बजे से
g.	तकनीकी बोली और मूल्य बोली प्रस्तुत करने के लिए ऑनलाइन ई-निविदा के बंद होने की तिथि /	05 मार्च 2026 को 10:00 बजे तक
h.	भाग-I (अर्थात तकनीकी बोली) खुलने की तिथि और भाग-II मूल्य बोली : खुलने की तिथि और समय	05 मार्च 2026 को 11:30 बजे मूल्य बोली की सूचना अलग से दी जाएगी।
i. PRE- QUALIFICATION CRITERIA		
i	Minimum Experience	The intending bidders must have minimum 5 years of experience in undertaking similar works viz., Plumbing & Carpentry as on February, 2020.
ii	Minimum value of each completed work (qualifying)	The intending tenderers must have executed successfully similar works as mentioned above, during last five years ending January 31, 2026 should be either of the following a) Three works each costing not less than the amount equal to 40 % of the estimated cost OR b) Two works each costing not less than the amount equal to 50 % of the estimated cost OR c) One work costing not less than the amount equal to 80 % of the estimated cost
iii	Turnover	The intending bidder should have a minimum annual turnover of 100% of the annual estimated cost i.e. 28,07,862/- certified by Chartered Accountant during the last three (03) financial years ending March 31, 2025 supported by audited financial statements
iv	Solvency Certificate / banker's certificate	Should furnish Solvency / Bankers certificate issued by the Applicant's banker specifically for the purpose of the work, for an amount equal or greater than the estimated cost of the work.

v	Office set up	Have a service set up in Bhopal for rendering after sales service provided with supporting documents viz., registration certificate, electricity bills, Telephone (landline) bills, and rental agreements.
	J. Transaction Fee	As intimated by MSTC to be paid through MSTC Payment Gateway/NEFT/RTGS in favour of MSTC Limited or as advised by M/s MSTC Ltd.

यदि ऊपर दर्शाई गई किसी तारीख को अवकाश घोषित कर दिया जाता है, तो अगला कार्य दिवस उसमें उल्लिखित संबंधित प्रयोजन के लिए प्रभावी तारीख मानी जाएगी।

उपरोक्त सभी कागजात के साथ मुहरबद्ध सभी पृष्ठ विधिवत हस्ताक्षरित निविदा एमएसटीसी साइट पर अपलोड किया जाएगा और बैंक द्वारा इसके परीक्षण हेतु निविदा के भाग- I को खोलने के समय डाउनलोड किया जाएगा। इसके अलावा, बैंक द्वारा आगे की निविदा प्रक्रिया हेतु दस्तावेजों की मूल प्रति मांगे जाने पर ठेकेदार इसे प्रस्तुत करेगा।

ई-प्रॉक्यूरमेंट हेतु महत्वपूर्ण अनुदेश

बोलीदाताओं से अनुरोध है कि अपनी ऑनलाइन निविदा प्रस्तुत करने से पहले निविदा संबंधी नियम एवं शर्तों को पढ़ लें।

ई-निविदा की प्रक्रिया:

A) पंजीकरण: इस प्रक्रिया में एमएसटीसी ई-प्रोक्योरमेंट पोर्टल पर विक्रेता का पंजीकरण शामिल है जो निःशुल्क है। पंजीकरण के बाद ही, विक्रेता अपनी बोलियां इलेक्ट्रॉनिक रूप से प्रस्तुत कर सकते हैं। तकनीकी बोली के साथ-साथ वाणिज्यिक बोली प्रस्तुत करने हेतु इलेक्ट्रॉनिक बोली इंटरनेट के माध्यम से की जाएगी। विक्रेता के पास श्रेणी-III हस्ताक्षर प्रकार का डिजिटल प्रमाणपत्र होना चाहिए। विक्रेताओं को बोली लगाने हेतु इंटरनेट से जुड़े पीसी की व्यवस्था करनी होगी। ऐसी व्यवस्था करने के लिए एमएसटीसी जिम्मेदार नहीं है। (डिजिटल हस्ताक्षर के बिना बोलियां रिकॉर्ड नहीं की जाएंगी)।

विशेष नोट: तकनीकी बोली और वाणिज्यिक बोली <https://www.mstcecommerce.com/eprocn/> पर ऑनलाइन प्रस्तुत की जानी है।

1) विक्रेताओं को एमएसटीसी वेबसाइट पर स्वयं को ऑनलाइन लिंक <https://www.mstcecommerce.com/eprocn/> पर पंजीकृत करना आवश्यक है।

2) विक्रेताओं को पंजीकरण फार्म भरने के दौरान दिए गए ईमेल पर उनके पंजीकरण की पुष्टि के संबंध में सिस्टम जनरेटेड मेल प्राप्त होगा।

किसी भी स्पष्टीकरण के मामले में, ई-निविदा के निर्धारित समय से पहले आरबीआई/एमएसटीसी से संपर्क करें :

संपर्क व्यक्ति (आरबीआई):

- 1) Shri. Sabu Antony, AGM (Tech-Civil), Estate Department
755-2519570 / estatebhupal@rbi.org.in
- 2) Shri. Srikant Satish Sharma, Manager, Estate Department
755-2519598 / estatebhupal@rbi.org.in
- 3) Smt. Pratiba Bais, Assistant Manager, Estate Department
755-2519569 / estatebhupal@rbi.org.in

संपर्क व्यक्ति (एमएसटीसी लिमिटेड):

MSTC IVRS Helpdesk number: 07969066600

After system settings please download "Bidding Guide" for better understanding the bid-submission process

MSTC Bhopal Office numbers : 0755-2552241, 2593772, 2593775, 2593776 ;

Mr. Neeraj Mathur, Dy.Manager, Mob. 8871111473, Email: bplopn4@mstcindia.in,
mstcbpl@mstcindia.in

B) सिस्टम संबंधी आवश्यकताएँ:

- i.Windows 7 or above Operating System
- ii.IE-7 and above Internet browser.
- iii.Signing type digital signature
- iv.Latest updated JRE 8 (x86 Offline) software to be downloaded and installed in the system.

To disable "Protected Mode" for DSC to appear in The signer box following settings may be applied.

- Tools => Internet Options => Security => Disable protected Mode If enabled- i.e., Remove the tick from the tick box mentioning "Enable Protected Mode".
- Other Settings:

Tools => Internet Options => General => Click on Settings under "browsing history/ Delete Browsing History" => Temporary Internet Files => Activate "Every time I Visit the Webpage".

To enable ALL active X controls and disable 'use pop up blocker' under Tools Internet Options→ custom level (Please run IE settings from the page <https://www.mstcecommerce.com> once)

2. तकनीकी वाणिज्यिक बोली बोली और मूल्य बोली को <https://www.mstcecommerce.com/eprocn/> पर ऑनलाइन प्रस्तुत करना होगा। निविदाएं निविदा में विनिर्दिष्ट तिथि और समय पर इलेक्ट्रॉनिक रूप से खोली जाएंगी।
3. निविदा में सभी प्रविष्टियां बिना किसी त्रुटि के तकनीकी और वाणिज्यिक प्रारूपों में ऑन लाइन माध्यम से दर्ज की जानी चाहिए।

लेनदेन शुल्क हेतु विशेष नोट:

विक्रेता, लॉगिन में "my menu" के अंतर्गत "लेन-देन शुल्क भुगतान" लिंक का उपयोग करके लेनदेन शुल्क का भुगतान करेगा। विक्रेताओं को इवेंट ड्रॉपडाउन बॉक्स से संबंधित निविदा का चयन करना होगा। विक्रेता के पास एनईएफटी या ऑनलाइन भुगतान के माध्यम से भुगतान करने की सुविधा होगी। विक्रेता एनईएफटी का चयन करते हुए एक फॉर्म भरकर चालान जनरेट करेगा। विक्रेता चालान पर मुद्रित ब्यौरे के अनुसार इसमें कोई बदलाव किए बिना लेन-देन शुल्क की राशि जमा करेगा। ऑनलाइन भुगतान का चयन करने पर, विक्रेता को अपने क्रेडिट/डेबिट कार्ड/नेट बैंकिंग का उपयोग करके भुगतान करने का प्रावधान होगा। एक बार जब भुगतान एमएसटीसी के नामित बैंक खाते में जमा हो जाता है, तो लेनदेन शुल्क स्वतः स्वीकृत हो जाएगा और विक्रेता को एक सिस्टम जनरेटेड मेल प्राप्त होगा।

लेनदेन शुल्क वापस न करने योग्य है।

लेन-देन शुल्क का भुगतान किए बिना विक्रेता को ऑनलाइन ई-निविदा का एक्सेस नहीं प्राप्त होगा।

नोट:

बोलीदाताओं को सूचित किया जाता है वे उक्त के समापन से पर्याप्त समय पहले लेनदेन शुल्क जमा कर दें ताकि बोली प्रस्तुत करने के लिए पर्याप्त समय प्राप्त हो सके।

4. अपलोड की गई निविदाओं/शुद्धिपत्र की जानकारी निविदा को अंतिम रूप देने की प्रक्रिया के दौरान ईमेल द्वारा भेजी जाएगी। इसलिए विक्रेताओं को यह सुनिश्चित करने की आवश्यकता है कि उनकी कॉर्पोरेट ईमेल आई.डी. एमएसटीसी के साथ विक्रेता के पंजीकरण के समय वैध और अद्यतन किया गया हो। विक्रेताओं से भी अनुरोध है कि वे अपने डीएससी (डिजिटल सिग्नेचर सर्टिफिकेट) की वैधता सुनिश्चित करें।

5. एनआईटी में उल्लिखित नियत तारीख और समय के बाद ई-निविदा का उपयोग नहीं किया जा सकता है।

6. ई-निविदा में बोली लगाना:

a) सफल बोलीदाता को काम सौंपने के समय आवश्यक सुरक्षा राशि जमा करना होगा। विक्रेता (ओं) द्वारा अपेक्षित ईएमडी-NEFT/बैंक गारंटी/डीडी केवल अनुसूचित वाणिज्यिक बैंक द्वारा जारी किया हुआ होना चाहिए। ई-निविदा में ऑनलाइन बोली लगाने हेतु निविदा शुल्क (यदि कोई हो) और लेनदेन शुल्क (यदि कोई हो) का भुगतान आवश्यक है। निविदा शुल्क और लेनदेन शुल्क वापसी न करने योग्य हैं। निविदा, जिसके साथ ईएमडी नहीं है, पर विचार नहीं किया जाएगा। ईएमडी पर कोई ब्याज देय नहीं होगा। असफल विक्रेता (विक्रेताओं) की ईएमडी निविदा आमंत्रित करने वाले प्राधिकारी द्वारा वापस कर दी जाएगी।

b) इस प्रक्रिया में तकनीकी और वाणिज्यिक बोली प्रस्तुत करने के लिए इलेक्ट्रॉनिक बोली शामिल है।

c) केवल लेन-देन शुल्क जमा करने वाले विक्रेता एमएसटीसी वेबसाइट पर इंटरनेट के माध्यम से अपनी तकनीकी बोली और वाणिज्यिक बोली प्रस्तुत कर सकते जिसकी लिंक इस प्रकार है <https://www.mstcecommerce.com/eprocn/>.

d) विक्रेता को जावा एप्लिकेशन संचालन की अनुमति देनी चाहिए। यह प्रक्रिया बिड फ्लोर खुलने के तुरंत बाद करना है। फिर उन्हें कॉमन टर्म्स/कमर्शियल स्पेसिफिकेशन भरना होगा और उसे सेव करना होगा। इसके बाद टेक्निकल बिड पर क्लिक करें। यदि इस एप्लिकेशन को रन नहीं किया जाता है, तो विक्रेता अपनी तकनीकी बोली को सेव/सबमिट नहीं कर पाएगा।

e) तकनीकी बोली भरने के बाद, विक्रेता को अपनी तकनीकी बोली रिकॉर्ड करने के लिए 'सेव' पर क्लिक करना चाहिए। एक बार ऐसा करने के बाद, वाणिज्यिक बोली लिंक सक्रिय हो जाता है और उसे भरना होता है और फिर विक्रेता को अपनी वाणिज्यिक बोली दर्ज करने के लिए "सेव" पर क्लिक करना चाहिए। फिर एक बार तकनीकी बोली और वाणिज्यिक बोली दोनों सेव कर लिए जाने के बाद, विक्रेता अपनी बोली दर्ज करने के लिए "फाइनल सबमिशन" बटन पर क्लिक कर सकता है।

f) विक्रेताओं को निर्देश दिया जाता है कि वे एक से अधिक दस्तावेज़ अपलोड करने के लिए अटैच डॉक बटन का उपयोग कर सकते हैं।

g) सभी मामलों में, विक्रेता को अपनी बोली जमा करते समय डिजिटल हस्ताक्षर के साथ अपनी आईडी और पासवर्ड का उपयोग करना चाहिए।

h) पूरी ई-निविदा प्रक्रिया के दौरान, विक्रेता एक दूसरे और अन्य सभी के लिए पूरी तरह से गुमनाम रहेंगे।

i) ई-निविदा फ्लोर पूर्व-निर्धारित तिथि और समय से और ऊपर बताई गई अवधि तक खुली रहेगी।

j) ई-निविदा प्रक्रिया के दौरान प्रस्तुत सभी इलेक्ट्रॉनिक बोलियां विक्रेता पर कानूनी रूप से बाध्यकारी होंगी। विक्रेता द्वारा प्रस्तावित किसी भी बोली को वैध बोली के रूप में माना जाएगा और क्रेता द्वारा उसकी स्वीकृति, आपूर्ति के निष्पादन हेतु क्रेता और विक्रेता के बीच एक बाध्यकारी अनुबंध होगी।

k) यह अनिवार्य है कि सभी बोलियों को डिजिटल हस्ताक्षर प्रमाण पत्र के माध्यम से प्रस्तुत किया जाए अन्यथा इसे सिस्टम द्वारा स्वीकार नहीं किया जाएगा।

l) क्रेता के पास बिना कोई कारण बताए निविदा को रद्द करने या अस्वीकार करने या स्वीकार करने या वापस लेने या पूर्ण रूप से या आंशिक रूप से विस्तारित करने का अधिकार सुरक्षित है।

m) निविदा दस्तावेज़ के नियमों और शर्तों में कोई परिवर्तन स्वीकार्य नहीं है। किसी भी विक्रेता द्वारा ई-निविदा फ्लोर में बोली प्रस्तुत करना निविदा के नियम और शर्तों की स्वीकृति की पुष्टि करता है।

n) इस निविदा के परिणामस्वरूप कोई भी आदेश उसमें उल्लिखित नियमों और शर्तों द्वारा शासित होगा।

o) निविदा आमंत्रित करने वाले प्राधिकारी को यह अधिकार है कि वह बिना कोई कारण बताए इस ई-निविदा को रद्द कर सकता है या बोली (बोलियों) की प्राप्ति की नियत तारीख को बढ़ा सकता है।

p) विक्रेताओं से अनुरोध है कि वे विक्रेता मार्गदर्शिका पढ़ें और बोली लगाने से पहले सिस्टम से परिचित होने के लिए <https://www.mstcecommerce.com/eprocn/> पर उपलब्ध वीडियो देखें।

q) तकनीकी और वाणिज्यिक नियमों और शर्तों में किसी भी विचलन की अनुमति नहीं है

7. उपरोक्त सभी पात्रता मानदंड संबंधी दस्तावेज़ (सभी पृष्ठ विधिवत हस्ताक्षरित और मुहरबद्ध) को एमएसटीसी साइट पर अपलोड किया जाएगा और इसे बैंक द्वारा परीक्षण हेतु निविदा के भाग-1 को खोलने के समय डाउनलोड किया जाएगा। इसके अलावा, बैंक द्वारा आगे की निविदा प्रक्रिया हेतु दस्तावेज़ों की मूल प्रति मांगे जाने पर ठेकेदार इसे प्रस्तुत करेगा।

8. बैंक निविदाओं की कीमत बोली का मूल्यांकन करने से पहले उक्त रिपोर्टों का मूल्यांकन करेगा। यदि किसी निविदाकार को किसी भी समय निविदा प्रक्रिया में भाग लेने के लिए आवश्यक पात्रता नहीं पाई जाती है, तो बैंक के पास निविदा के भाग-1 को खोलने के बाद भी उसके प्रस्ताव को अस्वीकार करने का अधिकार सुरक्षित है। बैंक ऐसा करने हेतु कोई कारण बताने के लिए बाध्य नहीं है।

9. बैंक न्यूनतम 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 सुरक्षित रखता है।

क्षेत्रीय निदेशक
भारतीय रिज़र्व बैंक
भोपाल



**RESERVE BANK OF INDIA
ESTATE DEPARTMENT
BHOPAL**

**भारतीय रिजर्व बैंक के अरेरा हिल्स स्थित कार्यालय भवन और चार इमली स्थित स्टाफ क्वार्टर, भोपाल,
मध्य प्रदेश में नलसाजी और बढ़ईगीरी सेवाएँ प्रदान करने के लिए वार्षिक सेवा अनुबंध**

**Annual Service Contract for providing Plumbing and Carpentry services for the Reserve
Bank of India Office Building at Arera Hills and Staff Quarters at Char Imli, Bhopal,
Madhya Pradesh**

Techno-Commercial Bid (Part I)

Name of Tenderer _____

Address: _____

e-Tender No.		RBI/Bhopal Regional Office/Estate/23/25-26/ET/989
Due date for Submission	:	Upto 10:00 Hrs of March 05, 2026
Date & time of opening of Part-I (i.e. Techno-Commercial Bid)	:	March 05, 2026 at 11:30 hrs
Part-II Price Bid: Date of opening of Part II (Price – Bid)	:	Will be communicated by e-mail to the eligible bidders after opening and scrutiny of Part – I (Techno- commercial bids) of the tender.

**अस्वीकरण
DISCLAIMER**

भारतीय रिज़र्व बैंक, संपदा विभाग, भोपाल ने इच्छुक पार्टियों को परियोजना की पृष्ठभूमि की जानकारी देने के लिए यह दस्तावेज़ तैयार किया है। यद्यपि भारतीय रिज़र्व बैंक ने इसमें निहित जानकारी को तैयार करने में उचित सावधानी बरती है और इसे सही मानता है, तथापि न तो भारतीय रिज़र्व बैंक और न ही इसके कोई प्राधिकारी या एजेंसी और न ही उनके संबंधित कोई अधिकारी, कर्मचारी, एजेंट या सलाहकार इस दस्तावेज़ में निहित जानकारी की पूर्णता या सटीकता या इसके साथ प्रदान की जा सकने वाली किसी भी जानकारी के बारे में कोई वारंटी अथवा व्यक्त या निहित कोई व्यपदेशन देते हैं। यह अभिप्रेत नहीं है कि जानकारी संपूर्ण है। इच्छुक पार्टियों अपनी स्वयं की पूछताछ करें और उत्तरदाताओं को लिखित रूप में पुष्टि करने की आवश्यकता होगी कि उन्होंने ऐसा कर लिया है और वे निविदा प्रस्तुत करने में केवल भारतीय रिज़र्व बैंक द्वारा प्रदान की गई जानकारी पर निर्भर नहीं हैं। जानकारी इस आधार पर प्रदान की जाती है कि यह भारतीय रिज़र्व बैंक या उसके किसी प्राधिकरण या एजेंसियों या उनके किसी संबंधित अधिकारी, कर्मचारियों, एजेंटों या सलाहकारों पर बाध्यकारी नहीं है। भारतीय रिज़र्व बैंक के पास परियोजना के साथ आगे बढ़ने या परियोजना के विन्यास को बदलने या इस दस्तावेज़ में परिलक्षित समय सारिणी को बदलने या लागू होने वाली प्रक्रिया या पद्धति को बदलने का अधिकार सुरक्षित है। यह रुचि व्यक्त करने वाले किसी भी पक्ष के साथ मामले पर आगे चर्चा करने से इनकार करने का अधिकार भी सुरक्षित रखता है। रुचि व्यक्त करने वाले व्यक्तियों या संस्थाओं को किसी भी प्रकार की लागत की कोई प्रतिपूर्ति नहीं की जाएगी।

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

The information is not intended to be exhaustive. Interested parties are required to make their own inquiries and respondents will be required to confirm in writing that they have done so and they do not rely only on the information provided by RBI in submitting the Tender. The information is provided on the basis that it is non-binding on the Reserve Bank of India or any of its authorities or agencies or any of their respective officers, employees, agents or advisors. Reserve Bank of India reserves the right not to proceed with the Annual Service Contract or to change the configuration of the Annual Service Contract, to alter the time table reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest.

