



निविदा की अनुसूची (एसओटी)

केंद्रीय कार्यालय भवन, भारतीय रिजर्व बैंक, मुंबई में फूलों की व्यवस्था हेतु 1 फरवरी 2026 से 31 जनवरी 2027 तक का वार्षिक रखरखाव संविदा के लिए ई-निविदा

क्र.	विवरण	तारीख/समय
1.	ई-निविदा सं.	भारतीय/परिसर विभाग – केंद्रीय कार्यालय विभाग/अन्य/16/25-26/ईटी/702
2.	निविदा का माध्यम	ई-प्रापण प्रणाली (www.mstcecommerce.com/eprocn/index.jsp के माध्यम से ऑनलाइन भाग। तकनीकी-वाणिज्यिक बोली और भाग-II मूल्य बोली)
3.	अनुमानित लागत	₹59.52 लाख
4.	निविदा देखना –एमएसटीसी वेब पोर्टल पर तिथि, समय	11.12.2025 को पूर्वाह्न 11.00 बजे
5.	ईमेल द्वारा बोली-पूर्व प्रश्नों को प्रस्तुत करने की अंतिम तिथि और समय	07.01.2026 को सुबह 10.00 बजे तक
6.	बोली पूर्व बैठक	08.01.2026 को सुबह 11.30 बजे, परिसर विभाग, 5वीं मंजिल, भारतीय रिजर्व बैंक, केंद्रीय कार्यालय, फोर्ट, मुंबई में
7.	बयाना जमाराशि	<p>₹1,19,040/- ईएमडी भारतीय रिजर्व बैंक मुंबई के पक्ष में किसी अनुसूचित बैंक के डिमांड ड्राफ्ट या इसके साथ अनुलग्नक में दिए गए प्रोफार्मा में मूल बैंक गारंटी के रूप में निविदा आमंत्रित करने वाले प्राधिकारी के कार्यालय में या एनईएफटी के माध्यम से 23.01.2026 को अपराह्न 02.00 बजे या उससे पहले जमा की जा सकती है। एनईएफटी अंतरण के लिए खाता विवरण निम्नानुसार है:</p> <p>लाभार्थी का नाम - भारतीय रिजर्व बैंक आईएफस कोड - RBIS0COD001 खाता सं. - 41861403873</p> <p>अंतरण संख्या और अन्य विवरण दर्शाते हुए विप्रेषण का प्रमाण अन्य निविदा दस्तावेजों सहित बैंक के अनुमोदित ई-निविदा पोर्टल पर अपलोड किया जाए तथा इससे संबंधित सूचना ईमेल prakashbzore@rbi.org.in / krishnaojha@rbi.org.in पर भी 23.01.2026 को अपराह्न 02.00 बजे या उससे पहले साझा की जाए। बयाना जमा राशि (ईएमडी) के बिना प्राप्त किसी भी बोली को गैर-प्रामाणिक माना जाएगा और उसे निविदा प्रक्रिया में भाग लेने के लिए अस्वीकार कर दिया जाएगा।</p>



8.	बोली आरंभ तिथि – ऑनलाइन तकनीकी-वाणिज्यिक बोली और मूल्य बोली प्रस्तुत करने के लिए www.mstcecommerce.com पर ई-निविदा के आरंभ की तिथि	12.01.2026 को अपराह्न 03.00 बजे
9.	बोली बंद किए जाने की तिथि – ऑनलाइन तकनीकी-वाणिज्यिक बोली और मूल्य बोली प्रस्तुत करने के लिए ई-निविदा के बंद किए जाने की तिथि	23.01.2026 को अपराह्न 02:00 बजे
10.	निविदा का भाग-। (अर्थात् तकनीकी-वाणिज्यिक बोली) खोलने की तिथि और समय	23.01.2026 को अपराह्न 03:00 बजे
11.	भाग-॥ मूल्य बोली: भाग-॥ (अर्थात् मूल्य बोली) खोलने की तारीख अलग से बताई जाएगी।	निविदा के भाग ॥ के पात्र बोलीदाताओं को यथासमय सूचित किया जाएगा।

नोट: फर्मों को एमएसटीसी भुगतान गेटवे को अनिवार्य अंतरण शुल्क का भुगतान एमएसटसी लिमिटेड के पक्ष में करना होगा।

यदि उपरोक्त में से कोई भी गतिविधि शनिवार/रविवार/अवकाश के दिन पड़ रही है, तो उसे अगले कार्य दिवस पर आयोजित किया जाएगा।



**भारतीय रिज़र्व बैंक / RESERVE BANK OF INDIA
परिसर विभाग/ Premises Department
केन्द्रीय कार्यालय भवन/ Central Office Building**

निविदा भाग-।/ Tender - Part I

हेतु/ For

केन्द्रीय कार्यालय भवन, भारतीय रिज़र्व बैंक, मुंबई में फूलों की व्यवस्था हेतु 1 फरवरी 2026 से 31 जनवरी 2027 तक का वार्षिक रखरखाव संविदा के लिए ई-निविदा

Annual Maintenance Contract for Flower Arrangements at Central Office Building, Reserve Bank of India, Mumbai

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1 निविदा आमंत्रण सूचना

केंद्रीय कार्यालय भवन, भारतीय रिज़र्व बैंक, मुंबई में फूलों की व्यवस्था हेतु 1 फरवरी 2026 से 31 जनवरी 2027 तक का वार्षिक रखरखाव संविदा हेतु ई-निविदाएं आमंत्रित की गई हैं। इस कार्य की अनुमानित लागत ₹59.52 लाख है।

1. निविदा (भाग I और II) 12 जनवरी 2026 से 23 जनवरी 2026 तक एमटीएससी वेबसाइट पर उपलब्ध होगी। विधिवत भरे हुए निविदा दस्तावेज़ 23 जनवरी 2026 को दोपहर 02.00 बजे से पहले एमएसटीसी वेबसाइट पर अपलोड किए जाने चाहिए।
2. बोली लगाने वाले बोलीदाताओं को दिए गए प्रोफार्मा के अनुसार अपने संगठन, अनुभव, अपने संगठन में तकनीकी कार्मिकों, अपनी सक्षमता और अपनी वित्तीय स्थिति के पर्याप्त साक्ष्य आदि के बारे में अपना पूरा बायोडाटा प्रस्तुत करना होगा जिसे गोपनीय रखा जाएगा।
3. निविदा में भाग लेने के लिए बोलीदाताओं की पात्रता के बारे में बैंक का निर्णय अंतिम और बाध्यकारी होगा। इसलिए बैंक कोई कारण बताने के लिए बाध्य नहीं है।
4. झूठी और/ या अपर्याप्त जानकारी वाली बोलियां अस्वीकृति की पात्र होंगी।
5. केवल वे बोलीदाता, जो निम्नलिखित पात्रता मानदंडों को पूरा करते हैं, ई-निविदा में भाग लेने के लिए पात्र होंगे:
 - पिछले अनुभव की अवधि: बोलीदाता के पास समान कार्यों (बगीचे का रखरखाव/ फूलों की व्यवस्था/ वितरण) (31 अक्टूबर 2025 को समाप्त अंतिम 5 वर्षों के दौरान) को निष्पादित करने का न्यूनतम 05 वर्ष का अनुभव होना चाहिए। आवेदक को पिछले 5 वर्षों के दौरान उनके द्वारा किए गए कार्य का विवरण दिखाते हुए अपनी ग्राहक सूची प्रस्तुत करनी चाहिए। सूची में ग्राहक का नाम, निष्पादित कार्य का मूल्य, कार्य के शुरू होने और समाप्त होने की तारीख, देरी के कारण, यदि कोई हो, आदि जैसे विवरण शामिल होंगे। आवेदक को 5 साल के न्यूनतम अनुभव के समर्थन में दस्तावेजी साक्ष्य प्रस्तुत करना चाहिए। अनुभव के लिए बोलीदाता के दावे के समर्थन में ये सभी दस्तावेजी प्रमाण, निविदा का भाग। प्रस्तुत करते समय अपलोड किए जाएंगे।
 - 31 अक्टूबर 2025 को समाप्त पिछले 5 वर्षों के दौरान इसी तरह के कार्यों को सफलतापूर्वक पूरा करने का अनुभव निम्नलिखित में से कोई भी होना चाहिए:
 - तीन पूर्ण किए गए समान कार्य, प्रत्येक की लागत अनुमानित लागत के 40% के बराबर की राशि से कम की न हो (अर्थात ₹23.81 लाख के तीन कार्य)।
 - दो पूर्ण किए गए समान कार्य जिनमें से प्रत्येक की लागत अनुमानित लागत के 50% के बराबर की राशि से कम की न हो (अर्थात ₹29.76 लाख के तीन कार्य)।

ग. एक समान प्रकार का कार्य जिसकी लागत अनुमानित लागत के 80% के बराबर की राशि से कम की न हो (अर्थात ₹47.62 लाख के तीन कार्य)।

निविदा के भाग-1 को प्रस्तुत करते समय निष्पादित कार्यों के कार्यक्षेत्र और मूल्य तथा अर्हक कार्यों के लिए पूर्णता प्रमाणपत्र दर्शाते हुए विस्तृत कार्य आदेश की प्रतियां अपलोड की जाएंगी।

- उनके पास 31 मार्च 2025 को समाप्त होने वाले पिछले 03 लगातार वित्तीय वर्षों (2022-23, 2023-24, 2024-25) के दौरान काम की अनुमानित लागत (अर्थात ₹29.76 लाख) के बराबर राशि का वार्षिक कारोबार होना चाहिए। निविदा के भाग । (तकनीकी-वाणिज्यिक बोली) को प्रस्तुत करते समय, वार्षिक कारोबार के समर्थन में लेखा परीक्षित वित्तीय विवरणों की प्रतियां अपलोड की जाएंगी।
- उन्हें अपने बैंकर द्वारा जारी शोधन क्षमता प्रमाण-पत्र प्रस्तुत करना चाहिए, विशेष रूप से कार्य के प्रयोजन के लिए उस राशि हेतु जो कार्य की अनुमानित लागत के 40% से कम न हो।
- उनके पास विनिर्दिष्ट कार्य के लिए मुम्बई में एक पूर्ण सेवा व्यवस्था होनी चाहिए।
- बैंक के कार्य समय के दौरान शिष्टाचार एवं सुरक्षा कक्ष/ परिसर विभाग, केंद्रीय कार्यालय भवन, भारतीय रिजर्व बैंक, मुम्बई से स्पष्टीकरण प्राप्त किया जा सकता है।