No reimbursement of cost of any type will be paid to persons or entities expressing interest.

**RESERVE BANK OF INDIA
ESTATE DEPARTMENT
BHOPAL**

**Annual Service Contract for providing Plumbing and Carpentry services for the Reserve
Bank of India Office Building at Arera Hills and Staff Quarters situated at Char Imli,
Bhopal, Madhya Pradesh**

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भाग – ए
SECTION-A
LETTER OF OFFER

Place: _____

Date: _____

Regional Director,
Reserve Bank of India
Bhopal-462011.

Madam,

1. 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 affecting the tender, I/We hereby offer to take up the service contract for providing Plumbing and Carpentry services at Main Office Building & Char Imli Staff Quarters, at the rates mentioned in the attached schedule of quantities and in accordance with the conditions of the tender and conditions of contract attached hereto.

Memorandum

(a)	Description of work	Annual Service Contract for providing Plumbing and Carpentry services for the Reserve Bank of India Office Building at Arera Hills and Staff Quarters at Char Imli, Bhopal, Madhya Pradesh.
(b)	Estimated cost per annum	₹ 28,07,862/- (including GST)
(c)	Earnest Money (EMD)	₹ 56,157/-
(d)	Performance Bank Guarantee	Performance Bank Guarantee for an amount of 5% of the Annual Service Contract amount to be submitted by the successful bidder on issue of written confirmation by the Bank about the acceptance of the tender.
(e)	Period of AMC	Annual Service Contract with effect from April 01, 2026 to March 31, 2027 (for twelve months) . The Annual Service Contract shall be initially awarded for 01 (one year) and may be renewed for two more subsequent years (one year at a time) at the discretion of the Bank if the performance of the contractor is found satisfactory.

Should this tender be accepted, I / We hereby agree to abide by and fulfill the terms and provisions of the said Conditions of the Contract annexed hereto so far as they may be applicable or in default thereof to forfeit and pay to the Reserve Bank of India the amount mentioned in the said conditions.

I / We also agree that my / our tender will remain valid for acceptance by the Bank for 90 days (ninety days), from the date of opening of Part I (Techno – Commercial bid) of the tender and this period of validity may be extended for such period as may be mutually agreed upon by the Bank and me / us in writing.

Intending bidders shall deposit a sum of **₹56,157/- (Fifty six thousand one hundred fifty seven only)** as Earnest Money Deposit (EMD) with the Reserve Bank of India, Estate Department, Bhopal- 462011 by depositing an irrevocable Bank Guarantee / Demand Draft (DD) (drawn from a Scheduled Commercial bank) for the said amount in favour of the Regional Director, Reserve Bank of India, Estate Department, Bhopal on or before 10:00 Hrs on **March 05, 2026.**

OR

Earnest Money Deposit (EMD) may also be deposited by NEFT in favour of the Reserve Bank of India, Bhopal to A/c No. 186003001 with IFSC – RBIS0BLPA01 (5th and 10th digits being zero) on or before the due date stipulated herein.

EMD amount will not bear any interest. Should I / We fail to execute the contract when called upon to do so, I / We do hereby agree that EMD shall be forfeited by me / us to the Reserve Bank of India.

4. Our bankers are (full address)

(i) _____

(ii) _____

The names of partners of our firm are:

(i)

(ii)

(i) Name of the partner of the firm
authorized to sign

OR

Name of person having power of Attorney
to sign the Contract (certified true copy of
the Power of Attorney should be
attached)

Yours faithfully,

Signature of Contractor

Signatures and addresses of witnesses

	Signature	Address
(i)		
(ii)		

भाग - बी
SECTION-B
Articles of Agreement

यह करार वर्ष 2026 को _____ तारीख को भोपाल में, प्रथम पक्षकार भारतीय रिज़र्व बैंक जिसका मुख्य कार्यालय होशंगाबाद रोड, भोपाल 462011-में है (जिसे आगे बैंक कहा जाएगा (तथा द्वितीय पक्षकार मेसर्स ----- जिसका पंजीकृत कार्यालय ----- में स्थित है (जिसे आगे ठेकेदार कहा जाएगा) के बीच किया जाता है।

ARTICLES OF AGREEMENT made the ____ day of _____ month of Year _____ between the Reserve Bank of India, Bhopal having its Central Office at Mumbai (hereinafter called 'The Bank') on the other part and M/s _____, having its office at _____ (hereinafter referred to as the 'Contractor') 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.

और जबकि बैंक इस प्रयोजन के लिए ठेकेदार की सेवाओं का लाभ उठाने का इच्छुक है जैसा कि पत्र संख्या ----- में दर्शाया गया है

और जबकि पक्षकार उन निबंधनों और शर्तों को दर्ज करना चाहते हैं जिनके तहत या जिनके तहत ठेकेदार द्वारा उक्त सेवाएं प्रदान की जानी हैं।

And whereas the Bank is desirous of availing services of the contractor for the purpose as indicated in the letter No-----

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

जबकि नियोक्ता निविदा में उल्लिखित विनिर्देश और शर्त के अनुसार भारतीय रिज़र्व बैंक के अरेरा हिल्स स्थित कार्यालय भवन और चार इमली स्थित स्टाफ क्वार्टर, भोपाल, मध्य प्रदेश में नलसाजी और बढ़ईगीरी सेवाएँ प्रदान करने के लिए वार्षिक सेवा अनुबंध देने का इच्छुक है। राशि के रूप में देय हो जाएगा (बाद में "उक्त अनुबंध राशि" के रूप में संदर्भित)।

WHEREAS the Employer is desirous of **Annual Service Contract for providing Plumbing and Carpentry services for the Reserve Bank of India Office Building at Arera Hills and Staff Quarters at Char Imli, Bhopal, Madhya Pradesh** as per the scope of services and conditions mentioned herein before, the sum as shall become payable there under (hereinafter referred to as ' the said Contract Amount ' .

अब दोनों पक्ष पारस्परिक रूप से इस पर निम्नानुसार सहमत हैं :

NOW IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES HERETO AS FOLLOWS: -

a) यह समझौता ----- से लागू होगा और ----- तक लागू रहेगा, या जब तक इसे यहां की शर्तों के अनुसार समाप्त नहीं किया जाता है निहित के बाद।

This agreement will come into effect from ----- and will remain in force up to -----, or unless it is terminated as per the terms herein after contained.

b) उक्त अनुबंध के प्रतिफल में रु. _____ / की राशि प्रति वर्ष (₹ -----
-----सिर्फ)। उक्त शर्तों में निर्धारित तरीके से भुगतान किया जाएगा, ठेकेदार वार्षिक सेवा अनुबंध के दायरा और मात्राओं की अनुसूची में वर्णित वार्षिक सेवा अनुबंध को निष्पादित करेगा और उक्त शर्तों के अधीन पूरा करेगा।

In consideration of the said contract, an amount of ₹ _____ / per annum (Rupees---
-----Only) shall be paid in the manner set forth in the said conditions, the contractor shall upon and subject to the said conditions execute and complete the Annual Service Contract described in the said scope of the Annual Service Contract and the Schedule of Rates.

c) नियोक्ता उक्त अनुबंध राशि, या ऐसी राशि का भुगतान करेगा जो उक्त शर्तों में निर्दिष्ट समय पर और तरीके से देय होगी।

THE EMPLOYER will pay the said contract amount, or such sum as shall become payable, at the time and in the manner specified in the said conditions.

d) उक्त शर्तों और उसके परिशिष्ट और इसके साथ संलग्न पत्राचार को इस समझौते के भाग के रूप में पढ़ा और समझा जाएगा और इसके पक्षकार क्रमशः उक्त शर्तों और पत्राचार का पालन करेंगे, और उसके अधीन अपनी ओर से अनुबंध को क्रमशः निष्पादित करेंगे।

The said conditions and appendix thereto and the correspondence attached hereto shall be read and construed as forming part of this agreement and the parties hereto shall respectively abide by, submit themselves to the said conditions and the correspondence and perform the agreement on their part respectively in the said conditions and the correspondence contained.

e) यहां उल्लिखित अनुबंध और दस्तावेज इस अनुबंध का आधार और हिस्सा होंगे।

The agreement and documents mentioned herein shall form the basis and part of this contract.

f) यह अनुबंध न तो एक निश्चित एकमुश्त अनुबंध है और न ही कार्य अनुबंध का एक टुकड़ा है, लेकिन यह प्लंबिंग और सैनिटरी और बढ़ईगीरी सेवाओं के लिए एक आइटम दर अनुबंध है जिसका भुगतान वास्तविक निष्पादित मात्रा के अनुसार दरों की अनुसूची में निहित दरों पर या जैसा कि में प्रदान किया गया है। शर्तों को कहा।

This contract is neither a fixed lump sum contract nor a piece of work contract, but it is an item rate contract for the Annual Service for Plumbing & Sanitary and Carpentry Services to be paid for according to actual quantities of services provided at the rates contained in the Schedule of Rates or as provided in the said conditions.

g) ठेकेदार मजदूरी भुगतान अधिनियम 1936 और न्यूनतम मजदूरी अधिनियम 1948 के प्रावधानों का पालन करने के लिए बाध्य है। यदि ठेकेदार आरएलसी मानदंडों के अनुसार मजदूरों / श्रमिकों के लिए न्यूनतम मजदूरी का पालन नहीं करता है तो बैंक निविदा को अस्वीकार करने के अधिकार का हकदार है।

The contractor is bound to abide by the provisions of Payment of Wages Act 1936 and Minimum Wages Act 1948. The Bank deserves the right to cancel the contract at any point of time during the currency of the contract, if the contractor fails to pay Minimum Wages to the labourers / workers deployed under the scope of the contract as per the latest provision / stipulations / norms of the Central Labour Commissioner (CLC).

h) समय को इस अनुबंध का सार माना जाएगा और ठेकेदार एतद्वारा कार्य आदेश जारी करने की तारीख से काम शुरू करने के लिए सहमत है जैसा कि उक्त शर्तों में प्रदान किया गया है

Time shall be considered as the essence of this Contract and the Contractor hereby agrees to commence the work from the date of issue of work order as provided for in the said conditions.

i) इस ठेके के अंतर्गत बैंक द्वारा समस्त भुगतान पिछले महीने की सर्विस संतोषजनक रूप से देने के बाद **मासिक आधार** पर भोपाल में ही किया जायेगा।

All payments by the Bank under this contract will be made only at Bhopal on **Monthly basis** after satisfactorily providing the services for the previous month.

j) अनुबंध बैंकों को ठेकेदार द्वारा बैंक को किए गए दायित्व को पूरा करने में विफलता से उत्पन्न होने वाले दावे की क्षतिपूर्ति करता है। इस समझौते से संबंधित या किसी भी तरह से उत्पन्न होने वाले सभी विवादों को भोपाल में उत्पन्न माना जाएगा और केवल भोपाल के न्यायालयों को ही इसका निर्धारण करने का अधिकार होगा।

उपरोक्त शुल्क नियत है और श्रम की स्थिति, विनियम भिन्नता या किसी अन्य शर्त के अधीन नहीं हैं।

उपरोक्त शुल्कों में जीएसटी, कोई अन्य कर और शुल्क या लेवी **शामिल है**, चाहे वह केंद्र सरकार या किसी राज्य सरकार या किसी स्थानीय प्राधिकरण द्वारा वर्तमान में लागू हो अथवा भविष्य में लगाया गया हो।

ठेकेदार निविदा के नियम और शर्तों के अनुसार नियमित आधार पर सेवाएं प्रदान करने के लिए जिम्मेदार होगा।

ठेकेदार/पर्यवेक्षक को बैंक के परिसर का दौरा करना चाहिए और ठेकेदार/कर्मचारियों के सामने आने वाली किसी भी समस्या को हल करने के लिए सप्ताह में कम से कम एक बार बैंक के अधिकारियों/इंजीनियरों से मिलना चाहिए।

The contractor indemnifies the Bank against any claim(s) arising out of failure of the contractor to comply with the contractual obligation. All disputes arising out of or in any way connected with this contract shall be deemed to have arisen at Bhopal and only Courts in Bhopal shall have the jurisdiction to determine the same.

The rates quoted by me / us in the Schedule of Rates are firm and not subject to labour conditions, exchange variations or any other condition whatsoever, after award of the contract.

The rates quoted by me / us in the Schedule of Rates **include** all taxes and duties or levies, whether existing or levied in future by the Central Government or any State Government or any Local Authority.

The Contractor shall be responsible for providing services on regular basis as per the Terms and Conditions of the contract. The contractor / supervisor should visit the Bank's premises and meet the Bank's officials / Engineers at least once a week to sort out any problems faced by the contractor / staff.

1. भुगतान:- न्यूनतम मजदूरी, ईपीएफ़, ईएसआई (नवीनतम अधिनियम के अनुसार)

भारतीय रिजर्व बैंक, भोपाल को प्रदान की गई उपरोक्त सेवाओं के संबंध में ठेकेदार अपने स्वयं के खर्च पर आवश्यक बीमा कवर लेगा और अनुबंध श्रम (विनियमन और उन्मूलन) अधिनियम, 1970 के वैधानिक प्रावधानों का पालन करेगा; कर्मचारी राज्य बीमा अधिनियम; कर्मकार मुआवजा अधिनियम, 1923; वेतन भुगतान अधिनियम, 1936; कर्मचारी भविष्य निधि (और विविध प्रावधान) अधिनियम, 1952; न्यूनतम मजदूरी अधिनियम, 1948; नियोक्ता दायित्व अधिनियम, 1938; और/या कोई अन्य नियम/विनियम और/या कानून जो उन पर लागू हो सकती हैं या समय-समय पर संशोधन कर सकती हैं। ठेकेदार उन सभी दावों के लिए बैंक को क्षतिपूर्ति करेगा जो बैंक को

उठाने पड़ सकते हैं चाहे वह अनुबंध की अवधि के दौरान उपरोक्त क़ानूनों के तहत या लागू किसी अन्य क़ानून के तहत हो।

ठेकेदार द्वारा यहां और/या उक्त अधिनियमों, नियमों/विनियमों और/या इनमें से किसी के तहत या इनमें से किसी के तहत बनाए गए किसी भी उप-नियमों या नियमों के तहत और/या किसी भी दायित्व को पूरा करने में विफल रहने की स्थिति में, भारतीय रिज़र्व बैंक, भोपाल ऐसे दावों, मांग, हानि या चोट के कारण किसी भी इस तरह के हुए नुकसान या व्यय को ठेकेदार के मासिक भुगतान और सुरक्षा जमा, यदि कोई हो, से वसूली कर सकता है।

ठेकेदार बिलिंग माह की 05 तारीख तक भारतीय रिज़र्व बैंक, भोपाल को तिमाही चालान प्रस्तुत करेगा। भारतीय रिज़र्व बैंक, भोपाल ठेकेदार को देय राशि से समय-समय पर लागू कर की दर के अनुसार स्रोत पर कर की कटौती करेगा।

ठेकेदार द्वारा नियुक्त कामगारों को भुगतान आरटीएसजी/एनईएफटी के माध्यम से अगले महीने की 05 तारीख को या उससे पहले किया जाना है।

Payment: - Minimum Wages, EPF ESI (as per latest Act)

The Contractor shall at her / his / their own cost take necessary insurance covers in respect of the aforesaid services rendered to Reserve Bank of India, Bhopal and shall comply with the statutory provisions of the Contract Labour (Regulation & Abolition) Act, 1970; Employees State Insurance Act (ESIC); Workman's Compensation Act, 1923; Payment of Wages Act, 1936; The Employees Provident Fund (and Miscellaneous Provisions) Act, 1952; The Minimum Wages Act, 1948; Employer's Liability Act, 1938; and / or any other rules / regulations and / or statues that may be applicable to them or amendments from time to time. The contractor shall indemnify the Bank against all claims which may be made upon the Bank, whether under the aforesaid statues or any other statue in force during the currency of the contract.

In case of the contractor's failure to fulfil any of the obligations hereunder and / or under the said Acts, rules / regulations and / or any bye-laws or rules framed under or any of these, Reserve Bank of India, Bhopal shall be entitled to recover any of the such losses or expenses, which it may have to suffer or incur on account of such claims, demand, loss or injury, from any payment due to the contractor.

The contractor shall submit Monthly invoices to Reserve Bank of India, Bhopal latest by the 10th day of the succeeding month after satisfactorily providing the services of the previous month. The Reserve Bank of India, Bhopal will deduct Taxes at source as per applicable rate of taxes if found applicable from time to time, from the amount payable to the contractor.

The payment to the workmen engaged by the contractor shall be made on or before 10th day of the succeeding month to the bank accounts of the respective workmen.

2.बीमा: ठेकेदार प्रारंभिक अनुबंध की अवधि के लिए काम में लगे श्रमिकों के लिए अनुबंध मूल्य कामगार मुआवजा नीति के लिए ठेकेदारों की सर्व जोखिम पोलिसी लेगा, जो 31 मार्च 2027 तक वैध होगा और उसके बाद नवीकरणीय है यदि बैंक द्वारा अनुबंध का नवीनीकरण किया जाता है। ठेकेदार कार्य निष्पादित करते समय व्यक्तियों या भवन या तीसरे पक्ष को होने वाली किसी भी हानि या क्षति के लिए बैंक को क्षतिपूर्ति करेगा। कामगारों का मुआवजा प्रत्येक दुर्घटना/घटना के लिए कम से कम रु. 2.0 लाख प्रति व्यक्ति होगा। सभी बीमा पॉलिसी बैंक के संयुक्त नामों में होंगी, जिसमें बैंक का नाम सबसे पहले होगा।

Insurance: The Contractor shall obtain Workmen Compensation Policy (WCP) for the workmen engaged by her / him / their under the scope of the Annual Service Contract from an

Insurance Company approved by the Insurance Regulatory and Development Authority of India (IRDAI) for the initial contract period, which will be valid till 31st March 2027 and for every renewal thereafter if the contract is renewed by the Bank and submit the same to the Bank before deploying the workmen in the Bank's premises. The contractor shall indemnify the Bank against any loss or damage that occurs to persons or property of the Bank or any other third party due to any lapse of the contract during currency of the contract. The minimum liability under such Workmen Compensation Policy (WCP) shall not be less than Rs. 2.0 lakh per person for any one accident or occurrences. All the insurance policies shall be in the joint names of the Bank, the Bank's name being the first.

संविदाकार निम्न के संबंध में भारतीय रिज़र्व बैंक के पक्ष में बीमा करवाएगा और उसे लागू रखेगा

- कार्य के निष्पादन से/दौरान होने वाली तीसरी पार्टी के नुकसान/ व्यक्ति या संपत्ति को हुए नुकसान से उत्पन्न दावा
- कार्य के निष्पादन के दौरान संविदाकार द्वारा काम पर लगाए गए कामगार के कारण हुए नुकसान/क्षति से उत्पन्न दावा
- लागू पीएफ/श्रम कानूनों, ईएसआई, विनियमों आदि का अनुपालन न किए जाने के कारण उत्पन्न कोई दावा

The Contractor shall indemnify and keep indemnified the Reserve Bank of India against:

- i) Any claim arising out of third-party loss / damage to life or property caused by / due to any lapse of the contractor during currency of the contract.
- ii) Any claim arising out of loss / damage to the workmen deployed by the contractor in the Bank's premises under the scope of the contract.
- iii) Any claim during currency of the contract due to non-compliance of applicable PF/ Labour laws, ESI, provisions / regulations etc.

3. गैर प्रकटीकरण खंड ठेकेदार इस करार के संबंध में अपने संविदात्मक दायित्वों को पूरा करने के दौरान मिलने वाली कोई भी जानकारी, सामग्री तथा बैंक के बुनियादी ढांचा उपकरणों आदि के संबंध में मिलने वाली/सिस्टम/ जानकारी का प्रत्यक्ष या अप्रत्यक्ष रूप से प्रकटीकरण किसी अन्य पक्षकार को नहीं करेगा तथा हमेशा इसे अतिगोपनीय बनाए रखेगा। लागू कानून का अनुपालन करने या संविदा के अधीन अपने दायित्वों को पूरा करने के लिए आवश्यक होने की स्थिति को छोड़कर ठेकेदार इस संविदा के ब्यौरों को निजी दायरे में और गोपनीय रखेगा। नियोक्ता की पूर्व लिखित अनुमति के बिना संविदाकार किसी व्यापारिक या तकनीकी पेपर में या अन्यत्र कार्य के विवरण को न तो प्रकाशित करेगा, नहीं प्रकाशन की अनुमति देगा और न ही इसका प्रकटीकरण करेगा। किसी गोपनीय जानकारी के प्रकटीकरण के परिणामस्वरूप बैंक को हुई हानि के लिए संविदाकार बैंक को क्षतिपूर्ति करेगा। उपर्युक्त शर्तों का पालन न करना ठेकेदार द्वारा संविदा भंग माना जाएगा और बैंक को हुई क्षति का दावा करने तथा कानूनी उपाय करने का हकदार होगा। इस करार के अधीन गोपनीय जानकारी का प्रकटीकरण न किए जाने के दायित्व को सुनिश्चित करने के लिए संविदाकार अपने कर्मचारियों के संबंध में सभी उचित कार्रवाई करेगा। प्रकटीकरण न करने और गोपनीयता के संबंध में ठेकेदार का दायित्व इस करार के समाप्त होने या किसी भी कारण से समाप्त किए जाने तक बना रहेगा।

Non-Disclosure Clause - The Contractor shall not disclose directly or indirectly any information, materials, and details of the Bank's infrastructure / systems / equipment etc., which may come to the possession or knowledge of the contractor during the course of discharging its contractual obligations in connection with this contract, to any third party and shall at all times hold the same in strictest confidence. The contractor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the

obligations under it or to comply with applicable laws. The contractor shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Bank. The contractor shall indemnify the Bank for any loss suffered by the employer as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the contractor and the Bank shall be entitled to claim damages and pursue legal remedies. The contractor shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under the agreement are fully satisfied. The contractor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason. In witness whereof the parties hereto have executed this agreement on the above-mentioned date.

4. ठेका श्रम (सीएलआरए) अधिनियम (विनियमन और उन्मूलन), 1970: गैर-प्रकटीकरण और गोपनीयता के संबंध में ठेकेदार के दायित्व किसी भी कारण से इस समझौते की समाप्ति या समाप्ति तक बने रहेंगे। जब भी ठेकेदार 20 से अधिक श्रमिकों को ठेका श्रमिक के रूप में नियोजित करता है, तो उसे सीएलआरए अधिनियम के प्रावधानों के अनुसार सक्षम प्राधिकारी से लाइसेंस प्राप्त करना होगा। कि इस अनुबंध के कई हिस्सों को ठेकेदार द्वारा पढ़ा और पूरी तरह से समझा गया है।

CLRA ACT - The Contractor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason. As and when the contractor employs more than 20 workers as contract labour, he/she shall obtain license from competent authority in accordance with the provisions of the CLRA ACT. That the several parts of this contract have been read and fully understood by the Contractor.

5. सत्यनिष्ठा समझौता - नियोक्ता की ओर से कानूनन अनुपलब्ध किसी भी लाभ की मांग या स्वीकार नहीं करने की वचनबद्धता दिया जाएगा। नियोक्ता सभी बोलीदाताओं के साथ एक समान और उचित व्यवहार करेगा। बोलीदाताओं की ओर से कीमतों, विनिर्देशों, प्रमाणीकरण, अनुषंगी अनुबंधों आदि के संबंध में अन्य बोलीदाताओं के साथ कोई लाभ या समझौता की पेशकश नहीं करने की वचनबद्धता देगा। बोलीदाताओं को नियोक्ता द्वारा प्रदान की गई किसी भी जानकारी को दूसरों को व्यावसायिक संबंध के हिस्से के रूप में साझा नहीं करेगा और पीसी / आईपीसी अधिनियम के तहत कोई अपराध नहीं करेगा। बोलीदाताओं को उनके द्वारा किए जाने वाले भुगतानों का खुलासा एजेंटों/दलालों या किसी अन्य मध्यस्थ को करना होगा। बोलीदाताओं को किसी भी अन्य कंपनी के साथ किसी भी उल्लंघन जो भ्रष्टाचार निरोधी सिद्धांत को प्रभावित कर सकता है, के बारे में सूचित करेगा।

Integrity pact - Promise on the part of the Bank not to seek or accept any benefit, which is not legally available. The Bank to treat all the bidders with equity and reason. Promise on the part of bidders not to offer any benefit or understanding with other bidders with respect to prices, specifications, certifications, subsidiary contracts, etc. Bidders not to pass any information provided by the Bank as part of business relationship to others and not to commit any offence under PC / IPC Act. Bidders to disclose the payments to be made by them to agents / brokers or any other intermediary. Bidders to disclose any transgression with any other company that may impinge on the anticorruption principle.

6. भ्रष्ट आचरण पर रोक - आरबीआई की आवश्यकता है कि इस अनुबंध के तहत ठेकेदार विशेष रूप से अनुबंध की वैधता के दौरान नैतिकता के उच्चतम मानकों का पालन करें। इस नीति के अनुसरण में, भारतीय रिजर्व बैंक: इन प्रावधानों के प्रयोजन के लिए नीचे दी गई शर्तों को निम्नानुसार परिभाषित करता है: "भ्रष्ट आचरण" का अर्थ है जनता की कार्रवाई को प्रभावित करने के लिए मूल्यवान किसी भी चीज़ की पेशकश करना, देना, प्राप्त करना या याचना करना और "कपटपूर्ण व्यवहार" का अर्थ नियोक्ता के नुकसान के लिए अनुबंध के निष्पादन को प्रभावित करने के लिए तथ्य की गलत व्याख्या है, और कृत्रिम गैर-प्रतिस्पर्धी स्तर पर बोली मूल्य स्थापित करने और नियोक्ता को मुक्त और खुली प्रतिस्पर्धा के लाभ से वंचित करने के लिए डिज़ाइन

किए गए आवेदकों / बोलीदाताओं (बोली जमा करने से पहले या बाद में) के बीच मिलीभगत अभ्यास शामिल है।

"मिलीभगत व्यवहार" का अर्थ दो या दो से अधिक बोलीदाताओं के बीच एक योजना या व्यवस्था है, जिसे कृत्रिम, गैर-प्रतिस्पर्धी स्तर पर बोली मूल्य स्थापित करने के लिए डिज़ाइन किया गया है; और "जबरदस्ती अभ्यास" का अर्थ है प्रत्यक्ष या अप्रत्यक्ष रूप से व्यक्ति या उनकी संपत्ति को नुकसान पहुंचाने या नुकसान पहुंचाने की धमकी, खरीद प्रक्रिया में उनकी भागीदारी को प्रभावित करने के लिए या अनुबंध के निष्पादन को प्रभावित करने के लिए काम के पुरस्कार के प्रस्ताव को अस्वीकार कर देगा यदि यह निर्धारित किया जाता है कि ठेकेदार ने सिफारिश की है पुरस्कार के लिए अनुबंध को पूरा करने में भ्रष्ट या कपटपूर्ण व्यवहार में लिप्त है, एक बोलीदाता को अयोग्य घोषित करेगा, या तो अनिश्चित काल के लिए या एक निश्चित अवधि के लिए, एक अनुबंध / अनुबंध प्रदान करने के लिए, यदि यह किसी भी समय निर्धारित करता है कि ठेकेदार अनुबंध को पूरा करने या निष्पादित करने में भ्रष्ट या कपटपूर्ण प्रथाओं में लिप्त है।

No Corrupt Practice – The Reserve Bank requires that the contractor under this contract observe the highest standard of ethics, especially during the currency of the contract. In pursuance of this policy, the Reserve Bank defines, for the purpose of these provisions, the terms set forth below as follows:

‘ Corrupt practices ‘ means the offering, giving, receiving or soliciting of anything of value to influence the action of public and ‘ Fraudulent practice ‘ means a misrepresentation of fact in order to influence the execution of a contract to the detriment of the Bank, and include collusive practice among applicants / bidders (prior to or after bid submission) designed to establish bid price at artificial non- competitive level and to deprive the Employer of the benefit of free and open competition.

‘ Collusive practice ‘ means a scheme or arrangement between two or more bidders, designed to establish bid prices at artificial, non-competitive level; and ‘ Coercive practice ‘ means harming or threatening to harm, directly or indirectly the person or their property to influence their participation in the procurement process or affect the execution of a contract will reject proposal for award of work if it is determined that the contractor recommended for award has engaged in corrupt or fraudulent practice in completing for the contract in question, will declare a bidder ineligible, either indefinitely or for a stated period of time, to be awarded a contract/contracts, if it at any time determines that the contractor has engaged in corrupt or fraudulent practices in completing for, or in executing the contract.

7. विवाद: मध्यस्थता द्वारा विवादों का निपटारा

किसी भी प्रकार के सभी विवाद और मतभेद, जो अनुबंध से या उसके संबंध में या कार्यो को पूरा करने के संबंध में उत्पन्न होते हैं (चाहे कार्यो की प्रगति के दौरान या उनके पूरा होने के बाद और चाहे निर्धारण से पहले या बाद में अनुबंध का परित्याग या उल्लंघन) बैंक द्वारा संदर्भित और निपटाया जाएगा जो लिखित रूप में अपना निर्णय बताएगा। ऐसा निर्णय अंतिम प्रमाण पत्र के रूप में या अन्यथा हो सकता है।

किसी भी अपवादित मामले के संबंध में बैंक का निर्णय अंतिम होगा। लेकिन यदि ठेकेदार किसी भी मामले पर असंतुष्ट होता है तो ठेकेदार ऐसे निर्णय की सूचना मिलने के 28 दिनों के भीतर दूसरे पक्ष को लिखित नोटिस दे सकता है कि विवादित मामलों पर मध्यस्थता की जानी चाहिए। इस तरह की लिखित सूचना में उन मामलों का उल्लेख होगा, जो विवाद में हैं या जिनके बीच ऐसी लिखित सूचना दी गई है। यदि दोनों पक्ष सहमत हैं तो इस उद्देश्य के लिए एकमात्र मध्यस्थ नियुक्त किया जाएगा। यदि एकल मध्यस्थ की नियुक्ति पर कोई समझौता नहीं हो पाता है, तो दोनों पक्ष अपनी ओर से एक-एक व्यक्ति को मध्यस्थ के रूप में नामित करेंगे। पार्टियों द्वारा नामित दो मध्यस्थ पीठासीन मध्यस्थ या अंपायर को नामित करेंगे। मध्यस्थ या मध्यस्थ, जैसा भी मामला हो, के पास किसी भी प्रमाण पत्र, राय, निर्णय, मांग या नोटिस को खोलने, समीक्षा करने और संशोधित करने की शक्ति

होगी, अपवादित मामलों के संबंध में, पूर्ववर्ती खंड में संदर्भित, और निर्धारित करने के लिए विवाद के सभी मामले जो मध्यस्थता के लिए प्रस्तुत किए जाएंगे और जिनमें से पूर्वोक्त के रूप में नोटिस दिया जाएगा। मध्यस्थ या मध्यस्थ, जैसा भी मामला हो, संदर्भ में प्रवेश करने की तारीख से, मध्यस्थता और सुलह अधिनियम, 1996 के तहत निर्दिष्ट अवधि के भीतर अपना निर्णय देगा। यदि मध्यस्थता की कार्यवाही के दौरान पक्षकार अपने विवाद या मतभेद को आपसी रूप से सुलझाते हैं या समझौता करते हैं, तो समझौता या समझौता के अपने संयुक्त ज्ञापन को दाखिल करने वाले पक्षों पर, मध्यस्थ या मध्यस्थ, जैसा भी मामला हो, इस तरह के समझौते के संदर्भ में एक पुरस्कार देगा। या समझौता। मध्यस्थ न्यायाधिकरण की फीस सहित मध्यस्थता की कार्यवाही मध्यस्थता और सुलह अधिनियम, 1996 और उसके तहत बनाए गए नियमों के प्रावधानों द्वारा शासित होगी। मध्यस्थता का स्थान आरबीआई, भोपाल होगा।

यह सबमिशन मध्यस्थता और सुलह अधिनियम, 1996 या उसके किसी भी वैधानिक संशोधन के अर्थ के भीतर मध्यस्थता के लिए प्रस्तुत माना जाएगा। मध्यस्थ या मध्यस्थों का निर्णय, जैसा भी मामला हो, अंतिम और पार्टियों के लिए बाध्यकारी होगा। यह सहमति है कि ठेकेदार ऐसे किसी भी मामले, प्रश्न या विवाद को मध्यस्थता के लिए संदर्भित किए जाने के कारण कार्यों को पूरा करने में देरी नहीं करेगा, लेकिन सभी उचित परिश्रम के साथ कार्यों को आगे बढ़ाएगा और मध्यस्थ या मध्यस्थों के निर्णय तक काम करेगा। दिया जाता है, बैंक के निर्णय का पालन करता है। मध्यस्थ या मध्यस्थों का कोई भी निर्णय, जैसा भी मामला हो, ठेकेदार को कार्यों को वास्तविक रूप से करने के संबंध में बैंक के निर्देशों का सख्ती से पालन करने के अपने दायित्वों से मुक्त नहीं करेगा। बैंक और ठेकेदार इसके द्वारा भी सहमत हैं कि इस खंड के तहत मध्यस्थता अनुबंध के तहत कार्रवाई के किसी भी अधिकार के लिए एक शर्त होगी। उत्पन्न होने वाले सभी विवाद भोपाल में सक्षम न्यायालय के अनन्य क्षेत्राधिकार के अधीन होंगे।

Disputes: Settlement of Disputes by Arbitration

All disputes and differences of any kind whatever arising out of or in connection with the contract or providing the services (whether during the currency of the contract or thereafter and whether before or after the determination, abandonment or breach of the contract) shall be referred to and settled by the Bank who shall state its decision in writing. Such decision may be in the form of a final certificate or otherwise.

The decision of the Bank with respect to any of the excepted matters shall be final. But if either the contractor be dissatisfied on any matter the contractor within 28 days, after receiving notice of such decision give a written notice to the other party requiring that the matters in dispute be arbitrated upon. Such written notice shall specify the matters, which are in dispute or difference of which such written notice has been given. If both the parties agree sole Arbitrator would be appointed for the purpose. In case no agreement could be reached on the appointment of single Arbitrator, both the parties will nominate one person each as an Arbitrator on their behalf. The two Arbitrators nominated by the parties shall nominate presiding Arbitrator or Umpire. The Arbitrator or Arbitrators, as the case may be, shall have power to open up, review and revise any certificate, opinion, decision, requisition or notice, save in regard to the excepted matters, referred to in the preceding clause, and to determine all matters to dispute which shall be submitted to arbitration and of which notice shall have been given as aforesaid. The Arbitrator or arbitrators, as the case may be, shall make his or their award within the period specified under the Arbitration and Conciliation Act, 1996, from the date of entering upon the reference. In case during the arbitration proceedings the parties mutually settle or compromise their dispute or difference, on the parties filing their joint memorandum of the settlement or compromise, the arbitrator or the arbitrators as the case may be, shall make an award in terms of such settlement or compromise. The arbitration proceedings including the fees of arbitral tribunal shall be governed by the

provisions of Arbitration and Conciliation Act, 1996 and the rules made there under. The venue of arbitration shall be RBI, Bhopal.

This submission shall be deemed to be a submission to arbitration within the meaning of the Arbitration and Conciliation Act, 1996 or any statutory modification thereof. The award of the Arbitrator or Arbitrators, as the case may be, shall be final and binding on the parties. It is agreed that the Contractor shall not delay the carrying out of the works by reason of any such matter, question or dispute being referred to arbitration, but shall proceed with the works with all due diligence and shall until the decision of the arbitrator or Arbitrators is given, abide by the decision of the Bank. No award of the arbitrator or arbitrators, as the case may be, shall relieve the Contractor of his obligations to adhere strictly to the Bank's instructions with regard to the actual carrying out of the works. The Bank and the contractor hereby also agree that arbitration under this clause shall be a condition precedent to any right of action under the contract. All disputes arising shall be subject to the exclusive jurisdiction of competent court at Bhopal.

8. कर्तव्य और अनुशासन - वार्षिक सेवा ठेकेदार निम्नलिखित का पालन करने के लिए बाध्य होगी:

भारतीय रिजर्व बैंक, भोपाल के परिसर में किसी भी गैरकानूनी गतिविधि की अनुमति नहीं देना या उसे चलाना या अनुशासनहीनता पैदा नहीं करना।

अपने कर्मचारियों के सभी बकाया का भुगतान करने के लिए और भारतीय रिजर्व बैंक, भोपाल को इस संबंध में किसी भी दायित्व से मुक्त और क्षतिपूर्ति करने के लिए।

अपने कर्मचारियों के व्यवहार, उनके मतदान और वर्दी के लिए जिम्मेदार होना और भारतीय रिजर्व बैंक, भोपाल के कर्मचारियों / अधिकारियों और उसके प्रतिनिधियों के प्रति अच्छा आचरण, सहयोग और अनुशासन सुनिश्चित करना।

भारतीय रिजर्व बैंक, भोपाल द्वारा अधिसूचित अपने कर्मचारियों के विरुद्ध उचित सुधारात्मक और अनुशासनात्मक कार्रवाई करना।

समझौते की समाप्ति पर, एजेंसी अपने कर्मचारियों को सभी वैधानिक भुगतान करने और अन्य सभी वैधानिक दायित्व और दायित्व बनाने और भारतीय रिजर्व बैंक, भोपाल के पक्ष में उपयुक्त निर्वहन प्राप्त करने के लिए उत्तरदायी और जिम्मेदार होगी ताकि कोई दायित्व या दायित्व किसी पर हस्तांतरित न हो भारतीय रिजर्व बैंक, भोपाल।

Duty and Discipline - The Annual Service Contractor shall be obliged to comply with the following:

Not to permit or carry on any unlawful activity or create indiscipline in the premises of the Reserve Bank of India, Bhopal.

To pay all dues of its employees / workmen and keep the Reserve Bank of India, Bhopal absolved and indemnified from any liability in this respect.

To be responsible for behavior of its employees / workmen, their turnout and uniform and ensure good conduct, cooperation and discipline towards Employee / Officers of Reserve Bank of India, Bhopal and its representatives.

To appropriate corrective and disciplinary action against its employees / workmen against whom the Reserve Bank of India, Bhopal notifies to the contractor.

On expiry of the contract, the contractor / workmen shall be liable and responsible to make all statutory payments to its employees / workmen and make all other statutory obligation and liability and obtain suitable discharge in favour of Reserve Bank of India, Bhopal so that no liability or obligation devolve on the Reserve Bank of India, Bhopal.