2 Notice Inviting Tenders

1. E-tenders are invited for '**Annual Maintenance Contract for Flower Arrangements at Central Office Building, Reserve Bank of India, Mumbai from February 01, 2026 to January 31, 2027**'. The estimated cost of the work is **₹59.52 Lakhs**.
2. Tender (Part I and II) will be available from January 12, 2026 to January 23, 2026 at MTSC website. The duly filled in tender documents should be uploaded on MSTC website before 02.00 PM on January 23, 2026.
3. Intending bidders shall submit their full bio-data giving their details about their organisation, experience, technical personnel in their organisation, competence and adequate evidence of their financial standing etc, as per the proforma given which will be kept confidential.
4. Decision of the Bank regarding the eligibility of bidders for participation in the tender will be final and binding. The Bank is not bound to assign any reason therefor.
5. Bids containing false and / or inadequate information are liable for rejection.
6. Only those bidders, who satisfy the following eligibility criteria shall be eligible to participate in the e-tender:
 - **Duration of past experience:** The bidder should have minimum **05 years** of experience of executing similar works (flower arrangement / distribution) (during last 5 years ending October 31, 2025). Applicant should furnish their client list showing the details of work carried out by them during the last 5 years. The list shall include details such as Name of the Client, Value of work executed, Date of Start and Finish of the work, Reasons of delay, if any, etc. The Applicant should submit documentary evidence in support of minimum experience of 5 years. All these documentary proofs in support of the bidder's claim for the experience, shall be uploaded, while submitting Part I of the tender.
 - Experience of having successfully completed similar works during last 5 years ending October 31, 2025 should be either of the following:
 - a. Three similar completed works each costing not less than the amount equal to 40% of the estimated cost (i.e., Three works of ₹ 23.81 Lakhs).
 - b. Two similar completed works each costing not less than the amount equal to 50% of the estimated cost (i.e., Two works of ₹ 29.76 Lakhs)
 - c. One similar work costing not less than the amount equal to 80% of the estimated cost (i.e., 47.62 Lakhs)Copies of detailed work order indicating scope and value of works executed and completion certificate for the qualifying works, shall be uploaded in support of details of work done, while submitting Part I of the tender.

- They Should have an annual turnover of amount equal to 50% cost of the estimated cost of work (i.e., ₹ 29.76 Lakhs) during the last 03 consecutive financial years (2022-23, 2023-24, 2024-25) ending 31st March 2025. Copies of audited financial statements shall be uploaded, in support of the annual turnover, while submitting Part I (Techno-commercial Bid) of the tender.
- They should furnish solvency certificate issued by their Banker, specifically for the purpose of the work for an amount not less than 40% of the estimated cost of work.
- They should have a full-fledged service setup at Mumbai for the specified work.
- Clarifications, if any, required may be obtained from P & S Cell / Premises Department, Central Office Building, Reserve Bank of India, Mumbai during working hours of the Bank.

Basic information required from intending bidders.

(a)	Composition of the firm.	Name of the intending bidder and address of the registered office. Full particulars (whether contractor is an individual, or a partnership firm, or a company etc) of the composition of the bidders in details should be submitted along with name and address, of the partners, copy of the Articles of Association, copy of registration certificate, PAN Number, TIN Number, proof of GST Registration / Power of Attorney and other relevant documents.
(b)	Work experience & completion of similar works of specified value, during the last 05 years period ending October 31, 2025.	Copies of the detailed work orders for similar qualifying works, indicating date of award, value of awarded work, stipulated time for completion of the work, corresponding completion certificates / reports, client certificates / reports etc, indicating actual date of completion and actual value of executed works as proof for the work experience. Details along with documentary evidence of previous experience, works executed in Government / Public sector organisations / Autonomous Bodies (set up by ministries /departments of Govt. of India), work completion certificates along with tax deduction certificates for works executed, for private sector, if any in carrying out works for the Reserve Bank of India at any centre should also be furnished.
(c)	Solvency	The bidder shall submit the solvency certificate issued by their Banker for a minimum amount equal to 40% of the estimated amount.
(d)	Name(s) and address(es) of the	Written information about the names and

	Bankers and their present contact executives.	addresses of the bankers along with full details such as names, postal addresses, e-mail IDs, telephone (landline and mobile) numbers, fax numbers etc of the contact executive(s) (i.e. the officials who can be contacted at the office of their bankers by the Bank).
(e)	Details of bank accounts.	Full particulars of their bank accounts, like account number, type of account, date of opening of the account etc.
(f)	Service Setup	(a) Full-fledged service setup should be available for the specified job at Mumbai. (b) The Bidder must have a registered office in the Mumbai Metropolitan Region /Thane/ Navi Mumbai with round-the-clock accessibility to Central Office Building of RBI at Fort, Mumbai.

- The above information / documents are required to be furnished by uploading copies of the relevant documents, in the attached proforma, mandatorily by all the bidders to enable the Bank to verify their eligibility for participating in the tendering process.
- The intending bidder shall upload presentation of proposed flower arrangement in pdf/jpg/ppt format. The vendor may upload 2-3 types of proposed arrangement for each item of work. The pictures are required to understand that the Vendor has proper experience of work and has understood item wise scope of work. If the vendor fails to prove their understanding for the work, their bid may be rejected.
- The documents, which the bidders upload, while submitting Part I of the e-tender would be scrutinised by the Bank in due course after opening of Part I of the e-tender on the scheduled date. During scrutiny of these documents, the Bank may advise the bidders to submit originals of the uploaded documents or any other additional documents, if so required by the Bank.
- After scrutiny of the documents submitted along with Part I of the tender, Part II (Price Bid) submitted by those bidders who satisfy the eligibility criteria only will be considered by the Bank for opening on a subsequent day which will be communicated to the qualified bidders.
- Part II (Price Bid) submitted by those bidders who do not qualify would be rejected and the EMD remitted by them would be refunded in due course without any interest.
- The contractor shall submit required financial documents in proof of their credit worthiness and turnover for the last three years. The Bank reserve the right to ask any additional document to verify worthiness of intending vendor.
- The contractor, registered with MSE, shall submit copies of Valid MSE/Udyam Aadhar certificate.
- Registration Certificate as per existing norms (indicating the legal status – Company / Partnership firm/ Proprietorship Concern, etc).
- Copies of Income Tax Return filed for last three financial years ending 31.03.2025.

- Bidder should not have been blacklisted / any criminal case registered by any State / Central Government Department or Central / State PSUs / Police or Globally during the last 3 years as on 31.03.2025.
- The Contractor should have valid license relating to his Contract as per the existing laws and the workmen employed by the Contractor should also have the experience in their trade.
- The contractor will be responsible for timely payment to its personnel deployed in the premises and compliance of all statutory provisions etc. in respect of the persons deployed by them in Bank premises. The Contractor shall be responsible to fulfil all the obligations in connection with the workers employed by it for the purpose of the Contract and all the Statutory and other liabilities etc. (as applicable) in connection therewith shall be on the Contractor account and payable by the concerned Contractor. The contractor shall liaise with Labour Dept. of State Govt. / Central Govt. and comply with all necessary regulations/instructions in this regard.

3 Important information

निविदा की अनुसूची (एसओटी)

केंद्रीय कार्यालय भवन, भारतीय रिजर्व बैंक, मुंबई में फूलों की व्यवस्था हेतु 1 फरवरी 2026 से 31 जनवरी 2027 तक का वार्षिक रखरखाव संविदा के लिए ई-निविदा

क्र.	विवरण	तारीख/समय
1.	ई-निविदा सं.	भारिबैं/परिसर विभाग - केंद्रीय कार्यालय विभाग/अन्य/16/ 25-26/ईटी/702
2.	निविदा का माध्यम	ई-प्रापण प्रणाली (www.mstcecommerce.com/eprocn/index.jsp के माध्यम से ऑनलाइन भाग। तकनीकी-वाणिज्यिक बोली और भाग-II मूल्य बोली)
3	अनुमानित लागत	₹59.52 लाख
4	निविदा देखना -एमएसटीसी वेब पोर्टल पर तिथि, समय	11.12.2025 को पूर्वाह 11.00 बजे
5	ईमेल द्वारा बोली-पूर्व प्रश्नों को प्रस्तुत करने की अंतिम तिथि और समय	07.01.2026 को सुबह 10.00 बजे तक
6	बोली पूर्व बैठक	08.01.2026 को सुबह 11.30 बजे, परिसर विभाग, 5वीं मंजिल, भारतीय रिजर्व बैंक, केंद्रीय कार्यालय, फोर्ट, मुंबई में
7	बयाना जमाराशि	<p>₹1,19,040/- ईएमडी भारतीय रिजर्व बैंक मुंबई के पक्ष में किसी अनुसूचित बैंक के डिमांड ड्राफ्ट या इसके साथ अनुलग्नक में दिए गए प्रोफार्मा में मूल बैंक गारंटी के रूप में निविदा आमंत्रित करने वाले प्राधिकारी के कार्यालय में या एनईएफटी के माध्यम से 23.01.2026 को अपराह्न 02.00 बजे या उससे पहले जमा की जा सकती है। एनईएफटी अंतरण के लिए खाता विवरण निम्नानुसार है:</p> <p>लाभार्थी का नाम - भारतीय रिजर्व बैंक आईएफस कोड - RBIS0COD001 खाता सं. - 41861403873</p> <p>अंतरण संख्या और अन्य विवरण दर्शाते हुए विप्रेषण का प्रमाण अन्य निविदा दस्तावेजों सहित बैंक के अनुमोदित ई-निविदा पोर्टल पर अपलोड किया जाए तथा इससे संबंधित सूचना ईमेल prakashbzore@rbi.org.in / krishnaojha@rbi.org.in पर भी 23.01.2026 को अपराह्न 02.00 बजे या उससे पहले साझा की जाए। बयाना जमा राशि (ईएमडी) के बिना प्राप्त किसी भी बोली को गैर-प्रामाणिक माना जाएगा और उसे निविदा प्रक्रिया में भाग लेने के लिए अस्वीकार कर दिया जाएगा।</p>

8	बोली आरंभ तिथि - ऑनलाइन तकनीकी-वाणिज्यिक बोली और मूल्य बोली प्रस्तुत करने के लिए www.mstcecommerce.com पर ई-निविदा के आरंभ की तिथि	12.01.2026 को अपराह्न 03.00 बजे
9	बोली बंद किए जाने की तिथि - ऑनलाइन तकनीकी-वाणिज्यिक बोली और मूल्य बोली प्रस्तुत करने के लिए ई-निविदा के बंद किए जाने की तिथि	23.01.2026 को अपराह्न 02:00 बजे
10	निविदा का भाग-। (अर्थात् तकनीकी-वाणिज्यिक बोली) खोलने की तिथि और समय	23.01.2026 को अपराह्न 03:00 बजे
11	भाग-॥ मूल्य बोली : भाग-॥ (अर्थात् मूल्य बोली) खोलने की तारीख अलग से बताई जाएगी।	निविदा के भाग ॥ के पात्र बोलीदाताओं को यथासमय सूचित किया जाएगा।

नोट: फर्मों को एमएसटीसी भुगतान गेटवे को अनिवार्य अंतरण शुल्क का भुगतान एमएसटीसी लिमिटेड के पक्ष में करना होगा।

यदि उपरोक्त में से कोई भी गतिविधि शानिवार/रविवार/अवकाश के दिन पड़ रही है, तो उसे अगले कार्य दिवस पर आयोजित किया जाएगा।

SCHEDULE OF TENDER (SOT)

e-Tender for Annual Maintenance Contract for Flower Arrangements at Central Office Building, Reserve Bank of India, Mumbai from February 01, 2026 to January 31, 2027

Sr No	Details	Date/ Time
1	e-Tender no	RBI/PD-Central Office Department/Others/16/25-26/ET/702
2	Mode Of Tender	e-Procurement System (Online Part I - Techno-Commercial Bid and Part II - Price Bid through www.mstcecommerce.com/eprocn/index.jsp)
3	Estimated Cost	Rs. 59.52 Lakhs
4	View tender – Date, Time on MSTC Web portal	11.12.2025 at 11.00 A.M.
5	Last date and time for submission of Pre-Bid queries by email	10:00 hrs. of 07.01.2026
6	Pre-Bid meeting	11:30 AM on 08.01.2026 at Premises Dept., 5th floor, Reserve Bank of India, Central Office Building, Fort, Mumbai
7	Earnest Money Deposit	<p>Rs. 1,19,040/- EMD in the form of Demand draft drawn in favour of Reserve Bank of India, of a Scheduled Bank or Bank Guarantee as per proforma annexed hereto shall be deposited in original at the office of tenderer inviting authority (RBI) or through NEFT on or before 02:00 PM of 23.01.2026. The account details for NEFT transactions are as under:</p> <p>Beneficiary Name: Reserve Bank of India IFSC : RBIS0COD001 Account No.: 41861403873</p> <p>Proof of remittance indicating transaction number and other details shall be uploaded on Bank's approved e-tender portal along with other tender documents. The same also shared to email prakashbzore@rbi.org.in / krishnaojha@rbi.org.in on or before 02:00 PM of 23.01.2026. Any such bid received without EMD shall be treated as non bonafide and shall be rejected from participating in the tender process.</p>
8	Bid Start Date - Date of Starting of e-Tender for submission of online Techno-Commercial Bid and price Bid at www.mstcecommerce.com	03:00 PM on 12.01.2026
9.	Bid close Date - Date of closing of online e-tender for submission of Techno-Commercial Bid & Price Bid	02:00 PM on 23.01.2026
10.	Date & time of opening of Part-I (i.e. Techno-Commercial Bid)	a. 03:00 PM on 23.01.2026

11.	Part-II Price Bid: Date of opening of Part II (i.e.price bid) shall be informed separately	Shall be informed separately to the contractors eligible for Part II of the tender
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Note: The firms shall pay the mandated transaction fee to MSTC payment gateway in favour of MSTC LIMITED.

If any of the above activity is falling on Saturday / Sunday / holiday, the same shall be conducted on the next working day.

4 Guidelines for e-Procurement

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

Process of e-tender:

A) Registration: The process involves vendor's registration with MSTC e-procurement portal which is free of cost. Only after registration, the vendor(s) can submit his/their bids electronically. This submission of bids shall be done over the internet. The Vendor shall possess a valid Class III signing and encryption type digital signature certificate. Vendors are to make their own arrangement for bidding from a computer connected with Internet. MSTC is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature). Vendors are required to register themselves online with <https://www.mstcecommerce.com/eprocn> → Register (Filling up details and creating own user id and password) → Submit. Please follow the 'Registration Guide' available in the Registration link before proceeding. The e-mail and Mobile number shall be OTP verified. Vendors will receive a system generated mail confirming the registration in their email which has been provided during filling the registration form. The Vendors shall have to subscribe to the buyers and categories in order to receive system generated mails. In order to subscribe, a vendor has to login and click on 'My Subscription' followed by 'Add Subscription'. On successful subscription, a system generated mail shall be forwarded to the vendor. Please follow the guide for 'Subscription' of 'Download Guides' available in the Dashboard before proceeding. In case of any clarification, please contact MSTC/RBI, Premises Department, CO, Mumbai (before the scheduled time of the e-tender).

B) Contact Persons (RBI - During Office Hours only):

1. Ms. Krishna Ojha, AM , e-mail: krishnaojha@rbi.org.in, Mob: 9033534616
2. Mr. Prakash Zore, AM, e-mail: prakashzore@rbi.org.in, Mob: 9769543741
3. Mr. Suneel Dutt Sharma, email: suneelsharma@rbi.org.in, Mob: 8424048518

Contact person (MSTC Ltd):

1. Name: Shri Manas Mallick, Senior Manager (MSTC-WRO)
Email: manas@mstcindia.co.in

Mobile no.: 9831108435.

2. HO Central Help Desk:

Phone Number :07969066600

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

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

C) System Requirements:

1. Windows 7 or above Operating System
2. Please note that following settings are required for use of MSTC E-procurement Portal (shown below), which the portal itself guides the user to do, upon opening the page. Once the settings are done, user (Buyer/Seller/Admin) can access the portal without any issue. System Requirement:
 - a. Windows 7 or above Operating System
 - b. Microsoft Edge/Chrome/Mozilla Firefox
 - c. Signing & encryption type class III digital signature
 - d. Java 1.8 or above
 - e. Local system admin rights a. Note: do not run as "run as administrator". b. Must not ask for any username or password while installation
 - f. On opening URL <https://www.mstcecommerce.com/eprocn/>, system will check for settings and prompt user for action to correct the settings.
 - g. PKI application 32 bit to be installed if you have 32-bit java installed or PKI application 64 bit to be installed if you have 64 bit java installed.
 - h. Once all the settings are done, the system check dialog box will disappear and user can login to the portal.

D) Bidding in e-tender:

- a) The process involves Electronic Bidding for submission of Bid.
- b) The bidder(s) can submit their Bid through internet in MSTC Website <https://www.mstcecommerce.com/eprocn>.
- c) The NIT/ Documents shall be available for download in the event catalogue available under 'Event Details' of the Event.
- d) Please follow the guides for Registration available in the link https://www.mstcecommerce.com/eprocn/admin/registration/vendor_registration.js

[p#ste](#) p-1 and other guides 'Subscription', 'Payment', 'Bidding', 'View/ Download Reports' and 'Upload encryption public key' 'Uploading encryption public key' and 'Bidding' under 'Download Guides' available in the Dashboard before proceeding to submit bid.

- e) The bidders may upload the bidding related documents in the link 'My Documents'. The documents uploaded here shall be available for attaching with this event in the Bid Floor.
- f) In order to submit bid, a vendor has to go to 'Events' from the menu and select 'Bid Floor'. The vendor has to select the buyer 'Buyer' from the buyer list in order to view the live events list. The correct event has to be selected from the event list for participation. A vendor has to submit 'Event wise bid details' that may consist of 'PQR'/'Common Terms' / 'Document Attach'. A vendor has to save the PQR/Common Terms / attach documents by clicking the respective buttons. Once the event specific bids are saved, the status is updated in 'Event specific bid status' and the 'Item specific bid' button appears on the bid floor. Thereafter vendor has to save lot specific technical bid/ price bid. A vendor has to click button under 'Technical Cover' in order to save the technical bid for specific lots. Once the technical bid is saved, the 'Price Cover' button appears on the screen for respective lots. Once price bid is saved, the vendor has to click on 'Final Submit'. On final submission of bid, the status of the bid submission shall display 'Bid submitted' under 'Item specific bid status '. A vendor shall receive system generated mail.
- g) In all cases, bidder should use their own ID and Password along with Digital Signature at the time of submission of their bid.
- h) During the entire e-tender process, the bidders will remain completely anonymous to one another and also to everybody else.
- i) The e-tender floor shall remain open from the pre-announced date & time and for the duration mentioned above.
- j) All electronic bids submitted during the e-tender process shall be legally binding on the bidder. Any bid will be considered as the valid bid offered by that bidder and acceptance of the same by Buyer will form a binding contract between Buyer and the Bidder.
- k) It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.

- l) Buyer reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.
- m) No deviation of the terms and conditions of the tender document is acceptable. Submission of bid in the e-tender floor by any bidder confirms his acceptance of terms & conditions for the tender.
- n) Unit of Measure (UOM) is indicated in the e-tender Floor. Rate to be quoted should be in Indian Rupee as per UOM indicated in the e-tender floor/tender document.
- o) Payment of Applicable Transaction Fee should be paid in favour of MSTC Limited through the “Transaction fee Payment” link available in your login. NOTE: The bidders should submit the transaction fee well in advance before the last date of submission of tender as they will be activated for bid submission only after receipt of transaction fee by MSTC.
- p) Bidder(s) are advised to make remittance of tender fee and EMD if any to Premises Department, CO, Reserve Bank of India, Mumbai as advised in the NIT.
- q) All notices and correspondence to the bidder(s) shall be sent by email only during the process, up to the finalization of tender by ‘Buyer’. Hence the bidders are required to ensure that their official email ID provided is valid and updated at the stage of registration of vendor with MSTC (i.e. Service Provider). Bidders are also requested to ensure validity of their DSCs (Digital Signature Certificates).
- r) There is no provision to take out the list of parties downloading the tender document from the web site mentioned in NIT. As such, bidders are requested to see the website once again before the due date of tender opening to ensure that they have not missed any corrigendum uploaded against the said tender after downloading the tender document. The responsibility of downloading the related corrigenda, if any, will be that of the bidders only.
- s) No separate intimation in respect of corrigendum to this NIT (if any) will be sent to tenderer(s) who have downloaded the documents from web site.
- t) E-Tender cannot be accessed after the due date and time mentioned in NIT.
- u) Bidder(s) need to deposit/submit necessary EMD and Transaction fee separately for the e-Tender. Transaction fees is non-refundable. No interest will be paid on EMD. EMD of the unsuccessful bidder(s) will be refunded by Premises Department, CO, RBI, Mumbai after award of work. EMD of the successful bidder will be refunded after receipt of Security Deposit for the same.

- v) The bidder(s) who have submitted the above fees can only submit their Technical Bids and Price Bid through internet in MSTC website <https://www.mstcecommerce.com/eprocn>.
- w) Any order resulting from this e-tender shall be governed by the terms and conditions mentioned therein.
- x) No deviation to the terms & conditions are allowed.
- y) Buyer has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof.
- z) The online tender should be submitted strictly as per the terms and conditions and procedures laid down on the website <https://www.mstcecommerce.com/eprocn> of MSTC Ltd.
- aa) The bidders should upload all the documents required (if any) as per terms of NIT. Any other document uploaded which is not required as per the terms of the NIT shall not be considered.
- bb) The bid will be evaluated based on the filled-in Price bid formats.
- cc) Canvassing in any form in connection with the Tender is strictly prohibited and the bids submitted by the bidders who resort to canvassing are liable to be rejected.