9. रोक /अयोग्यता - कार्य को निष्पादित करने में विफलता की स्थिति में, बैंक के पास ठेकेदार, उसके सहयोगियों और संस्थाओं को बैंक में किसी भी ठेका प्राप्ति से वंचित करने का अधिकार सुरक्षित है। बैंक इस अनुबंध के तहत संविदात्मक दायित्व का निर्वहन करने में विफल रहने वाले ठेकेदार को किसी भी निविदा में भाग लेने या बैंक में किसी भी ठेका प्राप्ति से तीन साल की अवधि के लिए वंचित करने का अधिकार सुरक्षित रखता है। बैंक ठेकेदार को प्रतिबंधित करने से पहले ठेकेदार को 10 दिनों का नोटिस जारी करेगा और ठेकेदार द्वारा इस तरह के नोटिस के लिए दिए गए उत्तर, यदि कोई हो, पर विचार करेगा। इस संबंध में क्षेत्रीय निदेशक का निर्णय अंतिम होगा।

एक बोलीदाता निम्नलिखित आधारों पर बोली से रोक :अयोग्यता के लिए उत्तरदायी है /

1. यदि यह निर्धारित होता है कि बोलीदाता ने सत्यनिष्ठा संहिता के उल्लंघन में निम्नलिखित कार्य या चूक की है:
 - a. मैं एक खरीद प्रक्रिया में अनुचित लाभ या अन्यथा खरीद प्रक्रिया को प्रभावित करने के बदले प्रत्यक्ष या अप्रत्यक्ष रूप से प्रस्ताव, याचना या रिश्वत, इनाम या उपहार या किसी भी भौतिक लाभ की स्वीकृति।
 - b. किसी भी चूक या गलत बयानी जो गुमराह कर सकती है या गुमराह करने का प्रयास कर सकती है जिसके परिणामस्वरूप वित्तीय या अन्य लाभ प्राप्त किया जा सके, या किसी दायित्व से बचा जा सके।
 - c. किसी भी मिलीभगत, बोली में हेराफेरी या प्रतिस्पर्धाविरोधी व्यवहार जो पारदर्शिता-, निष्पक्षता और खरीद प्रक्रिया की प्रगति को बाधित कर सकता है।
 - d. खरीद प्रक्रिया में या व्यक्तिगत लाभ के लिए अनुचित लाभ प्राप्त करने के इरादे से खरीदकर्ता इकाई द्वारा बोलीदाता को प्रदान की गई जानकारी का अनुचित उपयोग।
 - e. निविदा या अनुबंध की निष्पादन प्रक्रिया से संबंधित बोलीदाता और खरीदकर्ता संस्था के किसी भी अधिकारी के बीच कोई वित्तीय या व्यावसायिक लेनदेन, जो प्रत्यक्ष या अप्रत्यक्ष रूप से खरीद संस्था के निर्णय को प्रभावित कर सकता है।
 - f. खरीद प्रक्रिया को प्रभावित करने के लिए प्रत्यक्ष या अप्रत्यक्ष रूप से, किसी भी हिस्से या उसकी संपत्ति को नुकसान पहुंचाने या नुकसान पहुंचाने के लिए कोई दबाव या कोई खतरा।
 - g. खरीद प्रक्रिया की किसी भी जांच या लेखा परीक्षा में बाधा।
 - h. किसी निविदा प्रक्रिया में भाग लेने या अनुबंध प्राप्त करने के लिए झूठी घोषणा करना या झूठी जानकारी प्रदान करना।
 - i. हितों के टकराव का खुलासा करने में विफलता
 - j. पिछले तीन वर्षों के दौरान भारत या किसी अन्य देश में किसी भी सार्वजनिक संस्थान संस्था के साथ उपखंड /)
 - i) के प्रावधानों के संबंध में किए गए किसी भी पिछले उल्लंघन का खुलासा करने में विफल रहा या किसी सार्वजनिक खरीद संस्थान संस्था द्वारा प्रतिबंधित किया गया / हो।
2. सत्यनिष्ठा संहिता के उल्लंघन के अलावा बोलीदाता द्वारा किसी भी कार्रवाई या चूक के लिए, जो बैंक के अनुसार गैर-निष्पादन, घटिया सामग्री की आपूर्ति, सामग्री की गैर-आपूर्ति, कार्यों का परित्याग, कार्यों की मानक गुणवत्ता, निविदा की शर्तों का पालन करने में विफलता आदि।
3. यदि बोलीदाता को किसी भी अपराध जैसे (ए) भ्रष्टाचार निवारण अधिनियम, के तहत 1988; या (बी) सार्वजनिक खरीद अनुबंध के निष्पादन के हिस्से के रूप में जीवन या संपत्ति के किसी भी नुकसान या सार्वजनिक स्वास्थ्य के लिए खतरा पैदा करने के लिए भारतीय दंड संहिता या किसी भी समय लागू कोई अन्य कानून, के लिए दोषी ठहराया गया हो।

Debarring / disqualifying - In the event of failure of the Contractor to fulfil the contractual obligation, the Bank reserves the right to debar the contractor, its associates, and entities in which it is interested from award of any contract with the Bank. The Bank also reserves its right to debar the contractor who fails to discharge the contractual obligation under this

contract, from participating in any tender or from award of any work / service in the Bank for a period of three years. The Bank shall issue a 10 days' notice to the contractor before debarring / disqualifying the contractor and consider reply, if any, given by the contractor for such notice. The decision of the Regional Director, Reserve Bank of India, Bhopal in this regard shall be final and binding on the contractor.

A bidder is liable for debarment / disqualification from bidding on the following grounds:

1. If it is determined that the bidder has committed the following acts or omissions in contravention of the code of integrity:

(i) a. making any offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process.

b. any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained, or an obligation avoided.

c. any collusion, bid rigging or anticompetitive behavior that may impair the transparency, fairness and the progress of the procurement process.

d. improper use of information provided by the procuring entity to the bidder with an intent to gain unfair advantage in the procurement process or for personal gain.

e. any financial or business transactions between the bidder and any official(s) of the procuring entity related to the tender or execution process of contract, which can affect the decision of the procuring entity directly or indirectly.

f. any coercion or any threat to impair or harm directly or indirectly, any part or its property to influence the procurement process.

g. obstruction of any investigation or auditing of a procurement process.

h. making false declaration or providing false information for participation in a tender process or to secure a contract.

i. failed to disclose conflict of interest.

j. failed to disclose any previous transgressions made in respect of the provisions of sub clause (i) with any public institution / entity in India or any other country during the last three years or of being debarred by any public procuring institution / entity.

2. For any actions or omissions by the bidder other than violation of code of integrity, which in the opinion of the Bank warrants debarment, for the reasons like non-performance, supply of sub-standard material, non-supply of material, abandonment of works, sub-standard quality of works, failure to abide terms of the tender etc.,

3. If the bidder has been convicted of an offence – (a) under the Prevention of Corruption Act, 1988; or (b) the Indian Penal Code or any other law for the time being in force, for causing any loss of life or property or causing a threat to the public health as part of execution of a public procurement contract.

10. अनुपालन - ठेकेदार मौजूदा कानूनों, नियमों, आदेशों आदि के अनुपालन के दस्तावेजी साक्ष्य को उनके तहत निर्धारित प्रपत्रों में बनाए रखेगा। बैंक को यह अधिकार होगा कि वह इस तरह के अनुपालन के लिए खुद को संतुष्ट करने के लिए ऐसे दस्तावेजों को मांगे और उनकी जांच/निरीक्षण/सत्यापन करे। ठेकेदार को लिखित रूप में या न्यायालय, ट्रिब्यूनल, प्राधिकरण आदि द्वारा निर्देशित किसी अन्य अवधि, जो भी कम हो, इस तरह की आवश्यकता के संचार के बाद ठेकेदार को उचित समय के भीतर ऐसे दस्तावेज बैंक को प्रस्तुत करना होगा। यदि ठेकेदार सभी प्रकार से पूर्ण दस्तावेज प्रस्तुत करने में विफल रहता है, तो बैंक को रु. दस्तावेजों को जमा करने के लिए अनुमत समय की समाप्ति के बाद प्रति दिन 1,000 / - (एक हजार रुपये

केवल)। ठेकेदार द्वारा गैर-रखरखाव या ठेकेदार द्वारा ऐसे अभिलेखों को प्रस्तुत करने के कारण बैंक द्वारा किए गए किसी भी वित्तीय नुकसान, परिसमापन क्षति, भुगतान इत्यादि, जिसके कारण बैंक किसी भी अदालत या वैधानिक या कानूनी रूप से इस तरह के रिकॉर्ड पेश करने में असमर्थ है। यदि बाद में ऐसा करने की आवश्यकता होती है, तो बैंक द्वारा सुरक्षा जमा या ठेकेदार को देय या देय अन्य देय राशि से बैंक द्वारा वसूल किया जाएगा। यदि बैंक पूरी तरह से राशि/राशि की वसूली करने में असमर्थ है, तो शेष राशि ठेकेदार द्वारा बैंक को देय ऋण के रूप में वसूल की जाएगी। यदि वैधानिक बकाया या अनुपालन जिसके लिए वह जिम्मेदार है, के संबंध में बैंक के खिलाफ कोई कार्यवाही शुरू की जाती है, तो ठेकेदार बैंक को क्षतिपूर्ति करेगा और क्षतिपूर्ति करेगा।

यदि ठेकेदार ऐसे गैर-अनुपालन की प्रकृति और गंभीरता को ध्यान में रखते हुए उचित समय के भीतर अनुपालन सुनिश्चित करने में विफल रहता है, तो बैंक को अनुबंध समाप्त करने का अधिकार होगा।

Compliance - The contractor shall maintain the documentary evidence of compliance with the extant statutes, rules, laws, orders, etc. in the forms prescribed here under. The Bank shall have the right to call for and examine / inspect / verify such documents to satisfy itself of such compliance. The contractor shall furnish such documents to the Bank within reasonable time not exceeding five working days after communication of such requirement is served on the contractor in writing or any other period directed by a court, tribunal, authority etc. whichever is shorter. If the contractor fails to furnish documents complete in all respects, the Bank shall have the right to impose a Liquidated Damage of Rs. 1,000/- (Rupees One thousand only) per day after expiry of the time permitted for submission of the documents. Any pecuniary loss, Liquidated Damages, payment etc. incurred / made by the Bank, due to non-maintenance by the contractor or on-furnishing of such records by the contractor leading to inability of the Bank to present such records before any court or statutory or administrative authority or Local Body if required to do so by the later, shall be recovered by the Bank from the Security Deposit or other dues payable or falling payable to the contractor. If the Bank is unable to recover the amount/s fully, the remaining amount shall be recovered as debt due by the contractor to the Bank. The contractor shall indemnify and keep indemnified the Bank, if any proceedings are initiated against the Bank in respect of statutory dues or compliance for which he is responsible. The Bank shall have the right to terminate the contract if the contractor fails to ensure compliance within reasonable time keeping in view the nature and seriousness of such non-compliance.

11. कार्यस्थल पर महिलाओं का यौन उत्पीड़न (रोकथाम, निषेध और निवारण) अधिनियम, 2013

ठेकेदार / एजेंसी 'कार्य स्थल पर महिलाओं का यौन उत्पीड़न (रोकथाम, निषेध और निवारण) अधिनियम, 2013' के प्रावधानों का पालन करेगी। बैंक के परिसर में अपने कर्मचारी के खिलाफ यौन उत्पीड़न की किसी भी शिकायत के मामले में, शिकायत ठेकेदार/एजेंसी द्वारा गठित आंतरिक शिकायत समिति के समक्ष दर्ज की जाएगी और ठेकेदार/एजेंसी उक्त अधिनियम के तहत उचित कार्रवाई सुनिश्चित करेगी। शिकायत। कार्यस्थल पर यौन उत्पीड़न की रोकथाम और संबंधित मुद्दों के बारे में अपने कर्मचारियों को शिक्षित करने के लिए ठेकेदार जिम्मेदार होगा। ठेकेदार शिकायतकर्ता/पीड़ित को देय मौद्रिक मुआवजे के भुगतान के लिए उत्तरदायी होगा। बैंक के किसी भी कर्मचारी के खिलाफ ठेकेदार के किसी भी पीड़ित कर्मचारी से यौन उत्पीड़न की किसी भी शिकायत पर बैंक द्वारा गठित क्षेत्रीय शिकायत समिति द्वारा संज्ञान लिया जाएगा।

The Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013

The Contractor / Agency shall comply 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 shall be filed before the Internal Complaints Committee constituted by the Contractor / Agency and the Contractor / Agency shall ensure appropriate action under the said Act in respect to the complaint. The contractor shall be responsible for educating its employees / workmen about prevention of sexual Harassment at workplace and related issues. The Contractor shall be liable for payment of monetary compensation that may be payable to the complainant / victim. Any complaint of sexual harassment from any aggrieved employee / workmen of the contractor against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.

- कि इस अनुबंध के संबंधित हिस्सों को ठेकेदार द्वारा पढ़ा गया है और ठेकेदार द्वारा पूरी तरह से समझा गया है।
- इस बात की साक्ष्य हो कि इसके पक्षकारों ने उपर्युक्त तिथि पर इस समझौते को निष्पादित किया है।
- That several parts of this Contract have been read by the contractor and fully understood by the contractor.
- In witness where of the parties hereto have executed this Agreement on the above-mentioned date.

12. सुरक्षा कोड

प्राथमिक चिकित्सा उपकरण, जिसमें कीटाणुरहित ड्रेसिंग और रूई की पर्याप्त आपूर्ति शामिल है, को आसानी से सुलभ स्थान पर रखा जाएगा।

घायल व्यक्ति को बिना समय गंवाए एक सार्वजनिक अस्पताल ले जाया जाएगा, यदि चोट के लिए अस्पताल में भर्ती होने की आवश्यकता पड़ती है।

Safety Code

First Aid appliances, including adequate supply of sterilized dressings and cotton wool shall be maintained in a readily accessible place.

The injured person shall be taken to a public hospital without loss of time, in case where the injury necessitates hospitalization.

- कि इस अनुबंध के संबंधित हिस्सों को ठेकेदार द्वारा पढ़ा गया है और ठेकेदार द्वारा पूरी तरह से समझा गया है।
- इस बात की साक्ष्य हो कि इसके पक्षकारों ने उपर्युक्त तिथि पर इस समझौते को निष्पादित किया है।
- That several parts of this Contract have been read by the contractor and fully understood by the contractor.
- In witness where of the parties hereto have executed this Agreement on the above-mentioned date.

13. संविदा का नवीकरण: बैंक अपने स्वविवेक पर संविदाकार के कार्यनिष्पादन को संतोषजनक पाए जाने पर इस वार्षिक सेवा अनुबंध का नवीकरण वर्ष 2027-28 और 2028-29 के लिए करने पर विचार करेगा, जिस पर पूर्वोक्त निबंधन व शर्तें लागू होंगी तथा मौजूदा न्यूनतम मजदूरी के आधार पर दरों में बढ़ोतरी/ कमी होगी। इस संबंध में बैंक का निर्णय अंतिम व बाध्यकारी होगा। इसके अलावा, सेवा प्रभागों में अधिकतम

अनुमेय वृद्धि सीपीआई और डब्ल्यूपीआई सूचकांकों के आधार पर होगी, जिस पर निर्णय बैंक द्वारा लिया जाएगा।

Renewal of the contract: At the sole discretion of the Bank, the Annual Service Contract may be considered for further renewal for two more subsequent years (i.e. 2027-28 and 2028-29) , on same terms and conditions with applicable increase / decrease in rates, based on the Minimum Wages, prevailing at that time provided the Bank, finds the services of the Contractor satisfactory. The decision of the Bank, in this regard shall be final and binding. In addition to this, the maximum permissible increase in the Service Charges will be based on CPI and WPI indices, as decided by the Bank.

14. दण्ड:- ठेकेदार नामित बैंक के कर्मचारियों द्वारा विधिवत प्रमाणित एक उपस्थिति रजिस्टर बनाए रखेगा और मासिक बिलों के साथ उसी की एक प्रति संलग्न करेगा, ऐसा न करने पर कोई भुगतान जारी नहीं किया जाएगा। यदि ठेकेदार द्वारा तैनात कोई भी कार्मिक अनुपस्थित है और ठेकेदार उपयुक्त विकल्प प्रदान करने में असमर्थ है, तो अनुपस्थित कर्मियों (कर्मियों) के वेतन के अलावा बैंक द्वारा प्रति व्यक्ति प्रति दिन 100/- रुपये की जुर्माना राशि लगाई जाएगी और इसे ठेकेदार के लंबित/बाद के बिल से काट लिया जाएगा।

Penalty: - The contractor shall maintain an attendance register duly certified by the Bank's authorized employee and attach a copy of the same with every monthly bills, failing which no payments shall be released. In case, any of the personnel deployed by the contractor is absent and the contractor is unable to provide suitable substitute, a penalty amount of Rs.500/- per person per day shall be levied by the Bank in addition to deduction of the wages of the absent personnel(s) and the same shall be deducted from any payment due to the contractor.

भारतीय रिजर्व बैंक, भोपाल Reserve Bank of India, Bhopal	फर्म के अधिकृत हस्ताक्षरकर्ता के हस्ताक्षर के तहत लगाई जाने वाली फर्म की मुहर Seal of the firm to be affixed Under the Signature of the Authorized Signatory of the Contractor
गवाह/Witnesses: 01	गवाह/Witnesses: 01
गवाह/Witnesses: 02	गवाह/Witnesses: 02

नोट: बैंक समझौते के लेखों की सामग्री को संशोधित करने का अधिकार सुरक्षित रखता है
ठेकेदार के साथ समझौता करने से पहले

Note: Bank reserves the right to modify the contents of the Articles of the Agreement before entering into contract.

भाग - सी

SECTION- C

GENERAL INSTRUCTIONS TO TENDERERS

1. The contractor shall ensure to employ persons of proven credibility and the contractor will be held responsible for any mischief / untoward incidents that may take place in the Bank's Residential Premises, involving the workmen / Supervisors deployed by the contractor under the scope of this Annual Service Contract (ASC).
2. The Bank's decision in all matter of dispute arising out of the ASC shall be final and binding on the contractor.
3. Tools, implements and machinery required, if any, for routine / preventive maintenance work shall be provided by the contractor. No extra payment will be made for the same by the Bank.
4. The agreement and documents mentioned herein shall form the basis of this Contract.
5. Time shall be considered as the essence of this Contract and the contractor hereby agrees to commence the Annual Service Contract within 10 days from the date of written order to commence the services.
6. All payments by the Bank under this Contract will be made only at Bhopal on monthly basis against submission of bill by the contractor along with originals / copies of service reports / attendance sheet duly signed by the authorized officilas of the Bank.
7. All disputes arising out of or in any way connected with this contract shall be deemed to have arisen in Bhopal and only courts in Bhopal shall have jurisdiction to determine the same.
8. Bank will not accept any liability for any mishap / accident caused to their employess / workmen while working in the Bank's office premises / residential colony. It is the Contractor's responsibility to insure their employees / workmen.
9. For providing the services under the scope of this Annual Service Contract, the Contractor shall deploy only medically and physically fit persons. The Contractor shall ensure that the persons are punctual and disciplined and remain vigilant while on duty. In no circumstances, person below 18 years of age should be employed, under the scope of this Annual Maintenance Contract.

10. On taking over the responsibility of the Annual Service Contract awarded assigned, the Contractor shall formulate the mechanism and duly assign duties to his/her/their personnel in consultation with the authorized officials of the Reserve Bank of India, Bhopal. Subsequently, the Contractor shall review the services assigned to her / him / them from time to time and advise the authorized officials of the Reserve Bank of India, Bhopal for further streamlining the system. The Contractor shall further be bound by and carry out the directions / instructions given to her / him / them by the authorized officials of the Reserve Bank of India, Bhopal, in this respect from time to time.

11. The authorized officials of the Reserve Bank of India-Bhopal shall be at liberty to carry out surprise check of the services rendered by the contractor or the persons deployed by the Contractor in order to ensure that persons deployed are doing their duties effectively.

12. In case any of the persons so deployed by the Contractor does not come up to the level of performance required by the Bank or mark or does not perform his / her duties properly or commits misconduct or indulges in any unlawful acts or unfair conduct, the Contractor shall immediately withdraw / replace that person and take suitable action against such persons on the issue of written instructions by the Reserve Bank of India, Bhopal in this respect.

13. In the event of the Contractor committing a default or breach of any of the provisions in the Labour Laws including the provisions in the Contract Labour (Regulation and Abolition) Act, 1970, as amended from time to time or in furnishing any information, or submitting or filing any statement / return under the provisions of the said regulations and laws rules which is materially incurred, the contractor shall without prejudice to any other liability pay to the Regional Director, Reserve Bank of India, Bhopal, a sum as may be claimed by any person / client.

14. There shall be no employer and employee relationship between the Bank and the contractor / persons deployed by the contractor under the scope of this ASC. The contractor shall remove all workers deployed by her / him / them on termination / expiry of the contract, and ensure that no such persons shall create any disruption / hindrance / problem of any nature to the Reserve Bank of India, Bhopal, or its employees or residents in the residential colony of the Bank, either explicitly or implicitly.

15. The Contractor shall keep the Reserve Bank of India, Bhopal indemnified against all claims whatsoever in respect of the employees deployed by the Contractor in case any employee of the Contractor so deployed enters in to dispute(s) of any nature whatsoever, it will be the primary responsibility of the Contractor to contest and resolve the same. In case the Reserve

Bank of India, Bhopal is made party and is supposed to contest for such disputes the Reserve Bank of India, Bhopal will be reimbursed for the actual expenses incurred towards Counsel Fee and other expenses, which shall be paid in advance by the Contractor to Reserve Bank of India, Bhopal on demand. Further, the Contractor shall ensure that no financial or any other liability of any nature whatsoever comes on the Reserve Bank of India, Bhopal and shall keep the Reserve Bank of India, Bhopal indemnified in this respect.

16. That any loss of any official property of the Reserve Bank of India, Bhopal due to negligence on the part of personnel so deployed will be recovered by the Bank from the Contractor and the same shall be determined by the Bank after giving due notice to the Contractor. Decision of the Bank in this regard will be taken by the Deputy General Manager, Estate Department, Reserve Bank of India, Bhopal. However, the Contractor shall have the right to appeal to the Regional Director, Reserve Bank of India, Bhopal, whose decision will be final and binding on the contractor in the matter.

17. The Contractor shall not disclose directly or indirectly any information, material, and details of the Bank's infrastructure / systems / equipment etc., which may come to his / her / their possession or knowledge during discharging the contractual obligations in connection with this contract to any third party and will at all times hold the same in strictest confidence. The Contractor shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this Contract are fully satisfied.

18. The Contractor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Contractor shall not publish, permit to be published, or disclose any particulars of this Annual Service Contract in any trade or technical paper or elsewhere without the previous written consent of the Bank. The Contractor shall indemnify the Bank against any loss suffered by the Bank because of disclosure of any confidential information by the Contractor or the persons deployed by her / him / their under the scope of this contract. Failure to observe the above shall be treated as breach of the contract on the part of the Contractor and the Bank will be entitled to claim damages and pursue legal remedies against the Contractor. The Contractor's obligation with respect to non-disclosure and confidentiality will survive the expiry or termination of this Contract for whatever reason.

19. The Contractor / Agency shall comply 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 Contractor / Agency and the Contractor / Agency shall ensure appropriate action under the said Act in respect to the complaint. The Contractor shall be responsible for educating his / her / their employees about prevention of sexual harassment at workplace and related issues. The Contractor shall be liable for payment of monetary compensation that may be payable to the complainant / victim.

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

21. The Contractor is bound to follow all Labour Laws / Rules and regulations as envisaged in the Payment of Wages Act 1936 and Minimum Wages Act 1948, of the State Government and the Central Government and ensure payment of minimum wages, which should be based on total man days and / or working hours, which are revised from time to time by the competent authority.

22. In all matters of disputes arising from the Annual Service Contract the Bank's decision shall be final and will be binding on the Contractor.

23. That the several parts of this tender have been read by the contractor and fully understood by the Contractor.

24. Validity of tenders: Tenders along with the prices shall remain valid initially for a period of 90 days from the date of opening of Part-I of the tenders, which period may be further extended by mutual agreement in writing by the bidders and the bidders shall not cancel or withdraw their tender during this period or change the quoted rates.

25. The Reserve Bank of India does not liable to accept the lowest or any other tender and reserves to itself the right to accept or reject any or all the tenders, either in whole or in part, without assigning any reasons for doing so. The bidder(s) whose tender is / are not accepted shall not be entitled to claim any costs, charges, damages, and expenses of and incidental to or incurred by her / him / their through or in connection with her / his / their submission of tenders, even though the Bank may have the right to modify / withdraw the tender.

26. The Contractor shall note that unless otherwise stated, the tender is strictly on item rate basis and his attention is drawn to the fact that rates for each item should be correct, workable

and self-supporting. The quantities in the Schedule of items of Services and Rates approximately indicate the total extent of work but may vary to any extent and may even be omitted thus altering the aggregate value of the contract. No claim shall be entertained on this account.

27. The intending bidders are advised to submit their tender based strictly on the General Conditions of the Contract and Scope and specifications of the Annual Service Contract as specified herein below and not to stipulate any deviations. If acceptance of the terms and conditions given in the tender documents has any price implications, the same should be considered and included in the quoted price. Tender containing deviations from the terms and conditions is liable to be rejected.

28. All information, correspondence letters etc; shall be submitted and addressed to **Regional Director, Estate Department, Reserve Bank of India, Bhopal – 462011.** (estatebhopal@rbi.org.in)

29. No request whatsoever, especially with respect to any change in the rates, specifications, or conditions after opening of Part-I of the tender will be entertained.

30. The rates shall for all items in the Schedule of Services and Rates shall be firm and shall be valid for the Contract Period and / or extension thereof and shall not be subject to exchange variations, labour conditions, fluctuations in road / railway freights or any conditions whatsoever.

31. The rates quoted for each item in the schedule of Services of Rates in the tender shall include all charges including for packing, transport, loading, unloading and for delivery at site. Tenderers must include in their rates the royalties and any other taxes and duties or other levies levied by the Central Government or any State Government or local authority prevailing as on date of submission of the tenders. if applicable as per latest notification(s) of the Governmnet of India / State Government / Statutory / Local Authority but including Goods and Service Tax (GST). New taxes, duties and other levies come in to force thereafter as per actuals in addition to statutory variation in taxes, duties, levies, and cesses except income tax shall be reimbursed / adjusted as per applicability. For reimbursement of the amounts paid, Contractor shall produce documentary proof(s) of enhancement of taxes (except income tax) and receipts of payments. Any reduction in any taxes, etc. shall be recovered from any dues to the Contractor.

32. The Contractor shall furnish a break-up of rate / cost / amount of any of the items or all the items, if be sought for by the Bank, along with supporting documents etc. This, however, shall not entitle the contractor for any additional claim at any point of time.

33. The Earnest Money Deposit (EMD) as mentioned in the memorandum at section- A of this tender document by a Demand Draft (DD) or by NEFT or in the form of an irrevocable Bank Guarantee (BG) issued by a Scheduled Commercial Bank in the format prescribed here only shall be accepted by the Bank. The Demand Draft (DD) or Bank Guarantee (BG) shall be drawn in favour of the Reserve Bank of India, Bhopal. The validity of the Bank Guarantee (BG) shall be for further 03 months from the due date for submission of the bids which may be further extended in case of extension of validity of the tender. Further, it shall be extended by the successful bidder up to the contract period + 3 months.

34. Intending tenderers shall pay an Earnest Money Deposit (EMD) a sum of **Rs. 56,157 /- (Fifty-six thousand one hundred fifty-seven only)** in the form of irrevocable Bank Guarantee valid for a period of 03 months from the due date of submission of the tenders or Demand Draft (DD) issued by a Scheduled Commercial Bank for the said amount in favour of the Reserve Bank of India, Estate Department, Bhopal on or before 10:00 hrs on March 05, 2026.

OR

Earnest Money Deposit (EMD) can also be remitted through NEFT in favour of Reserve Bank of India, on or before the date given in E-tendering notification in favour of Reserve Bank of India, Bhopal. Transaction receipt shall be deposited personally with the Reserve Bank of India, Estate Department, Bhopal on or before 10:00 hrs on March 05, 2026.

The NEFT details are as under:

IFSC: RBIS0BLPA01

(zero) (zero)

A/c No. - 186003001

A/c Name - RBI NEFT Inward Received

Under no circumstances the Earnest Money Deposit (EMD) will be accepted in the form of fixed deposit receipt of banks or Insurance Guarantee or Cheque etc.

The Earnest Money Deposit (EMD) **Rs. 56,157 /- (Fifty-six thousand one hundred fifty-seven only)** paid by the tenderer shall be held by the Reserve Bank of India as Security Deposit (SD) for the execution and due fulfilment of the contract. No interest shall be paid on the said deposit.

The EMD will be returned / re-funded to the bidder without Interest if her / his / them tender is not accepted by the Bank, on award of work to successful bidder. EMD of the successful bidder shall be returned on submission of BG in-lieu of the Security Deposit (SD) for an amount equivalent to 5% of contract value. No interest shall be paid on this deposit.

The intending bidders may obtain for themselves on their own responsibility and at their own cost all the information, which may be required for the purpose of submitting their tender and for entering into a contract and may inspect the premises where the services specified under the scope of the Annual Service Contract (ASC) shall be provided, inspect for reference & acquaint themselves with all local conditions, means of access to the premises, nature of the services and all matters pertaining thereto. The intending bidders may obtain any clarifications regarding the scope of the services and specifications, if any from the office of the Regional Director, Estate Department, Reserve Bank of India, Bhopal, on any working day of the Bank between 11:00 AM & 4:00 PM from 13/02/2026 to 22/02/2026 by contacting Shri. Shrikant Satish Sharma, Manager, 0755-2519598.

Earnest Money Deposit (EMD) in the form of a Demand Draft (DD) (drawn from a Scheduled Commercial bank) / or an irrevocable Bank Guarantee (BG) issued by a Scheduled Commercial bank in India as explained under para 33 above) and drawn from a Scheduled Commercial Bank / NEFT (transaction receipt to be enclosed).

The Reserve Bank of India is not liable to accept the lowest or any tender and reserves to itself the right to accept or reject any or all the tenders either in whole or in part. The bidder whose tender is not accepted shall not be entitled to claim any costs, charges, damages, and expenses of and incidental to or incurred by him through or in connection with his submission of tenders, even though the Bank has the right to modify / withdraw the tender.

The Contractor shall note that unless otherwise stated, the tender is strictly on item rate basis and the attention of the contractor is drawn to the fact that rates for each item should be correct, workable and self-supporting. The quantities in the Schedule of Services and Rates approximately indicate the total extent of the services to be provided but may vary to any extent and may even be omitted thus altering the aggregate value of the contract. No claim shall be entertained on this account.

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SECTION D
Instructions to Bidders

Reserve Bank of India, Estate Department, Bhopal invites e-tenders in two parts through <https://www.mstcecommerce.com/eprocn/> from the eligible bidders as mentioned in sub - section 1 below. Eligible Bidders shall submit Part I (Techno-commercial bid) and Part II (Financial bid) online, only.

1. Pre-Qualification Criteria:

The intending bidder will be allowed to view / download the online tenders from 12:00 Hrs on February 13, 2026 to February 22, 2026 18:00 Hrs. The bids of those bidders who do not fulfill the following prequalification criteria and have not submitted the EMD on or before the stipulated date and time will not be considered for opening.

- The intending bidders should have minimum 5 years of experience in the field of undertaking similar works viz., **Plumbing & Carpentry** as on February 2020. Copies of detailed work orders for the qualifying works indicating date of award, value of awarded work, time given for completing the work, etc. and the corresponding completion certificates indicating actual date of completion and actual value of similar works executed should be as proof in support of the work experience.
- The intending bidders should have successfully executed similar works as mentioned above, during last five years ending **January 2026 (i.e. from February 2020 till January 2026)**, should be either of the following:
 - i) 03 (Three) similar works, each costing not less than the amount equal to 40% of the estimated cost,
Or
 - ii) 02 (Two) similar works, each costing not less than the amount equal to 50% of the estimated cost,
Or
 - iii) 01 (One) similar work costing not less than the amount equal to 80% of the estimated cost,
AND
- The intending bidders should have a minimum annual turnover of 100% of the estimated cost i.e. ₹28,07,862/- during the last three (03) consecutive financial years ending March 31, 2025 supported by audited financial statements certified by Chartered Accountant registered with the Institute of Chartered Accountants in India (ICAI) and having a valid Unique Document Identification Number (UDIN)
- Furnish certified solvency certificate / Banker's certificate issued by Applicant's banker specifically for the purpose of the work, for an amount equal to the estimated cost which is issued in the current financial year i.e. 2025-26 in the format given in Annexure-IX.
- Submit copies of detailed work order(s) indicating scope and value of works done and completion certificate(s) for the qualifying works.
- Provide a list of completed works with all the details.
- Submit the GST registration certificate for providing services in Madhya Pradesh State. (Scanned copy of Certificate must be uploaded along with Technical Bid)

- Submit documentary proof of the above. Upload Scanned copies of the required documents, document shall be uploaded on the website <https://www.mstcecommerce.com/eprocn/> along with the technical bid. The firm must be registered with ESIO / EPFO as applicable. If the bidder does not require any registration a declaraton to this effect may be furnished on a Non-Judicial Stamp paper not less than Rs. 100/-.
- In case the bidder is not registered with ESIO /EPFO and is declared L1 bidder (lowest) in e-tendering process, the bidder shall have to register within one month from the date of the written intimation by the Bank. Failure / non- compliance to do so, e-tender(s) of such bidders will be treated as canceled and EMD remitted by them would be forfeited. The Bank reserves the right to re – invite the fresh e-tenders in such a case.
- Have full-fledged office setup at Bhopal for rendering effective and timely services or give an undertaking for providing the same on award of the contract.
- Invariably furnish the below mentioned informations in writing and upload copies of relevant documents, along with Part I (Techno – Commercial bid) of the tender, in support and proof of their eligibility for participating in the tendering process. Further, the bidders should submit the originals of the documents to the Bank when demanded, to qualify themselves for further tendering process.

2. E-TENDER Document

2.1 TENDER shall consist of tender documents (Part I & Part II). Part I (Techno – Commercial bid) contains Techno-Commercial conditions (all sections and annexures), along with any schedules, addendum or corrigendum etc. issued by the Reserve Bank of India, Bhopal for the purpose. Part II (Price- bid) contains only financial bid. E-Tender Document / Notice Inviting Tender. may be downloaded from the website: <https://www.mstcecommerce.com/eprocn/>.

2.2 Bidders are advised to peruse the E-TENDER documents diligently.

2.3 Submission of e-tender shall be deemed to have been done after careful perusal of the e-tender documents with full understanding of its implications.

3. Obtaining of TENDER documents:

3.1 The E-Tender Document / Notice Inviting Tender may be downloaded from the website ; <https://www.mstcecommerce.com/eprocn/>.

3.2 Interested parties, if they so desire, may contact the Estate Department RBI, Bhopal for any clarification.

4. Pre-bid Meeting – YES (Offline)

Reserve Bank of India, Bhopal would conduct pre-bid meeting(s), at the time and venue mentioned in Notice Inviting Bid, to answer any queries / provide clarifications that the Bidders may have in connection with the tender / Annual Service Contract and to give them relevant information regarding the same. **All the intending bidders are advised to be present to get the first-hand information / clarifications pertaining to the tender and the scope of the Annual Service Contract.**

5. Amendment to E-TENDER Document

At any time prior to the deadline for submission of Bids, Reserve Bank of India, Bhopal may, for any reason, whether at its own initiative or in response to a clarification or query raised

by a intending bidder(s), modify the E-TENDER by an amendment and same will be uploaded in the form of a Corrigendum(s) in the website; <https://www.mstcecommerce.com/eprocn/> for information of prospective bidders.

To afford prospective Bidders reasonable time for preparing their Bids after considering such amendments, the Reserve Bank of India may, at its discretion, extend the deadline for the submission of Bids.

6. Preparation of Tender

Part I (Techno – Commercial bid);

- a) All Sections and Annexures are the part of Techno-Commercial bid.
- b) EMD shall be part of Techno- Commercial bid. The amount of EMD is indicated in the Notice Inviting Bid.
- c) Bidders must submit all documents in fulfillment of the prequalification criteria and other documents as stated in the tender document by uploading scanned copies of all documents on the website; <https://www.mstcecommerce.com/eprocn/>

7. Part II /Financial Bid:

7.1 Currency of Bid: Bid prices shall be quoted in Indian Rupees only. These prices should include all costs associated with the contract including any out of pocket / mobilization expenses, tools, fuel, oil, uniforms of worker, all other logistic as mentioned in the tender, all taxes (**inclusive of GST**), charges, levies, cess, insurance, transportation, entry taxes,) Labour, other Govt Taxes, Minimum wages as per the latest notification of the Central Labour Commission (CLC) as on the due date for submission of the tenders. Rules / laws / Regulations and EPF / ESI contribution, etc. of employees / workmen to be deployed under the Scope of the Annual Service Contract of Central Government as applicable as per rules.

7.2 The prices should be quoted strictly in line with the price schedule leaving no column blank whatsoever to avoid any ambiguity.

7.3 The bidder should ensure that all columns of the price schedule may be duly filled, and no column is left blank. After opening of the Part – II (Price Bids) of the tenders, no clarifications whatsoever shall be entertained by the Bank.

7.4 If any columns of the price schedule are / is found blank then the tender of the respective bidders shall be treated as non-responsive and will be summarily rejected by the Bank and EMD remitted by such bidders will be forfeited.

7.5 It will be imperative on each bidder to fully acquaint themselves about 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 or terms & conditions shall be entertained, on account of any local conditions or factors once the offer is accepted by the bidders Bank.

8. Period of Validity of Bids

Bids shall remain valid for acceptance by Bank for the period indicated in the Notice Inviting Tenders. This period may be further extended, if required, by mutual agreement and written consent by the bidder(s).

9. Earnest Money Deposit (EMD):

- 9.1 The intending bidders may remit EMD for an amount of Rupees ₹ 56,157/- (Fifty six thousand one hundred fifty seven only) through NEFT to 'Reserve Bank of India, Bhopal' by credit to A/c No. 186003001 and IFSC- RBIS0BLPA01.
- 9.2 The EMD may also be remitted in the form of a Demand Draft (DD) drawn in favour of Reserve Bank of India, Bhopal from a scheduled commercial Bank in India or an irrevocable Bank Guarantee issued by a Scheduled Commercial Bank in India.
- 9.3 No interest on Bid Security / EMD shall be paid.
- 9.4 Bids not accompanied by prescribed EMD, shall be treated as non-responsive, and will be summarily rejected by the Bank. Also, bids of those bidders whose EMDs are received by the Bank after 10.00 Hrs on March 05, 2026 will not be considered for opening.
- 9.5 EMDs of unsuccessful bidders shall be refunded / returned by the Bank after award of the contract to the successful bidder.
- 9.6 Bank Guarantee (BG) towards Security Deposit (SD) submitted by the Successful Bidder shall be returned to the bidder after successful execution of the contract.
- 9.6 The EMD remitted by the successful bidder shall be returned without interest on submission of the BG in lieu of security deposit (SD) an amount equivalent to 5% of contract value.

10. The EMD shall be forfeited in the following circumstances:

- 10.1 The bidder has made 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 while submitting the tender; or
- 10.2 The bidder has left blank the column in the Part II (Price Bid) of the tender or submitted multiple Price bids.
- 10.3 If a bidder withdraws his / her / their bid during the bid validity period, or
- 10.4 The bidder has been blacklisted by central or any state governments, PSU and the blacklisting / debarring are still in force.
- 10.5 In the case of the successful bidder, fails to the contract.

11. Procedure for Submission of Bids:

The tender comprises Two – Part:

11.1. Part – I (Techno - Commercial bid) consisting the following;

- All sections and annexures. Please note that prices should not be indicated in the Part I (Techno - commercial bid). Techno -commercial bid may be submitted online through website: <https://www.mstcecommerce.com/eprocn/>.
- Documentary proof in support of fulfilling the of Pre-qualification criteria must be uploaded online through the website; on <https://www.mstcecommerce.com/eprocn/>
- Payment details of EMD, scanned copies of all pages of duly filled, signed, and stamped Part-1 (Techno - commercial bid) of the tender should be uploaded in MSTC portal.

11.2. Part II (Price – bid):

Part II (Price bid) shall be submitted through website;
<https://www.mstcecommerce.com/eprocn/>

No conditional / optional quote shall be accepted.

Bidders shall not be permitted to alter or modify their bids after opening of Part – I (Techno – commercial bids).

11.3. Receipt of E-Tenders

a) The e-tenders will be accepted till the due date & time as mentioned in the Notice Inviting Tenders (NIT). The e-tenders received after the specified due date and time shall not be entertained under any circumstances.

11.4. Opening of Part - I (Techno - commercial bids):

a) The Part – I (Techno - commercial bids) of the tender will be opened on the scheduled date and time as mentioned in the Notice Inviting Tenders (NIT) at Estate Department, Reserve Bank of India, Bhopal. The Bidders or their authorized representatives may be present if they so desire.

11.5. Scrutiny of Part - I (Techno – commercial bids):

The Part - I (Techno – commercial bids) shall be evaluated as per the procedure described in the Special Condition of Contract (Section F).

After evaluation of the Part – I (Techno – commercial bids), the short-listed bidders will be intimated by emails.

The decision of the Bank in shortlisting of the bidders after evaluation of Part – I (Techno – commercial bids) shall be final and shall not be open for discussion.

12. Opening of Part – II (Price – bids):

The Part – II (Price – bids) of the short-listed bidders will be opened later date & time, and such short-listed bidders will be intimated about the date and time accordingly through e-mails. The short-listed bidders or their authorized representatives may be present if they so desire.

13. Scrutiny of Part -II (price – bids):

The Part - II (Price – bids) shall be evaluated as per the procedure described in the Special Condition of Contract (section F). Accordingly, the bidder who has quoted the lowest all – inclusive amount (L -1) shall be declared. Bank reserve the Right to itself change / alter the quantities at the time of placing Order / signing the Contract. Part – II (Price – bid) will be evaluated based on the all – inclusive total amount (including GST) quoted by the bidder. Lowest among the bidders will be declared as L- 1 bidder.

14. Bank's right to accept any bid and to reject any or all the bids

Notwithstanding anything mentioned above, the Bank reserves the right to accept or reject any bid at any time prior to award of the Contract without thereby incurring any liability to the affected bidder or bidders. The Bank shall not assign any reason for rejection of any or all bids.

The Bank reserves the right to itself 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 are 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 / mischief on part of any of the bidders, manipulating the competition and transparency of the selection process, any other reason, which in the opinion of the Bank necessitates the cancellation of the selection process
- d) 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 Earnest Money Deposit (EMD) submitted by the Bidders within 15 days or any reasonable time of issue of such notice. The Bank is not obliged to provide any reason or clarification to any bidder on this account. Liability of the the Bank under this clause is restricted to returning the Earnest Money Deposit (EMD) and no other reimbursement of cost/ expenses of any type shall be made by the Bank on this account.
- e) The Bank further reserves the right to itself to re-invite the bidders or get the work done through 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.
- f) The Bank discourages the stipulation of any additional conditions by the intending bidders.

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SECTION-E

General Terms and Conditions of the Contract

1. On receipt of intimation from the Bank regarding the acceptance of the tender, the successful bidder shall be bound to sign the formal Contract within **ten days**, in accordance with the draft Articles of Agreement provided herein and the Schedule of Conditions. However, the written acceptance by the Reserve Bank of India of a tender will constitute a binding Contract between the Reserve Bank of India and the person so tendering, whether such formal Contract / agreement is or is not subsequently executed within the stipulated period of **ten days**. Unless the Contract is signed, no payment shall be entertained by the Bank. The contract agreement shall be executed in **duplicate**. One copy of the contract agreement will remain in the custody of the Bank and the second set will remain in the custody of the contractor. The contract agreement shall be made on a Non-judicial stamp paper as per the applicable stamp duty in the state of Madhya Pradesh and the cost of necessary stamp duty on both the document shall be borne solely by the contractor.

The Contractor shall not assign or not sublet any portion of the Contract except with the written consent of the Bank. In case of breach of these conditions, the Bank may serve a notice in writing to the Contractor rescinding the Contract whereupon the Security Deposit (SD) shall stand forfeited to the Bank, without prejudice to his other remedies against the Contractor.

EMD of the successful bidder shall be returned / refunded on submission of an irrevocable Bank Guarantee as stipulated herein towards for Security Deposit (SD) an amount equivalent to 5% of contract value, but without interest.

1. Termination for Default

1.1. During the contract period, the Contract may be terminated by the Reserve Bank of India, Bhopal, by giving one month's notice or on payment of one month's charges in lieu thereof. In case of termination of the Contract or non-renewal of the Contract, the Contractor shall continue to provide services on same terms and conditions for three months or as advised by the Bank, whichever is earlier. The Bank may without prejudice to any other remedy for breach of the Contract, by Seven Days (07) days written notice of default sent to the bidder and upon the bidder's failure and neglect to propose and / or execute any corrective action to cure the default, terminate this Contract in whole or in part.

If the Bidder fails to deliver any or all of the items within the time period(s) specified in the Contract; or

If the contractor fails to perform any other obligation(s) under the Contract.

1.2. On termination of the Contract for default, action will be taken to debar the Contractor from participating in any tender or award of work in the Bank.

1.3. In such a situation the Contractor shall not be entitled for any compensation.

2. Termination for Insolvency:

The Bank may at any time terminate the Contract by giving written notice to the Contractor, without compensation to the Contractor, if the Contractor becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Bank.

3. Termination of the Contracts by the Contrator:

If payment of the amount payable by the Bank under certificate shall be in arrears and unpaid for 30 (thirty days) after notice in writing requiring payment of the amount as aforesaid shall have been given by the Contrator to the Bank, or if the Bank interferes with or obstructs the issue of any such certificate, or if the Bank repudiates the Contract without any reason, or if the works be stopped for three months under the order of the Bank's Engineer or the Bank or by any injunction or other order of any Court of Law, then and in any of the said cases, the Contrator shall be at liberty to determine the Contract by notice in writing to the Bank and he shall be entitled to recover from the Bank, payment for all works executed and for any loss the Contrator may sustain upon any plant or materials supplied or purchased or prepared for the purpose of the Contract.

4. Dismissal of Workmen:

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

5. Insurance:

The successful bidder shall take Workmen Compensation Policy (WCP) for the workmen engaged under the Scope of the Annual Service Contract (ASC) for the initial period of Contract, which will be valid till 31st March 2027 and renewable there-after if the Contract is renewed by the Bank. The Contractor shall indemnify the Bank for any loss or damage that occurs to persons during execution of the contract. The Workmen Compensation Policy shall have a coverage / liability of ₹ 2.0 lakh per person for any one accident or occurrence. All the insurance policies shall be in the joint names of the Bank and the Contrator, the Bank's name being the first.

6. Non-Disclosure Clause

- a) The Contractor shall not disclose directly or indirectly any information, materials, and details of the Bank's infrastructures/systems/equipment etc., which may come to the possession or knowledge of the Contractor during the course of discharging its contractual obligations in connection with this contract, to any third party and shall at all times hold the same in the strictest confidence. The Contractor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Contractor shall not publish, permit to be published, or disclose any particulars of the contract in any trade or technical paper or elsewhere without the previous written consent of the Bank. The Contractor shall indemnify the Bank for any loss suffered by the Bank as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of the Contract on the part of the Contractor and the Bank shall be entitled to claim damages and pursue legal remedies.
- b) The Contractor shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under the agreement are fully satisfied.
- c) The Contractor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.

d) In witness whereof the parties hereto have executed this Contract on the above-mentioned date.

7. CLRA ACT

The Contractor shall be responsible for adhering to the provisions of the Contract Labour (Regulation & Abolition) Act (CLRA) Act 1970, including those with regard to payment of wages and providing essential amenities etc. It is necessary for the Contractor (in addition to the terms and conditions of the Contract, which also contains provisions for payment of wages and providing essential amenities as per the CLRA Act) to ensure that if the particular Contract is awarded to her / him /them , she / he / they shall undertake to actually pay wages to all the laborers of all descriptions to be engaged by him for completion of the Contract , at the rate which is not less than the one prescribed under the Minimum Wages Act 1948 and to ensure compliance of the provisions of CLRA Act and also keep the 'Principle Employer' Indemnified against all the action that may be initiated against the 'Principle Employer' by the Statutory Authorities for the Contractor's failure to pay such wages and for the Contractor's failure to comply with the provisions of CLRA Act 1970. Before release of its final payment the Contractor has to submit a certificate that he has actually paid all the dues of all the labour of all descriptions engage by her / him / them for completion of the awarded contract, at the rate which is not less than the one prescribed under the Minimum Wages Act 1948 and he has complied with the provisions of CLRA Act including with regard to providing the essential amenities to the contract labour.

8. Integrity pact:

Promise on the part of the Bank not to seek or accept any benefit, which is not legally available. The Bank to treat all the bidders with equity and reason. Promise on the part of bidders not to offer any benefit or understanding with other bidders with respect to prices, specifications, certifications, subsidiary contracts, etc. Bidders not to pass any information provided by the Bank as part of business relationship to others and not to commit any offence under PC / IPC Act. Bidders to disclose the payments to be made by them to agents / brokers or any other intermediary. Bidders to disclose any transgression with any other company that may impinge on the anticorruption principle.

9. No Corrupt Practice

The Bank requires that the Contractor under this Contract observe the highest standard of ethics especially during the Contract Period. In pursuance of this policy, the Bank defines, for the purpose of these provisions, the terms set forth as follows:

- a) 'Corrupt practices' means offering, giving, receiving, or soliciting of anything of value to influence the action of public and
- b) 'Fraudulent practice' means a misrepresentation of facts in order to influence the execution of a Contract to the detriment of the Bank and include collusive practice among applicants / bidders (prior to or after bid submission) designed to establish bid price at artificial non-competitive level and to deprive the Bank of the benefit of free and open competition.
- c) 'Collusive practice' means a scheme or arrangement between two or more bidders, designed to establish bid prices at artificial, non-competitive level; and

- d) 'Coercive practice' means harming or threatening to harm, directly or indirectly the person or their property to influence their participation in the procurement process or affect the execution of a Contract.
- e) Will reject proposal for award of work if it is determined that the Contractor recommended for award has engaged in corrupt or fraudulent practice in completing for the Contract in question,
- f) Will declare a bidder ineligible, either indefinitely or for a stated period of time, to be awarded a Contract / contracts, if it at any time determines that the Contractor has engaged in corrupt or fraudulent practices in completing for, or in executing the Contract.

10. Disputes: Settlement of Disputes by Arbitration

- a) All disputes and differences of any kind whatsoever arising out of or in connection with the Contract or the carrying out of the works under the scope of the Contract (whether during the progress of the Annual Service Contract or after their completion and whether before or after the determination abandonment or breach of the Contract) shall be referred to and settled by the Bank who shall state its decision in writing. Such decision may be in the form of a final certificate or otherwise. The decision of the Bank with respect to any of the excepted matters shall be final. But if the Contractor be dissatisfied on any matter the Contractor may within 28 days after receiving notice of such decision give a written notice to the other party requiring that the matters in dispute be arbitrated upon. Such written notice shall specify the matters, which are in dispute or difference of which such written notice has been given. If both the parties agree sole Arbitrator would be appointed for the purpose. In case no agreement could be reached on the appointment of single Arbitrator, both the parties will nominate one person each as an Arbitrator on their behalf. The two Arbitrators nominated by the parties shall nominate presiding Arbitrator or Umpire.
- b) The arbitrator or arbitrators shall have power to open up, review and revise any certificate, opinion, decision, requisition, or notice, save in regard to the excepted matters, referred to in the preceding clause, and to determine all matters to dispute which shall be submitted to arbitration and of which notice shall have been given as aforesaid.
- c) The arbitrator or arbitrators shall make his or their award within the period specified under the Arbitration and Conciliation Act, 1996, from the date of entering upon the reference. In case during the arbitration proceedings the parties mutually settle or compromise their dispute or difference, on the parties filing their joint memorandum of the settlement or compromise, the arbitrator, or the arbitrators, shall make an award in terms of such settlement or compromise. The arbitration proceedings including the fees of arbitral tribunal shall be governed by the provisions of Arbitration and Conciliation Act, 1996 and the rules made thereunder. The venue of arbitration shall be RBI, Bhopal.
- d) This submission shall be deemed to be a submission to arbitration within the meaning of the Arbitration and Conciliation Act, 1996 or any statutory modification thereof. The award of the arbitrator or arbitrators shall be final and binding on the parties. It is agreed that the Contractor shall not delay the carrying out of the works by reason of any such matter, question or dispute being referred to arbitration, but shall proceed with the works with all due diligence and shall until the decision of the arbitrator or arbitrators is given, abide by the decision of the Bank. No award of the arbitrator or arbitrators shall relieve the Contractor of his obligations to adhere strictly to the Bank's instructions with regard to the actual carrying out of the works. The Bank and the Contractor hereby also agree that arbitration under this clause shall be a condition precedent to any right of action under the contract.
- e) All disputes arising shall be subject to the exclusive jurisdiction of competent court at Bhopal.

11. Duty and Discipline

The Contractor shall be obliged to comply with the following:

- a) Not to permit or carry on any unlawful activity or create indiscipline in the premises of the Reserve Bank of India Bhopal.
- b) To pay all dues of its employees and keep the Reserve Bank of India, Bhopal absolved and indemnified from any liability in this respect.
- c) To be responsible for behavior of its employees, their turnout and uniform and ensure good conduct, cooperation, and discipline towards employees/ officers and public in the office Premises and residents in the residential colony of the Reserve Bank of India, Bhopal, and its representatives.
- d) To appropriate corrective and disciplinary action against its employees against whom the Reserve Bank of India, Bhopal notifies.
- e) On expiry of the Contract, the Contractor shall be liable and responsible to make all statutory payments to its employees and make all other statutory obligation and liability and obtain suitable discharge in favour of Reserve Bank of India, Bhopal so that no liability or obligation devolve on the Reserve Bank of India, Bhopal.
- f) Obtain Police Verification report on character and antecedents of its personnel and other details relating to age, educational qualification, name and permanent address to be provided under this contract along with their passport size photographs before engaging them for duty in Bank's Premises. Only able bodied, physically fit, well trained, literate, disciplined and honest personnel shall be deployed.
- g) Police Verification of all workmen / Officials for entering the Bank's Premises: The successful tenderer shall submit the necessary Police Verification Certificate of each deployed workman / supervisors / officials from Local Police Authorities about his/her identity records **as determined by the Bank from time to time** of awarding the contract. Any change of deployment also needs to be submitted for the above provision without any lapses. Further, the agency should ensure that the staff deployed is medically fit and free from contagious diseases.
- h) The Contractor shall deploy Supervisor / gardeners / workmen / helpers of proven capability. The Contractor shall also ensure that none of the workmen / Supervisors deployed by her / him / them under the Scope of the AMC is / are in inebriated state or consumes any prohibited substances, smokes, etc., while on duty or otherwise inside the Bank's premises. Contractor will be held responsible for any mischief / damages that may take place in Bank's Premises on account of the Supervisor 's workmen's negligence.

12. Debar / Disqualification

In the event of failure to execute the Contract, the Bank reserves the right to debar the contractor, its associates, and entities in which it is interested from award of any Contract in the Bank. The Bank also reserves its right to itself to debar the Contractor who fails to discharge the contractual obligations under this Contract, from participating in any tender or from award of any work in the Bank for a period of three years. The Bank shall issue a 10 days' notice to the Contractor before debarring the Contractor and consider reply, if any, given by the Contractor to such notice. The decision of the Regional Director, Reserve Bank of India, Bhopal shall be final and binding in this regard.

A bidder is liable for debarment / disqualification from bidding on the following grounds:

1. If it is determined that the bidder has committed the following acts or omissions in

contravention of the code of integrity:

(i) a. making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process.

b. any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained, or an obligation avoided.

c. any collusion, bid rigging or anticompetitive behavior that may impair the transparency, fairness and the progress of the procurement process.

d. improper use of information provided by the procuring entity to the bidder with an intent to gain unfair advantage in the procurement process or for personal gain.

e. any financial or business transactions between the bidder and any official of the procuring entity related to the tender or execution process of contract, which can affect the decision of the procuring entity directly or indirectly.

f. any coercion or any threat to impair or harm directly or indirectly, any part or its property to influence the procurement process.

g. obstruction of any investigation or auditing of a procurement process.

h. making false declaration or providing false information for participation in a tender process or to secure a Contract.

i. failed to disclose conflict of interest.

j. failed to disclose any previous transgressions made in respect of the provisions of sub clause (i) with any public institution / entity in India or any other country during the last three years or of being debarred by any public procuring institution / entity.

2. For any actions or omissions by the bidder other than violation of code of integrity, which in the opinion of the Bank warrants debarment, for the reasons like non-performance, supply of sub-standard material, non-supply of material, abandonment of works, sub-standard quality of works, failure to abide terms of the tender etc.,

3. If the bidder has been convicted of an offence – (a) under the Prevention of Corruption Act, 1988; or (b) the Indian Penal Code or any other law for the time being in force, for causing any loss of life or property or causing a threat to the public health as part of execution of a public procurement contract.

13. Provision of Rule 144 (xi) of the GFR 2017:

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

In this regard, Bidder shall submit a copy of Undertaking / Declaration / Certificate on their letter head duly sealed and signed by the authorized signatory in the format given at **Annexure -VII**. If the Undertaking / Declaration / Certificate submitted by the bidder is found to be false, his / her / its tender / work order will be immediately terminated, and legal action in accordance with law including forfeiting of Earnest Money Deposit / Performance Bank Guarantee / Security Deposit may be initiated and the Bank may also debar the bidder from participating in the tenders invited by the Bank in future.

14. Force Majeure:

If either party is unable to perform its obligations under this Contract due to the occurrence of an event beyond its control (such as acts of God, war like situations, riots, labor strike,

government actions, earthquakes, cyclones, typhoons, and other natural calamities, etc.), that party will not be deemed to have defaulted under this Contract. Each party agrees to use all reasonable efforts to enable performance under this Contract to continue. If the period of non-performance due to a force majeure event exceeds 30 days, the party whose ability to perform has not been so affected may, by giving written notice, terminate this Contract.

I / We hereby declare that I / we have read and understood the above instructions to the contractors.

भाग – एफ
SECTION -F
SPECIAL CONDITIONS OF THE CONTRACT
Evaluation of Tender

1.1 Part I (Techno- Commercial Bid):

The Bank would examine and evaluate responsive Part – I (Techno-Commercial bids) of the tender, as per the Bank's requirement.

1.2 Part II (Price - bid):

- a) Part -II (Price- bids) of these bidders who were found to be fulfilling / eligible by the Bank, after scrutiny of the documents submitted by the bidders in support / proof of their Pre – Qualification criteria stipulated in the tender document. Part - II (Price – bid) of the tenders will be evaluated on the basis of all-inclusive total amount of the contract quoted by the bidder. The bidder who quoted the lowest all-inclusive amount (including GST) will be considered as L-1 bidder. The Bank may seek justification / details for the quoted rates / amount. However, bidders who are not in consonance with the Minimum Wages Act and / or any other Labour Laws will be treated as invalid.

2.1 Execution of Agreement / Contract:

On receipt of intimation from the Bank about the acceptance of their tender, the successful bidder shall be bound to sign the formal Contract within 10 (ten) days thereof. The cost of requisite Non-Judicial stamp paper for execution of the Contract shall be borne by the Successful bidder. The Proforma of Article of agreement is provided in **SECTION B**, however, the Bank may incorporate additional terms and conditions in the Agreement / Contract. If the selected bidder fails to sign the formal Agreement / Contract, within specified period or fails to undertake the Contract, the letter of intent shall be treated as cancelled.

3.1 Validity of the Contract:

The initial Contract will be valid till March 31, 2027, subject to renewal for a further period of two years (one year at a time) on agreed terms and conditions and satisfactory services till the termination of the Contract. **The rates of wages of workmen shall be adjusted (increased / decreased) based on periodical revision of the Statutory Minimum Wages of Central Government, Ministry of Labour and Employment Department**, as per the latest notification of the Central Labour Commission (CLC) from time to time.

4.1 The Contract could be considered for renewal further for 2 years (one year at a time) on the same terms and conditions, provided the Bank finds the service of the Contractor satisfactory and if the Bank so desires. The decision of the Bank in this regard shall be final, and binding on the contractor.

5.1 Termination of the Contract for Default

During the period of of the Contract, the Contract may be terminated by the Reserve Bank of India, Bhopal, by giving one month's notice or on payment of one month's charges in -lieu thereof. In case of termination of the Contract or non-renewal of the Contract, the Contractor shall continue to provide services on same terms and conditions for three months or as advised

by the Bank, whichever is earlier. The Bank may without prejudice to any other remedy for breach of the Contract, by seven days (07) days written notice of default sent to the bidder and upon the bidder's failure and neglect to propose and / or execute any corrective action to cure the default, terminate this Contract in whole or in part.

- a) If the bidder fails to deliver any or all of the items within the time period(s) specified in the Contract; or
- b) If the bidder fails to perform any other obligation(s) under the Contract.

On termination of the Contract for default, action will be taken to debar the bidder from participating in any tender or award of work in the Bank.

In such a situation the Contractor shall not be entitled for any compensation.

6.1 Conditions for payment:

The Contractor shall comply with the statutory provisions of the Contract Labour (Regulation & Abolition) Act, 1970; Employees State Insurance Act; Workman's Compensation Act, 1923; Payment of Wages Act, 1936; The Employees Provident Fund (and Miscellaneous Provisions) Act, 1952; The Minimum Wages Act, 1948; Employer's Liability Act, 1938; and / or any other rules / regulations and / or statutes that may be applicable to them or amendment from time-to-time. The Contractor shall indemnify the Bank against all claims which may be made upon the Bank, whether under the aforesaid statutes or any other statute in force during the validity of the Contract. The Contractor's failure to fulfill any of the obligations hereunder and / or under the said Acts, rules/regulations and/or any byelaws or rules framed under or any of these, the Reserve Bank of India, Bhopal shall be entitled to recover any of such losses or expenses, which it may have to suffer or incur on account of such claims, demand, loss, or injury, from the Contractor's monthly Payment and Security Deposit, if any.

Miscellaneous / Minor Materials, fittings and fixtures costing less than ₹ 50/- (including GST) per item / unit required as part of the repairs / maintenance works shall be supplied and used for which no separate payment shall be made by the Bank. Other major materials, fittings, fixtures hardware etc. shall be supplied and used in the work, as required but with the prior approval of the Bank for which payment will be made separately as described under Scope and Specifications of the Annual Service described herein below.

The Contractor shall submit invoices for both labour and fittings, fixtures and major materials costing more than ₹ 50/- (including GST) per item / unit on a monthly basis along with all necessary supporting documents & bills to the Reserve Bank of India, Bhopal not later than 10th of every succeeding month. The Reserve Bank of India, Bhopal will deduct Tax at source as per applicable rate of tax if found applicable from time to time from the amount payable to the Contractor.

The prices quoted shall be deemed to have included all applicable taxes imposed by Central / State Government / Local Bodies, Contractor Profit, Overhead expenses and other expenses. If the Tenderer fails to include such taxes and duties in the tender, no claim thereof will be entertained by the Bank afterwards.

7.1 Compliance

The contractor shall maintain the documentary evidence of compliance of the extant statutes, Laws, rules, orders, etc. in the forms prescribed thereunder. The Bank shall have the right to call for and examine / inspect / verify such documents to satisfy itself of such compliance. The Contractor shall furnish such documents to the Bank within reasonable time but not exceeding five working days after communication of such requirement is

served on the Contractor in writing or any other period directed by a court, tribunal, authority etc. whichever is shorter. If the Contractor fails to furnish documents complete in all respects, the Bank shall have the right to impose a Liquidated Damage of **Rs. 1,000/- (Rupees one thousand only)** per day after expiry of the time permitted for submission of the documents. Any pecuniary loss, Liquidated Damage, payment etc. incurred/made by the Bank due to non-maintenance by the Contractor or on-furnishing of such records by the contractor leading to inability of the Bank to present such records before any court or statutory or administrative authority or municipal body if required to do so by the later, shall be recovered by the Bank from the Security Deposit (SD) or other dues payable or falling due to the Contractor. If the Bank is unable to recover the amount(s) fully, the remaining amount shall be recovered as debt due by the Contractor to the Bank. The Contractor shall indemnify and keep indemnified the Bank, if any proceedings are initiated against the Bank in respect of statutory dues or compliance for which the Contractor is responsible. The Bank shall have the right to terminate the Contract, if the Contractor fails to ensure compliance within reasonable time keeping in view the nature and seriousness of such noncompliance.

8.1 Dismissal of Workmen:

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

भाग - जी
SECTION: G
Details of bidders

Particulars of bidding entity

S.No.	Particulars	To be filled by the bidders
1.	Status / Composition of the bidding entity (Whether Partnership / Proprietorship / Company)	
2.	Name(s) of the Proprietor / Partners / Directors of the Company	
3.	GST registration No. with supporting documents If any	
4.	Overall GST rate considered by the bidder for rendering the above services in the state of Madhya Pradesh	
5.	Address of the bidder	
	Telephone / Landline and Mobile Nos.	
	E-mail address:	
	Fax No:	

The details of bidder's bank are as below:

Sr. No.	Particulars (submit the crossed cancelled cheque)	To be filled by bidder
1	Name of the bank	
2	Branch address	
3	Telephone and fax number	
4	Name of the contact person & Contact No:	
5	Credit facility / Overdraft facility enjoyed by the bidder from the bank:	
6	The period from which the bidder has been banking with bank:	

भाग – एच
SECTION: H

Safety Code

- a) First aid appliances including adequate supply of sterilized dressing and cotton wool shall be supplied and kept in a readily accessible place, at the cost of the contractor.
- b) An injured person shall be taken to a public hospital without loss of time, in cases where the injury necessitates hospitalization.
- c) Workmen employed shall be provided with Personal Protective Equipment such as safety shoes, helmets, gloves, masks etc. while on duty and personal hygiene items while on duty.
- d) Suitable and strong scaffolds should be provided for workmen for all works that cannot safely be done from the ground.
- e) Those engaged in cleaning glass panes, tube rods etc. shall be provided with aprons, gloves and safety belts.
- f) No portable single ladder shall be over 8 meters in length. The width between the side rails shall not be less than 30 cm (clear) and the distance between two adjacent rungs shall not be more than 30 cm. When a ladder is used an extra mazdoor shall be engaged for holding ladder.

भाग – आइ
SECTION: I

Scope and specifications of the Annual Service Contract

A) Skilled and Un-skilled workmen to be deployed for providing the Plumbing, Sanitary and Carpentering Services

The skilled and unskilled workmen are required to be deployed on a daily basis at the Bank`s premises as under:

Sr. No.	Description of workmen	No. of Workmen for (MOB) (6 days in a week)	No. of Workmen in (CISQ) (6 days in a week)	Remarks
1.	Plumber (Skilled)	1 No. on weekly basis with one staggered weekly off decided by the Bank.	1 No. on weekly basis with one weekly – off.	1. 365 days service shall be provided by the workmen. 2. Services by the contractor should be in accordance with the Contract Labour Act 1970 & latest Central Government Minimum Wages
2.	Carpenter (Skilled)	1 No. on weekly basis, with one working off.	1 No. on daily basis with one weekly off	3. Bank may utilise workmen deployed at MOP for Staff Quarters at CISQ on Saturdays, Sundays or any other day at its discretion and vice versa.
3.	Workers/Helpers (unskilled)	1 No. on weekly basis (Sunday weekly off)	2 Nos. on weekly basis with one staggered weekly off decided by the Bank at its discretion.	4. Bank may also deploy workmen from MOB and CISQ to Staff Quarters Premises at Tila Jamalpura on need basis at its discretion.

B) Scope of Plumbing and Sanitary Services:

The services rendered under the contract shall include the following without any extra cost:

1. Removal of rubbish / debris accumulated that leads to blockages / chokes in sewers, gully / nahani traps, manholes, inspection chambers, bottle traps, sinks, wash hand basins, urinals, water closets and carrying away the debris from the Bank`s Premises. Cleaning of any blockages / chokes in sewer line by availing the services of Municipal Corporation the actual cost towards which would be reimbursed by the Bank on submission of actual invoices.
2. Keeping the rain water outlets on terraces & canopies free from debris, dry leaves, foreign materials, etc. causing blocks / chokes to ensure quick and free drainage of water from terraces etc.

3. Attending and rectifying all types of complaints / defects in individuals flats received through Complaint Registers / emails / telephonic call and other recreational buildings of colony Premises and MOB and maintain all plumbing / sanitary fixtures / fittings to its normal working conditions. If the fitting / fixtures / accessories, which are found to be damaged beyond the scope of economical repairs, the same may be replaced with the approval of the Bank's Engineer and the cost of replacement shall be reimbursed as per actuals plus 15% towards O.H.C. and C.P. on submission of copy of the GST bill.
4. Disconnecting and reconnecting plumbing connections to water heaters, geysers, boilers, coolers, electrical gadgets, whenever such electrical gadgets are required to be replaced / repaired.
5. 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.
6. Cleaning the vegetation growing on the walls / terrace / sunsheds of the buildings wherever found to be growing, once in a month or as and when required.
7. Cleaning of drains / sewer lines at least in 6 months or as per site requirement inside the Premises up to Municipal Manhole (including removal of debris, sludge etc. to ensure free drainage / flow of sewage through the lines / chambers to out of the Premises up to Municipal Manhole).
8. All installations, plumbing and sanitary fitting, fixtures, and accessories shall be routinely checked and preventive maintenance shall be done whenever found necessary.
9. The complaints found registered by the residents in the Complaint Registers maintained at the Caretaker's Office shall be checked daily and all such complaints shall be attended and rectified promptly in sequence. After satisfactory completion of the work as per complaints, the signatures (acknowledgements) shall be obtained from respective resident or their representative on a call sheet in the format approved by the Bank's Engineer.
10. Payment towards fittings / fixtures and other major materials costing more than ₹ 50/- (including GST) per item / unit shall be made separately as per actuals plus 15 % towards O.H.C and C.P. or at the Standard Approved Rates of the Bank on submission of GST invoices for the same by the contractor for the items which are supplied / replaced with the approval of the Bank's Engineer.
11. 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.
12. **Periodical cleaning of underground and overhead water storage tanks at frequency of not more than once in 6 months or as and when required by the Bank at Bank's various premises using high-pressure cleaning system technique as per particulars detailed in schedule of quantities. The activity shall be carried out not less than twice in year, preferable in the month of June and December.**

13. Cleaning of surface drains, rain water pipe, chajjas, jallies, road gully and terrace before on set of monsoon once in a year. Removal of sludge from manholes and septic tank atleast once in a year or earlier, as per site conditions.

C) Maintenance of Carpentry Works:

The services to be rendered under the Carpentry Services shall include the following items of work without claiming any extra cost:

i) Removing and re-fixing the loose hardware items, locks etc, with necessary screws as required at site etc. complete in all respect. Cost of screws / nails shall not be paid.

ii) **Repairing and replacement of worn-out wooden beadings, any wooden members and any damaged hardware fitting and broken glass panes of door and window shutters. Cost of replacement shall be paid as per actuals plus 15% towards OHC & CP on submission of GST invoices supplied and replaced with the approval of Bank's Engineer.**

iii) Attending and rectifying all types of complaints / defects in individuals' flats received through Complaint Registers / emails / telephonic call and other recreational buildings of colony Premises and MOP and maintain all plumbing / sanitary fixtures / fittings to its normal working conditions. If the fitting / fixtures / accessories, which are found to be damaged beyond the scope of economic repairs, the same may be replaced with the approval of the Bank's Engineer and the cost of replacement shall be reimbursed as per actuals plus 15% towards O.H.C. and C.P. on submission of copy of the GST billit required to be replaced, the cost of replacement shall be reimbursed at Bank`s approved rates.

iv) Repairs to Modular Kitchen Units / Workstations, Partitions and False ceiling etc at Main Office Building as and when required.

v) The complaints found registered by the residents in the Complaint Registers maintained at the Caretaker's Office shall be checked daily and all such complaints shall be attended and rectified promptly in sequence. After satisfactory completion of the work as per complaints, the signatures (acknowledgements) shall be obtained from respective resident or their representative on a call sheet in the format approved by the bank's Engineer.

NOTE: The bidders are advised to kindly visit all the premises and take clarifications regarding the serviceable area before quoting the rates. The contractor will be bound to undertake the work at the rates quoted for the areas which is not indicated explicitly in the tender.

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

Place:

Signature of the tenderer

Date:

Address:

Annexure I - Important Information:

(a)	Estimated cost of the Annual Service Contract	₹ 28,07,862/- (Rupees twenty-eight lakh seven thousand eight hundred sixty-two only) (Including of GST)
(b)	Earnest Monet Deposit (EMD) (upload the details on the MSTC portal). Also, intimate / forward the transaction details (UTR number) to estatebhopal@rbi.org.in	Paid through NEFT / Net banking to A/c No. 186003001, IFSC RBIS0BLPA01 Transaction No. submitted (See - (Annexure- II) Demand Draft (DD) / Bank Guarantee to Estate Department, Bhopal on and the copy of the receipt / acknowledgement uploaded.
(c)	Due date for submission of the Earnest Money Deposit (EMD)	Before 10:00 Hrs on March 05, 2026
(d)	Due date for submission of the tenders:	Upto 10:00 Hrs on March 05, 2026
(e)	Date of opening of Part I (Techno – Commercial bids) of the tenders:	At 11:30 Hrs on March 05, 2026
(f)	Date of opening of Part II (Price – bid) of the tenders	Will be communicated to the eligible / qualified bidders by e – mail after opening and processing of Part I (Techno – Commercial bid)
(g)	E- tender documents may be viewed / downloaded and submitted through the website:	https://www.mstcecommerce.com/eprocn/
(h)	Date of Pre-bid Meeting (On 23 February 2026 at 11:30 Hrs (Queries may be sent to email address : estatechennai@rbi.org.in , atleast 3 days before the Pre-bid meeting)
(i)	Conditions of payment	Refer Section F: Special Conditions of the Contract
(j)	Validity of the tender	90 days from the date of opening of Techno–Commercial bid
(k)	Jurisdiction for absolving disputes	Courts in Bhopal.
(l)	Security Deposit (SD) :	On award of Contract, the successful bidder shall submit an irrevocable Performance Bank Guarantee (PBG) (as per Annexure VI) for an amount equivalent to 5% per annum of Contract Value in the

		<p>format given in the annexure of tender for due fulfilment of the contractual obligations by the Contractor, within 10 days.</p> <p>The validity of the Performance Bank Guarantee shall be 6 months beyond the contract period from the expiry of the contract which may be further extended in case of renewal of the contract.</p>
(m)	Contact person for communication in connection with this E-Tender.	<ol style="list-style-type: none"> 1. Shri Shrikant Satish Sharma, Manager, - 0755- 2519598 (estatebhopal@rbi.org.in) 2. Shri Sabu Antony, AGM, 0755- 2519570 (estatebhopal@rbi.org.in)

Details for NEFT**Details of Bank account for effecting e-payments towards EMD****Name of the Beneficiary:** Reserve Bank of India, Bhopal**Address (in full):** Reserve Bank of India,
Hoshangabad Road
Bhopal 462011

1	Name of the Account Holder (as appearing in the Bank Account)	Reserve Bank of India, Bhopal
2	Account Number	186003001
3	Type of Account (Savings, Current etc.)	Current
4	Name of the Bank	Reserve Bank of India
5	Name of the Branch	Bhopal
6	Address of the Bank	Reserve Bank of India, Hoshangabad Road Bhopal 2462011
6	NEFT / IFS Code	RBIS0BLPA01 (5 th and 10 th being zero)
7	Name of the Account	NEFT INWARD

ANNEXURE - III

UTR Transaction details for EMD

S.N.	Particulars	Details
1	Name of the bidder	
2	Name of the Bank :	
3	Account No.	
4	IFSC :	
5	UTR details :	
6	Date of Payment :	

Name & Signature of Bidder

Date: _____

Place: _____

ANNEXURE - IV

Check - list of documents to be uploaded

(To be submitted online on MSTC E - Portal while bidding in the E-tender)

S. No.	Prequalification documents (All these documents shall be duly signed and sealed by the authorized signatory of the bidder)	Attached Yes / No	Remarks
1.	Proof of remittance / submission of Earnest Money Deposit (EMD) – Transaction details / receipt or acknowledgement of DD / Bank Guarantee.		
2.	Proof of service facility at Bhopal:		
3.	Proof of Registration with ESI, as applicable:		
4.	Proof of Registration with EPF, as applicable:		
5.	Proof of GST Registration:		
6.	Proof of registration under labour laws as may be applicable:		
7.	Turnover certificates -		
8.	Details of similar services provided: Copies of work order and completion certificate as per prequalification criteria:		
9.	Solvency Certificate issued by the Applicant's banker:		

Name & Signature of Bidder

Date: _____

Details of bidders
Particulars of the bidder:

S.No.	Particulars	To be filled by Bidder
1.	Composition of the bidding entity (Whether Partnership Firm / Proprietorship / Company / Corporation / Public Undertaking) :	
2.	Name(s) of the Proprietor/ Partners / Directors of the Company:	
3.	GST registration details with supporting documents if any:	
4.	Overall GST rate considered by the bidder for rendering the above services in the state of Madhya Pradesh:	
5.	Address of the bidder	
	Contact details	
	Mobile No / Landline No.	
	E – mail address	
	Fax No.	

The details of bidder's bank are as below:

Sr. No.	Particulars (Submit a copy of the crossed / cancelled cheque)	To be filled in by the bidder
1	Name of the bank:	
2	Branch address:	
3	Contact details: Telephone / Landline No. & Mobile No. of the official to be contacted and fax number	
4	Name of the contact person:	
5	Credit facility / overdraft facility enjoyed by bidder from the bank :	
6	The period from which the bidder has been banking with bank :	

Proforma of Performance Bank Guarantee for due fulfillment of terms and conditions of the contract

Place: _____

Date: _____

Regional Director
Reserve Bank of India,
Estate Department,
Bhopal.

Dear Sir/Madam,

Name of work: Annual Service Contract for providing Plumbing and Carpentry services for the Reserve Bank of India Office Building at Arera Hills and Staff Quarters at Char Imli, Bhopal (MP).

WHEREAS Reserve Bank of India, having its Central Office at Shahid Bhagat Singh Road, Mumbai, (hereinafter called "the RBI") has awarded the Contract for the captioned work (hereinafter called the "Contract") to _____ (Name of the Contractor) (hereinafter called "the said Contractor" which expression shall include its successors and assigns.

AND Whereas the Contractor is bound by the said contract to submit to RBI a Performance Security for a Total amount of ₹_____ (Rupees_____ only) for due fulfilment by the said contractor of the terms and conditions contained in the contract. We, _____ (Name of the Bank), (hereinafter called the "Bank"), at the request of M/s_____, the contractor, do hereby undertake to pay to RBI an amount not exceeding ₹_____ as Performance Guarantee for due fulfilment of the terms and conditions of the contract.

NOW THIS GUARANTEE WITNESSETH

We _____ (name of the Scheduled Bank) do hereby agree with and undertake to the RBI, their successors, Assigns that in the event of the RBI coming to the conclusion that the Tenderer have not performed their obligations under the said conditions of the tender or have committed a breach thereof, which conclusion shall be binding on us as well as the said contractor, we shall on demand by the RBI, pay without demur to the RBI a sum of ₹_____ (Rupees_____ only) or any lower amount that may be demanded by the RBI. Our guarantee shall be treated as equivalent to the Performance Guarantee amount for the due performance of the obligations of the

Contractor under the said contract, provided, however, that our liability against such sum shall not exceed the sum of ₹_____ (Rupees_____ only).

We also agree to undertake to and conform 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 the amount is due to them and we shall not ask for any further proof or evidence and the notice from the RBI shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. The Bank shall pay to RBI any money so demanded notwithstanding any dispute/disputes raised by the contractor in any suit or proceedings pending before any Court, Tribunal or Arbitrator/s relating thereto and the liability under this guarantee shall be absolute and unequivocal. We undertake to pay the amount claimed by the RBI within a period of one week, from the date of receipt of the notice as aforesaid.

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

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

We hereby further agree that:

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 tender and/or hereunder or granting of any time or showing of any indulgence by the RBI to the Contractor or any other matters in connection therewith shall not discharge us in any way and our obligation under this guarantee. This guarantee shall be discharged only by the performance by the Contractor of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding _____ (Rupees_____ only)

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

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.

This guarantee shall remain in force up to ____months from _____ provided that if so desired by the RBI, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions of our said herein.

Our liability under this presents will terminate unless these presents are renewed as provided hereinabove on the _____ or on the day when our said constituents comply

with their obligations, as to which a certificate in writing by the Reserve Bank of India alone is the conclusive proof whichever date is later. Unless a claim or suit or action is filed against us within _____ months from that date under clause (d) above or any extended period, all the rights of the RBI against us under this guarantee shall be forfeited and we shall be released and discharged from all-over obligations and liabilities hereunder.

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

For and on behalf of _____

(Seal of the Scheduled Bank)

Signature of the Authorized Bank Official

(Name, designation, stamp/seal etc.)

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

Witness 1

Signature

Name.....

Address.....

Note - This guarantee will require stamp duty as applicable in the State, where it is executed and shall be signed by the official whose signature and authority shall be verified.

Proforma of Undertaking / Declaration / Certificate by the Bidder regarding country sharing land border with India

(To be submitted by the bidders on their letter head duly sealed and signed by the authorized signatory)

Regional Director,
Reserve Bank of India,
Estate Department,
Bhopal.

Dear Sir / Madam,

Name of work: **Annual Service Contract for providing Plumbing and Carpentry services for the Reserve Bank of India Office Building at Arera Hills and Staff Quarters at Char Imli, Bhopal (MP).**

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

2. I/ We certify that _____ (Name of the bidder)

Is not from a country sharing land border with India, or

Is from a country sharing land border with India and has been registered with the Competent Authority, the certificate of which is enclosed, or

Is from a country sharing land border with India where Government of India has extended lines of credit, or

Is from a country sharing land border with India where Government of India is engaged in development projects.

(Strikeout whichever of the above is not applicable)

3. I/ We further certify that _____ (Name of the bidder) fulfils all requirements in this regard and is eligible to be considered under the provision of the above

referred Office Memorandum and its subsequent orders/revision. I/We also undertake that even in case of contracts where we are permitted by the Bank/RBI to sub-contract I/We _____ (Name of the bidder) will not sub-contract any work to a contractor from country(ies) sharing land border with India, unless such contractor fulfils all the requirements contained in the above referred office memorandum/ order.

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

Signature and name of the authorized signatory of the Bidder with stamp

Date:

Place:

Details and capacities of the Underground and Overhead water tanks to be periodically cleaned.

Item No	Description:
1.1	Main Office Premises.
	A) Underground water tank / sump
	1) 7.00 lakh litres (approximate) - 01 No. (R.C.C) capacity
	B) Overhead R.C.C water tank
	2) 1.27 lakh litres (approximate capacity) - 01 No. (R.C.C)
	3) 2,000 litres (approximate) capacity - Tanks- 02 Nos. (P.V.C / Plastic)
1.2	Staff Quarters at Char Imli.
	A) Underground water tank / sump.
	1) 2.50 lakh litres (approximate) capacity - 02 Nos (R.C.C)
	B) Overhead water tanks.
	2) 3 lakh litres (approximate) capacity water - 01 Nos (R.C.C) (approximate)
	3) 5,000 litres (approximate) capacity (P.V.C / Plastic) - 04 Nos (Garden Area)
	4) 2,000 litres (approximate) capacity (P.V.C / Plastic) - 24 Nos. (A-block)
	5) 2,000 litres (approximate) capacity (P.V.C / Plastic) - 10 Nos. (B-block)
	6) 2,000 litres (approximate) capacity (P.V.C / Plastic) – (P.V.C. / Plastic) – 22 Nos. (C-block)
	7) 1,000 litres (approximate) capacity (P.V.C / Plastic) - (P.V.C. / Plastic) – 01 Nos. (Guard Room at Gate No-1)
	8) 2,000 litres (approximate) capacity (P.V.C / Plastic) - (P.V.C. / Plastic) – 03 Nos. (Community Hall & Garden)
	9) 700 litres (approximate) capacity (P.V.C / Plastic) - (P.V.C. / Plastic) - 01 Nos. (Community Hall)
	10) 500 litres (approximate) capacity (P.V.C / Plastic) - (P.V.C. / Plastic) - 01 Nos. (Vijay Bhawan)

FORM OF BANKERS' CERTIFICATE FROM A SCHEDULED BANK

1. Composition of the bidding entity (whether Proprietorship / Partnership / Private Limited / Public Limited / Public Undertaking)
2. Name of the Proprietor / Partners / Directors of the bidding entity.
3. Turnover of the bidder for the last 3 Consecutive Financial years (year wise)
 - a) 2022-23:
 - b) 2023-24:
 - c) 2024-25:
4. Credit facility / OverDraft facility enjoyed by the bidder.
5. Dealings:
6. The period from which the bidder has been banking with your bank.
7. Any other remarks.

You may also kindly forward your opinion whether the above entity is considered financially sound to be entrusted with the contract for works estimated to cost ₹ 28.07 Lakhs.

(Signature)

For the Bank

Note:

1. Bankers' certificates should be on letter head of the Bank, sealed in cover addressed to enlistment authority.
2. In case of partnership firm, certificate to include names of all partners as recorded with the Bank.

Section J - Preamble to Schedule of Services and rates Part II -(price bid)

Annual Service Contract for providing Plumbing and Carpentry services for the Reserve Bank of India Office Building at Arera Hills and Staff Quarters at Char Imli, Bhopal (MP).

1. **Visiting the site, gathering information about the work and understanding the scope of the services to be provided well before quoting the rates.**
2. Providing all cost and charges incurred by the Contractor complying with safety, health and welfare measures pertaining to Contractor's employee / workmen deployed under the scope of the Annual Service Contract (ASC).
3. Contractor shall be fully responsible and accountable for all the employees / workmen deployed by her / him / them under the scope of the scope of the ASC. Statutory Minimum Wages should be paid to all workmen / employees and certificate confirming the same should be attached with each month bills / invoices for payment.
4. The rate quoted for the service charge shall include Contractor's Overheads and Profit, cost of all tools, equipment, accessories, plants, minor materials, fittings, fixtures hardware, like screws / nails, grease, glues, consumable etc., costing ₹ 50/- (including GST) and less per number / unit, insurance charges, cost of uniforms, Personal Protective Equipment / accessories, Personal hygiene and first aid to workmen deployed by her / him / them under the scope of the ASC. Bidders must include royalties and any other tax (including GST) and duty or other levy levied by the Central Government or any State Government or local authority, if applicable as per latest notification(s) of Government of India / State Government / Statutory / Local Authorities.
5. The Contractor shall arrange to maintain the carpentry plumbing and sanitary installations in the Bank's various properties. The charges shall be quoted on monthly basis and shall have to attend work from 09.30 AM to 05.30 PM daily (including 30 minutes lunch / rest break), by employing specified number of skilled Plumbers, Carpenters and Helpers. In case of emergency, the Contractor shall arrange to continue the work till the emergency is / are over. Further, in an emergency, the contractor may be called upon by authorized officials of the Bank after / before prescribed working hours on working days and at any time on Holidays. The Contractor should deploy sufficient numbers of Plumbers, Carpenters and helpers. The Contractors shall abide by the prevailing / future Labour Laws of the Govt. and shall keep and produce requisite details to them on demand. The Contractor shall quote the rates after considering the Minimum Wages Act. **In case any workmen do not complete prescribed duty time of 8 hours per day, their wage(s) will be proportionately deducted from the final payable amount.** Workmen and Supervisor if deployed on National Holidays shall be compensated appropriately as per applicable laws by the contractor and the charges / expenditure towards the same shall be borne by the Contractor. The same may be accounted under the service charges, while submitting the Price bid.
6. The Contractor or his authorized representative shall report daily to Assistant General Manager (Civil), or Manager (Civil) or Assistant Manager (Civil), Junior Engineers / Caretakers of the respective Premises. For residential buildings the contractor should report to Caretakers / Assistant Caretakers on a daily basis and shall attend complaints as early as possible but within 24 working hours as per directions issued to them from time to time.

Annual Service Contract for providing Plumbing and Carpentry services for the Reserve Bank of India Office Building at Arera Hills and Staff Quarters at Char Imli, Bhopal (MP).

Schedule of Rates

Sr. No	Description of Wages and Allowance.	Quantity	Unit.	Rate.	Amount.
1	<p>Monthly charges for deploying Skilled Plumber for Office Premises at Arera Hills and Staff Quarters Premises at Char Imli (1 in Office Premise and 1 in Staff Quarters Premises). The Minimum Monthly Wages of skilled Plumber comprise the following: (Basic Wages + VDA) / Person / Month for 26 days in a normal month - 26*893/- = 23,218/- ESI – NA if it is Rs.21,000/- or more)</p> <p align="center">+</p> <p>P.F. (13.00% of (Basic Wages + VDA) per Person - 13.00% of 23,218/- = 1950/- (On an upper ceiling of Rs. 15,000/-)</p>	2	Monthly (26 days)	25,168.00	50,336.00
2	<p>Monthly charges for deploying Skilled Carpenter The minimum monthly wages of Skilled Carpenter comprise the following:</p> <p>(Basic Wages + VDA) per Person/Month - 26*893/- = 23,218/- ESI – NA if it is Rs.21,000/- or more)</p> <p>P.F. (13.00% of (Basic Wages + VDA))/Person - 13.00% of 23,218/- = on an upper ceiling of Rs. 15,000/-)</p>	2	Monthly (26 days)	25,168.00	50,336.00
3	<p>Monthly charges for deploying Helper (unskilled) at. The minimum monthly wages of unskilled helper comprise the following:</p> <p>(Basic Wages + VDA) per Person / Month - 26*674/- = 17,524/- ESI (3.25% of (Basic Wages + VDA) per Person - 3.25% of 17,524/- = 570/-</p> <p>P.F. (13.00% of (Basic Wages + VDA) per Person = 1950/- (on an upper ceiling of ₹ 15,000/-) +</p>	3	Monthly (26 days)	21,504.00	64,512.00

Sr. No	Description of Wages and Allowance.	Quantity	Unit.	Rate.	Amount.
	Bonus @ 8.33% on Basic Wages + VDA per person (NA if it exceeds 21000/-) =Rs. 1460/-				
4	Monthly Service Charges over and above all labour charges as under item No. 1,2 & 3 above (i.e., Overhead charges & contractors Profit for material and labour, tools & plants, Uniform & local conveyance charges of workmen, Mobile Phone charges, etc) (shall be quoted a lumpsum amount per month)	Lumpsum	Monthly	Rate to quoted online	
	Total Monthly rate excluding GST (A)				
	Total Yearly rate excluding GST (B=12*A)				
5	<p>Half yearly periodical cleaning of underground and overhead water sumps / tanks.</p> <p>Cleaning of underground and overhead water storage tanks of various capacities at Bank's Main Office Premises at Arera Hills and Staff Quarter Premises at Char Imli, Bhopal using high-pressure cleaning system technique. The work includes emptying the water tanks manually and using suitable mechanical pumps thoroughly cleaning the water tanks on all sides, roof, walls, floor etc. using high pressure jet water, removing the dirty water so collected inside along with the silt / sludge & disposing and carting the same away from the Bank's premises and dumping it at dump yard approved by the Local Authority. After cleaning the internal surfaces of the tanks by spraying antibacterial sterilizing agents on all the cleaned area using mechanical / hand held sprayers, allowing the same for the specific time as per manufacturers specifications and instructions of the Bank's Engineer, then rinsing the</p>				

Sr. No	Description of Wages and Allowance.	Quantity	Unit.	Rate.	Amount.
	surfaces with fresh and clean water using high pressure water jets and flushing / bailing / draining out all the dirty water, from the tank with vacuum / suction pump(s). Then clean and dry the walls with clean mops etc. Finally sterilize the water tank, using the Ultraviolet Radiator for the sufficient time as per the instructions of the Bank's Engineer. The rate shall include cost of all materials / chemicals, tools & equipment, machines, pumps, labour of all designations, all required operations which are not detailed here but are required to be done at site for satisfactory completion of all the above items of work in all respects, sundries, all leads & lifts, scaffolding and staging if required as per site conditions etc. to carry out the work as per instructions and to the satisfaction of the Bank's Engineer for the following properties of the Bank .	2	Half Yearly	Rate to quoted online	
	Total rate excluding GST (C)				
	Total Yearly rate excluding GST (D=C+B)				
	Total Yearly rate including GST (E=D+D*1.18)				

Note:-

Under Part I (Techno – Commercial bid) of the tender.

Fixed Portion of bidders

- 1) (Basic wages + VDA) / per person / permonth is applicable as per the latest notification of Government of India, Ministry of Labour & Employment, Office of the Chief Labour Commissioner (CLC) , New Delhi. **However, bidders who quote less than the minimum wages mentioned above will be rejected.**
- 2) Service charges shall be inclusive of necessary minor materials like nails, glues, screws etc. as mentioned in the Scope of the services and maintaining of tool kit required for rendering the above mentioned services , Contractor's Overheads & Profits for labour and all the

materials supplied as part of the ASC and all taxes (excluding GST) as may be levied by statutory authorities from time – to - time.

- 3) Bidders must keep in mind that while quoting Service Charges they should include all expenditure for providing Managerial / Supervisory / Administrative services to get the work done through their deployed employees / workmen.
- 4) **The Service Charges quoted by the bidder should not be less than 3 % and there is no upper limit. The bids of those bidders who quote less than 3% towards Service Charges will be rejected and will not be considered for further processing.** Further, Bidders offering 'Nil' or irrational quotes shall be liable for disqualification. Further, in case of abnormally low bids, the Bank may seek written clarifications from the bidders, for a detailed price analysis of their bid price in relation to scope, schedule, resource mobilization, allocation of risks and responsibilities, and any other requirements as per the Tender Document.
- 5) There shall be no price escalation for service charge i.e., the quoted monthly service charge shall remain same for the entire period of contract.

Place:-

Date:-

Signature & seal of Tenderer

Schedule of Rates: Annual Service Contract for providing Plumbing and Carpentry services for the Reserve Bank of India Office Building at Arera Hills and Staff Quarters at Char Imli, Bhopal (MP).

Description of Minimum Wages	Qty	Unit	Rate in ₹	Amount in ₹
Basic wages + VDA per person per month (as per notification of GOI ref no. F.No./1/6(1)/2025-LS-II dated 25/09/2025, Government of India, Ministry of Labour & Employment, Office of the Chief Labour Commissioner, New Delhi.				
(1) Monthly charges of deploying Skilled Plumber / Carpenter at Bank's Office / Staff Quarters Premises . The Minimum Monthly Wages for skilled worker comprising following :				
(Basic Wages + VDA) per person per month	26	Man days	893/-	23,218/-
ESI (3.25% as applicable of Basic +VDA) per person (NA if it exceed Rs. 21,000/-)				NA
EPF (13% as applicable of Basic + VDA) per person (On the upper ceiling Rs. 15,000/-)				1,950/-
Annual Bonus (8.33% as applicable of Basic + VDA) / person (NA if it exceed Rs. 21,000/-)				NA
Total for 1 skilled worker per month				25,168/-
Total for 4 Skilled Plumber / Carpenter per month				1,00,672
(2) Monthly charges for deploying Unskilled Worker / Helper at Bank's Office / Staff Quarters Premises . The Minimum Monthly Wages of Unskilled Worker / Helper comprising the following:				
(Basic Wages+ VDA) per person per month	26	Man days	674/-	17,524/-
ESI (3.25% of Basic +VDA)/person				570/-
PF (13% of Basic VDA) / person (ceiling Rs. 15,000/-)				1,950/-
Annual Bonus (8.33% as applicable of Basic + VDA) / person				1,460/-
Subtotal				21,504/-
Total for 3 unskilled worker / Helper per month				64,512/-
Monthly Service Charge over and above all labour charges as in item no 1 & 2 (i.e., Overhead profit for material and workmen tolls, uniform & local conveyance charges, Mobile charges etc.) shall be quoted a lumpsum amount per month				24,778/-
Total Minimum Monthly Labour charges + Service Charges including Service Charges but excluding GST				1,89,962/-
Total Minimum Yearly Labour Charges + Service Charges excluding GST				

Total Yearly rate excluding GST (12*1,89,962/-)	22,79,544/-
A : Total Yearly Labour charges + Service Charges including GST	26,89,862/-
Total Yearly rate excluding GST (Half yearly periodical cleaning of underground and overhead tanks. Qty: Job: Twice in year, Unit: Lump Sum (Rs.50,000/- * 2)	1,00,000/-
B : Total Yearly rate including GST (Half yearly periodical cleaning of underground and overhead tanks. Qty: Job: Twice in year, Unit: Lump Sum (Rs.50,000/- * 2)	1,18,000/-
Total Yearly Labour charges + Service Charges including GST (A+B)	28,07,862/-

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

- Bidders must keep in mind the following:
- The price should be quoted for one year.
 - While quoting wage component that if they quote lower than the amount arrived at by statutory Minimum Wages they shall be liable for **disqualification**.
 - While quoting Service Charges, they should include all expenditure on providing managerial supervisory/ administrative services to get the work done through their deployed Housekeeping Staff.
 - **The Service Charges quoted by the bidder should not be less than 3 % and there is no upper limit. The bids of those bidders who quote less than 3% towards Service Charges will be rejected and will not be considered for further processing.**
 - Offering “zero”/ irrational/ unreasonable/ unworkable quotes shall be liable for **disqualification**.
 - They shall satisfy themselves about the quantity of cleaning materials required for execution of the work. Agency may visit the site to assess the quantum of work before submitting the bids. If they desire so.

Evaluation of bids in case two or more tenderers become L1

In case two or more bids become the lowest, for the purpose of selection of successful bidder, the bidders becoming lowest bidders will be evaluated on the basis of following criteria:

Criteria 1 - Past Experience (in field of providing services of Plumbing and Carpentry) Evaluation will be done based on certificate of Registration and the oldest work order / agreement pertaining to Plumbing and Carpentry work submitted by the bidder along with Part-I of the tender	
5-10 years	10 Marks
10-15 years	15 Marks
15-20 years	20 Marks
> 20 years	25 Marks
Criteria 2 - Average Turnover of Previous Three Consecutive Financial Years Evaluation will be done based on Turnover certificates, ITRs, Profit & Loss and Balance statement for the last 3 consecutive financial year duly certified by a Chartered Accountant submitted by the bidder along with Part- I of the tender	
9.05 Lakh - 50 Lakh	10 Marks
50 Lakh - 1 Crore	15 Marks
1 Crore - 5 Crore	20 Marks
> 5 Crore	25 Marks
Criteria 3 - Amount of Manpower on Rolls Bidders will be required to provide this information along with latest EPF / ESIC statement in support of their claim whenever asked for)	
01-05	10 Marks
06- 10	15 Marks
11- 20	20 Marks
> 20	25 Marks

मानदंड 4- वर्तमान में किए जा रहे समान कार्यों की संख्या**Criteria 4- Number of Similar works in hand**

Bidders will be required to provide this information along with work order/ agreement, TDS certificates and Bank statement showing receipt of payment against the claimed work, whenever asked for

01-03	10 Marks
04-05	15 Marks
06-10	20 Marks
>10	25 Marks

- Upon evaluation of the lowest bidders based on the above criteria, the bidder with the highest marks will be declared successful in the tender process. However, Bank's decision in this regard will be final and binding, it shall not be open to arbitration.
- The Reserve Bank of India does not bind itself to accept the lowest or any tender and reserves to itself, the right to accept or reject any or all the tenders, either in whole or in part, without assigning any reasons for doing so.
- The Tender along with the prices shall remain valid initially for a period of 3 months from the date of opening of Part – I (Techno - Commercial Bid), which period may be further extended by mutual agreement on receipt of written consent from the bidders and bidders shall not cancel or withdraw the tender during this period or change the quoted rates.
- In case any bidders withdraws the bid during the validity period, the EMD remitted / submitted by any such bidders shall be forfeited by the Bank.

I / We hereby declare that I/we have read and understood the Bid Evaluation Criteria and also have read and understood all the above conditions and the same shall remain binding upon me/us.

Signature of tenderer with seal

Address:

Date:

Duly filled format to be submitted along with monthly recurring Bill

Details of complaints attended during the month in CISQ

Report for the month of : _____

Plumbing:

S.No.	Number of complaints carried forward from previous month	Number of complaints attended during the month	Number of complaints pending at the end of the month

Carpentry:

S.No.	Number of complaints carried forward from previous month	Number of complaints attended during the month	Number of complaints pending at the end of the month

Details of complaints attended during the month in MOB

Report for the month of : _____

Plumbing:

S.No.	Number of complaints carried forward from previous month	Number of complaints attended during the month	Number of complaints pending at the end of the month

Carpentry:

S.No.	Number of complaints carried forward from previous month	Number of complaints attended during the month	Number of complaints pending at the end of the month

Format of Attendance sheet for MOB for the month of _____

S. No.	Name	Work	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
1		Plumber																																
2		Carpenter																																
3		Helper																																
4																																		
5																																		

Summary

S.No.	Name	Work	No. of days in the month	No. of days present	No. of days absent
1		Plumber			

2		Carpenter			
3		Helper			

Format of Attendance sheet for CISQ for the month of _____

S. No.	Name	Work	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
1		Plumber																															
2		Carpenter																															
3		Helper																															
4		Helper																															
5																																	

Summary

S.No.	Name	Work	No. of days in the month	No. of days present	No. of days absent
1		Plumber			
2		Carpenter			
3		Helper			
4		Helper			

Report on Cleaning of water tanks: February / March / September / October

Location	No. of UG Tanks	No. UG Tanks cleaned	No. of OH Tanks	No. of OH Tanks cleaned
MOB				
CISQ				
Total				

Escalation Matrix for plumbing and carpentry ASC/AMC at RBI Bhopal

Name	Contact Details