निविदा फॉर्म

प्रति

प्रभारी मुख्य महाप्रबन्धक,
परिसर विभाग,
केंद्रीय कार्यालय विभाग,
भारतीय रिजर्व बैंक,
मुंबई

महोदया,

हमने निर्दिष्ट ज्ञापन में उल्लिखित कार्यों से संबंधित विनिर्देशों, कार्य का क्षेत्र और मात्राओं की अनुसूची की सावधानीपूर्वक जांच की है और उक्त ज्ञापन में निर्दिष्ट कार्यों की स्थापना साइट का दौरा करने तथा जांच करने और निविदा प्रभावित करने वाली उससे संबंधित आवश्यक जानकारी प्राप्त करने के बाद, हम उक्त ज्ञापन में निर्दिष्ट कार्यों को उक्त ज्ञापन में निर्दिष्ट समय के भीतर, मात्राओं की संलग्न अनुसूची में उल्लिखित दरों पर और निविदा की शर्तों में लिखित रूप में दिए गए विनिर्देशों, करार की शर्तों, विशेष शर्तों, मात्रा की अनुसूची और संविदा की शर्तों और इसके लिये उपलब्ध करायी गयी सामग्री के साथ तथा अन्य सभी मामलों में ऐसी शर्तों के अनुसार जहां तक वे लागू हों, के अनुसार मैं/ हम उक्त ज्ञापन में विनिर्दिष्ट कार्य को निष्पादित करने का प्रस्ताव रखता हूँ/ रखते हैं।

ज्ञापन

(क)	कार्य का व्योरा	केंद्रीय कार्यालय भवन, भारतीय रिजर्व बैंक, मुंबई में फूलों की व्यवस्था के लिए वार्षिक रखरखाव संविदा
(ख)	वार्षिक रखरखाव संविदा की अवधि	अवधि 01 फरवरी 2026 से शुरू होकर 31 जनवरी 2027 तक रहेगी। एजेंसी के संतोषजनक निष्पादन के आधार पर संविदा को इस अवधि से आगे बढ़ाया जा सकता है।
(ग)	कार्य की अनुमानित लागत	₹59.52 लाख
(घ)	बयाना जमा राशि	₹1,19,040.00
(ङ)	निष्पादन गारंटी	सफल ठेकेदार को संतोषजनक कार्य सुनिश्चित करने के लिए किसी भी अनुसूचित बैंक से निर्धारित प्रारूप में संविदा राशि की @5% प्रदर्शन बैंक गारंटी प्रस्तुत करना होगा। बैंक गारंटी संविदा अवधि के दौरान मान्य होगी और वार्षिक रखरखाव संविदा के नवीकरण पर संविदा की आगे की अवधि के लिए बढ़ाई जाएगी।
(च)	भुगतान की शर्तें	कार्य के संतोषजनक समापन तथा शिष्टाचार एवं सुरक्षा कक्ष के अधिकारियों से प्रमाणन पर प्रत्येक माह किया जाएगा। यह कार्य शिष्टाचार एवं सुरक्षा कक्ष के मार्गदर्शन और पर्यवेक्षण के अधीन किया जाएगा।

मैं/ हम इसके लिए सहमत हैं कि

- निविदा स्वीकार होने पर हम यहाँ संलग्न निविदा को उक्त शर्तों के निबंधनों एवं प्रावधानों को, जहाँ तक वे लागू होते हैं, पूरा करने और उसका पालन करने के लिए या उसमें चूक करने पर ठेकेदार की लिखित स्वीकृति के साथ उक्त निविदा में उल्लिखित शर्तों में निर्धारित राशि जब्त किये जाने और आप या आपके उत्तराधिकारी, या समनुदेशिती या नामांकित व्यक्ति को अदा करने के लिए सहमत हूँ/हैं।
- मैंने/ हमने भारतीय रिजर्व बैंक के पास बयाना जमा राशि के रूप में ₹1,19,040/- की राशि जमा की है, जिस राशि पर कोई ब्याज देय नहीं है। यदि हम संविदा को निष्पादित करने में विफल रहते हैं, तो हम इस बात से सहमत हैं कि यह राशि हमारे प्रति भारतीय रिजर्व बैंक द्वारा जब्त कर ली जाएगी।
- हमारे बैंकर हैं: (पूरा पता)

(i)	
(ii)	

4. हमारी फर्म के भागीदारों के नाम हैं:

(i)	
(ii)	

हस्ताक्षर करने के लिए अधिकृत फर्म के भागीदार का नाम	
अनुबंध पर हस्ताक्षर करने के लिए पावर ऑफ अटॉर्नी रखने वाले व्यक्ति का नाम (पावर ऑफ अटॉर्नी की प्रमाणित प्रति संलग्न की जानी चाहिए)।	अथवा

भवदीय,

ठेकेदार के हस्ताक्षर:

गवाहों के हस्ताक्षर, नाम और पते:

1. -----

2. -----

5 Form of Tender

To
Chief General Manager
Premises Department
Central Office Department
Reserve Bank of India
Mumbai.

Madam,

Having examined the Specifications, scope of work and Schedule of Quantities relating to the works specified in the Memorandum hereinafter set out and having visited and examined the site of the works specified in the said Memorandum and having acquired the requisite information relating thereto as affecting the tender, I/we hereby offer to execute the works specified in the said Memorandum within the time specified in the said Memorandum at the rates mentioned in the Schedule of Quantities and in accordance in all respects with the Specifications, The instruction in writing referred to in Conditions of Tender, The Articles of Agreement, Special Conditions, Schedule of Quantities and Conditions of Contract and with such materials as are provided for, by and in all other respects in accordance with such conditions so far as they may be applicable.

MEMORANDUM

(a)	Name of the work:	Annual Maintenance Contract for Flower Arrangements at Central Office Building, Reserve Bank of India, Mumbai
(b)	Period of Annual Maintenance Contract	Period Starts from February 01, 2026 to January 31, 2027. The contract may be extended beyond this period on the basis of satisfactory performance of the agency.
(c)	Estimated Cost of the work	₹59.52 Lakhs
(d)	Earnest Money	₹1,19,040.00
(e)	Performance Guarantee	Successful contractor needs to submit, performance Bank Guarantee @ 5% of contract amount from any scheduled bank in the prescribed format, for ensuring satisfactory work. The BG shall be valid during the contract period and shall be extendable for further period of contract on renewal of Annual Maintenance Contract.
(f)	Terms of Payment	Every month on satisfactory completion of the service and certification from the officials of Protocol and Security cell. The work will be carried out under the guidance and supervision of Protocol and Security Cell.

I / We agree to:

1. Should this tender be accepted, I / we hereby agree to abide by and fulfil the terms and provisions of the said conditions of the contract annexed here 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.
2. I / we have deposited a sum of **₹1,19,040/-** as Earnest Money Deposit with the Reserve Bank of India, which amount is not to bear any interest. Should I / We fail to execute the contract when called upon to do so, I / We do hereby agree that this sum shall be forfeited by me / us to the Reserve Bank of India.
3. Our Bankers are: (Full Address)

(i)	
(ii)	

4. Names of Partners of our firm are:

(i)	
(ii)	

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

Yours faithfully,

Signature of Contractor:

Signature, Name and Addresses of Witnesses:

01.-----

01.-----

6 Articles of Agreement (Proforma).

ARTICLES OF AGREEMENT made the _____ day of _____, between the Reserve Bank of India (hereinafter

called: the "Employer") of the one part and (Hereinafter called "the Contractor") of the other part.

WHEREAS the Employer is desirous of..... and Bills of Quantities showing and describing the work to be done to be prepared by or under the direction of Reserve Bank of India.

AND WHEREAS the said specifications and the schedule of Quantities have been signed by or on behalf of the parties hereto.

AND WHEREAS the Contractor has agreed to execute upon and subject to the conditions set forth in the conditions and in the Schedule of Quantities and Conditions of Contract (all of which are collectively herein after referred to as "the said Conditions") the work shown upon / described in the said Specification and include in the Schedule of Quantities at the respective rates therein set forth amounting the sum ₹_____ as therein arrived or such other sum as shall become payable there under (hereinafter referred to as "the said contract amount").

NOW IT IS HEREBY AGREED AS FOLLOWS:

- 1) In consideration of the said Contract Amount to be paid at the times and in the manner set forth in the said Conditions, the Contractor will upon and subject to the conditions annexed carry out and complete the Work shown upon the Contract and described by or referred to in the schedule of Quantities and in the said conditions.
- 2) The Employer will pay the Contractor the said contract Amount, or such sum as shall become payable, at the times and in the manner specified in the said conditions.
- 3) 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.
- 4) The original tender documents mentioned herein shall form the basis of this contract.
- 5) This contract is neither a fixed Lumpsum Contract nor a Piece Work Contract, but it is an item rate Contract for the complete work to be paid for according to actual as provided in the said Conditions.
- 6) The Employer reserve to itself the right of altering the items to be executed by adding to or omitting any items without prejudice to this contract. However, the Contractor shall not be entitled to any payment for the works done exceeding the Tender quantities unless specifically approved in writing by the Bank's Authorities. The contract may be

extended beyond the specified period or terminated before the specified period subject to COVID situation.

- 7) All payment by the Employer under this contract will be made only at Mumbai.
- 8) All disputes arising out of or in any way connected with this Agreement shall be deemed to have arisen at Mumbai and only Courts in Mumbai shall have the jurisdiction to determine the same.
- 9) That the several parts of this Contract have been read by the Contractor and fully understood by the Contractor.

IN WITNESS WHEREOF the Employer and the Contractor have set their respective hands to these present and two duplicates hereof the day and year first hereinabove written. (If the Contractor is a partnership or an individual).

IN WITNESS WHEREOF the Employer has set its hands to these present through its duly authorised officials and the Contractor has caused its common seal to be affixed hereunto and the said two duplicates/has caused these present and the said two duplicates hereof to be executed on its behalf. The day and year first hereinabove written. (If the Contractor is a Company).

Signature Clause:

SIGNED AND DELIVERED by the Reserve Bank of India by the hand of

Shri

(Name & Designation)

In the presence of:

1. _____

Address:

2)

Address: _____

Witness
SIGNED AND DELIVERED by

If the party is a partnership firm
or an individual should be signed
by all
or on behalf of all the partners.

The presence of:

1) _____

Address: _____

2) _____

Address: _____

Witnesses

The COMMON SEAL OF _____

Was hereunto affixed pursuant to the
Resolutions passed by its Board of
Directors at the meeting held on
in the presence of:

1) _____

2) _____

Director, who have signed these

If the Contractor signs under common

Presents in token thereof in the
presence of:

seal, the signature clause should tally
with the sealing clause in the Articles of
Association.

1) _____

2) _____

SIGNED AND DELIVERED by the

If the Contractor is signing by the
hand of Power of Attorney,
whether a company or an
individual.

Contractor by the hand of

Shri _____

and duly constituted attorney.

7 Instructions to Bidders.

E-tenders comprising duly filled in Part I (Techno-Commercial Bid) and Part II (Price Bid) of the tender should be uploaded in MSTC website under RBI Portal for the work of '**Annual Maintenance Contract for Flower Arrangements at Central Office Building, Reserve Bank of India, Mumbai from February 01, 2026 to January 31, 2027**' not later than **14.00 Hrs on 23.01.2026**.

1. The Bank discourages stipulation of any additional conditions by the tenderers. However, in case the tenderers wish to include any condition, it shall be addressed as a special remark. The condition(s), if any, will be examined and after discussions with all the tenderers, the conditions that are acceptable to the Bank will be intimated to the tenderers.
2. Part I (Techno-Commercial Bid) of the tender shall be opened at **15:00 Hrs on 23.01.2026**. Part II (Price Bid) of the tender shall be opened on a subsequent date, after scrutiny of the documents, submitted in support of the eligibility criteria for participating in the tender, which shall be communicated to the qualified bidders.
3. Tenders shall remain valid for acceptance by the Bank for a period of three months from the date of opening of Part I of the tender which period may be extended by mutual agreement and the bidder shall not cancel or withdraw the tender during this period.
4. The bidder must have valid Class III Digital Signature to submit the bid.
5. If any of the document is missing, the tender may be considered invalid by the Bank at its discretion. No advice of any change in rate or conditions after opening of the tender will be entertained.
6. The vendors shall pay the transaction fee vide the procedures listed in '**Guidelines for e-procurement**'.
7. Transaction fee is non-refundable. A vendor will not have the access to online e-tender without making the payment towards transaction fee.
8. **Earnest Money Deposit** as per SOT shall be remitted to the Bank Account of Reserve Bank of India on or before **14:00 Hrs on 23.01.2026**. The account details for NEFT / RTGS transactions are as follows.

Beneficiary Name: Reserve Bank of India
IFSC : RBIS0COD001
Account No.: 41861403873

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

EMD may also be submitted **on or before 14:00 Hrs on 23.01.2026** in the form of Demand Draft / Bank Guarantee in the format approved by the Bank at the **Premises**

Department, Central Office Building, Reserve Bank of India, Mumbai. A tender which is not accompanied by such EMD will not be considered. EMD of the unsuccessful bidders shall be refunded / returned without any interest.

9. The EMD shall not be accepted in any form other than the one mentioned in the tender notice. The EMD submitted by the successful bidder shall be forfeited / invoked, in case he / they fail(s) to commence the work awarded to him / them within the prescribed time limit.
10. Within 10 days from the date of issue of Letter of Intent, by the Bank for having accepted the tender, the successful bidder shall also submit a **Performance Security Bank Guarantee for 5% of the accepted Contract Value**, valid for a period of the stipulated 'Contract Period', for due fulfilment of the contractual obligations by the contractor. The EMD paid by the successful bidder shall be released without any interest after successful execution of the contract agreement and submission of Performance Security Bank Guarantee for 5% of the accepted Contract Value as provided above, by the successful bidder. The Performance Security Bank Guarantee shall be released by the Bank after the end of contract period.
11. **The firm shall comply with all the requirements related to labour laws, minimum wage prescribed by the Government etc. from time to time and all rules and regulations etc. of the Government.**
12. **Pre-bid meeting:** In order to explain the scope of work, other details and to clarify any issues/ queries raised by the bidders, a Pre-bid meeting has been arranged at 11:30 hours on **08.01.2026** at Premises Department, 5th floor, Central Office Building. The bidders are advised to peruse the tender and visit the site and submit any matter requiring clarification to the RBI before or during the pre-bid meeting. All the bidders are advised to attend the Pre-bid meeting in their own interest. Any tender received with any deviation/ Condition is liable for rejection.
13. The Reserve Bank of India does not bind itself to accept, the lowest or any tender and reserve to itself the right to accept or reject any or all the tenders, either in whole or in part, without assigning any reasons for doing so. The Earnest Money Deposit will be refunded to the bidder, if he / they are found not fulfilling the 'eligibility criteria' or if his / their tender is not accepted by the Bank, but without any interest. Under no circumstance Earnest Money Deposit will be accepted in the form of fixed deposit receipt of Bank or Insurance Guarantee or cheque.

14. The successful tenderer shall indemnify the Employer against workmen compensation risk by obtaining and keeping in force / currency throughout the Contract Period, necessary Insurance Policies of appropriate value of Workmen Compensation Policy from an Insurance Company approved by the Bank.
15. On receipt of intimation from the Bank of acceptance of his / their tender, the successful bidder shall be bound to implement the contract and within fourteen days thereof the successful bidder shall sign an agreement in accordance with the draft agreement and the Schedule of Conditions but the written acceptance by the Reserve Bank of India of a tender will constitute a binding contract between the Reserve Bank of India and the person so tendering, whether such formal agreement is or is not subsequently executed.
16. The Contractor shall carry out all the works strictly in accordance with specifications in the tender and instructions of the competent authority of the Bank.
17. A schedule of probable quantities in respect of each work and specifications accompany these documents. The schedule of probable quantities is liable to alteration by omissions, deductions or additions at the discretion of the Bank.
18. The bidder must obtain for himself on his own responsibility and at his own expenses all the information which may be necessary for the purpose of making a tender and for entering into a contract and must inspect the site of the work and acquaint himself with all local conditions, means of access to the work, nature of the work and all matters appertaining thereto.
19. Workers deputed by the contractor for this work are required to take police verification report for verification of his credentials and working passes with photos from the Bank. Only such authorized persons will be allowed to enter the premises and they should strictly follow the various security requirements of the Bank.
20. **Renewal of contract:** At the sole discretion of the Employer, the AMC shall be considered for further renewal for the succeeding year on same terms and conditions with requisite increase / decrease in rates based on the applicable Minimum Wages provided the Employer finds the services of the Contractor satisfactory. The decision of the Employer in this regard shall be final and binding. In addition to this, the maximum permissible increase in the Service Charges will be based on CPI and WPI indices, as decided by the Bank.
21. **INSURANCE in respect of damage to person and property:** The contractor shall be responsible for all injury to persons, which may arise from any factor omission on the part of the Contractor or any of their employees. The contractor shall indemnify and keep indemnified the Employer and hold him harmless in respect of all and any loss and expenses arising from any such injury or damage to persons as aforesaid and also against any claim made in respect of injury or damage, whether under any statute or otherwise and also in respect of any award or compensation or damage consequent upon such claims. The Contractor shall reinstate all damage of every sort mentioned in this clause so as to do delivery of the whole of the works complete and perfect in every

respect and so as to make good or otherwise satisfy all claims. The Contractor shall also indemnify and keep indemnified the Employer against all claims which may be made against the employer by any person in respect of anything which may arise in respect of the works or in consequence thereof and shall at his own expense, effect and maintain until the completion of the contract, with an Insurance Company approved by the Employer a policy of Insurance in the joint names of the Employer and the Contractor (name of the former being placed first in the policy) against such risks and deposit such policy or policies before commencement of the works. The minimum limit of the coverage under the policy shall be Rs. 2 Lakhs per person for any one accident. The contractor shall also indemnify the employer against all claims which may be made upon the employer under the workmen compensation act, during the currency of this contract or at common law in respect of an employee of the contractor or the subcontractor and shall be at his own expense effect and maintain until the completion of the contract with an insurance company approved by the employer a policy of insurance against such risks and deposit such policy or policies with the employer from time to time during the currency of this contract. In default of the contractor ensuring as provided above, the employer may so ensure and may deduct the premiums paid from any money due or which may become due to the contractor. The contractor shall be responsible for any liability which may not be covered by the insurance policies referred to above and also for all other damages to any person, or defective carrying out of this contract, whatever, may be the reasons due to which the damage shall have been caused.

22. The rates quoted shall be inclusive of all taxes, duties, transport, packing, forwarding, insurance etc. and shall be for the complete work duly installed and commissioned at site. The prices quoted shall remain firm for the entire period of contract and shall not be subjected to any variations in the foreign exchange or variations of any other taxes, levies, duties etc. No import license will be furnished by the Bank. The tenderers shall make their own arrangement for import of any flower, if any, required for completion of the work. Tenderer should have GST registration number. Tenderers must quote their rates including GST, if applicable, levied by the Central Government and State Government. The Bank is not responsible for payment of GST, if applicable, for the service rendered by the contractor. It is the responsibility of the contractor to pay the GST, if applicable, to the tax authority. The contract value will also be subject to TDS / TCS / TDS under G.S.T / Withholding Tax / any other tax, as per statutes.
23. The Contractor must bear in mind that all the works shall be carried out strictly in accordance with the Specifications in compliance of the requirements of the local Municipal and State / Central Government authorities time to time and to the requirements of the Bank and no deviation on any account will be permitted unless otherwise they are given in writing by the Bank.
24. The successful tenderer should make his own arrangement to obtain flowers and other materials, time to time required for the work. The flowers as far as procurable shall be fresh as per the requirement of the Bank.
25. The Contractor shall strictly comply with the provisions in the Safety & Fire Safety Codes annexed hereto.

26. The rates quoted shall be firm during the period of the contract and may be extended on the basis of performance of the agency. The work shall be carried out before / after office hours without any extra cost.
27. A) The contractor / agency shall be solely responsible for full compliance with the provisions of "the Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013". In case of any complaint of sexual harassment against its employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor / Agency and the Contractor / Agency shall ensure appropriate action under the said Act in respect of the complaint.

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

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

D) The contractor shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.

E) The contractor shall provide a complete and updated list of its employees who are deployed within the Bank's premises.

28. Termination of Contract by the Employer:

If the contractor being an individual or a firm commits any "act of insolvency", or shall be adjudged an Insolvent or being an Incorporated Company shall have an order for compulsory winding up made against it or pass an effective resolution for winding up voluntarily or subject to the supervision of the Court and the Official Assignee or the Liquidator in such acts of insolvency or winding up, as the case may be, shall be unable within seven days after notice of him requiring him to do so, to show to the reasonable satisfaction of the Bank's Engineer that he is able to carry out and fulfil the contract and to give security therefore, if so required by the Bank's Engineer.

Or

if the contractor (when an individual, firm or Incorporated Company) shall suffer execution or other process of Court attaching property to be issued against the contractor.

Or

Shall suffer any payment under this contract to be attached by or on behalf of any of the creditors of the contractor.

Or

Shall assign or sublet this contract without the consent in writing of the Employer first hand and obtained.

Or

Shall charge of encumber this contract or any payments due or which may become due to the contractor hereunder.

Or

if the Bank's Engineer shall clarify in writing to the Employer that the contractor.

- (i) Has abandoned the contract, or
- (ii) Has failed to commence the works, or has without any lawful excuse under these conditions suspended the progress of the works for fourteen days after receiving from the Employer notice to proceed or
- (iii) Has failed to proceed with the works with such due diligence and failed to make such due progress as would enable the works to be completed within the time agreed upon, or
- (iv) Has failed to remove materials from the site or to pull down and replace work for seven days after receiving from the Employer's written notice that the said materials or work were condemned and rejected by the Bank's Engineer under these conditions, or
- (v) Has neglected or failed persistently to observe and perform all or any of the acts, matters or things by this contract to be observed and performed by the contractor for seven days after written notice shall have been given to the contractor requiring the contractor to observe or perform the same.

Then and in any of the said case the Employer may, notwithstanding any previous waiver, after giving seven days' notice in writing to the contractor, determine the contract, but without thereby affecting the powers of the Bank's Engineer or the obligations and liabilities of the contractor, the whole of which shall continue in force as fully as if the contract had not been so determined, and as if the works subsequently executed had been executed by or on behalf of the contractor. And further, the Employer by his agents or servants may enter upon and take possession of the works and all plants, tools, scaffoldings, sheds, machinery steam and other power utensils and materials lying upon the premises or the adjoining lands or roads, and use the same as his own property or may employ the same by means of his own servants and workers in carrying on and completing the works or by employing any other contractor or other person or persons to complete the works, and the contractor shall not in any way interrupt or do any act, matter or thing to prevent or hinder such other contractor or other person or persons employed for completing and finishing or using the material and plant for the works. When the works shall be completed or as soon thereafter as convenient the Bank's Engineer shall give a notice in writing to the contractor

to remove his surplus materials and plant, and should the contractor fail to do so within a period of fourteen days after receipt thereof by him, the Employer may sell the same by public auction, and give credit to the contractor for the net amount realized. The Bank's Engineer shall thereafter ascertain and certify in writing under his what (if anything) shall be due or payable to or by the Employer, for the value of the said plant and materials so taken possession of by the Employer and expense or loss which the employer shall have been put to in procuring the works to be completed and the amount, if any, owing to the contractor and the amount which shall be so certified shall thereupon be paid by the Employer to the contractor or by the contractor to the Employer, as the case may be, and the Certificate of the Bank's Engineer shall be final and conclusive between the parties.

(vi) Failure by the Bidder to meet deadlines for performance of services or failing to meet the standards required by the Bank in the performing of services.

(vii) Change of ownership of the business of the Bidder.

29. **Termination of contract by contractor:** If this payment of the amount payable by the employer under certificate of the Bank's Engineer shall be in arrears and unpaid for thirty days after notice in writing requiring payment of the amount as aforesaid shall have been given by the contractor to the employer, or if the employer interferes with or obstructs the issue of any such certificate, or if the employer shall repudiate the contract, or if the works be stopped for three months under the order of the employer or by any injunction of other order of any court of Law, then and in any of the said cases the contractor shall be in liberty to determine the contract by notice in writing to the employer, and he shall be entitled to recover from the employer, payment for all works executed and for any loss he may sustain upon any plant or materials supplied or purchased or prepared for the purpose of the contract.

30. **Settlement of Disputes by Arbitration:** All disputes and differences of any kind whatever arising out of or in connection with the contract or the carrying out of the works (whether during the progress of the works or after 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 and without appeal. But if either 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 a single 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 one more person to act as third 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 one year (or such further extended time as may be decided by him or them as the case may be with the consent of the parties) from the date of entering on the reference. In case during the arbitration proceedings the parties mutually settle or compromise their dispute or difference, on the parties filing their joint memorandum of the settlement or compromise, the arbitrator or the arbitrators as the case may be, shall make an award in terms of such settlement or compromise.

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

This submission shall be deemed to be a submission to arbitration within the meaning of the Indian Arbitration and Conciliation Act, 1996 or any statutory modification thereof. The award of the arbitrator or arbitrators, 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 Employer and the Contractor hereby also agree that arbitration under this clause shall be a condition precedent to any right of action under the contract.

I / We hereby declare that I / we have read and understood the above instructions for guidance of tenderers.

Signature of tenderer with seal.

Name and Address:

7.1 SAFETY CODE

1. There shall be maintained in a readily available place, First Aid appliance including adequate supply of sterilized dressings and cotton wool.
2. An injured person shall be taken to a public hospital without loss of time, in cases where the injury necessitates hospitalization.
3. Suitable and strong scaffolds should be provided for workmen for all works that cannot safely be done from ground / floor.
4. 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 the ladder.
5. The excavated material shall not be placed within 1.5 meters of the edge of the trench or half of the depth of trench whichever is more. All trenches and excavations shall be provided with necessary fencing and lighting.
6. Every opening in the floor of a building or in a working platform shall be provided with suitable means to prevent the fall of persons or materials by providing suitable fencing or railing whose minimum height shall be one metre.
7. No floor, roof or other part of the structure shall be so overloaded with debris or materials as to render it unsafe.
8. Workers employed on mixing and handling material / chemicals etc shall be provided with protective footwear and rubber hand gloves.
9. Safety belts shall be provided by the contractor and used by the workmen while working from height of more than 3 metres from ground level.
10. (i) No paint / chemicals containing lead products shall be used except in the form of paste or readymade paint.
(ii) Necessary PPE kits, facemasks, hand gloves, boots, etc should be supplied for use by the workers.
11. Overalls shall be supplied by the Contractor to the painters and adequate facilities shall be provided to enable the working painters to wash during the periods of cessation of work.
12. Hoisting machines and tackles used in the works, including their attachments, anchorage and supports shall be in perfect condition.
13. The ropes used in hosting or lowering material or as means of supervision shall be of durable quality and adequate strength and free from defects.

7.2 FIRE SAFETY CODE

- i. Cutting / drilling machine and other electrically operated equipment used at site shall be plugged into correctly rated electrical outlets.
- ii. Only ISI marked 3 pin plug and other appliances and equipment shall be used.
- iii. Electrical power cables / wires used shall not have any joints and shall be properly rated.
- iv. All electrical appliances i.e. welding, drilling, cutting machine, air compressors etc. shall be safely and securely earthed to prevent leakage current while in operation.
- v. Two buckets of water and sand shall be kept in an easily accessible area on the site.
- vi. Fire extinguishers recommended and issued by fire officers shall be kept on the site.
- vii. Used chemical / paint drums shall be stored in specified store only after closing them properly.
- viii. None of the passages near lift lobby and staircases shall be used for stacking / dumping any kind of materials / waste / debris.
- ix. None of the fire extinguishers shall be removed / shifted from its designated location.
- x. Power supply shall be switched off from the mains when equipment is not in use.
- xi. Any dust / debris generated from the work shall be collected on daily basis, removed from site and stored at the designated place in proper manner.
- xii. Battery operated emergency light / torches shall be provided by the contractor to the workmen while working beyond office hours.
- xiii. All the electrical / mechanical / electro mechanical appliance shall be connected to sufficiently rated circuit breakers before tapping to a power source.

Date: Signature of Contractor with seal

Place: Name and Address:

8 Scope of Work

7.1 The Contracting Agency shall render the following services to the Bank

7.2 Flower arrangement at Central Office Building

7.2.1. Providing, making and supplying fresh flower arrangement along with plant materials like leaves, etc. and flower vases / baskets / pots / sticks and suitably decorated and displayed at various locations / cabins in different floors of Central Office Building, RBI as per the requirement of the Bank.

7.2.2. The contractor shall arrange and supply suitable flower arrangement as specified below in the table at the specified locations of Bank's Central Office Building.

7.2.3. The flower arrangement work at the specified locations shall be completed by 09.00 AM on the specified dates.

7.2.4. The likely number of flower arrangement required by the Bank as mentioned in the tender may be changed including the days of supply as per the requirement of the Bank.

7.2.5. All flower arrangements shall be supplied along with plant materials like leaves, etc. for decoration and flower vases / baskets / sticks and suitably decorated and displayed at locations as per the requirement of the Bank.

7.2.6. Seasonal flowers, generally used in the Bank are Polyanthas Tuberose (Nishigandha), Chrysanthemum (Shevanti), Roses of different colours (Indian), Bellis Perennis (Daisy), Gladiolus, Helianthus (sun flower) or any approved equivalent. The contractor may use different flowers, if suggested by their Horticulture Architect, with approval of P & SE officials.

7.2.7. Exotic flowers, generally used in the Bank are Anthurium Andraeanum (Anthonium), Strelitzia (Bird of paradise), Dianthus caryophyllus (Carnation), Gerbera jamesonii (gerbera), Orchidaceae (Orchid), Lily (lily), Heliconia, Lily Orientalis or any approved equivalent. The contractor may use different flowers, if suggested by their Horticulture Architect, with approval of P & SE officials. Indicative list of indoor plants are as under:

List of Indoor Plants

1	Arocaria (Top to bottom lush green, well developed)	17	Singonium
2	Raphis Palm	18	Zanardu
3	Royal Palm	19	Rubber plants
4	China Palm	20	Pothos
5	Can Palm	21	Philodendron
6	Snake plants	22	ZZ plants
7	Spider plants	23	Aloe
8	Jade plants	24	Chinese evergreen
9	Anthurium	25	Water Lettuce
10	Succulents	26	Peace Lily
11	Kalanchoe	27	Boston Fern
12		Lucky Bamboo	Tall plants
13	Oxalis	1	Alocasia
14	Asparagus Fern	2	Fiddle leaf fig

15 Croton
16 Dracenea Mahatma

Winter- Seasonal flowers

1	Dahlia	12	Marigold - Hybrid
2	Stock	13	Cinneria
3	Aster	14	Salvia
4	Petunia	15	Flocks
5	Antihirinum	16	Balsam
6	Pansy / Bogan Plant	17	Zerbra
7	Dianthus	18	Poppy
8	Sweet William	19	Candytuft
9	California Poppy	20	Holi hox
10	Calendula	21	Dog flower
11	Sweet beas	22	Chrysanthemum

Summer- Seasonal flowers

1	Cocks comb - Mogra
2	Gomphrina
3	Zinnia / Tagar
4	Sun Flower / Adenium
5	Marigold
6	Rajnigandha / Hibiscus
7	Lily

List of Medicinal Plant

1	Chamomile
2	Ashwangandha
3	Basil
4	Dandelion
5	Echinacea
6	Lemon Balm
7	Thyme
8	Tulsi
9	Rosemary
10	Peppermi

7.2.8. Requirement of flower arrangement as per required frequency is as under:

Item No	Description	Qty per Month
1(a)	Bunch of about 5-7 fresh seasonal flowers and 15-20 fresh exotic flowers and plant materials	
	Governor visitor lounge and waiting area	28 Nos
	04 DG Cabins on 19th floor	32 Nos
		60 Nos
1(b)	Round table arrangement with bunch of 20-25 fresh exotic flowers and plant materials.	
	Governor cabin (18 th floor) - 2 Nos	28 Nos

1(c)	Bunch of about 5-7 seasonal flowers and 10-15 fresh exotic flowers and plant materials.	
	All ED Cabins: ED cabin 17 th floor- 8 Nos 16 th floor- 3 Nos 9 th floor- 1 No CFO Cabin- 1 No 8 th floor-1 No 20 th floor- 2 Nos 24 th floor ED-1 No	136 Nos
1 (d)	Bunch of about 15-22 fresh seasonal flowers and plant materials	
	EA Cabin 18 th floor-1 No Reception 18 th floor-1 No 18 th floor- visitor lounge-4 Nos	84 Nos
	Visitor waiting area 19 floor-1 No VC rooms 19th floor-2 Nos Reception 19th floor-1 No	32 Nos
		Total 116 Nos
1(e)	Bunch of about 5-7 fresh seasonal flowers and plant materials.	
	CGM cabins & ground floor Gr Floor - 2 Nos 5th Floor - 5 Nos (2 CGMs plus 3 additional in lobby) 7th floor- 3 Nos 8th Floor - 4 Nos 9th floor - 3 Nos 10th floor- 2 Nos 11th floor - 3 Nos 12th floor-5 Nos 13th floor-2 Nos 14th floor- 3 Nos 16th floor-3 Nos 17th floor-8 Nos 18th floor-3 Nos 19th floor-8 Nos 20th floor-2 Nos 21st floor-2 Nos 22nd floor-1 Nos 23rd floor-1 No 24th floor- 5 Nos	520 Nos
	18th floor PS cabins = 3 Nos	42 Nos
	Total	562 Nos

1(f)	Combination of 35-40 fresh exotic flowers with plant material	
	18th floor Board room - 1 No 18th floor Lift landing -1 No	28 Nos
	Ground floor - 2 Nos	16 Nos
	Total	44 Nos
1(g)	Boat shape arrangement with bunch of 25-30 fresh exotic flowers and plant materials	
	18th floor VIP meeting room-1 No	14 Nos
	DG conference room 19 floor - 1 No	8 Nos
	Total	22 Nos
1(h)	Oval shape arrangement with bunch of 25 – 30 fresh exotic flowers and plant materials	
	conference room Nalanda - 1No	8 Nos
1(i)	14 - 15 pieces of flower arrangement, each with bunch of about 5-7 fresh seasonal flowers and plant materials in flowerpot / vases (total 14 - 15 pieces to be decorated in two rows in centre of ground floor lobby) at ground floor lobby.	
	Ground floor lobby - 01 No	4 Nos
1(j)	28 - 30 pieces of flower arrangement, each with bunch of about 5-7 fresh seasonal flowers and plant materials in flowerpot / vases (14 - 15 pieces to be decorated in single row around each column = total 28 – 30 pieces in two columns) at ground floor lobby.	
	Ground floor lobby - 01 No	4 Nos
1(k)	Flower arrangement in 05 Nos glass/ceramic vases. Four vases shall be provided with separate bunch of 15-20 pieces of flower with 5-7 fresh seasonal flowers and 10-15 exotic flowers with plant material and one vase shall be provided with 25-30 pieces of flower with 8-10 fresh seasonal flowers and 15-20 exotic flowers with plant materials at 5th floor lobby.	
	5th floor lobby- 1 job	4 Nos
2	Supply of pack of loose flowers and plant material comprising of seasonal flowers and exotic flowers (minimum 5-8 Nos seasonal flowers). Weight of pack shall not be less than 500 grams.	
	18th and 19th floor - 2 packs	46 Nos

7.2.9 Quality

Flowers / plants / leaves and flower vases / baskets / pots / sticks shall be fresh and of best quality of their respective kinds as specified. Samples of all the flower arrangements proposed to be supplied by the Contractor shall be displayed at any time to the representative of Bank.

7.5 ADDITIONAL TERMS & CONDITIONS

- 7.5.1 The Contractor shall indemnify and keep indemnified the Bank against:
 - a) Any claim arising out of third-party loss/ damage to life or property caused by/during execution of the work.
 - b) Any claim arising out of loss/ damage to the workmen engaged by the contractor during execution of the work.
 - c) Any claim due to non-compliance of applicable PF/ Labour laws, ESI, regulations etc
- 7.5.2. The florist must report to the P& SE Officer as designated for taking any instructions from the Bank.
- 7.5.3. Operations and storage areas: All operations of the contractor shall be confined to areas authorized by the P& SE Officer and storage of materials shall be over the areas specially indicated by the P& SE Officer. The contractor shall be obliged to keep the premises in hygienic conditions by proper drainages of the area provided with suitable approaches throughout the period of the contract. He/she shall rectify all damages caused to the Government property within the areas thus allotted. He/she shall be responsible to clear all rank, vegetation at site at his own cost. The contractor should provide a Storage box for the working personnel at his own cost with a lock and key arrangement. The box can be placed at an approved location by the Engineer-In-Charge.
- 7.5.4. The Contractor shall depute minimum One (skilled) supervisor as proposed by him, who shall be available on site to supervise the Contract employees and interact on daily basis with P& SE Officer regarding delivering the specified services.
- 7.5.5. The persons deployed by the Contractor should be properly trained, have requisite experience and skills for carrying out a wide variety of maintenance of garden maintenance work using appropriate materials and tools/equipment's.
- 7.5.6. The Contractor should provide two sets of Uniforms with company insignia, badges/ID cards with photos, safety equipment, cap, raincoats, Shoes (gum boots), Gloves etc., to the staff deployed, at no extra cost.

7.5.7. The Contractor has to provide full particulars of the personnel including their names and addresses, Voter IDs, PAN etc. deployed by him shall be furnished to the Bank. Police Verification report of the personnel employed by the contractor will also be submitted by the contractor to this office.

7.5.8. The rate quoted shall include the cost of manpower and cost of tools / tackles etc.

7.5.9. In the event of finding the flower arrangement not in the above-mentioned spirit, **penalty up to 5% of the total amount of monthly bill** will be imposed for the concerned month.

7.5.10. In case the Contractor fails to commence/ execute the work as stipulated in the Work Order or gives unsatisfactory performance or does not meet the statutory requirements of the contract, the Bank reserves the right to impose the penalty at the rate of 0.25% of the annual cost of order/ agreement per week, up to four weeks' delay. After four weeks delay the Bank reserves the right to cancel the contract and withhold the agreement and get this job carried out from other contractor(s) in open market. The difference if any will be recovered from the defaulter contractor and his Performance Guarantee may also be forfeited.

7.5.11. The contractor shall visit the premises, weekly, for the purpose of overseeing the work of personnel deployed by him. During the visits, he shall invariably see the officer dealing with the services under the contract awarded to him, for mutual feedback regarding the work performed by his personnel and removal of deficiencies, if any observed in their working. Non-performers would be removed and replaced by competent person within two working days by the contractor.

7.5.12. The Contractor will provide the required services six days a week throughout the year. Holiday, if any, will be observed with prior approval of the office under emergent circumstances. The services will be provided on Sunday also without extra charges if so required by Bank.

7.5.13. Interested bidders should visit the Central Office Building of RBI on any working day to know the quantum of work involved and proper estimate of the work involved, before submitting their bids.

Date:

Place:

Signature of the Contractor with seal:

9 Annexure - I.

Part-I. Basic Information (to be furnished by uploading in the proforma given below along with copies of relevant documents while uploading Part I of the tender).

Sl. No	Description	
1.	Name of the organization / bidder and address of the registered office with telephone / Mobile phone number and E-mail ID.	
2.	Experience in similar works. (Please upload relevant documents in support thereof). Months / years.
3.	Address of the office through which the proposed work of the Bank will be handled and the name and designation of the Officer-in-charge.	
4.	Adequate and satisfactory evidence to indicate financial capacity of the organization to undertake works costing up to ₹ _____, with names of Bankers and their full addresses. (Upload audited Annual Financial Statements & Solvency Certificate issued by a scheduled bank in support thereof).	
5.	Yearly turnover of the firm / contractor for the last three financial years ending March 31. Year: 2022-23. 2023-24. 2024-25 (Please upload copies of audited final accounts in support thereof).	Rs. Rs. Rs.
6.	PAN number. (Please upload copy of PAN Card).	
7.	GST Registration No. (Please upload copy of GST Registration Certificate).	

Date:

Place:

Signature of the bidder with seal & address:

9 Annexure - II

FORMAT OF BANKER'S CERTIFICATE

1. Composition of the firm (whether Partnership/private limited/Proprietorship/Public limited)
2. Name of the Proprietor / Partners / Directors of the firm.
3. Turnover of the firm for the last 3 financial year (Year Wise).

2022-23
2023-24
2024-25

Credit facility / Overdraft Facility enjoyed by the firm

4. Dealings
5. The period from which the firm has been banking with your bank.
6. Any other Remarks.

You may also kindly forward your opinion whether the above firm is considered financially sound to be entrusted with the contract for work estimated to cost Rs. /-.

Seal & Signature

For the Bank

Note:

1. Banker's Certificates should be on letter head of the Bank, sealed in cover addressed to Chief General Manager, Premises Department, Central Office Building, Reserve Bank of India, Fort, Mumbai - 400001
2. In case of Partnership firm, certificate should include name of all partners as recorded with the Bank

10 Annexure - III

FORMAT FOR CLIENT's CERTIFICATE REGARDING PERFORMANCE OF THE BIDDER

Name & address of the Client

Details of Works executed by M/s

1. Name of work with brief particulars
2. Agreement No. and Date
3. Agreement Amount
4. Date of commencement of Work
5. Actual date of Completion
6. Whether the contract was renewed
7. Detail of compensation levied for Delay or any other reason
(Indicate amount)
8. Gross amount of the work completed
and paid
9. Name and address of the authority
Under whom work executed
10. Whether the contractor employed
Qualified supervisor during execution of work?
11. i) Quality of work (indicate grading) Outstanding/Very Good/Good/Satisfactory/Poor
ii) Amount of work paid on reduced rate, if any.
12. i) Did the contractor go for arbitration?
ii) If yes, total amount of claim
iii) Total Amount awarded
13. Comments on the capabilities of the Contractor
 - a) Technical Proficiency Outstanding/Very Good/Good/Satisfactory/Poor
 - b) Financial soundness Outstanding/Very Good/Good/Satisfactory/Poor
 - c) Mobilization of adequate T&P Outstanding/Very Good/Good/Satisfactory/Poor
 - d) Mobilization of Manpower Outstanding/Very Good/Good/Satisfactory/Poor
 - e) General Behavior Outstanding/Very Good/Good/Satisfactory/Poor

Note:

Reporting officer* with office Seal

*Countersigned

*Officer of the rank of executive engineer or equivalent

PROFORMA OF BANK GUARANTEE FOR EARNEST MONEY DEPOSIT / BID SECURITY

(On Non-Judicial Stamp Paper of appropriate value)

Place: _____
Date: _____

**The Chief General Manager
Premises Department
Central Office Building
Reserve Bank of India
Mumbai**

Dear Sir / Madam,

Name of Work:

Ref: NIT / Advt. No.

Date:

WHEREAS

The Reserve Bank of India, having its Central Office at Shahid Bhagat Singh Marg, Mumbai (hereinafter called the 'RBI') has invited tenders for the captioned work (Hereinafter called "the said tender") on the terms and conditions mentioned in the said tender documents.

It is one of the terms of invitation of tenders that the tenderer shall furnish a Bank Guarantee for a sum of Rs. _____ (Rupees _____ only) as Earnest Money Deposit (EMD).

M/s. (Name of the Tenderer / Bidder) _____, (hereinafter called as 'the Tenderer / Bidder'), who are our Clients / Constituents intend to submit their tender / Bid for the said work and have requested us to furnish Bank Guarantee to RBI in respect of the said sum of Rs. _____ (Rupees _____ only) in respect of EMD.

NOW THIS GUARANTEE WITNESSETH

1. We _____ (Name of the Bank) do hereby agree with and undertake to RBI, their Successors, Assigns that in the event of the RBI coming to the conclusion that the 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 Tenderer, we shall on demand by the RBI, pay without demur to the RBI, a sum of Rs. _____ (Rupees _____ only) or any lower amount that may be demanded by the RBI. Our guarantee shall be treated as equivalent to the Earnest Money Deposit for the due performance of the obligations of the Tenderer under the said Conditions, provided, however, that our liability against such sum shall not exceed the sum of Rs. _____ (Rupees _____ only).

2. We also agree to undertake to and confirm that the sum not exceeding Rs. _____ (Rupees _____ only) as aforesaid shall be paid by us without any demur or

protest, merely on demand from the RBI on receipt of a notice in writing stating that the amount is due to them and we shall not ask for any further proof or evidence and the notice from the RBI shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. We undertake to pay the amount claimed by the RBI within a period of one week from the date of receipt of the notice as aforesaid.

3. We confirm that our obligation to the RBI under this guarantee shall be independent of the agreement or agreements or other understandings between the RBI and the Tenderer. This guarantee shall not be revoked by us without prior consent in writing of the RBI.

We hereby further agree that:

- a) Any forbearance or commission on the part of the RBI in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said tender and/or hereunder or granting of any time or showing of any indulgence by the RBI to the Tenderer 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 Tenderers of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding Rs. _____ (Rupees _____ only).
- b) Our liability under these presents shall not exceed the sum of Rs. _____ (Rupees _____ only).
- c) Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents/clients in tendering for the said work or their obligations there under or by dissolution or change in the constitution of our said constituents.
- d) This guarantee shall remain in force up to _____ (six months from the date of scheduled completion of the work) provided that if so desired by the RBI, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.
- e) Our liability under these presents will terminate unless these presents are renewed as provided hereinabove on the _____ or on the day when our said constituents comply with their obligations, as to which a certificate in writing by the RBI alone is the conclusive proof whichever date is later. Unless a claim or suit or action is filed against us within _____ or any extended period, all the rights of the RBI against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

Yours faithfully,

For and on behalf of _____
Authorised Official (with seal)

Bank.

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

PROFORMA OF BANK GUARANTEE FOR PERFORMANCE SECURITY DEPOSIT / RETENTION MONEY

(On Non-Judicial Stamp Paper of appropriate value)

Place: _____

Date: _____

**The Chief General Manager
Premises Department
Central Office Building
Reserve Bank of India
Mumbai**

Dear Sir / Madam,

Name of Work:

WHEREAS

The Reserve Bank of India, having its Central Office at Shahid Bhagat Singh Marg, Mumbai (hereinafter called the "RBI") has awarded the Contract for the captioned project (hereinafter called the "Contract") to M/s _____ (Name of 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) (Amount in figures and words) for the due fulfilment by the said contractor of the terms and conditions contained in the contract. We, _____ (Name of the Bank), (hereinafter called "the Bank"), at the request of M/s _____, the contractor, do hereby undertake to pay to the RBI an amount not exceeding Rs _____ as Performance Guarantee for due fulfilment of the terms and conditions of the contract.

NOW THIS GUARANTEE WITNESSETH

1. We _____ (Name of the Bank) do hereby agree with and undertake to RBI, their Successors, Assigns that in the event of the RBI coming to the conclusion that the 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 Tenderer, we shall on demand by the RBI, pay without demur to the RBI, a sum of Rs. _____ (Rupees _____ only) or any lower amount that may be demanded by the RBI. Our guarantee shall be treated as equivalent to the Earnest Money Deposit for the due performance of the obligations of the Tenderer under the said Conditions, provided, however, that our liability against such sum shall not exceed the sum of Rs. _____ (Rupees _____ only).
2. We also agree to undertake to and confirm that the sum not exceeding Rs. _____ (Rupees _____ only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the RBI on receipt of a notice in writing stating

that the amount is due to them and we shall not ask for any further proof or evidence and the notice from the RBI shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. We undertake to pay the amount claimed by the RBI within a period of one week from the date of receipt of the notice as aforesaid.

3. We confirm that our obligation to the RBI under this guarantee shall be independent of the agreement or agreements or other understandings between the RBI and the Tenderer.
4. This guarantee shall not be revoked by us without prior consent in writing of the RBI.

We hereby further agree that:

- a. Any forbearance or commission on the part of the RBI in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said tender and/or hereunder or granting of any time or showing of any indulgence by the RBI to the Tenderer 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 Tenderers of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding Rs. _____ (Rupees _____ only).
- b. Our liability under these presents shall not exceed the sum of Rs. _____
 - a. (Rupees _____ only) .
- c. Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents/clients in tendering for the said work or their obligations there under or by dissolution or change in the constitution of our said constituents.
- d. This guarantee shall remain in force up to _____ (six months from the date of scheduled completion of the work) provided that if so desired by the RBI, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.
- e. Our liability under these presents will terminate unless these presents are renewed as provided hereinabove on the _____ or on the day when our said constituents comply with their obligations, as to which a certificate in writing by the RBI alone is the conclusive proof whichever date is later. Unless a claim or suit or action is filed against us within _____ or any extended period, all the rights of the RBI against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

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

For and on behalf of _____ (Name of Bank)

Signature of authorised Bank Official

Name:
Designation:

Stamp / Seal of the Bank

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

WITNESS 1

Signature:

Name:

Address:

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



RESERVE BANK OF INDIA
Premises Department
Central Office Building

Tender - Part II

(Price Bid)

For

Annual Maintenance Contract for Flower Arrangements at Central Office Building, Reserve Bank of India, Mumbai

Schedule of Quantities. (Unpriced Bid)

Annual Maintenance of Flower Arrangement

Name of work: Annual Maintenance Contract for Flower Arrangements at Central Office Building, Reserve Bank of India, Mumbai

Item No	Description	Qty	Unit
1	Flower arrangement at Central Office Building Providing, making and supplying fresh flower arrangement along with plant materials like leaves, etc. and flower vases / baskets / pots / sticks and suitably decorated and displayed at various locations / cabins in different floors of Central Office Building, RBI as per the requirement of the Bank. The rates shall include for plant materials like leaves / stems, etc and flower vases / baskets / sticks / foam cubes supplied along with the flower arrangements. No separate payment shall be made by the Bank for such items / materials on 5 days/2 days or as per indicated frequency per week.		
(a)	Bunch of about 5-7 fresh seasonal flowers and 15-20 fresh exotic flowers and plant materials (Approximate quantity 60 Nos per month and 720 Nos per year)	720	Each
(b)	Round table arrangement with bunch of 20-25 fresh exotic flowers and plant materials (Approximate quantity 28 Nos per month and 336 Nos per year)	336	Each
(c)	Bunch of about 5-7 seasonal flowers and 10-15 fresh exotic flowers and plant materials (Approximate quantity 136 Nos per month and 1632 Nos per year)	1632	Each
(d)	Bunch of about 15-22 fresh seasonal flowers and plant materials (Approximate quantity 116 Nos per month and 1392 Nos per year)	1392	Each
(e)	Bunch of about 5-7 fresh seasonal flowers and plant materials (Approximate quantity 562 Nos per month and 6744 Nos per year)	6744	Each
(f)	Combination of 35-40 fresh exotic flowers with plant material (Approximate quantity 44 Nos per month and 528 Nos per year)	528	Each
(g)	Boat shape arrangement with bunch of 25-30 fresh exotic flowers and plant materials (Approximate quantity 22 Nos per month and 264 Nos per year)	264	Each
(h)	Oval shape arrangement with bunch of 25 – 30 fresh exotic flowers and plant materials (Approximate quantity 8 Nos per month and 96 Nos per year)	96	Each

(i)	14 - 15 pieces of flower arrangement, each with bunch of about 5-7 fresh seasonal flowers and plant materials in flower pot / vases (total 14 - 15 pieces to be decorated in two rows around the fountain) at ground floor lobby.(Approximate quantity 04 jobs per month and 48 Jobs per year)	48	Job
(j)	28 - 30 pieces of flower arrangement, each with bunch of about 5-7 fresh seasonal flowers and plant materials in flower pot / vases (14 - 15 pieces to be decorated in single row around each column = total 28 – 30 pieces in two columns) at ground floor lobby.(Approximate quantity 04 jobs per month and 48 Jobs per year)	48	Job
(k)	Flower arrangement in 05 Nos glass/ceramic vases. Four vases shall be provided with separate bunch of 15-20 pieces of flower with 5-7 fresh seasonal flowers and 10-15 exotic flowers with plant material and one vase shall be provided with 25-30 pieces of flower with 8-10 fresh seasonal flowers and 15-20 exotic flowers with plant materials on 5th floor lobby.(Approximate quantity 04 jobs per month and 48 Jobs per year)	48	Job
2	Supply of pack of loose flowers and plant material comprising of seasonal flowers and exotic flowers (minimum 5-8 Nos seasonal flowers). Weight of pack shall not be less than 500 grams. (Approximate quantity 46 Nos per month and 552 Nos per year)	552	Each
	Note: Interested bidders are advised to visit the Central Office Building of RBI on any working day to know the quantum of work involved before submitting their bids.		
		Total	
		GST as applicable	
		Grand Total	

Date:

Signature of the contractor:

Place:

Name & Address of the firm: