



निविदा आमंत्रण सूचना

भारतीय रिजर्व बैंक, हैदराबाद निम्नलिखित कार्य के लिए ई-निविदाएं आमंत्रित करता है – “**भारतीय रिजर्व बैंक, हैदराबाद, के मुख्य कार्यालय परिसर और एनेक्सी बिल्डिंग में हाउसकीपिंग सेवाएं और वॉशरूम सफाई प्रदान करने के लिए व्यापक वार्षिक रखरखाव अनुबंध (एएमसी)**”। निविदा प्रक्रिया केवल एमएसटीसी लिमिटेड (<https://www.mstcecommerce.com/eprochome/rbi>) के ई-निविदा पोर्टल के माध्यम से की जाएगी।

2. सभी इच्छुक बोलीदाताओं को निविदा प्रक्रिया में भाग लेने के लिए उपर्युक्त वेबसाइट के माध्यम से एमएसटीसी लिमिटेड के साथ अपना पंजीकरण कराना होगा।

3. ई-निविदा की अनुसूची निम्नलिखित है:

ई-निविदा संख्या	आरबीआई/हैदराबाद क्षेत्रीय कार्यालय/संपदा/14/25-26/ईटी/78
कार्य का विवरण	भारतीय रिजर्व बैंक, हैदराबाद, के मुख्य कार्यालय परिसर और एनेक्सी बिल्डिंग में हाउसकीपिंग सेवाएं और वॉशरूम सफाई प्रदान करने के लिए व्यापक वार्षिक रखरखाव अनुबंध (एएमसी)
निविदा का माध्यम	ई-निविदा ऑनलाइन भाग-1 तकनीकी-वाणिज्य बोली और भाग-2 कीमत बोली https://www.mstcecommerce.com/eprocn के माध्यम से।
अनुमानित लागत	₹1,74,00,000/- (रुपये एक करोड़ चौहत्तर लाख केवल)
डाउनलोड के लिए निविदा के उपलब्ध होने की तारीख	12 मई, 2026, 15:00 बजे से
बोली पूर्व बैठक	03 जून, 2026 को 11:00 बजे (स्थान: भारतीय रिजर्व बैंक, संपदा विभाग, पहली मंजिल, सचिवालय रोड, सैफाबाद, हैदराबाद - 500004)। नोट: प्रतिभागियों से अनुरोध है कि वे आवश्यक व्यवस्थाओं के लिए एक दिन पहले ईमेल आईडी estatehyderabad@rbi.org.in और asboralkar@rbi.org.in पर अपनी भागीदारी की पुष्टि करें।
बयाना राशि जमा	सभी बोलीदाताओं से ₹3,48,000/- (रुपये तीन लाख अड़तालीस हजार केवल) का भुगतान एनईएफटी/आरटीजीएस/या भारतीय रिजर्व बैंक, हैदराबाद के पक्ष में निविदा दस्तावेज के अनुबंध-VIII में उल्लिखित बैंक के प्रारूप में अपरिवर्तनीय बैंक गारंटी (बीजी) के रूप में 15 जून, 2026 को दोपहर 14:00 बजे से पहले किया जाना चाहिए। Details for NEFT IFSC Code - RBISONEFTHY (fifth being zero) A/c number - 8614038 Beneficiary Name: Reserve Bank of India, Hyderabad आपकी फर्म का नाम टिप्पणी: CAMC Housekeeping. प्रतिभागियों को ई-मेल (estatehyderabad@rbi.org.in , और asboralkar@rbi.org.in) के माध्यम से उनके द्वारा की गई ईएमडी का विवरण प्रस्तुत करना आवश्यक है। बैंक गारंटी/डीडी को 15 जून, 2026 को अपराह्न 14:00 बजे से पहले संपदा विभाग, भारतीय रिजर्व बैंक, मुख्य कार्यालय भवन, हैदराबाद में



	जमा करना होगा।
बयाना राशि जमा करने की अंतिम तारीख	15 जून, 2026, अपराह्न 14:00 बजे तक
तकनीकी वाणिज्यिक बोली और-कीमत बोली प्रस्तुत करने के लिए ई निविदा प्रारंभ होनेकी तारीख	12 मई, 2026, अपराह्न 15:00 बजे से
तकनीकी वाणिज्यिक बोली और-कीमत बोली प्रस्तुत करने के लिए ई निविदा समाप्त होने की तारीख	15 जून, 2026 को अपराह्न 14:00 बजे तक
भाग वाणिज्य-अर्थात् तकनीकी) 1-खोलने की तारीख और समय (बोली	15 जून, 2026 को अपराह्न 15:00 बजे
भाग-2 (अर्थात् कीमत बोली) खोलने की तारीख और समय	भाग 1 की संवीक्षा के बाद निर्णय लिया जाएगा और पात्र बोलीदाताओं को सूचित किया जाएगा।
लेनदेन शुल्क	जैसा कि एमएसटीसी पोर्टल में उल्लेख किया गया है, लेनदेन शुल्क का भुगतान एमएसटीसी लिमिटेड के पक्ष में एमएसटीसी पेमेंट गेटवे/एनईएफटी/आरटीजीएस के माध्यम से किया जाना है।

4. पात्रता/पूर्व योग्यता मानदंड:

- i. निविदाकर्ता के पास समान कार्य* निष्पादित करने का न्यूनतम 5 वर्ष का अनुभव होना चाहिए। निविदाकर्ता को 5 वर्ष के न्यूनतम अनुभव के समर्थन में दस्तावेजी साक्ष्य (कार्य के दायरे और मूल्य का संकेत) प्रस्तुत करना होगा।
- ii. निविदाकर्ता के पास 30 अप्रैल, 2026 को समाप्त होने वाले पिछले 5 वर्षों के दौरान समान कार्य को संतोषजनक ढंग से पूरा करने का अनुभव होना चाहिए, तथा निम्नलिखित में से कोई एक शर्त पूरी करनी चाहिए:
 - (a) तीन समान कार्य*, प्रत्येक की लागत अनुमानित लागत के 40% के बराबर राशि से कम नहीं होनी चाहिए
या
 - (b) दो समान कार्य*, प्रत्येक की लागत अनुमानित लागत के **50%** के बराबर राशि से कम नहीं होनी चाहिए।
या
 - (c) एक समान कार्य*, जिसकी लागत अनुमानित लागत के 80% के बराबर राशि से कम नहीं होनी चाहिए।
- iii. बोलीदाता का 31 मार्च 2026 को समाप्त होने वाले पिछले 3 वित्तीय वर्षों के दौरान प्रति वर्ष अनुमानित लागत के 100% या उससे अधिक के बराबर वार्षिक वित्तीय कारोबार होना चाहिए।
- iv. निविदाकर्ता को अनुमानित लागत के बराबर राशि के लिए काम के उद्देश्य से निविदाकर्ता के बैंकर द्वारा जारी सॉल्वेंसी प्रमाणपत्र प्रस्तुत करना होगा।



v. हैदराबाद/सिकंदराबाद में निर्दिष्ट कार्य के लिए पूर्ण सेवा सेटअप उपलब्ध होना चाहिए, जहां से आवश्यक गुणवत्ता वाली बिक्री के बाद की सेवाएं नियमित रूप से प्रदान की जा सकें।

5. निविदाकर्ताओं को अपनी पात्रता के बारे में संतुष्ट करने के लिए और बैंक द्वारा जांच के लिए एमएसटीसी साइट पर निम्नलिखित जानकारी/दस्तावेज अपलोड करने होंगे:

(ए)	फर्म/संगठन की संरचना	<p>निविदाकर्ता को अनुलग्नक I में जानकारी भरनी चाहिए और निम्नलिखित सहायक दस्तावेजों के साथ जमा करना चाहिए।</p> <p>(i) पंजीकरण प्रमाणपत्र की प्रति (ii) एसोसिएशन ऑफ आर्टिकल्स / पावर ऑफ अटॉर्नी / अन्य प्रासंगिक दस्तावेजों की प्रतियां (iii) पैन कार्ड, टिन, वस्तु एवं सेवा कर (जीएसटी) पंजीकरण प्रमाणपत्र की प्रतियां (iv) एमएसएमई फर्मों के लिए एमएसएमई पंजीकरण प्रमाणपत्र की प्रतियां (यदि लागू हो)</p>
(बी)	पिछले अनुभव की अवधि	<p>(i) निविदाकर्ता को अनुलग्नक II में जानकारी भरनी चाहिए जिसमें ग्राहक-वार समान कार्यों के नाम*, दिए गए कार्य और वास्तविक लागत, अनुबंध में निर्धारित पूर्णता तिथि और पूर्णता तिथि की वास्तविक तिथि आदि का उल्लेख हो और समान कार्य(कार्यों) को पूरा करने के न्यूनतम 5 वर्षों के अनुभव के प्रमाण के रूप में दस्तावेजी साक्ष्य के साथ प्रस्तुत करना चाहिए अर्थात्, विस्तृत कार्य आदेश/पूर्णता प्रमाणपत्र की प्रतियां और निजी कंपनियों के लिए निष्पादित कार्यों के लिए ग्राहक द्वारा जारी स्रोत पर कर कटौती (टीडीएस) प्रमाण पत्र। ii) बोलीदाता को समान कार्यों* के बारे में जानकारी भी भरनी चाहिए और सहायक दस्तावेजों के साथ (जैसे की, प्रगतिरत कार्य(कार्यों) के लिए ग्राहक(ओं) द्वारा जारी किए गए कार्य की वस्तुओं के विवरण के साथ कार्य आदेश(ओं) की प्रतियां) जमा करना चाहिए (iii) किसी भी केंद्र में भारतीय रिज़र्व बैंक के लिए कार्य करने के पिछले अनुभव, यदि कोई हो, के दस्तावेजी साक्ष्य के साथ विवरण भी दिया जाना चाहिए।</p>
(सी)	निर्दिष्ट अवधि के दौरान प्रत्येक पूर्ण किए गए समान कार्य(कार्यों)* (कालीफाइंग) का न्यूनतम मूल्य	<p>निविदाकर्ता को अनुलग्नक III में जानकारी भरनी चाहिए और समान कार्य (कार्यों) को सफलतापूर्वक पूरा करने के प्रमाण के रूप में निम्नलिखित दस्तावेजों के साथ जमा करना चाहिए।</p> <p>(i) सरकारी/सार्वजनिक क्षेत्र की कंपनियों के लिए निष्पादित कार्यों के मामले में -अर्हता प्राप्त कार्यों के लिए ग्राहक(ओं) द्वारा जारी विस्तृत कार्य आदेश(आदेशों) की प्रतियां जिसमें पुरस्कार की तारीख, अनुबंध राशि, काम पूरा करने के लिए दिया गया समय आदि दर्शाया गया हो और संबंधित समापन प्रमाण पत्र(ओं) में पूरा होने की वास्तविक तारीख और निष्पादित समान कार्य का वास्तविक मूल्य दर्शाया गया हो (ii) अनुलग्नक III के अनुसार प्रत्येक अर्हता प्राप्त कार्य के लिए ग्राहक प्रमाण पत्र।</p>



(डी)	वार्षिक वित्तीय कारोबार	बोलीदाता को अनुलग्नक I में जानकारी भरनी चाहिए और निम्नलिखित दस्तावेजों के साथ जमा करना चाहिए (i) वित्तीय वर्षों के टर्नओवर को दर्शाते हुए चार्टर्ड अकाउंटेंट द्वारा विधिवत प्रमाणित निविदाकर्ता व्यवसाय के ऑडिट किए गए वित्तीय विवरण / खातों की प्रतियां। (ii) निविदाकर्ता की उधार पात्रता और टर्नओवर के प्रमाण के रूप में चार्टर्ड अकाउंटेंट द्वारा विधिवत प्रमाणित आयकर क्लियरेंस प्रमाणपत्र / आयकर मूल्यांकन आदेशों की प्रतियां।
(ई)	सॉल्वेंसी और बैंकर प्रमाण पत्र	i) बोलीदाता को अपने बैंकर से सॉल्वेंसी प्रमाणपत्र भी जमा करना होगा। ii) बैंकर्स के नाम और पते के साथ-साथ संपर्क अधिकारियों (यानी जिन व्यक्तियों से संपर्क किया जा सकता है) के पूरे विवरण, जैसे नाम, डाक पते, ई-मेल आईडी, टेलीफोन (लैंडलाइन और मोबाइल) नंबर, फैक्स नंबर आदि। बैंक द्वारा उनके बैंकों का कार्यालय, यदि आवश्यक हो तो) प्रस्तुत किया जाना चाहिए
(एफ)	सेवा सेटअप	निविदाकर्ताओं को हैदराबाद/सिकंदराबाद में सेवा केंद्र, कर्मचारियों की संख्या, संपर्क नंबर और सिस्टम के लिए स्पेयर की उपलब्धता का विवरण बताना चाहिए।

* समान कार्य का अर्थ है बोलीदाता द्वारा प्रदान किए गए रखरखाव और घरेलू सेवाओं के कार्य, जो (i) न्यूनतम 3-स्टार होटलों में, (ii) अंतरराष्ट्रीय/घरेलू हवाई अड्डों में, (iii) प्रतिष्ठित/सार्वजनिक/निजी क्षेत्र के बैंकों/उद्यमों या उनके आवासीय संपत्तियों में, (iv) प्रतिष्ठित संस्थानों/संगठनों आदि में प्रदान किए गए हों।

ए) ₹3,48,000/- की ईएमडी प्रेषण का प्रमाण

बी) संबंधित अधिकारी/व्यक्ति को निविदा पर हस्ताक्षर करने और भाग लेने के लिए अधिकृत करने वाली फर्म से प्राधिकरण पत्र

सी) शिकायत वृद्धि मैट्रिक्स

डी) भारत के साथ भूमि सीमा साझा करने वाले देश के संबंध में बोलीदाता द्वारा वचनबद्धता/घोषणा/प्रमाण पत्र

ई) सार्वजनिक संस्थानों द्वारा निषेध का वचन/घोषणा

नोट (ग्राहक प्रमाणपत्र के संबंध में):

- सरकारी विभागों/सार्वजनिक क्षेत्र के उपक्रमों के संबंध में कार्य प्रमाणपत्रों पर संबंधित कार्यकारी अभियंता या समकक्ष या उच्च पद के अधिकारी द्वारा हस्ताक्षर किए जाने चाहिए।
- सरकारी विभागों/सार्वजनिक क्षेत्र के उपक्रमों को छोड़कर अन्य विभागों के संबंध में उपर्युक्त प्रमाण-पत्रों के अलावा निष्पादित कार्य से संबंधित भुगतान से संबंधित टीडीएस प्रमाण-पत्र भी संलग्न किए जाने चाहिए।

6. यदि निविदाकर्ता अपने पास आवश्यक पात्रता के समर्थन में दस्तावेजी साक्ष्य के साथ बैंक को संतुष्ट करने में विफल रहता है, तो बैंक को निविदा प्रक्रिया में अपनी भागीदारी से इनकार करने का अधिकार सुरक्षित है।

7. इच्छुक निविदाकारों की बोली-पूर्व बैठक (ऑफ़-लाइन मोड) **03 जून, 2026 को पूर्वाह्न 11.00 बजे** संपदा विभाग, मुख्य कार्यालय भवन, भारतीय रिज़र्व बैंक, हैदराबाद में आयोजित की जाएगी। **सभी संभावित**



निविदाकारों को इस निविदा के संबंध में दायरे को समझने/स्पष्टीकरण, यदि कोई हो, के लिए बोली-पूर्व बैठक में भाग लेना आवश्यक है। निविदा में उल्लिखित बैंक के नियमों और शर्तों में कोई विचलन स्वीकार नहीं किया जाएगा। विधिवत भरे हुए निविदा दस्तावेज 15 जून, 2026 को अपराह्न 14:00 बजे तक एमएसटीसी साइट पर अपलोड किए जाने चाहिए।

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

9. इसके अलावा, यदि कोई शुद्धिपत्र/परिशिष्ट होगा तो उसे केवल बैंक की वेबसाइट पर ही अपलोड किया जाएगा।

हैदराबाद

दिनांक: 12 मई, 2026

**क्षेत्रीय निदेशक
भारतीय रिजर्व बैंक
हैदराबाद**



**RESERVE BANK OF INDIA
ESTATE DEPARTMENT
HYDERABAD**

(Website: www.rbi.org.in)

**(e-tendering only)
Tender Document**

**Comprehensive Annual Maintenance Contract (CAMC) for
providing Housekeeping Services and Washroom Cleaning at
Bank's Main Office Premises and Annexe Building,
RBI, Hyderabad**

**e-tender No: RBI/Hyderabad Regional Office/Estate/14/26-27/ET/78
Part - I**

Name of tenderer _____

Address _____

Last Date of Submission: Till 14:00 Hrs. on June 15, 2026

Date of Opening Tender Part I: At 15:00 Hrs. on June 15, 2026

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**Reserve Bank of India
Estate Department
Hyderabad**

(Website: www.rbi.org.in)

DISCLAIMER

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

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

Reserve Bank of India reserves the right not to proceed with the work or to change the configuration of the work, to alter the timetable reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest.

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



**Reserve Bank of India
Estate Department
Hyderabad**

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Section A: The schedule of e-tender

e-tender No.	RBI/Hyderabad Regional Office/Estate/ 14 /26-27/ET/ 78
Description of Work	“Comprehensive Annual Maintenance Contract for Providing Housekeeping Services and Washroom Cleaning at Bank’s Main Office Premises and Annexe Building, RBI, Hyderabad.”
Mode of Tender	e-tender Online Part I - Techno-Commercial Bid and Part II Price Bid through https://www.mstcecommerce.com/eprocn
Estimated Cost for one year	₹1,74,00,000 (Rupees One Crore Seventy-Four Lakh only)
Earnest Money Deposit (EMD)	₹3,48,000/- (Rupees Three Lakh Forty-Eight Thousand only) Participants are required to submit the details of EMD made by them via e-mails to estatehyderabad@rbi.org.in and asboralkar@rbi.org.in
Performance Bank Guarantee	5% of the contract value (to be provided in the form of Bank Guarantee by the successful bidder within 10 days from the date of Award of work)
Date of NIT (Notice Inviting Tender) available to parties for download	15:00 Hrs. on May 12, 2026 onwards.
Pre-Bid Meeting	11:00 Hrs. on June 03, 2026 (Venue: Reserve Bank of India, Estate Department, 1st Floor, Secretariat Road, Saifabad, Hyderabad – 500 004). Note: The participants are required to confirm their participation one day before on email ids estatehyderabad@rbi.org.in , mmpathak@rbi.org.in and asboralkar@rbi.org.in to make the necessary arrangements
Last Date of submission of EMD	14:00 Hrs. on June 15,2026
Date of Starting of e-tender for submission of online Techno-Commercial Bid and price bid	15:00 Hrs. on May 12, 2026
Date of closing of online e-tender for submission of techno-commercial bid & price bid	14:00 Hrs. on June 15, 2026
Date of opening of Part-I (techno-commercial bid)	15:00 Hrs. on June 15, 2026
Date of opening of Part-II (Price bid)	Shall be decided on scrutiny of Part I and shall be intimated to the eligible bidders.
Transaction fee	Payment of Transaction fee as mentioned in the MSTC portal through MSTC payment gateway/NEFT/RTGS in favour of MSTC LIMITED.

Section B: Important Instructions for e-Procurement

Bidders are requested to read the important instructions on e-tendering process as given below and the Terms & Conditions of this tender given in subsequent pages before submitting online bids.

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. Electronic Bidding for submission of Techno-Commercial Bid as well as Price Bid over the internet will be done. The vendor(s) should possess Class III signing and encryption type digital certificate. Vendor(s) are to make their own arrangement for bidding from a P.C. connected with Internet. RBI/MSTC is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).

SPECIAL NOTE: The Techno-Commercial (Price Bid) has to be submitted online only at www.mstcecommerce.com/eprocn/ (Version 3)

1) Vendors are required to register themselves online with www.mstcecommerce.com/eprocn/
Registration as vendor – Filling up details and creating own user id and password submit. For further details, go to Download Guide/ Video/ Registration

Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form. In case of any clarification, please contact MSTC/ RBI, (before the schedule time of the e-tender).

Contact details:

a) Contact person (MSTC) for vendors:

HO Central Help Desk : (For vendors)

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-tender, System settings etc.

b) Contact person (MSTC)

(Telangana Regional Office) Phone Number : (040) 23301039

e-mail id : mstchyd@mstcindia.in

c) Contact person (RBI) :

1. Shri Ajinkya Boralkar, AM, Estate Department, 040-2326 7123
2. Shri Anil Iraboina, Assistant, Estate Department, 040-2326 7115
3. Shri Murli Mohan Pathak, Assistant General Manager Estate Department, 040-23267149

B) System Requirements:

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

Special Note towards Transaction fee:

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

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

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

Information about tenders /corrigenda uploaded shall be sent by email only during the process till finalization of tender. Hence the vendor(s) are required to ensure that their corporate email ID provided is valid and updated at the time of registration of vendor(s) with MSTC Ltd. Vendor(s) are also requested to ensure validity of their class III signing and encryption type of DSC (Digital Signature Certificate). Vendor(s) are also requested to ensure validity of their DSC (Digital Signature Certificate).

e-tender cannot be accessed after the due date and time mentioned in NIT.

Bidding in e-tender:

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

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

1. Earnest Money Deposit for a sum of ₹3,48,000/- (Rupees Three Lakh Forty-Eight Thousand only) shall be remitted to Bank Account of Reserve Bank of India on or before 14:00 Hrs. on June 15, 2026. The account details for NEFT/RTGS transactions are as follows:

Beneficiary Name: Reserve Bank of India, Hyderabad

IFSC: RBIS0NEFTHY (5th being Zero)

Account No.: 8614038

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

2. The process involves Electronic Bidding for submission of Techno Commercial bid as well as Price Bid.

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

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

First the vendor needs to fill up the Commercial specification if any and save it. Then the vendor should fill up the Techno-commercial bid. After filling the Techno-Commercial bid, bidder should click 'save' for recording their Techno-Commercial bid. Once the same is done, the Price Bid link becomes active and the same has to be filled up and then bidder should click on "save" to record their price bid. Then once both the Techno-Commercial bid & price bid has been saved, the bidder can click on the "Final submission" button to register their bid.

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

In all cases, bidder should use their own ID and Password along with Digital Signature at the time of submission of their bid.

During the entire e-tender process, the bidders will remain completely anonymous to one another and to everybody else.

The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.

All electronic bids submitted during the e-tender process shall be legally binding on the bidder. Any bid will be considered as the valid bid offered by that bidder and acceptance of the same by the Buyer will form a binding contract between Buyer and the bidder for execution of supply/work. Such successful tenderer shall be called hereafter SUPPLIER/CONTRACTOR.

It is mandatory that all the bids are submitted with class III signing and encryption type of digital signature certificate otherwise the same will not be accepted by the system.

Buyer reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.

No deviation of the terms and conditions of the e-tender document is acceptable. Submission of bid in the e-tender floor by any bidder confirms his acceptance of terms & conditions for the e-tender.

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

The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof.

Important Note

In the online price bid, due to number of words limitation of 1000 characters, complete description could not be accommodated and description given thereof is brief. Before quoting rates online, all the contractors must read the complete details of each items given in Part-I and Part-II of the tender document. For execution and rate purpose, the details given in in Part-II of the tender document will be implemented.

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

1. Reserve Bank of India, Hyderabad invites e-tender in two parts for Comprehensive Annual Maintenance Contract (CAMC) for providing housekeeping services and washroom cleaning at Bank's Main Office Premises and Annex Building estimated cost of approximately ₹1,74,00,000/- (Rupees One Crore Seventy-Four Lakh only) per annum inclusive of GST.

2. **Eligibility Criteria for participating in the e-tender:** Company/Firm/Contractor who fulfill the following per-qualification criteria are eligible to apply:

Sl. No.	Qualifying Criteria	Requirement
(i)	Duration of experience	The intending bidder should have minimum 5 years of experience of executing similar works* (during last 5 years ending last day of month previous to the one of which applications are invited). 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 (work orders and work completion certificates) in support of minimum experience of 5 years.
(ii)	Minimum value of each completed work (qualifying)	The intending bidder must have experience of having successfully completed similar works* during last 5 years ending last day of month previous to the one of which applications are invited 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. Or (b) Two similar completed works each costing not less than the amount equal to 50% of the estimated cost. Or (c) One similar completed works each costing not less than the amount equal to 80% of the estimated cost.
(iii)	Yearly Turnover	Should have an annual turnover of amount equal to 100% of the estimated cost or more during the last three financial years ending March 31, 2026 i.e., (Financial Year (FY) 2023-24, 2024-25 and 2025-26)
(iv)	Solvency	The firm Should submit a latest 'Solvency Certificate' issued by the intending bidder's banker, for this tender for an amount equal to more than the estimated cost.
(v)	Service setup	Full-fledged service setup should be available for the specified job at Hyderabad, where from required quality services can be regularly provided.

* **Similar Works** shall refer to the works of maintenance and housekeeping services provided by the bidder in (i) Minimum 3-Star Hotels, (ii) International/Domestic Airports, (iii) Reputed/ Public/ Private Sector Banks/ Enterprises or their Residential Properties (iv) Reputed Institutions/ Organizations etc.

- The bidder must not have been suspended / delisted / blacklisted/ banned or any such process initiated against the company/entity or its directors, by any Statutory Authorities/organizations including Reserve Bank of India at any location in India on any grounds in the previous 5 years ending on April 30, 2026.
- There should not be any proceedings pending or order passed by any Authority/Court for violation/deficiency of statutory provisions such as EPF, ESI, Bonus, Minimum Wages or other payments for last 5 years ending on April 30, 2026.
- The bidder should not have rescinded/abandoned any contract awarded by any of his clients before the expiry of prescribed period of contract for last 5 years ending on April 30,2026.
- Track record of the bidder should be clean without any involvement in unlawful/ illegal activities or financial Banking frauds. There should not be any case with the Police/ Court/ Regulatory authorities against the bidder or proprietor/partners/directors in case of Proprietorship/Partnership firm/company respectively involving the above.

Note: The intending bidder who satisfied the above parameters must submit Declaration/ Undertaking in its Letter Head for the same.

Further, the Bank may terminate the contract any time if it is found that the Contractor has provided false information for considering the tender and the Bank Guarantee submitted by him as security deposit/performance security shall be forfeited/ invoked either fully or partially.

3. Details of the Company/Firm/Agency:

(a) The Full particulars of the Company/Firm/Agency, in detail, are required to be submitted. In case of a company, the certificate of registration, Memorandum and Articles of Association of the company and other relevant documents and particulars of all the directors and responsible officials are required to be submitted. In case of a partnership firm, the partnership deed, power of attorney, if any and particulars of all the partners constituting the firm; and in case of an Agency or Proprietorship, the particulars of the individual/individuals involved therein along with the name(s) and address (es)' etc. are required to be submitted.

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

(c) Written information about the names and address of the Bankers with full details like names, present contact postal addresses, e-mail IDs, telephone (landline

executives and mobile) Nos., Fax Nos., etc. of the contact executives (i.e., the persons who can be contacted at the office of their bankers by the Bank, in case if it is needed) should be furnished ([Annex VII](#)).

4. Documents / details to be submitted:

- a. Copies of applicable tax registrations, viz., PAN, TIN, GST, etc.
- b. Copy of Registration Certificate of the Company/firm/agency issued by the relevant authority.
- c. Copies of EPF Registration Certificate and ESI Registration Certificate.
- d. MSME Registration Certificate for MSME firms.
- e. Copy of License under Contract Labour (Regulation and Abolition) Act, 1970 for providing **Housekeeping Services**.
- f. Labour Licenses obtained for clients (whose performance certificates have been submitted towards establishing minimum eligibility) need to be compulsorily submitted if 20 or more manpower was supplied.
- g. Name and Address of the existing clients along with full details where the tenderer is currently executing a similar work.
- h. Provide details if any Civil Suit/ Litigation/disputes/ suspension/ penalty arisen in the contracts executed during the last 5 years ending on **April 30, 2026** / being executed. If yes, please furnish the name of the project, employer, nature of work, contract value, work order and date and brief details of litigation, provide Self-attested copies of litigations/civil suits/disputes.
- i. Any Bank having declared any loan of the tenderer as NPA in the last three years, if any.
- j. Any other document or information the tenderer may wish to furnish.
- k. Any other document/s as and when sought by the Bank.

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

6. Site Visit/Client visit:

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

- a) The members of the Evaluation Committee may conduct site visits to assess the quality and other aspects of the existing contracts of bidders as per the above criteria. A list of such places i.e., complete address details of clients in Hyderabad along with contact details of the contact person should be provided.
- b) Price Bids (Part-II) of only those firms, who are found eligible after scrutiny of Part I documents based on pre-qualification criteria, submission of requisite documents and client feedback, will be opened.

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

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

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

10. Part-I of the Tenders will be opened at 15:00 Hrs. on June 15, 2026 in the presence of the authorized representative of the tenderers, who choose to be present. Part-II of the tender will be opened on a subsequent date, which will be intimated to the tenderers, in due course of time.

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

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

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

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

Signature and Name of Tenderer with seal

Address:

Date:

Section D: FORM OF TENDER

Place.....

Date.....

The Regional Director
Reserve Bank of India
Estate Department
Hyderabad-500 004.

Madam/Sir,

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

MEMORANDUM

a)	Description of work:	Comprehensive Annual Maintenance Contract for Providing Housekeeping Services and Washroom Cleaning at Bank's Main Office Premises and Annexe Building, RBI Hyderabad.
b)	CAMC Period	July 01, 2026 to June 30, 2027 (Contract to be initially awarded for One year and the same to be renewed on yearly basis for the next two years FY: 2027-28 and 2028- 29 subject to the agency fulfilling the terms of the contract satisfactorily)
c)	Estimated cost	₹1,74,00,000 (Rupees One Crore Seventy-Four Lakh only) Inclusive of 18% GST for one year
d)	Earnest Money Deposit (EMD)	₹3,48,000/- (Rupees Three Lakh Forty-Eight Thousand only) from each bidder.
e)	Performance Bank Guarantee	5% of the contract value (to be provided in the form of Bank Guarantee by the successful bidder)

2. We undertake to deposit a sum of ₹3,48,000/- (Rupees Three Lakh Forty-Eight Thousand only) as Earnest Money Deposit with the Reserve Bank of India, along with the bid which will not bear any interest. Should we fail to execute the contract when called upon to do so, we do hereby agree that this sum shall be forfeited by the Reserve Bank of India. We also agree to keep the Bank Guarantee valid during the entire period of contract.
3. We also agree that our Tender will remain valid for acceptance by the Bank for 90 days from the date of opening of Part I of the Tender and this period of validity can be extended for such period as may be mutually agreed between the Bank and us in writing.
4. Should this Tender be accepted, I/We hereby agree to abide by and fulfill all the terms and conditions of the Tender so far as they may be applicable and in default thereof, to forfeit and pay to Reserve Bank of India such sums of money as are stipulated in the conditions contained in the Tender together with the written acceptance of the Contract.
5. I/We understand that Reserve Bank of India reserves the right to accept or reject any or the entire Tender either in whole or in part without assigning any reason thereof.
6. The tender is submitted in two parts. Part I contains all commercial terms & conditions, technical particulars, EMD and Part II contains only the Price Bid in the Bank's proforma.
7. Should this tender be accepted, I/We hereby agree to abide by and fulfill the terms and provisions of the said Conditions of Contract annexed hereto so far as they may be applicable or in default thereof to forfeit and pay to the Reserve Bank of India the amount mentioned in the said conditions.
8. **Pre-Bid meeting:**
 - a) Tenderers requiring any clarification of this document shall contact the Bank in writing at the email address mentioned in this document not later than one day before the date of the pre-Bid meeting or raise enquiries during the pre-Bid meeting.
 - b) The tenderers' designated representatives are invited to attend a pre-Bid Meeting at 11:00 Hrs. on June 03, 2026.

9. Our Bankers:

(i)	Name of the Bank: Address:
(ii)	Name of the Bank: Address:

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,

Dated this _____ day of _____ 2026

(Signature of contractor with seal)

Signature and Addresses of Witnesses:

S. No	Signature	Address
(i)		
(ii)		

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

Section E: Articles of Agreement

यह करार भारतीय रिज़र्व बैंक अधिनियम 1934 के प्रावधानों के अंतर्गत संस्थापित भारतीय रिज़र्व बैंक, हैदराबाद जिसका केंद्रीय कार्यालय मुंबई में है (जिसे इसके बाद बैंक कहा गया है) और मेसर्सजिसका पंजीकृत कार्यालय _____ हैदराबाद में है (जिसे इसके बाद " ठेकेदार " कहा गया है) के बीच -----दिन, वर्ष ----- को किया गया।

This Agreement is made on this _____ day of _____, 2026 between M/s. _____ having its Registered Office at _____ Hyderabad – , (hereinafter called the Contractor) of the One Part

And

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

जहा की भारतीय रिज़र्व बैंक, हैदराबाद के मुख्य कार्यालय परिसर और एनेक्सी बिल्डिंग में हाउसकीपिंग सेवाएं एवं शौचालय की सफाई प्रदान करने के लिए व्यापक वार्षिक रखरखाव अनुबंध के प्रावधान के लिए बैंक इच्छुक है।

WHEREAS the Bank is desirous of awarding the work of **Comprehensive Annual Maintenance Contract for Providing Housekeeping Services and Washroom Cleaning at Bank's Main Office Premises and Annexe Building at RBI, Hyderabad.**

और जबकि ठेकेदार ने मूल ए.एम.सी. में निर्धारित शर्तों के अधीन और उनके अनुसार कार्य करने के लिए सहमति दे दी है, जो कार्य के दायरे में विस्तृत हैं और बाद में पारस्परिक रूप से सहमत होने पर परिवर्धन/लोपों द्वारा विस्तारित/संक्षिप्त किए गए हैं, मूल रूप से स्पष्ट रूप से और निहित रूप से सहमत हैं और ए.एम.सी. की प्रकृति से स्वाभाविक रूप से निकलते हैं (जिनमें से सभी को सामूहिक रूप से इसके बाद उक्त "शर्तों" के रूप में संदर्भित किया जाता है) उक्त कार्य के दायरे में वर्णित कार्यों को ए.एम.सी. दर पर निष्पादित करने के लिए सहमत हो गया है, जैसा कि इसके तहत देय हो जाएगा (जिसे ए.एम.सी. अनुबंध राशि के रूप में संदर्भित किया गया है)।

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

अब इस बात पर निम्न तरह से सहमति है:

NOW IT IS HEREBY AGREED AS FOLLOWS:

1. उक्त शर्तों/एएमसी अवार्ड लेटर में निर्धारित तरीके से भुगतान की जाने वाली उक्त एएमसी अनुबंध राशि को ध्यान में रखते हुए, ठेकेदार उक्त शर्तों के अधीन कार्य के उक्त दायरे में वर्णित कार्य को निष्पादित और पूरा करेगा।

In consideration of the said AMC contract amount to be paid in the manner set forth in the said conditions/AMC award Letter, the Contractor shall upon and subject to the said conditions execute and complete the work described in the said scope of work.

2. बैंक ठेकेदार को माना गया अनुबंध राशि का भुगतान उक्त शर्तों में निर्दिष्ट समय और तरीके से करेगा।

The Bank shall pay the Contractor the agreed contract amount at the times and in the manner specified in the said conditions.

3. बैंक समय-समय पर प्रदान किए गए आयकर विभाग के मौजूदा दिशानिर्देशों के अनुसार उचित दर पर स्रोत पर कर कटौती (टीडीएस) काटेगा और किसी अन्य कानून के तहत ऐसी अन्य कटौती और गैर-कटौती के लिए उपयुक्त प्रमाण पत्र प्रस्तुत करने का दायित्व, जैसा कि संबंधित कानून में समय सीमा के भीतर सूचना के माध्यम से प्रदान किया गया है और इस तरह के कर और अन्य ऐसी कटौती बैंक द्वारा की जा रही है, ठेकेदार पर होगा।

The Bank shall deduct Tax deducted at Source (TDS) at the appropriate rate as per extant guidelines of the Income Tax department provided from time to time and such other deduction under any other statute and the onus of producing appropriate certificate for non-deduction as provided in the relevant statute by way of intimation within the time limit and before such tax and other such deduction is being made by the bank shall be on the contractor.

4. महाप्रबंधक/उप महाप्रबंधक/सहायक महाप्रबंधक, संपदा विभाग, हैदराबाद बैंक की ओर से अधिकृत प्राधिकरण है।

The General Manager/ Deputy General Manager/Assistant General Manager, Estate Department, Hyderabad is the Authority authorized on behalf of The Bank.

5. यहां उल्लिखित एएमसी पुरस्कार पत्र, अनुबंध और निविदा दस्तावेज इस अनुबंध का आधार होंगे।

The AMC award letter, agreement and tender document mentioned herein shall form the basis of this contract.

6. यह अनुबंध रुपये..... की दर से है। (रुपये मात्र) और जुलाई 01, 2026 से जून 30, 2027 तक की अवधि के लिए वैध है।

This contract is at the rate of Rs. _____ (Rupees _____ only) and valid for a period from **July 01, 2026 to June 30, 2027.**

7. ठेकेदार अपने द्वारा नियोजित व्यक्तियों के कार्यों/चूक के कारण या इस अनुबंध के निष्पादन के दौरान अपने कार्यों/चूक के कारण बैंक को हुई किसी भी क्षति/नुकसान की भरपाई करेगा।

The CONTRACTOR shall make good for any damages/loss caused to the Bank due to the actions/omissions of persons employed by him or because of his actions/omissions during the execution of this contract.

8. भारत सरकार द्वारा समय-समय पर अधिसूचित मजदूरी में किसी भी वृद्धि पर विचार करते हुए ठेकेदार न्यूनतम मजदूरी अधिनियम, 1948 के अनुसार अपने कर्मचारियों को वेतन देने के लिए सहमत होगा। मजदूरी की न्यूनतम दरों (प्लस वीडिए) को मुख्य श्रम आयुक्त (केंद्रीय), श्रम एवं रोजगार मंत्रालय द्वारा समय-समय पर जारी अधिसूचना के अनुसार संशोधित किया जाएगा अर्थात् हर साल 1 अप्रैल और 1 अक्टूबर।

The Contractor shall agree to pay salary to his employees in accordance with Minimum Wages Act, 1948 and considering any escalation in wages as notified from time to time by the Government of India. Minimum rates of wages (plus VDA) will be revised as per the Notification issued by the Chief Labour Commissioner (Central), Ministry of Labour & Employment from time to time i.e. 1st April and 1st October every year.

9. अनुबंध की अवधि जुलाई 01, 2026 से जून 30, 2027 तक है, जो संतोषजनक प्रदर्शन के अधीन है, जब तक कि बैंक द्वारा सेवा की कमी, उपयोग की गई सामग्री की घटिया गुणवत्ता के कारण इसे कम या समाप्त नहीं किया जाता है, और अनुबंध का उल्लंघन, काम की आवश्यकता में कमी या समाप्ति पायी जाती है। अनुबंध की समाप्ति पूर्व सूचना जारी कर की जाएगी। ऐसे मामले में ठेकेदार को एक माह की नोटिस अवधि दी जाएगी और जमानत राशि वापस नहीं की जाएगी।

The period of contract is **from July 01, 2026 to June 30, 2027** subject to satisfactory performance, unless it is curtailed by or terminated by the Bank owing to deficiency of service, sub-standard quality of the materials used, and breach of contract, reduction or cessation of the requirement of the work. Termination of the contract shall be made by issuing a prior notice. In such case a notice period of one month will be given to the contractor and the security deposit shall not be refunded.

10. अनुबंध की समाप्ति पर या अनुबंध की समाप्ति पर, ठेकेदार बैंक के परिसर को खाली कर देगा और बैंक से संबंधित सभी वस्तुओं / सामग्री / संपत्ति को सौंप देगा या वापस कर देगा।

On termination of the Contract or on expiry of the Contract, the Contractor shall vacate the Premises of The Bank and shall hand over or return all the articles/ Material/ property pertaining to the Bank.

11. इस अनुबंध के तहत बैंक द्वारा सभी भुगतान केवल हैदराबाद में किए जाएंगे।

All payment by the Bank under this contract will be made only at Hyderabad.

12. इस समझौते से जुड़े या किसी भी तरह से सभी विवादों को हैदराबाद में उत्पन्न माना जाएगा और केवल हैदराबाद की अदालतों के पास ही इसे निर्धारित करने का अधिकार क्षेत्र होगा।

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

13. गैर-प्रकटीकरण खंड: यह सलाह दी जाती है कि ठेकेदार प्रत्यक्ष या अप्रत्यक्ष रूप से किसी भी जानकारी, सामग्री और बैंक के बुनियादी ढांचे / प्रणालियों / उपकरणों आदि के विवरण का खुलासा नहीं करेगा, जो कि पाठ्यक्रम के दौरान ठेकेदार के कब्जे या ज्ञान में आ सकता है। इस समझौते के संबंध में

किसी भी तीसरे पक्ष को अपने संविदात्मक दायित्वों का निर्वहन करने के लिए और हर समय इसे पूरे विश्वास में रखेगा। इसके तहत दायित्वों को पूरा करने या लागू कानूनों का पालन करने के लिए आवश्यक सीमा को छोड़कर, ठेकेदार अनुबंध के विवरण को निजी और गोपनीय मानेगा। ठेकेदार नियोक्ता की पिछली लिखित सहमति के बिना किसी भी व्यापार या तकनीकी पेपर या अन्य जगहों पर कार्यों के किसी भी विवरण को प्रकाशित, प्रकाशित करने की अनुमति या खुलासा नहीं करेगा। ठेकेदार किसी भी गोपनीय जानकारी के प्रकटीकरण के कारण नियोक्ता को हुए किसी भी नुकसान के लिए नियोक्ता को क्षतिपूर्ति करेगा। उपरोक्त का पालन करने में विफलता को ठेकेदार की ओर से अनुबंध के उल्लंघन के रूप में माना जाएगा और नियोक्ता नुकसान का दावा करने और कानूनी उपायों का पीछा करने का हकदार होगा। ठेकेदार यह सुनिश्चित करने के लिए अपने कर्मचारियों के संबंध में सभी उचित कार्रवाई करेगा कि इस समझौते के तहत गोपनीय जानकारी के गैर-प्रकटीकरण के दायित्व पूरी तरह से संतुष्ट हैं। गैर-प्रकटीकरण और गोपनीयता के संबंध में ठेकेदार के दायित्व किसी भी कारण से इस समझौते की समाप्ति या समाप्ति तक बने रहेंगे।

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

14. उक्त शर्तों को इस समझौते के भाग के रूप में पढ़ा और समझा जाएगा और इसके पक्षकार क्रमशः उक्त शर्तों का पालन करेंगे और खुद को प्रस्तुत करेंगे और निहित शर्तों में क्रमशः अपने हिस्से के समझौते का पालन करेंगे।

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

15. इस अनुबंध के कई हिस्सों को ठेकेदार द्वारा पढ़ा गया है और ठेकेदार द्वारा पूरी तरह से समझा गया है, जिसके साक्षी में ठेकेदार ने अपनी मुहर (यदि कोई हो) लगाई है और बैंक प्रस्तुतियों के माध्यम से इस करार में शामिल हुआ है इसके विधिवत अधिकृत अधिकारी और उक्त दो डुप्लीकेट्स ने इन प्रस्तुतियों को अपनी ओर से पहले दिन, महीने और साल में ऊपर लिखा है।

That the several parts of this contract have been read by the Contractor and fully understood by the Contractor, in witness whereof the Contractor has caused its seal (if any) to be affixed hereunto and The Bank has set its hands to these presents through its duly authorized official and the said two duplicates has caused these

presents hereof to be executed on its behalf the day, month and year first here above written.

16. ब्लॉक सफाई कार्य के बिलों का भुगतान **मासिक** आधार पर किया जायेगा. बिल में निम्नलिखित शामिल होना चाहिए:

Payment of the bills will be made on **Monthly** basis. The bill must contain:

- केयरटेकर/असिस्टेंट केयरटेकर द्वारा विधिवत प्रमाणित उपस्थिति रजिस्टर की प्रति।
Copy of Attendance Register duly certified by Caretaker/Asst.Caretaker.
- संबंधित कार्यवाहक/सहायक द्वारा विधिवत प्रमाणित ठेकेदार द्वारा किए गए रखरखाव कार्य का विस्तृत रिकॉर्ड। कार्यवाहक और सुरक्षा अधिकारी (पी एंड एस)।
Detailed record of the maintenance job carried out by the contractor duly certified by respective Caretaker/Asst. Caretaker and Security officer (P&SE).
- ठेका श्रम अधिनियम और न्यूनतम मजदूरी अधिनियम के अनुपालन के लिए घोषणा।
Declaration for compliance of Contract Labour Act & Minimum Wages Act.
- कर्मचारियों को भुगतान किए गए वेतन की विस्तृत अनुसूची/विवरण स्पष्ट रूप से संबंधित सांविधिक भुगतान (न्यूनतम वेतन, बोनस, ईपीएफ और ईएसआई) को प्रेषित करता है।
Detailed schedule/breakup of salary paid to employees clearly stating respective statutory payments (Minimum Wages, Bonus, EPF and ESI) remitted.
- ठेकेदार को वेतन सीधे अपने कर्मचारियों के बैंक खाते में जमा करना चाहिए और मासिक बैंक विवरण (दस्तावेजी साक्ष्य) जमा करना चाहिए जिसमें तैनात कर्मियों को किए गए वेतन (बोनस सहित) का भुगतान चालान के साथ किया गया हो। The contractor should credit the salary directly to the bank a/c of their staff and submit monthly Bank statement (documentary evidence) showing payment of salary (inclusive of bonus) made to deployed personnel along with invoice.
- भारतीय स्टेट बैंक के ई-पे ऑर्डर जैसे किसी अनुसूचित बैंक के माध्यम से कर्मचारी भविष्य निधि संगठन (ईपीएफओ) को कर्मचारी भविष्य निधि के लिए ठेकेदार द्वारा किए गए भुगतान की प्राप्ति की एक प्रति।
A copy of receipt of payment made by the contractor towards Employees Provident Fund to the Employees Provident Fund Organization (**EPFO**) through any scheduled bank, like e-Pay Order of the State Bank of India.
- कर्मचारी राज्य बीमा निगम (ईएसआईसी) को कर्मचारी बीमा के लिए ठेकेदार द्वारा किए गए भुगतान की प्राप्ति की एक प्रति।
A copy of receipt of payment made by the contractor towards Employees insurance to the Employees' State Insurance Corporation (**ESIC**).
- संपदा विभाग के प्रभारी द्वारा निर्देशित कोई अन्य लॉग बुक/दस्तावेज।
Any other logbooks/document as directed by Estate Dept. in charge.

उपरोक्त दस्तावेजों के बिना जमा किए गए बिलों को भुगतान के लिए संसाधित नहीं किया जाएगा।
The bills submitted without the above said documents shall not be processed for payment.

17. अनुबंध में निर्दिष्ट डिग्री की कारीगरी और आरबीआई की संतुष्टि के लिए आवश्यक प्रगति और गुणवत्ता की दर को बनाए रखने के लिए ठेकेदार पर्याप्त संख्या में अपने श्रम को नियोजित करेगा। ठेकेदार कार्यों के संबंध में किसी ऐसे व्यक्ति को नियुक्त नहीं करेगा जिसने अठारह वर्ष की आयु पूरी नहीं की है।

The Contractor shall employ its labour in sufficient numbers to maintain the required rate of progress and of quality to ensure workmanship of the degree specified in the Contract and to the satisfaction of the RBI. The Contractor shall not employ in connection with the Works any person who has not completed Eighteen years of age.

18. ठेकेदार द्वारा तैनात सभी कर्मचारियों को ठेकेदार के कर्मचारी के रूप में माना जाएगा और भारतीय रिज़र्व बैंक का ऐसे श्रमिकों / कर्मचारियों के संबंध में किसी भी प्रकार का कोई दायित्व नहीं होगा।

All the workers or employees deployed by the contractor shall be considered as the employees of contractor and Reserve Bank of India shall not have any liability whatsoever in nature regarding such workers/employees.

19. ठेकेदार अपने द्वारा नियोजित श्रमिकों को सीधे न्यूनतम मजदूरी अधिनियम 1948, भारत सरकार द्वारा निर्धारित न्यूनतम मजदूरी से कम का भुगतान नहीं करेगा।

The Contractor shall pay to labour employed by him, directly wages not less than Minimum wages as prescribed by Minimum Wages Act 1948, Government of India.

20. ठेकेदार अपने द्वारा नियोजित श्रम के संबंध में उसमें प्रदान किए गए सभी मामलों के संबंध में अनुबंध श्रम विनियमन का अनुपालन करवाएगा।

The Contractor shall in respect of labour employed by him cause to be complied with the Contract Labour Regulation regarding all matters provided therein.

21. ठेकेदार वेतन भुगतान अधिनियम, 1936, न्यूनतम मजदूरी अधिनियम, 1948, नियोक्ता दायित्व अधिनियम, 1938 कामगार क्षतिपूर्ति अधिनियम, 1923, औद्योगिक विवाद अधिनियम, 1947, मातृत्व लाभ अधिनियम, 1970, का यौन उत्पीड़न के प्रावधानों कार्यस्थल पर महिला (रोकथाम, निषेध और निवारण) अधिनियम, 2013, या उसमें कोई संशोधन या उससे संबंधित कोई अन्य कानून और समय-समय पर उसके तहत बनाए गए नियम का अनुपालन करेगा।

The contractor shall comply with the provisions of the payment of Wages Act, 1936, Minimum Wages Act, 1948, Employers Liability Act, 1938 Workmen's compensation Act, 1923, Industrial Disputes Act, 1947, Maternity Benefit Act, 1970, Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013, or any modification there of or any other law relating thereto, and rules made there under from time to time.

22. ठेकेदार भारतीय रिज़र्व बैंक को निम्नलिखित के विरुद्ध क्षतिपूर्ति करेगा और क्षतिपूर्ति करता रहेगा:

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

a. कार्य के निष्पादन के दौरान तीसरे पक्ष के नुकसान/जीवन या संपत्ति की क्षति से उत्पन्न होने वाला

कोई भी दावा। Any claim arising out of third-party loss/ damage to life or property caused by during execution of the work

b. कार्य के निष्पादन के दौरान ठेकेदार द्वारा लगाए गए कामगारों के नुकसान/क्षति से उत्पन्न होने वाला कोई भी दावा। Any claim arising out of loss/ damage to the workmen engaged by the contractor during execution of the work.

c. लागू वेतन, पीएफ/श्रम कानूनों, ईएसआई, विनियमों आदि का पालन न करने के कारण कोई दावा। Any claim due to non-compliance of applicable Wages, PF/ Labour laws, ESI, Regulations etc.

23. ठेकेदार आवश्यक बीमा कवर (कर्मचारी मुआवजा नीति), तृतीय पक्ष/सार्वजनिक देयता नियोक्ता द्वारा अनुमोदित बीमा कंपनी के साथ नियोक्ता और ठेकेदार के संयुक्त नामों में बीमा की एक पॉलिसी लेगा (पहले का नाम पॉलिसी में पहले रखा जा रहा है) ऐसे जोखिमों के खिलाफ और काम शुरू होने से पहले ऐसी पॉलिसी जमा करें। (कर्मचारी मुआवजा नीति और ठेकेदार की सभी जोखिम नीति) के तहत न्यूनतम कवर अनुबंध की पूर्ति के लिए तैनात कामगार को भुगतान की गई मजदूरी की सीमा तक होगा। तीसरे पक्ष/सार्वजनिक दायित्व के तहत न्यूनतम कवर कम से कम 2 लाख रुपये का होगा।

The contractor shall take necessary insurance covers (Workmen Compensation Policy Contractor's All Risk Policy and Third Party/ Public Liability) 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 cover under (Workmen Compensation Policy) shall be to the extent of wages paid to the workman deployed for the fulfilment of the contract. The Minimum cover under third party / public liability shall be for a minimum of **Rs.2 lakh**.

24. ठेकेदार अनुबंध श्रम (विनियमन और उन्मूलन) अधिनियम, 1970 के प्रावधानों का पालन करेगा। अंतिम बिल जारी करने से पहले, ठेकेदार को इस आशय का एक प्रमाण पत्र प्रस्तुत करना होगा कि उसने वास्तव में सभी प्रकार के श्रमिकों को पूरे बकाया का भुगतान किया है। उनके द्वारा इस कार्य को उस दर पर पूरा करने के लिए, जो न्यूनतम मजदूरी अधिनियम, 1949 के तहत निर्धारित दर से कम नहीं है और अनुबंध श्रमिकों को आवश्यक सुविधाएं प्रदान करने के संबंध में सीएलआरए अधिनियम के प्रावधानों का अनुपालन किया है।

The Contractor shall comply with the provisions of Contract Labour (Regulation & Abolition) Act, 1970. Before release of final bill, the contractor shall submit a certificate to the effect that he has actually paid the entire dues to the labourers of all descriptions engaged by him, for completion of this work at the rate, which is not less than the one prescribed under the Minimum Wages Act, 1949 and has complied with the provisions of CLRA Act with regard to providing the essential amenities to the Contract Labour.

25. ठेकेदार / एजेंसी "कार्य स्थल पर महिलाओं का यौन उत्पीड़न (रोकथाम, निषेध और निवारण) अधिनियम, 2013" के प्रावधानों के पूर्ण अनुपालन के लिए पूरी तरह से जिम्मेदार होगा, यदि उसके कर्मचारी के खिलाफ यौन उत्पीड़न की कोई शिकायत होती है बैंक के परिसर में, शिकायत ठेकेदार एजेंसी द्वारा गठित आंतरिक शिकायत समिति के समक्ष दर्ज की जाएगी और ठेकेदार/एजेंसी शिकायत के संबंध में उक्त अधिनियम के तहत उचित कार्रवाई सुनिश्चित करेगी।

The Contractor / Agency shall be solely responsible for full compliance with the provisions of "the Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013", In case of any complaint of sexual harassment against its employee within the Premises of the Bank, the complaint will be filed before the

Internal Complaints Committee constituted by the Contractor Agency and the Contractor/Agency shall ensure appropriate action under the said Act in respect to the complaint.

26. बैंक के किसी भी कर्मचारी के खिलाफ ठेकेदार के किसी भी पीड़ित कर्मचारी से यौन उत्पीड़न की किसी भी शिकायत पर बैंक द्वारा गठित क्षेत्रीय शिकायत समिति द्वारा संज्ञान में लिया जाएगा।

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

27. ठेकेदार उन सामग्रियों/ब्रांडों का उपयोग करने के लिए सहमत है जो सर्वोत्तम गुणवत्ता के होंगे। बैंक ठेकेदार द्वारा समय-समय पर उपयोग की जाने वाली सामग्रियों की गुणवत्ता ऑडिट जांच करने का अधिकार सुरक्षित रखते हैं।

The Contractor agrees to utilize materials/brands which will be of the best quality. Banks reserves the right to conduct quality audit checks of the materials used by the Contractor on a periodical basis.

28. यदि घटना में ठेकेदार के कर्मचारी शामिल हैं, उदाहरण के लिए, बैंक के कर्मचारी को कोई मौद्रिक राहत, यदि ठेकेदार के कर्मचारी द्वारा यौन हिंसा साबित हो जाती है, तो किसी भी मौद्रिक मुआवजे के लिए ठेकेदार जिम्मेदार होगा, जिसे भुगतान करने की आवश्यकता हो सकती है।

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

29. कार्यस्थल पर यौन उत्पीड़न की रोकथाम और संबंधित मुद्दों के बारे में अपने कर्मचारियों को शिक्षित करने के लिए ठेकेदार जिम्मेदार होगा।

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

30. ठेकेदार अपने कर्मचारियों की एक पूर्ण और अद्यतन सूची प्रदान करेगा जो बैंक के परिसर में तैनात हैं।

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

31. जोखिम खंड: मौजूदा व्यवस्था की किसी भी विफलता के मामले में ठेकेदार के पास अनुबंध के तहत काम करने के लिए हमेशा स्टैंडबाय व्यवस्था होगी। बैंक किसी भी समय एक महीने की लिखित सूचना देकर अनुबंध को समाप्त करने का अधिकार सुरक्षित रखता है, यदि सेवाएं असंतोषजनक पाई जाती हैं और किसी अन्य चयनित निविदाकार को ठेकेदार की लागत, जोखिम और जिम्मेदारियों पर अनुबंध देने का भी अधिकार है और इस पर किए गए अतिरिक्त व्यय की वसूली भारतीय रिजर्व बैंक, हैदराबाद द्वारा ठेकेदार की जमानत राशि या लंबित बिल से या एक अलग वसूली दावा करके की जाएगी।

Risk Clause: The Contractor shall always have standby arrangements for carrying out the work under the Contract in case of any failure of the existing arrangement. The Bank reserve the right for termination of the contract at anytime by giving one month written notice, if the services are found unsatisfactory and also has the right to award

the contract to any other selected tenderer at the cost, risk and responsibilities of Contractor and excess expenditure incurred on account of this will be recovered by the RBI, Hyderabad from the Contractor's Security Deposit or pending bill or by raising a separate recovery claim.

32. विवाद निपटान: यह पारस्परिक रूप से सहमत है कि इस समझौते से या इसके संबंध में उत्पन्न होने वाले सभी मतभेदों और विवादों को आपसी चर्चा और बातचीत से सुलझाया जाएगा यदि ऐसे विवादों और मतभेदों को चर्चा और बातचीत से सुलझाया और हल नहीं किया जा सकता है तो वही होगा बैंक द्वारा नियुक्त एकमात्र मध्यस्थ को संदर्भित किया जाता है जिसका निर्णय अंतिम और दोनों पक्षों पर बाध्यकारी होगा और कोई भी कानूनी विवाद केवल हैदराबाद क्षेत्राधिकार के अधीन होगा।

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

33. अनुबंध का नवीनीकरण: बैंक के विवेकाधिकार पर, एएमसी को FY 2027-28 और 2028-29 के वर्षों के लिए आगे के नवीनीकरण के लिए समान नियमों और शर्तों के आधार पर दरों में लागू वृद्धि / कमी के साथ विचार किया जाएगा। प्रचलित न्यूनतम मजदूरी, बशर्ते बैंक, ठेकेदार की सेवाओं को संतोषजनक पाता है। इस संबंध में बैंक का निर्णय अंतिम और बाध्यकारी होगा। इसके अलावा, सेवा शुल्क में अधिकतम अनुमत वृद्धि बैंक द्वारा तय किए गए सीपीआई और डब्ल्यूपीआई सूचकांकों पर आधारित होगी।

Renewal of contract: At the sole discretion of the Bank, the AMC shall be considered for further renewal for the FY 2027-28 and 2028-29 on same terms and conditions based on the prevailing Minimum Wages, provided the Bank, finds the services of the Contractor satisfactory. The decision of the Bank, in this regard shall be final and binding.

34. यौन उत्पीड़न: ठेकेदार/एजेसी "कार्यस्थल पर महिलाओं का यौन उत्पीड़न (रोकथाम, निषेध और निवारण) अधिनियम, 2013" के प्रावधानों का पालन करेगी। बैंक के परिसर में अपने कर्मचारी के खिलाफ यौन उत्पीड़न की किसी भी शिकायत के मामले में, शिकायत ठेकेदार/एजेसी द्वारा गठित आंतरिक शिकायत समिति के समक्ष दायर की जाएगी और ठेकेदार/एजेसी उक्त अधिनियम के तहत उचित कार्रवाई सुनिश्चित करेगी।

ठेकेदार के किसी भी पीड़ित कर्मचारी द्वारा बैंक के किसी भी कर्मचारी के खिलाफ यौन उत्पीड़न की किसी भी शिकायत पर बैंक द्वारा गठित क्षेत्रीय शिकायत समिति द्वारा संज्ञान लिया जाएगा। यदि घटना में ठेकेदार के कर्मचारी शामिल हैं तो ठेकेदार किसी भी मौद्रिक मुआवजे के लिए जिम्मेदार होगा, जिसका भुगतान करना पड़ सकता है, उदाहरण के लिए, यदि ठेकेदार के कर्मचारी द्वारा यौन हिंसा साबित हो जाती है, तो बैंक के कर्मचारी को कोई मौद्रिक राहत। कार्यस्थल पर यौन उत्पीड़न की रोकथाम और संबंधित मुद्दों के बारे में अपने कर्मचारियों को शिक्षित करने के लिए ठेकेदार जिम्मेदार होगा।

SEXUAL HARASSMENT: The Contractor / Agency shall comply with the provisions of "the Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013". In case of any complaint of sexual harassment against its employee within the premises of the Bank, the complaint will be filed before the Internal

Complaints Committee constituted by the Contractor / Agency and the Contractor/Agency shall ensure appropriate action under the said Act in respect to the complaint.

Any complaint of sexual harassment from any aggrieved employee of the contractor against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank. The contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the contractor, for instance any monetary relief to Bank's employee, if sexual violence by the employee of the contractor is proved. The contractor shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.

35. शासकीय भाषा: यह समझौता अंग्रेजी और हिंदी में निष्पादित किया गया है। यदि इस अनुबंध का हिंदी अनुवाद अंग्रेजी संस्करण के साथ विरोधाभासी है या इसमें अंग्रेजी संस्करण के अतिरिक्त या भिन्न शर्तें शामिल हैं, तो अंग्रेजी संस्करण मान्य होगा।

Governing Language: This Agreement has been executed in English and Hindi. If Hindi translation of this Agreement conflicts with the English version or contains terms in addition to or different from the English version, the English version shall prevail.

36. हस्ताक्षर खंड: द्वारा हस्ताक्षरित और वितरित किया गया
SIGNATURE CLAUSE: SIGNED AND DELIVERED BY

ठेकेदार Contractor हस्ताक्षर मुहर Signature seal पता Address	भारतीय रिज़र्व बैंक के प्राधिकृत अधिकारी Authorized Signatory of RBI पदनाम व पता Designation & Address
साक्षी Witness हस्ताक्षर Signature नाम व पता Name and Address	साक्षी Witness हस्ताक्षर Signature नाम व पता Name and Address

Section: F- General Instructions to Contractors

1. e-Tenders comprising duly filled in details of both Part I and Part II specifications of the tender should be uploaded in MSTC website for the work '**Comprehensive Annual Maintenance Contract (CAMC) for Providing Housekeeping Services and Washroom Cleaning at Bank's Main Office Premises and Annexe Building, RBI, Hyderabad**' not later than 14:00 Hrs on June 15, 2026.
2. The tender documents will be available for viewing/downloading for the intending bidders from 15:00 Hrs of May 12, 2026. The bidders who do not comply with the following pre- qualification criteria and have not submitted the requisite EMD, will not be considered for opening of their tender Part-II.
3. Part I of the tender will be opened at 15:00 Hrs. on June 15, 2026. Upon scrutiny of Part-I by the Bank, Part II of the eligible tenderers will be opened on a subsequent date under intimation, to the eligible bidders. Tenders shall remain valid for acceptance by the Bank for a period of 90 days from the date of opening of Part I of the tender, which period may be extended by agreement and the tenderer shall not cancel or withdraw the tender during this period.
4. All information, correspondence letters shall be submitted and addressed to Regional Director, Reserve Bank of India, Estate Department, Hyderabad-500 004.
5. The tender documents should be submitted online on MSTC web portal. If the tenderers desire to submit additional information, they may do so on their own letter head/paper. Each page of the forms shall be signed and submitted to the Bank.
6. If any of the documents are missing, the tender may be considered invalid by the Bank at its discretion. No advice of any change in rate or conditions after the opening of the tender will be entertained.
7. **Earnest Money Deposit and Performance Guarantee:** Tenderers shall pay as Earnest Money Deposit a sum of ₹3,48,000/- (Rupees Three Lakh Forty-Eight Thousand only) by NEFT/RTGS/ an irrevocable Bank Guarantee (BG) in Bank's format as in [Annexure-VIII](#) in favor of the Reserve Bank of India, Hyderabad. On award of contract, the successful bidder shall furnish an amount of 5% of the contract value in the form of a Performance Bank Guarantee from any scheduled Bank in the form prescribed by the Bank (which will be submitted along with letter of acceptance) towards security deposit for the due fulfilment of the contract.
8. The Earnest Money Deposit submitted by successful bidder shall be returned within one month of award of work post submission of the Performance Bank Guarantee. The Performance Bank Guarantee towards security deposit shall be valid for the entire contract period. The Performance Bank Guarantee towards security deposit shall be valid for the entire contract period.
9. The tenderer must use only the documents and forms uploaded by the Bank. Any addition /alteration in the text of the tender form made by the tenderer shall not be valid and shall be treated as null and void.
10. The tender form must be filled in English or Hindi and all entries must be made. If any of the documents is/are missing or unauthorized / unsigned, the Bank in its discretion may consider the tender invalid.

11. Rates should be quoted in figures and words in columns specified. Altering of tender forms is not permitted, failure to comply with either of these conditions will render the tender void at the Bank's option. No advice of any change in rate or of conditions after the opening of the tender will be entertained.
12. Each of the tender documents should be signed and uploaded by the person or persons submitting the tender and is taken at his/their having acquainted himself/themselves with the General Conditions of Contract, Specifications, Special Conditions, etc. as laid down.
13. The e-tender submitted on behalf of a firm shall be signed by all the partners of the firm or by a partner who has the necessary authority (copy of power of attorney / authorization letter shall be uploaded) on behalf of the firm to enter into the proposed contract. Copy of power of attorney / authorization letter shall be uploaded. Otherwise, the Bank may reject the tender.
14. The Reserve Bank of India reserves the right to sub-divide the work mentioned in the tender, amongst two or more contractors at its own discretion and the Contractor will have to execute orders for part of the items placed with them at the quoted rates. The Reserve Bank of India also reserves the right to increase or decrease the quantities in case of future requirements and the payment for this will be made on pro-rata basis. Bank even omit any item of work after the order is placed and the Contractor shall execute the same. In this context, the rates quoted for each item must be self-supporting and relevant.
15. The Contractor shall not assign the Contract: He shall not sublet any portion of the Contract except with the written consent of the Bank. In case of breach of these conditions, the bank may serve a notice in writing on the contractor rescinding the Contract whereupon the security deposit shall stand forfeited to the Bank, without prejudice to his other remedies against the contractor.
16. The Contractor shall carry out all the work strictly in accordance with instructions of Bank's Caretaker/Security officer (P & S Cell). If in the opinion of the Bank's Caretaker/ Security officer (P & S Cell), changes have to be made in the scope of work and with the prior approval in writing of the Employer they desire the Contractor to carry out the same, the contractor shall carry out the same without any extra charge. The Bank's decision in such cases shall be final and shall not be open to arbitration.
17. All compensation or other sums of money payable by the Contractor to the Bank under the terms of this Contract may be deducted from the security deposit if the amount so permits and the Contractor shall, unless such deposit has become otherwise payable, within ten days after such deduction make good in cash the amount so deducted.
18. The Contractor shall not assign the Contract. In case of breach of these conditions, the Bank may serve a notice in writing on the Contractor rescinding the Contract whereupon the security deposit shall stand forfeited to the Bank.
19. For all intents and purpose the service providing agency shall be the "Employer" within the meaning of different Manpower Legislations in respect of the manpower employed and deployed in this office. The persons deployed by the contractor in the office shall not have claims of Master and Servant relationship nor have any principal

and agent relationship with or against the Competent Authority.

20. Evaluation of tenders:

The Price Bid consists of following components:

I. WAGE COMPONENT:

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

II. SERVICE CHARGES COMPONENT:

B) Service charges for providing 45 employees, which includes Contractor's Overhead Charges & Profit,

III. Other Components :

Cost of Day-to-Day materials including Maintenance tools & tackles, Cleaning materials , Uniform charges and uniform maintenance, charges towards Workmen Compensation Policy, Third Party Liability Policy, Labour welfare fund and other miscellaneous charges (applicable as per the scope of work in the tender)

The eligible tenders will be evaluated, and the lowest bidder will be decided on the basis of sum of Minimum Wages, Cleaning Materials cost, Service Charges, Uniform charges and uniform maintenance, charges towards Workmen Compensation Policy, Third Party Liability Policy, Labour welfare fund and other miscellaneous charges and GST as applicable.

21. On receipt of intimation from the Bank of acceptance of his/their tender, the successful tenderer shall be bound to implement the contract and within **fourteen days** thereof the successful tenderer 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.
22. 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.
23. The tenderer must obtain for himself on his own responsibility and at his own expenses all the information which may be necessary for the purpose of making a tender and for entering into a contract and must examine and 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.
24. The rates for the items in Part II should be quoted Exclusive of GST, wherein the total of all the items under, price bid will be subjected to GST @18%. Each invoice/bill shall indicate amongst other things, the contractor's PAN and GST Registration Number. The contract value will also be subject to TDS/Withholding Tax as per law.
25. The Contractor must bear in mind that all the work shall be carried out strictly in accordance with the specifications made by the Bank and in compliance of the requirements of the Municipals/local public authorities and to the requirements of the

Bank and no deviation on any account will be permitted. The successful tenderer should make his own arrangement to obtain all materials required for the work.

26. **Every employee so engaged by the contractor shall wear uniform, a badge bearing his/her name, and safety shoes while on duty. The said uniform, badge and safety shoes shall be provided by the contractor.**
27. Police Verification of all Workmen / Supervisors / Officials for entering into the Bank's Premises: The successful tenderer shall submit the necessary Police Verification Certificate of each deployed workman / supervisors / officials from Local Police Authorities about his/her identity records within 15 days of awarding the contract. Any change of deployment also needs to be submitted for the above provision without any lapses. Further, the agency should ensure that the staff deployed is medically fit, covid vaccinated and free from contagious diseases.
28. Termination of services of any person deployed by the contractor shall be made by a letter of termination of contractor. Bank will not issue any letter in this regard.
29. Water & Electricity shall be provided free of cost for execution of the work at convenient place. Contractor has to make his own arrangement for using water and electrical supply at end. The contractor shall, however, take care to ensure that no undue wastage of water/electricity is caused. All necessary safety measures shall be taken by the contractor to avoid any mishap/accident. The contractor shall be penalized by the Bank if any laxity on his part is observed in this matter.
30. The contractor shall provide the copies of relevant records during the period of contract or otherwise even after the contract is over whenever required by the Bank.
31. The contractor shall be responsible to maintain all property and equipment of the RBI entrusted to it. Any damage or loss caused by the contractor's persons to the Bank in whatever shape would be recovered from the contractor.
32. The Bank does not recognize any employee employer relationship with any of the workers of the contractor and their services shall be automatically discontinued with the termination of the contract.
33. In the event of any provisions of the contract requiring to be modified after the agreement has been signed, the modifications shall be made in writing and signed by the Bank and the contractor or his authorized representative. Such modifications will not be effective until the same have been signed by both the parties. Any verbal or written arrangements for abandoning, modifying, extending, reducing or supplementing the contract, or any of the terms thereof shall be deemed to be provisional and shall not be binding on the Bank unless and until the same are incorporated in a formal instrument and signed by the Bank and the contractor. The Bank shall not be under any obligation for providing employment to any of the worker of the contractor after expiry of the contract.
34. If the contractor shall have any doubt as to the meaning of any portion of the general conditions, or the special conditions or the scope of the work or the specifications or any other matter concerning the contract he shall in good time, before submitting his tender, put forth the particulars thereof and submit them to the Bank, in writing in order that such doubts may be clarified authoritatively in writing before tendering.

Once a tender is submitted, the matter will be decided according to tender conditions in the absence of such authentic pre-clarification.

35. The Contractor shall pay to the labourers employed by him directly wages not less than minimum wage as prescribed in Minimum Wages Act 1948, of Government of India. Minimum rates of wages (plus VDA) will be revised as per the Notification issued by the Chief Labour Commissioner (Central), Ministry of Labour & Employment from time to time i.e. 1st April and 1st October every year.
36. **If at any point of time, it is found by the Bank that the contractor does not pay Minimum Wages to the laborers engaged by him/them, Bank has every right to terminate the contract. The tenderer should credit the salary directly to the bank account of their staff and submit individual account statements of the workers showing payment of salary in their accounts along with invoice.**
37. The contractor should ensure that minimum number of persons as stated in scope of work are deployed daily. **They should work on all 6 days a week (except Sunday).** The Contractor shall provide relievers for the employees on off duty / sick / leave is provided without any disruption to the work. However, the cost for such arrangement has to be included in their quote and no additional cost will be paid separately for such arrangement. Labourers /Workers if deployed on National Holidays shall be compensated appropriately by contractor and the charges/expenditure for the same are to be borne by the contractor. The same may be accounted for during submission of price bid.
38. The Tenderers are advised to visit Reserve Bank of India, Hyderabad after obtaining prior approval and acquaint themselves of the site conditions before submitting the Tender.
39. The Tenderers are advised to submit the Tender based strictly on the General Conditions of the Contract and scope of works as specified contained in the Tender documents, and not to stipulate any deviations. If acceptance of the terms and conditions given in the Tender documents has any price implications, the same should be considered and included in the bid price. Any Tender containing deviation from the laid terms and conditions is liable to be rejected.
40. The contractor shall comply with the provisions of all labour legislation including the requirement of –
- a) The payment of Wages Act
 - b) Employers' liability Act, including P.F Act, Gratuity Act, etc.
 - c) Workmen's Compensation Act.
 - d) Contract Labour (Regulation and Abolition) Act,
 - e) Apprentices Act
 - f) Any other act or enactment relating thereto, and rules formed there under from time to time.
41. The tenderer must obtain for himself on his own responsibility and at his own expense, all the information which may be necessary for the purpose of making a Tender and for entering into a contract and must inspect the site of the work, and acquaint himself with all local conditions, means of access to the work, nature of the work and all matters appertaining thereto. The Employer's decision in such cases shall be final and shall not be open to arbitration.

42. The Contractor shall strictly comply with the provisions of contract labour acts or any other act pertaining to the contract labour that may be in force or that may be introduced during the currency of contract. Compliance of such acts now or subsequently will be at the contractor's cost.
43. The movement of the Housekeeping services staff should be confined to the area of their duty only. If they find any valuable item lying in/near the premises, they should immediately deposit it with the security officer.
44. The contractor shall not be entitled to any compensation for any loss suffered by him on account of delays in commencing or executing the work, whatever the cause of delays may be, including delays arising out of modifications to the work entrusted to him or in any subcontract connected therewith or delays in awarding contracts for other trades of the project or in commencement or completion of such works. The Employer does not accept liability for any sum besides the tender amount, subject to such variations as are provided for herein.
45. The Contractor shall inspect the site and understand the scope of work before quoting the bids. They may contact the concerned Caretaker/Asst. Caretaker for clarification in case of doubts, if any.
46. The Contractor should submit the AMC agreement in bilingual format only. In case of any dispute arises, agreement clauses in English will be considered valid.
47. The successful tenderer will be forfeited if he fails to comply with any of the conditions of the contract. The name of the successful contractor will be delisted/removed from the Bank's approved/empaneled list and no work will be awarded in future, if the successful tenderer fails to comply with any of the conditions of the contract.
48. Bank is not liable for compensation for any accident fatal or otherwise of the workmen on duty or on third party. The responsibility of such mishap rest with the contractor. All liabilities arising out of accident or death while on duty shall be borne by the contractor.
49. **Escalation clause:** The rates shall also be firm and valid for a tenure of the contract from the issue of work order and shall not be subject to exchange variations, labour condition, material cost fluctuation or any conditions whatsoever. In case, whenever there is increase in minimum wages notified by Government of India, the contractor shall pay the wages in addition to the existing wages for the tenure of the contract. Minimum rates of wages (plus VDA) will be revised as per the Notification issued by the Chief Labour Commissioner (Central), Ministry of Labour & Employment from time to time i.e., 1st April and 1st October every year. **However, the difference due to wage revision will be reimbursed by the Bank as and when bills produced with necessary supporting documents.**
50. The Contractor should note that Smoking, Drinking Alcohol, Chewing Pan/Tobacco in the Bank's premises is strictly prohibited and ensure that the workers deployed in the Bank's premises abide this rule strictly.
51. The Contractor shall remove all workers deployed by them in the Bank's premises

immediately on termination/expiry of the contract and ensure that such persons shall not create any disruption/ hindrance/problem of any nature in the Bank's premises.

52. The Contractor and his staff shall be under the general supervision and control of the Security Officer (P&SE) /Caretaker/Assistant Caretaker or any other personnel deputed for the purpose by the Bank and shall obtain necessary instructions from him for the day-to-day work in the premises.
53. The contractor shall not engage any sub-contractor or transfer the contract to any other person in any manner.
54. In the event of default being made in the payment of any money in respect of wages of any person deployed by the contractor for carrying out of this contract and if a claim therefore is filed in the office of the Labour Authorities and proof thereof is furnished to the satisfaction of the Labour Authorities, the Bank may, failing payment of the said money by the contractor, make payment of such claim on behalf of the contractor to the said Labour Authorities and any sums so paid shall be recoverable by the Bank from the contractor.
55. The contractor shall not employ any person below the age of 18 years.
56. The tenderer should credit the salary directly to the bank a/c of their staff and submit monthly Bank statement (documentary evidence) showing payment of salary made to deployed personnel along with invoice. The Contractor will be responsible for opening bank accounts of its employees. In case any complaint is received, or it is observed that the payment to the housekeeping staff is not being made as per law, the Bank shall have right to make payment to these workers at the risk and cost of the Contractor. The Bank shall not incur any liability for any expenditure whatsoever on the persons employed by the Contractor because of any such statutory obligation.
57. The Contractor shall obtain Labour license under the provisions of The Contract Labour (R&A) Act 1970.
58. **Renewal of contract:** At the sole discretion of the Employer, the AMC shall be considered for further renewal for FY: 2027-28 and 2028-29 on the same terms and conditions provided the Employer finds the services of the Contractor satisfactory. The decision of the Employer in this regard shall be final and binding.
59. **List of Documents to be submitted along with Monthly Bill:**

Copies of following duly certified documents for a month by the contractor to be submitted along with monthly bill for payment. Payment of the bills will be made on **Monthly** basis for. The bill must contain:

 - a. Copy of Attendance Register duly certified by Caretaker/Asst.Caretaker.
 - b. Detailed record of the maintenance job carried out by the contractor [AnnexVI](#) duly certified by respective Caretaker/Asst. Caretaker and Security Officer (P&S).
 - c. Declaration for compliance of Contract Labour Act & Minimum Wages Act.
 - d. Detailed schedule/breakup of salary paid to employees clearly stating respective statutory payments (Minimum Wages, Bonus, EPF and ESI, if applicable) remitted.

- e. The contractor should credit the salary directly to the bank a/c of their staff and submit their Bank statement (documentary evidence) showing payment of salary (inclusive of bonus) made to deployed personnel along with invoice.
- f. A copy of receipt of payment made by the contractor towards Employees Provident Fund to the Employees Provident Fund Organization (**EPFO**) through any scheduled bank, like e-Pay Order of the State Bank of India.
- g. A copy of receipt of payment made by the contractor towards Employees insurance to the Employees' State Insurance Corporation (ESIC), if applicable.
- h. Any other logbooks / document as directed by Estate Dept. in charge.

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

60. **Penalty:** -

a. The contractor will be required to maintain a **complaint/feedback register in addition to the attendance register** at the site, easily available to all the Security Officers (P&SE) and Caretakers/ authorized officials of the Bank. The complaint/feedback register should be attended to on an ongoing basis, and it should be ensured that complaints in the register are resolved without any delay. In case it is found that the complaints have not been rectified/ resolved despite entry in the complaint register.

b. Whenever and wherever it is found that the cleanliness is not up to the mark, it will be brought to the notice of the supervisory staff of the Contractor by the Bank's officer/ Caretaker. The Bank reserves the rights to impose penalty for the following deficiencies on the part of the Contractor. The penalty amount imposed on the Contractor shall be adjusted from from the bills payable to the Contractor or the Security Deposit held with the Bank or by invoking Bank Guarantee if the amount so permits. Penalty terms are as follows:

Sl.No.	Description	Penalty amount in ₹
1	Failure to deploy adequate Staff on daily basis as per the scope of work or fails to provide substitute staff for the absentee, without suitable justification acceptable to Bank.(-)	A penalty amount of minimum wage component quoted and applicable charges of statutory wages, if claimed, of the absent personnel(s) and additionally ₹500/- per person per day* shall be deducted from the contractor's pending/subsequent bill. of the total numbers of absentees shall be imposed on the Contractor.
2	Failure to comply with applicable statutory laws like non-payment of wages within prescribed timelines, payment of wages less than minimum wages, non-payment of EPF, ESI, if applicable etc. (-)	A penalty amount of ₹5000/- per instance shall be imposed. For repetition of the same, the Bank may consider termination of the contract by giving one calendar months' notice in writing / e-mail. However, the Contractor shall continue to discharge its/his obligations during

		the notice period unless dispensed by the Bank. Further, the Bank may also consider debarring the firm from future participation in any tender floated by RBI.
3	In case cleaning of washrooms not done (-)	₹200/- per instance per washroom
4	Shortage of necessary cleaning materials inside washroom (-)	₹200/- per instance per washroom
5	In case cleaning of floors not done properly per floor (-)	₹200/- per instance per floor
6	In case cleaning of Common Area not done per instance (-)	₹200/- per instance
7	In case disposal of dry and wet waste not done per instance (-)	₹200/- per instance

***The penalty amount imposed by the Bank on the contractor shall not be levied on the workmen by the contractor. The decision of the Bank to impose or waive off the penalty for any discrepancy shall be final, in this regard.**

c. If the contractor does not meet this service level criteria as agreed by the parties, the Bank shall be entitled to impose a penalty of Rs. 2,000/- (Rupees two thousand only) upon the Contractor for each instance and in any case subject to a maximum of Rs 50,000/- (Rupees fifty thousand only) for the term of contract in force without any prejudice to the right of the Bank to terminate the Agreement as per the provisions described herein.

61. Terms of Payment

- i. Payment in respect of manpower deployment will be made as per actual deployment and the firms/ contractors are advised to submit proof of deployment by the way of attendance registers and proof of payment.
- ii. The successful tenderer should credit the salary directly to the bank a/c of their staff and submit monthly Bank statement showing payment of salary. Necessary PF etc. to be ensured as per statutory rules. The Bank reserve the right to verify the same as and when required and accordingly, the contractor must have the necessary documents to submit the same. No Invoice would be accepted without the supporting document of Bank statement, ESI, if applicable, and PF dues. The Bank prefers that the Agency should pay their staff salary at-least by 10th of every month by means of NEFT/RTGS/Cheque and for this purpose a bank account should be maintained by their staff.
- iii. Payment of monthly bills /lump sum charges will be paid through RTGS/NEFT on submission of copy of attendance register, complaint registered duly certified by the officers concerned. Wages must be paid to the employees by the contractor without waiting for the payment from the Bank.
- iv. If the contractor fails to provide proof of payment of statutory dues, his contract shall be terminated after serving one month's notice. The Housekeeping Agency shall make payment of monthly wages (as quoted in the Financial Bid) to the deployed staffs through bank accounts only. Cash payment receipt will not be entertained

and payment in cash will be deemed as no payment at all. If the agency does not make payment through Bank account, the contract will be terminated.

62. Security Deposit/ Performance Bank Guarantee

The successful tenderer shall furnish an amount of **5% of the contract value** in the form of a Performance Bank Guarantee from any scheduled Bank in the form prescribed by the Bank (which will be submitted along with letter of acceptance) towards security deposit for the due fulfilment of the contract. The Performance Bank Guarantee towards security deposit shall be valid for the entire currency of contract.

63. Insurance

- a. The contractor shall take necessary insurance covers namely Workmen Compensation Policy, Contractors All Risk policy and third party / public liability with an Insurance Company approved by the Employer in the joint names of the Bank and the Contractor (name of the former being placed first in the policy) against such risks and deposit such policy or policies before commencement of the works. The Minimum cover under (Workmen Compensation Policy and Contractors All Risk policy) shall be to the extent of contract value for the fulfilment of the contract. The Minimum cover under third party / public liability shall be for a minimum of **Rs.2 lakh**.
- b. The Contractor shall indemnify and keep indemnified the RESERVE BANK OF INDIA against:
 - i. Any claim arising out of third party loss/ damage to life or property caused by/during execution of the work.
 - ii. Any claim arising out of loss/ damage to the workmen engaged by the contractor during execution of the work.
 - iii. Any claim due to non-compliance of applicable PF/ Labour laws, ESI, regulations etc.

Note: These policies shall be valid till the completion of the work. If the contractor does not provide these policies, the Bank reserves the right to take the above insurance policies themselves and recover the cost thereof from the bill of the contractor with additional penalty amounting to twice the premium.

64. Settlement of Disputes by Arbitration:

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

b) The arbitrator or arbitrators, as the case may be, shall have power to open up,

review and revise any certificate, opinion, decision, requisition or notice, save in regard to the excepted matters, referred to in the preceding clause, and to determine all matters to dispute which shall be submitted to arbitration and of which notice shall have been given as aforesaid.

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

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

e) This submission shall be deemed to be a submission to arbitration within the meaning of the Indian Arbitration and Conciliation Act, 1996 or any statutory modification thereof. The award of the arbitrator or arbitrators shall be final and binding on the parties. It is agreed that the Contractor shall not delay the carrying out of the works by reason of any such matter, question or dispute being referred to arbitration, but shall proceed with the works with all due diligence and shall until the decision of the arbitrator or arbitrators is given, abide by the decision of the Bank. No award of the arbitrator or arbitrators shall relieve the Contractor of his obligations to adhere strictly to the Bank's instructions with regard to the actual carrying out of the works. The Employer and the Contractor hereby also agree that arbitration under this clause shall be a condition precedent to any right of action under the contract. The venue for arbitration shall be at Hyderabad.

(f) The agreement shall be subject to the jurisdiction of the Hon'ble High Court of Telengana at Hyderabad.

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

65. TERMS AND CONDITIONS FOR HOUSEKEEPING WORK

1. The Contractor and its staff shall take proper and reasonable precautions of Bank's assets and to preserve from loss, destruction, waste or misuse the areas of responsibility given to them by the Bank.
2. The supervisor shall do a continuously monitor the work being done by the agency staff. He / She should check the washrooms at regular hourly intervals and maintain a logbook of the same. The Logbook will be daily put up to Bank's Caretaker and Security Officer the next day and will be scrutinized and verified by them.
3. Every employee so engaged by the Contractor shall wear uniform and ID card

wearing his/her name, while on duty. The said uniform and ID card issued by the Contractor shall be provided by the Contractor at his cost.

4. No lapse from the Contractor's side, which may cause damage to the property and injury to the staff in the opinion of the Bank's Engineer, shall not be permitted.
5. The work has to be carried out with the least inconvenience to the Employees and residents staying in the premises.
6. The Contractor should specify the working hours to their staff and the details thereof shall be maintained with the Caretaker/Security officer. No workmen shall be permitted to stay inside the office premises after working hours without the permission from Security Officer.
7. The Bank shall have the right to ask for the removal of any person employed by the Contractor, who is not found to be competent and orderly in the discharge of his duty.
8. The Contractor shall have the addresses and photographs of their workmen being engaged by them for the said work. Workmen will be allowed inside the building only on producing the photo pass issued by the Bank & also have to subject themselves to the security restrictions imposed by the Bank. Only the contractor himself/ themselves shall be held responsible for conduct of his/ their workmen.
9. Within 15 days of award of contract, the Contractor has to obtain police verification report on character and antecedents of its personnel/workmen and other details relating to age, educational qualification, name and permanent address to be provided under this contract along with their passport size photographs before engaging them for duty in Bank's premises. Only physically fit, well trained, literate, disciplined and honest personnel shall be deployed.
10. The rates quoted by the Contractor shall be in accordance with the Contract Labour Act 1970 / Minimum Wages Act, 1948 for the current year and also taking into account any escalation as notified from time to time by the Government of India.
11. The successful tenderer shall be responsible for safety & security of their materials & personnel and for ensuring fire prevention steps at all the times in working premises including their part of work.
12. The Contractor shall not engage any sub-contractor or transfer the contract to any other person in any manner and workmen / personnel engaged by the contractor shall not accept any gratitude or reward in any form.
13. The intending bidder are advised to inspect the site with the prior permission from the Bank and ascertain the exactness of the area to be maintained and the work to be executed before quoting the rates.
14. In case any deficiency in services such as less no. of areas to be cleaned, non-use of approved cleaning materials and less no. of staff deployed etc., is observed or brought to notice of the office, a proportionate/ appropriate amount

from the monthly bill will be deducted as penalty for deficiency in services and in any case, it will not be refunded to the contractor, in future.

15. All the consumables and disposables required for cleaning and housekeeping should be eco-friendly (preferably Green products) and branded and shall be procured by the contractor at its own cost.
16. The cleaning and housekeeping works are to be carried out in such manners that all related areas/space in the Bank's Premises always look neat and clean.
17. Disposal of Waste from the Main office premises: The Manpower engaged shall be trained in Management of garbage (bio-degradable & non-degradable and recyclable waste) also so that waste disposal is carried out properly without affecting the environment as per pollution control directions.
 - a. Arrange for a garbage disposal vehicle and other equipment required for segregation and disposal of waste in a professional manner.
 - b. Plan, manage, and collect, mechanically screen and segregate dry and wet garbage in the earmarked area, efficiently transport and dispose the garbage in the disposal area. The work should be carried out in an eco-friendly manner.
 - c. The Contractor will arrange for required resources, including manpower, disposables etc. which is used by the house keeping staff.
 - d. Ensure that the garbage collection / disposal work does not adversely affect the surroundings or personnel deputed for the work. Protective gear including boots, gloves etc. shall be provided by the Contractor to the housekeeping staff.
 - e. All the dustbins washed and lined with color-coded bags in the morning.
 - f. Collecting the garbage and segregating based on organic and non-organic waste and arrange for its disposal.
 - g. Any waste collected after cleaning of the toilet shall be disposed of by the contractor at his own cost.
 - h. The garbage has to be collected from Staff canteen, OLDR and other areas on daily basis.
 - i. The contractor has to make necessary arrangements to remove the garbage on a daily basis from the Bank's premises by coordinating with GHMC.
 - j. **The above are for indicative purposes. The onus is on the contractor to inspect / visit Bank's premises and to ascertain the actual work from the Bank & Caretaker/Security Officer concerned and to quote accordingly.**
18. The Charges quoted will cover the cost of manpower deployed and material used for efficient rendering of services and shall be payable on monthly basis subject to submission of invoice. The payment thereon will be made after the same is duly certified by the Caretaker/Security Officer that the services have been provided satisfactorily and thereafter deducting all statutory dues/taxes, etc.

19. The cleaning materials used shall be of approved quality.
20. The cleanliness will be periodically checked by the officials of the Bank.
21. The work shall be carried out strictly as per direction of the officials of the Bank.
22. The Contractor shall ensure that water shall be used judiciously without wasting. The Contractor is solely responsible for compliance of provisions or any Statute or rules framed there under by the Central Government or State Government and applicable to the labour employed by him. The Bank is not responsible in case of non-compliance of any of the provisions of the Statute or rules of the State/Central Government, by the Contractor.
23. The Bank will have the right to terminate the agreement without assigning any reason with a notice of one month and the contractor will not be entitled to any compensation for premature termination of the agreement. In such cases security deposit shall not be refunded. Before expiry of the notice period given in the termination notice, the contractor shall vacate the premises.
24. In case of any dispute arising out of this agreement, the decision of the Bank will be final and binding on the contractor.
25. The Bank will not provide accommodation to the contractor and or his workers / supervisor, etc. in the Bank's premises.
26. The contractor shall obtain necessary licenses and permits in their name at their own expenses and shall keep the Bank indemnified against any loss arising due to non-compliance to any statutory requirement.
27. The contractor will ensure co-operation with the Bank employees and with any representative of the Bank in their routine check-up of housekeeping arrangements.
28. The Contract shall be in force for the period stipulated in the contract and on the expiry thereof, it shall be deemed to have been terminated automatically unless otherwise intimated in writing. Further, the Contractor shall not have any right either contractually or equitably to demand any fresh contract for another term to continue the same in preference to any other intending party.
29. Special cleaning of specific areas in the Security Area as per the instructions of the Bank
30. Licenses, if any required for Housekeeping services at the site shall be taken by the Contractor.

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

Date:

Signature of Contractor with Seal:

Place:

Name and Address with Contact Nos.:

Section G. The Conditions Hereinafter Referred To

1 Interpretation Clause

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

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

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

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

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

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

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

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

2 Scope of Contract.

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

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

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

3 Dismissal of Workmen

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

4 Termination of Contract by the Employer

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

5 Termination of Contract by Contractor

Contract can be terminated by the Contractor or if desires, by giving one month notice to the Bank. The notice period will start from the day of **acceptance of notice** by the Bank.

6 Delayed Payment

Any bill submitted by the contractor shall be settled in the normal course provided the bills are in order in all aspects.

7 Disputes arising out of the contract

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

8 Employer entitled to recover compensation paid to workmen

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

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

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

10 Marginal Notes

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

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

Date:

Signature of Tenderer

Place:

Address

Section H- Scope of Work

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

1. Detailed Scope of works:

1.	Area to be covered	<ul style="list-style-type: none">• Main Office building• Annex Building.• Class I flats in MOB 3rd floor• Class IV flats in Annexe Building• OLDR in MOB• Canteen and Dispensary in Annex Building• Cash Department including Basement
2.	Working Hours	Shift I – 07:30 AM to 03:30 PM Shift II – 09:30 AM to 05:30 PM Including half an hour lunch break
3.	Minimum manpower	The manpower of 45 cleaning staff including 01 Supervisor. (At least 50% of the workers shall be women. The ratio of men and women can be altered as per Bank's requirement.) Out of which 04 persons shall be deputed to Cash Department at Ground Floor and 06 persons shall be deputed to Cash Department Basement.

Cleaning activity in the morning should be completed before 9:30 am for the office to function. The agency is required to deploy trained and experienced staff in the Bank on all six working days of the week except Sunday and Holiday. Bank reserves the right to seek deployment of agency's staff on selected holidays in case the need arises. Special cleaning drives will be undertaken on Saturdays in the Bank in consultation with the Caretaker.

The estimated number of cleaning/housekeeping persons to be deployed will be 01 Supervisor (one male & one female) and 44 workmen for cleaning / housekeeping (At least 50% of the workers shall be women. The ratio of men and women can be altered as per requirement) Total-45. The Bank reserves the right to increase or decrease the number of persons to be deployed before awarding the work at any time during the currency of the Contract. The monthly payment will be made as per the total manpower deployed (man days) during the month. Supervisors and the workmen may have to work in shifts (Shift-I: 07.30 AM to 03.30 PM & Shift-II: 09.30 AM to 05.30 PM). Out of 44 workmen, 04 persons shall be deputed to Cash Department at Ground Floor and 06 persons shall be deputed to Cash Department Basement.

General Areas/Common Areas of Main Office Premises including Annex Building:

- a) Contractors shall be responsible for all cleaning works such as sweeping and mopping of general area in each floor, passages, and lobbies at all the floors, cleaning of each cabins located in all the floors at Main Office Building. Cleaning of tables, chairs, and workstations in each departments/Section.
- b) Sweeping and mopping of staircases along with cleaning / maintenance of washrooms/toilets located in the entire premises of the Bank, Cash Area, Annexe Building, adjoining areas including all the lifts and lift lobbies in the premises.
- c) Sweeping and Mopping of Cash Area that includes the area from the Cash Entrance, Cash Counters, all the sections and cabins, Claims Section, CVPS, IP CCTV Console Room, all the Vaults, Vault Corridors, Shredding Area, Safety Yard and Police Guard Room/ dormitory and their office area.”
- d) Sweeping and mopping of Banking hall on the ground floor, glass panes on counters of the Banking hall, cleaning of storerooms, book vaults, record rooms, etc, of all the departments of the Bank
- e) Sweeping of frontal driveway, front parking area, rear parking area and complete peripheral area of the Bank.
- f) Cleaning of Conference Halls/ Meeting Rooms/ lecture halls and Board Room, complete Executive Area including the cabins and Dinning Area at the 5th floor as per the requirement of the Bank. The said area must be maintained in the highest standard of upkeep at any given point in time.
- g) Cleaning of Officers Lounge and Dining room located at the second floor and carry out miscellaneous tasks in the lounge as per instructions of the Bank.
- h) Sweeping of pedestrian way outside the Bank’s premises.
- i) Cleaning activity in the morning should be completed before 9:30 am for the office to function.
- j) Special cleaning of specific areas in the Main Office Premises including Security/Cash Area as per the instructions of the Bank on Saturdays or holidays.
- k) The passages/veranda and staircases of the buildings shall fortnightly be washed with detergent, Lizol, Phenyle or equivalent and others required cleaning materials. The sweeping and mopping shall be carried out both in the morning hours and afternoon.
- l) Removing the beehives and cobwebs, stains, dirt from wall, windows, ceiling and such areas as required.
- m) Annexe Building - Sweeping and mopping of Cafeteria (staff canteen) and adjacent areas of washrooms/toilets and Sports club premises.
- n) Sweeping, mopping and dusting of Gymnasium, Association and Union Office Rooms, Co-operative Society, Creche, Mini Auditorium, Dispensary and corridors in the Annexe Building.
- o) Terrace Cleaning: The Contractor shall clean the terrace areas weekly once in monsoon and at fortnight periodicity in remaining period and as and when instructed by the Bank. The Second floor (terrace) walking area should be cleaned on daily basis.
- p) Cleaning of areas around water dispenser/ the dispensers and trays beneath the dispensers located at various places in the Bank’s premises. Placing and replenishing of water bubble tops at the water dispensers.

- q) Collection of garbage from all floors of Main Office Building, Annexe Building, Officers' lounge and adjoining areas as well as placing it at the designated place for the same and disposing the same out of premises as per the GHMC norms.
- r) Any special cleaning on Republic Day, Independence Day and Festivals to be carried out as per the instruction of the Bank.
- s) Continuous cleaning to maintain hygiene & mopping of floors and common area in the Bank to be done during office hours so that it retains a clean and dry look.
- t) The Supervisor and Housekeeping staff should have basic Fire Fighting skill and should be trained to use different types of fire extinguishers.

II. Washrooms/ Toilets in Main Office Premises including Annex Building:

- a) There are approximately 44 washrooms (ladies and Gents) combined in Main Office Premises and Annexe Building. The housekeeping staff shall be responsible for cleaning of the washrooms/toilets that includes toilet pots & seats, urinal pots, platform, sink, wash basins, tiles, floor, racks, glass mirrors etc. in all the washrooms and toilets of the Main Office Building and Annexe Building. Any damage to the Sanitary fixtures and fittings, the recovery of the equivalent cost will be made for its replacement from the vendors respective bills.
- b) Thorough sweeping, washing, mopping and scrubbing the floor and wall dado inside the toilets. Washing of toilet floors and tiles with suitable ceramic tiles Cleaning Materials every day.
- c) Cleaning (Not by pouring water) of walls of Washrooms/Toilets and keeping ceilings free from cobwebs, dirt, stains, etc.
- d) Cleaning of windows, window panes, grills, doors, ventilators, exhaust fans, ceiling, wall dado, plumbing and sanitary fittings & fixtures, glazed ventilators etc
- e) Removing the cobwebs, stains, dirt from wall, ceiling, pelmet and inaccessible spots.
- f) Cleaning of accessories provided in the wash rooms like Buckets/mugs/soap cases, etc.
- g) The required frequency of cleaning the washrooms/toilets would be once per hour in a day (every hour during office hours).
- h) Flushing system of all toilets are to be checked at regular interval every day.
- i) Liquid Hand wash, Toilet Rolls and Paper Napkins of good quality and bearing ISI and Eco Mark to be provided by the agency. Continuous availability of these materials is to be ensured in each washroom. **Placing of Dustbins fitted with disposable polybag in each washroom as well as work desk must be ensured.**
- j) Dustbins kept in the washroom and surrounding area shall be emptied on regular basis at designated places.
- k) Cleaning all the nickel parts of sanitary fittings, taps, etc., and always keep them in a sparkling condition.
- l) The soap dispenser in the washrooms should be topped up regularly with good quality liquid soap (bearing ISI and Eco mark confirming to latest BIS Standard).
- m) The Contractor should procure/keep/provide stock of sufficient/adequate quantity of cleaning materials/tools/equipment for use to ensure state of the art cleaning.
- n) Appropriate cleaning material shall be used for cleaning to avoid damage to CP fixture/ tiles/flooring etc. The Cleaning Materials used for cleaning shall be of standard quality

(bearing ISI and Eco Mark). **Acid shall not be used.** The contractor should use the approved materials as specified in the indicative list of cleaning material.

- o) To *check* all the equipment on a daily basis in the toilets like taps/sinks/geysers/ flush/ showers/soap dispensers/ hand dryer/ any other sanitary fittings etc. are in working condition and if not, then report to Caretaker. Complaints regarding civil, electric, plumbing etc. observed in the toilets/ washrooms must be resolved by reporting to Caretaker.
- p) The Contractor shall provide the workers with hand gloves where necessary.
 - Any additional work as and when required has to be attended to. The contractor shall arrange to issue suitable identity cards and uniform to his workmen minimum 02 sets including shoes in consultation with the Bank. The firm/agency should visit the site for assessment of the work and quote per month rate for the captioned work. A worksheet chart has to be displayed in each washroom clearly indicating the number of times the toilet/washroom was cleaned daily and it has to be authenticated by the site supervisor. The same will be randomly checked by CT/ACT.
- q) The agency should use following approved/ any other equivalent cleaning materials as approved by Bank:

Section: I - List of Cleaning Materials

(i) **Cleaning material** – List of Cleaning Materials that would be Required on Monthly Basis:

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

“Annexure A”

(i)

Sr. No.	Items	Quantity required per month	Brand name
1	Phenyl or Equivalent Floor Cleaner (1 lt)	35	Lizol / Domex
2	Hard Broom	35	Good quality brand as approved by the Bank
3	Soft Broom	20	Good quality brand as approved by the Bank
4	Dusting cloth (1mtr)	10	Good quality brand as approved by the Bank
5	Detergent Powder (1 kg)	10	Vim/ Surf Excel
6	Toilet air freshner cake	70	Odonil/ Godrej Aer
7	Room Freshner sprays	45	Odonil/ Godrej Aer
8	Automatic Air freshener machine	5	Godrej/ Airwick / Ambipur
9	Automatic air freshner refill	10	Godrej/ Airwick / Ambipur
10	Dura Cell AA	30	Dura Cell
11	Germ disinfectant (110 ml)	40	Dettol/ Savlon
12	Liquid handwash pouch (1 litre)	50	Dettol/ Santoor
13	Naphthalene Balls (1 kg)	05	Good quality brand as approved by the Bank
14	Toilet cleaner (1 lt)	30	Harpic/ Sani Fresh
15	Deodorising Pads	50	Good quality brand
16	Napkins	40	Good quality brand as approved by the Bank
17	Sponge	10	Good quality brand as approved by the Bank
18	Swabbing cloth	10	Good quality brand as approved by the Bank
19	Windows/fans / mirror cleaning/Coiln(1 lt)	10	Colin / Mr. Muscle
20	Stain Remover (1 lt)	10	Easy-off-Bang
21	Bleaching Powder (1 Kg)	10	Good quality brand as approved by the Bank
22	Rubber Mop	10	Good quality brand as approved by the Bank

23	Super Mop Set	15	Good quality brand as approved by the Bank
24	Super Mop Refill	15	Good quality brand as approved by the Bank
25	Transparent Garbage bags Jumbo	1000	Good quality brand as approved by the Bank
26	Toilet tissue Roll	300	Good quality brand as approved by the Bank
27	M-fold tissue paper for Wall-mounted dispenser (Approx. 2000pcs with 20 packets)	50	Good quality brand as approved by the Bank
28	Garbage Bags(Black, Green, Yellow and Red) – Small	90 packs	Bio-Degradable
29	Plastic Drum with Lid(300 Ltr)	05	Good quality brand as approved by the Bank
30	Dustbin with Lid (Red /Green)	05	Good quality brand as approved by the Bank
31	Dustbin with Wheel (65 Ltr)	05	Good quality brand as approved by the Bank
32	Drainage cleaner	05 Packets	Harpic/Mr Muscle
33	Dust Pan	30	Good quality brand as approved by the Bank
34	Micro fibre Cloths hand towel (red/blue/green)	5	Good quality brand as approved by the Bank

Note: Bidder is advised to supply/maintain the cleaning material as per the list mentioned above, Contractor should keep/provide/maintain the stock as per the list above (at least of 15 Days) of cleaning materials for use to ensure state of the art cleaning in the Bank's premises. Bills of the cleaning material provided will be settled by the bank as per the rates quoted for day-to-day including Maintenance tools & tackles, Cleaning materials at Annexure A above after submission of certified (from P&S Official/Caretaker) fortnightly stock statement of the material maintained by the firm at the end of each month.

Any deviation in the house keeping tools quality & quantity and other resources as mentioned above will invoke penalty as decided by the Bank. In case the contractor has not provided the mentioned quantity of requisite materials even after levy of penalty, the Bank may procure it and deduct the cost from the bills of the contractor.

(ii) Machinery/safety equipment's to be provided after the advised from the Bank-

Sr. No.	Item	Quantity
1	Jet Machine	01
2	Single Desk Machine	01
3	Industrial Purpose Vacuum Cleaner	02
4	Caution Boards	12
5	Wringer trolley	10
6	High level Comb web stick	01
7	Glass cleaning kit	02

(iii) Others-

- r) **Hand wash for liquid dispenser and tissue papers for wall mounted dispensers, Urine Cubes, Naphthalene balls etc. to be made available all time in all washrooms/ toilets/ Hand wash area in the bank.**
- s) The agency should undertake to supply the Cleaning Materials as shown above table or as approved by the Bank/ as advised by the Bank from time to time. The Bills in this regard will be settled by the Bank by following the due process of certification to the effect that the condition of the items supplied were to the satisfaction of the Bank and mentioned stock is maintained fortnightly. However, the same will be paid as per quoted rate given by the Tenderer in Part-II of the tender.
- t) No additional Charges for arranging supply of the Cleaning Materials will be paid towards the procurement and supply of Cleaning Materials or any other related equipment, materials over and above the quoted amount.
- u) The agency should keep/provide stock of cleaning materials/ machines for use to ensure state of the art cleaning such as scrubbing machines, vacuum cleaner, dusters/ mops, detergents/ washing powder, brooms, sponges, garbage sacks, polish, phenyl, acid, ladder, cobweb brush with pole, different types of brushes for dusting, stain remover, bleaching liquid & powder, cleaning acid, etc.
- v) The Contractor has to ensure that the staff deployed is dressed in neat and clean uniform approved by the Bank and are provided with aprons, masks, hand-gloves, caps etc.
- w) Reliever for Supervisor be provided separately by the contractor and should not be from the housekeeping staff deployed.
- x) The housekeeping staff once deployed in the Bank should not be removed or changed without intimation to all concerned along with the reason thereof. In case, any of agency staff defaults on any account, the Bank reserves the right to get him/ her replaced and the same must be done without delay.

Cleaning of washrooms/general toilets and common area has to be conducted from 7.30 am to 5.30 pm on a regular hourly basis and on requirement basis in between with best and branded cleaning solutions, materials, mechanised scrubbing, etc. The dry floors in toilets needs to be maintained during office hours. Display board indicating cleaning in progress must be displayed while the cleaning is in progress.

III. The following jobs are to be carried out weekly (on Saturdays):

All Saturdays will be used for special cleaning exercise of the toilets/ washrooms and other areas in the Bank premises.

- i) Thorough cleaning/sweeping/washing/mopping with disinfectant cleaners of all floors, staircases and toilets. Scrubbing of all floors and ceramic tiles base.
- ii) Thorough cleaning of pantries, sinks, exposed areas as well as behind/corner/niches under the furniture and fixtures.
- iii) Cleaning of sanitary fittings, toilet drain pipes, wash basin drain pipes, etc. with standard cleaning material.
- iv) Cleaning of all window glasses with glass cleaners
- v) All floors in common area, including staircases shall be cleaned thoroughly with floor scrubbing machine with soap and water to remove all stains etc.
- vi) Total office area floors to be cleaned with floor scrubbing machine, wherever required as

per directions of P&SE/ Caretaker/Asst.Caretaker.

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

IV. Flat Cleaning at Bank's Essential Staff Quarters:

- i) Cleaning of toilet has to be carried out on weekly basis and deep cleaning of flat has to be carried out on quarterly and half yearly basis and routine cleaning as per prescribed intervals for Officers Flats- **2 Flats**
- ii) Deep cleaning of flat has to be carried out on Half yearly basis for Class III/IV- **7 Flats**.

a) Weekly Cleaning of Toilets / bath area for Officers' flat:

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

b) Quarterly - Deep Cleaning of Flats: Cleaning and maintenance of flats of Officers has to be carried out once in a quarter.

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

c) Half yearly – Deep Cleaning of Flats: Cleaning and maintenance of Class III flats & Class IV must be carried out once in a half year.

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

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

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

VII. Guidelines for cleaning works:

- a) High standard of cleanliness should be maintained by using modern equipment and

materials.

- b) Cleaning works are to be undertaken at the time specified by the Bank, taking into consideration the volume and nature of work, without compromising on the quality of the work.
- c) Cleaning of fans, lighting fixtures exhaust fans, etc.
- d) Cleaning of platform and toilet pots, seats/urinal pots, sink, wash basins, tiles, racks, glass mirrors.
- e) Thorough sweeping, washing, mopping and scrubbing the floors and wall dado inside the toilets.
- f) Cleaning of floor, walls and ceiling and removing dirt, dust and stains from them. It should also be made free of cobwebs including removing them from inaccessible places by using appropriate tools.
- g) Cleaning includes plumbing and sanitary fittings & fixtures, etc., without causing damage to sensors.
- h) Cleaning of windows, window panes, grills, doors, ventilators, etc., without causing any damage to the installed blinds.
- i) Cleaning of accessories provided in the wash rooms like buckets/mugs/soap cases etc.
- j) All the cleaning material and equipment will be provided by the service provider / contractor firm.
- k) The cleaning material used shall be of standard quality (of eco-friendly and non-toxic variety) to avoid damage to CP fixture/tiles/flooring, etc.
- l) The Contractor should procure/keep/provide stock of sufficient/adequate quantity cleaning materials/tools/equipment for use to ensure state of the art cleaning.
- m) The contractor should use appropriate non-toxic and eco-friendly cleaning materials available in the market and as approved by the Bank. The Contractor shall use only standard quality cleaning materials for cleaning of window panes/fans/ mirror etc., use of floor cleaning materials for respective floor finish. The materials used shall not damage the sheen of the flooring / dado finishes. Brass/stainless steel fitting and fixtures shall be polished using appropriate good quality approved materials.
- n) The Contractor shall provide the workers with hand gloves wherever necessary.
- o) Deodorizing urinal pads for the gents washroom be provided.
- p) Initial stocking of all cleaning material/ items in adequate quantity before commencement of the contract period and subsequent monthly replenishment as per quantity laid down.
- q) Any additional work as and when required has to be attended to.

VIII. Timings for Housekeeping work and Strength of Staff:

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

Sr. no.	Nature of work	Location	Category	Manpower	Work men required on all 6days of each week
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1	Housekeeping	MOB	Housekeepers	44	Normal Working hours: (8 hours) I shift- 07.30 AM to 03.30 PM and II shift- 09.30 AM to 05.30 PM with half an hour lunch break. Bank may stagger the working hour of some workers on requirement basis between the time interval of 07:30 AM and 6 PM.
2	Supervising		Supervisors	01	

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

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

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

X. All labourers and supervisor should report to the P&SE/Caretaker/ Asst.Caretaker of the Main Office Premises. The working hours shall be 8 working hours (including 30 minutes lunch break), 6 working days in a week at the Main Office Building and Annexe Building. However, in the case of emergency, the workers will have to continue to work till the emergency is over as per the directions issued by authorized person of the Bank. Weekly holiday should be given to the workers with an alternative arrangement as per Statutory Requirement without affecting services. No extra payment will be considered other than rates quoted by the firm. Contractor shall maintain a record of payment to the workers, which shall be submitted along with the bill. Electricity and water shall be given to the agency at nearest available point, free of cost by the Bank, but all the other arrangements have to be made by the contractor on their own.

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

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

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

XIV. Housekeeping Monitoring and Control -

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

Toilets Checklist:

a) This is to be attached on the back of the toilet door. It is to be filled up by the supervisor Housekeeping staff on hourly daily as mentioned in [Annex-V](#).

b) Management / Housekeeping Service Requirements/ Complaints Report:

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

TERRACE CLEANING: The Contractor shall clean the terrace areas weekly once in monsoon and at fortnight periodicity in remaining period and as and when instructed by the Bank. The Second floor (terrace) walking area should be cleaned on daily basis. The Contractor's quoted rates should be inclusive of this item. No extra payment whatsoever will be made on this account.

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

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

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

XVI. Disposal of Waste from the Main office premises:

The Manpower engaged shall be trained in Management of garbage (bio-degradable & non-degradable and recyclable waste) also so that waste disposal is carried out properly without affecting the environment as per pollution control directions.

- a. Arrange for a garbage disposal vehicle and other equipment required for segregation and disposal of waste in a professional manner.
- b. Plan, manage, and collect, mechanically screen and segregate dry and wet garbage in the earmarked area, efficiently transport and dispose the garbage in the disposal area. The work should be carried out in an eco-friendly manner. The manpower provided should be trained to operate OWC (Organic Waste Convertor) plant for daily one hour for 6-days in a week.
- c. The Contractor will arrange for required resources, including manpower, disposables etc. which

- is used by the house keeping staff.
- d. Ensure that the garbage collection / disposal work does not adversely affect the surroundings or personnel deputed for the work. Protective gear including boots, gloves etc. shall be provided by the Contractor to the housekeeping staff.
 - e. All the dustbins should be washed and lined with colour-coded bags in the morning.
 - f. Collecting the garbage and segregating based on organic and non-organic waste and arrange for its disposal.
 - g. Any waste collected after cleaning of the toilet shall be disposed of by the contractor at his own cost.
 - h. The garbage has to be collected from Staff canteen, OLDR and other areas on daily basis.
 - i. The contractor has to make necessary arrangements to remove the garbage on a daily basis from the Bank's premises by coordinating with GHMC.

The above state/scope of work is only for indicative purposes. The onus is on the contractor to inspect/ visit Bank's premises and to ascertain the actual work from the Bank & Caretaker concerned and to quote accordingly.

XVII. Other Conditions:

- i) The Charges quoted will cover the cost of manpower deployed and material used for efficient rendering of services and shall be payable on monthly basis subject to submission of invoice. The payment thereon will be made after the same is duly certified by the Caretaker/Assistant Manager of P&SE that the services have been provided satisfactorily and thereafter deducting all statutory dues/taxes, etc.
- ii) The cleaning materials used shall be of approved quality.
- iii) The cleanliness will be periodically checked by the officials of the Bank.
- iv) The work shall be carried out strictly as per direction of the officials of the Bank.
- v) The Contractor shall ensure that water shall be used judiciously without wasting. The Contractor is solely responsible for compliance of provisions or any Statute or rules framed there under by the Central Government or State Government and applicable to the labour employed by him. The Bank is not responsible in case of non-compliance of any of the provisions of the Statute or rules of the State/Central Government, by the Contractor.
- vi) The Bank will have the right to terminate the agreement without assigning any reason with a notice of one month and the contractor will not be entitled to any compensation for premature termination of the agreement. In such cases security deposit shall not be refunded. Before expiry of the notice period given in the termination notice, the contractor shall vacate the premises.
- vii) In case of any dispute arising out of this agreement, the decision of the Bank will be final and binding on the contractor.
- viii) The Bank will not provide accommodation to the contractor and or his workers/ supervisor, etc. in the Bank's premises.
- ix) The contractor shall obtain necessary licenses and permits in their name at their own expenses and shall keep the Bank indemnified against any loss arising due to non-compliance to any statutory requirement.
- x) The contractor will ensure co-operation with the Bank employees and with any representative of the Bank in their routine check-up of housekeeping arrangements.
- xi) The Contract shall be in force for the period stipulated in the contract and on the expiry

thereof, it shall be deemed to have been terminated automatically unless otherwise intimated in writing. Further, the Contractor shall not have any right either contractually or equitably to demand any fresh contract for another term to continue the same in preference to any other intending party.

- xii) The Contractor shall furnish the details of his employees prior to deployment. The Bank or its authorized representatives reserve the right to refuse admission to one or more of the contractor's persons, if their conduct or inefficiency is subsequently found unacceptable. The decision of the Bank or its authorized representatives in this matter shall be final. Although not desired, the Contractor may substitute any of his employees and after taking permission from the Bank. The Contractor is required to submit the complete list of staff working under the contract with their complete address/photo etc. for records.
- xiii) The Contractor will also maintain a suggestion book and a complaint register to be produced to the Bank on monthly basis along with invoice.
- xiv) Special cleaning of specific areas in the Security Area as per the instructions of the Bank
- xv) Licenses, if any required for Housekeeping services at the site will be procured by the Contractor.

I/We hereby declare that I/we have read and understood the above conditions and the same shall remain binding upon me/us in case the work is entrusted to me/us.

Date:
Place:

Signature of Contractor with Seal:
Name and Address with Contact Nos.:

Section J: Safety Code

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

Date:

Signature of Tenderer

Section: K- Schedule of Quantities

Comprehensive Annual Maintenance Contract (CAMC) for providing Housekeeping services and Washroom Cleaning at Bank's Main Office Premises and Annexe Building

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

Wages for one year

Wage and other statutory component calculation		
	Semi-Skilled	Unskilled
Basic +VDA/day **	918.00	827.00
Basic +VDA per Month	23,868.00	9,46,088.00
Total wage component (Item no 1) for 1 Semi-Skilled and 44 Unskilled workmen per Month	9,69,956.00	
EPF @ 13%/Month(minimum)	1,950.00	1,950.00
ESI @ 3.25%/Month*	NA	NA
Bonus @ 8.33%/Month*	NA	NA
EPF+ESI+Bonus as applicable per Month	1,950.00	85,800.00
Total statutory component (Item no 2) for 1 Semi-Skilled and 44 Unskilled workmen per Month	87,750.00	
** Bidder should quote minimum this rate while quoting the bid, rates quoted less than this will be liable for rejection.		

Sl. No.	<u>CALCULATION</u>				
A.	Minimum Wage Components: –. Gross Wages of total employees for one year: The amount is inclusive of Basic Wages (Minimum) (plus Variable Dearness Allowance) House Keeping Staff (Unskilled) and Supervisor (Semi-Skilled) according to Minimum Wages Act of Government of India, applicable Employees State Insurance (ESI), Employees Provident Fund (EPF), and Bonus. (Minimum Wage + Statutory Components)				
	Wage Component Manpower deployment charges	12	Month	9,69,956.00 per Month	1,16,39,472.00 per year
	Statutory Components pertaining to wages (i) Contribution towards EPFO (ii) Administrative charges under EPFO (iii) EDLI Contribution	12	Month	87,750.00 per Month	10,53,000.00 per year
Variable Component:					
B	Service Charges – Contractor's Profit and any other expenses as applicable (Minimum 3% of A)			Percentage to be quoted in MSTC.	
C	Cost of Day-to-Day materials including Maintenance tools & tackles, Cleaning materials as detailed in Section "I" and			Rates to be quoted in MSTC.	

	Annexure "A" of tender document	
D	Uniform charges and uniform maintenance, charges towards Insuranc-Workmen Compensation Policy, Third Party Liability Policy, Labour welfrare fund and other miscellaneous charges (applicable as per the scope of work in the tender)	Rates to be quoted in MSTC

- Bidders must keep in mind the following:
 - The price should be quoted for one year.
 - While quoting wage component that if they quote lower than the minimum amount, they shall be liable for **disqualification**.
 - While quoting **Service Charges, amount/percentage lower than the minimum 3% of (Wages + Statutory Components pertaining to wages)** , shall be liable for **disqualification**. they should include all expenditure on providing managerial supervisory/ administrative services to get the work done through their deployed Housekeeping Staff.
 - Offering “zero”/ irrational/ unreasonable/ unworkable quotes shall be liable for **disqualification**.
 - They shall satisfy themselves about the quantity of cleaning materials required for execution of the work. Agency may visit the site to assess the quantum of work before submitting the bids. If they desire so.
- Minimum rates of wages (plus VDA) calculated as per the Notification issued by the Chief Labour Commissioner (Central); Ministry of Labour & Employment applicable from April 01, 2026. Any future increase or decrease in these statutory rates like Minimum Wage, VDA, EPF, ESI, Bonus, GST, etc., by the appropriate authority shall be binding on both the parties and shall be paid by the Bank accordingly.
- Statutory payments EPF and ESI, if applicable, are calculated according to latest rules and regulations stipulated by respective authorities Employees' Provident Fund Organization and Employees' State Insurance Corporation.
- Bonus, if applicable, is calculated as per the latest amendment [The payment of Bonus(Amendment) Act, 2015 notified on 01.01.2016] made effective from 01.04.2014.



**RESERVE BANK OF INDIA
ESTATE DEPARTMENT
HYDERABAD**

Tender for Comprehensive Annual Maintenance Contract for Providing Housekeeping Services and Washroom Cleaning at Bank's Main Office Premises and Annexe Building, RBI Hyderabad. (Important: Do not upload the filled calculation sheet, this is for reference only. Only upload excel downloaded from MSTC in Price Bid only.)

**Part II
(Financial Bid)
Annex-I**

Wage and other statutory component calculation		
	Semi-Skilled	Unskilled
Basic +VDA/day	Rates to be quoted in MSTC	Rates to be quoted in MSTC
Basic +VDA per Month	Auto Calculated	Auto Calculated
Total wage component (Item no 1) for 1 Semi-Skilled and 44 Unskilled workmen	Auto Calculated	
EPF @ 13%/Month	Auto Calculated	Auto Calculated
ESI @ 3.25%/Month*	NA	NA
Bonus @ 8.33%/Month*	NA	NA
EPF+ESI+Bonus as applicable per Month	Auto Calculated	Auto Calculated
Total statutory component (Item no 2) for 1 Semi-Skilled and 44 Unskilled workmen	Auto Calculated	

Item no	Description of Item	Quantity	Unit	Rate (excluding GST)	Total/Year (including GST)
1	<u>Wage Component</u> Manpower deployment charges for carrying out the work under the scope of the work, terms & conditions mentioned in the tender. The bidder shall not quote rates for this component. The amount is arrived as per Annexure - I of the tender.	12	Month	Auto Calculated as per the rates quoted above at (Basic +VDA/day)	Auto Calculated as per the rates quoted above at (Basic +VDA/day)

2	Statutory Components pertaining to wages (i) Contribution towards EPFO (ii) Administrative charges under EPFO (iii) EDLI Contribution The bidder shall not quote rates for this component. The amount is arrived as per Annexure - I of the tender.	12	Month	Auto Calculated as per the rates quoted above at (Basic +VDA/day)	Auto Calculated as per the rates quoted above at (Basic +VDA/day)
3	Contractor profit and Overheads / Service Charges (min. 3%) for Item 1 & 2= % of Item No (1+2)	1	Year	Percentage number to be quoted in MSTC	Auto Calculated as per the rates quoted beside
4	Day-to-Day including Maintenance tools & tackles, Cleaning materials as detailed in Annexure "A" and Section "I" of tender document	12	Month	Rates to be quoted in MSTC	Auto Calculated as per the rates quoted beside
5	Cost of set of two new uniform twice in a year to the workers, safety shoes, gumboots, helmet, cost of providing one matching jacket/ pull over/ sweater in winters, transportation costs, lifting of debris, freight charges, all other incidental costs and other charges towards Workmen Compensation Policy, Third Party Liability Policy, Labour welfare fund and other miscellaneous charges (applicable as per the scope of work in the tender)	12	Month	Rates to be quoted in MSTC	Auto Calculated as per the rates quoted beside
6	Total including GST				Auto calculated

Place:

Name & Signature of the Contractor

Date:

DO NOT UPLOAD THE RATES FOR THE SAID WORK ALONG WITH THE TECHNICAL DOCUMENTS.

Important Instructions:

- A. The bidders shall satisfy themselves about the correctness of the quantity. The bidders are advised to visit the site to acquaint with the site conditions / understand the scope of work prior to submit their Price Bid.
- B. Bidders offering “zero/nil” quotes shall be liable for disqualification. Further, in case of abnormally low/high bids, the Bank may seek written clarifications from the Bidder, for a detailed price analysis of its Bid price. If reasons found reasonable only then Bank will award the work. There will not be any changes to the quoted rates.
- C. No Enclosure should be enclosed with i.e., Part-II (Price Bid).
- D. No conditions, separate conditional notes etc. should be added in Part-II (Price Bid).
- E. Please use only the format supplied on MSTC portal.
- F. Total Bid price should be quoted up to two places of decimal.
- J. All the terms and conditions as mentioned in Technical Bid (Part-I) will be part and parcel of the Price Bid. Therefore, the bidders are advised to quote their rates accordingly.

ANNEXURE-I
BASIC INFORMATION

Sl. No	Description	
1.	Name of the applicant/ organization and address of the registered office along with the Contact details (mobile numbers and email ids).	
2.	Type of Organization- (Whether Sole Proprietorship/Partnership/Private Limited/Limited or Co-operative Body etc.) Please enclose related documents.	
3.	Name of the Proprietor /Partners/Directors of the organization/Firm	(a) (b) (c) (d)
4.	Details of Registration (whether partnership firm, company etc.)- Registering Authority, Date, Registration Number etc. mentioning the business/activity of the Firm.	
5.	Experience in the respective field of work Please, enclose documents in support thereof.	----- Years
6.	Whether financially sound to undertake works costing up to ₹1,74,00,000/- (Rupees One crore and Seventy Four Lakh only). If so, enclose Audited Annual Financial Statements for last three years. FY 2023-24 FY 2024-25 FY 2025-26	
7.	Yearly turnover of the firm/contractor during the last three years FY 2023-24 FY 2024-25 FY 2025-26 (duly certified by a Chartered Accountants)	

8.	Income Tax Returns of for the last three Financial years: FY 2023-24 FY 2024-25 FY 2025-26	
9.	PAN number (copy should be uploaded)	
10.	GST Registration No (Copy should be uploaded along with latest GST Filing details)	
11.	MSME Registration Certificate for MSME firms.	
12.	EPF Registration Number (copy should be uploaded)	
13.	ESI Registration Number (copy should be uploaded)	
14.	Whether registered with Labour Department under the Contract Labour (R & A) Act, 1970 and Contract Labour (Regulation and Abolition) Central Rules, 1971 for providing housekeeping services. If yes, indicate the date of registration and number. (A copy of Certificate/ Registration to be submitted).	
15.	Registration No. / License No. Under Contract Labour (R & A) Act 1970 of any other employer for whom the agency is currently undertaking the work through contract labour for providing Housekeeping services.	
16.	Name and Address of the existing clients along with full details where tenderer is currently executing a similar work.	
17.	Whether having registered local office within the jurisdiction limits of Telagana? If yes, mention the address of the local office (A copy of trade license for the service set-up in Hyderabad as an address proof for registered local office to be uploaded)	
18.	Work Experience – Details of work experience as per the requirement in the Eligibility Criteria and Terms and Conditions supported by work orders, documents and certificates. (The tender	Attach a separate sheet.

	shall stipulate in the tender notice, to be given on the website that the tenderers have to invariably furnish details along with documentary evidence of previous experience, if any, of carrying out works for the Reserve Bank of India)	
19.	The Bank Account (IFSC Code and Account Number) where payments would be received by the organization	
20.	Name and Address of the Banker. The Solvency Certificate regarding financial standing of the tenderer is to be given by the banker on its letter head.	
21.	Whether any Civil Suit/ Litigation/disputes/ suspension/ penalty arisen in the contracts executed during the last 5 years ending on April 30,2026 / being executed. If yes, please furnish the name of the project, employer, nature of work, contract value, work order and date and brief details of litigation otherwise mention "Nil"	Attach a separate sheet if required.
22.	Any other disputes with statutory authorities are pending otherwise mention "Nil"	
23.	Any bank having declared any loan of the tenderer as NPA in the last three years if any otherwise mention "Nil"	
24.	NEFT of ₹3,48,000/- (Rupees Three Lakh Forty Eight Thousand only) deposited in favour of RBI, Hyderabad, representing Earnest Money Deposit.	
26.	Any other document/s required to be submitted, as mentioned above or as demanded by the Bank.	

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

Date:

Signature of the contractor/firm

Place:

ANNEXURE – II

Details of the work executed during the last 5 years ending on April 30,2026 as per the eligibility criteria

Sl. No.	Name of the work & location	Nature & Description of work	Name & address of the owner for whom work was carried out (Details of contact person with Phone number shall be furnished).	The name and full address of the officer under whom the work was carried out.	Value of the work in ₹	Whether work completed in time. If not reason for the delay	Date of start and completion -Proof for satisfactory completion of the work should be attached (signed by the competent person)
1	2	3	4	5	6	7	8

Place and Date:

Signature of the contractor/firm with name and address & Seal

[Scanned copy (in pdf format) of this Annexure duly filled, to be uploaded with tender

Annexure – III: CLIENT’S CERTIFICATE
PERFORMANCE OF CONTRACTOR

To
The Regional Director
Estate Department
Reserve Bank of India
Secretariat Road, Saifabad
Hyderabad-500004

Name & address of the
Client:

Details of Works executed by Smt. /M/s

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

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

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

Annexure: IV

Proforma of Bank Guarantee for Performance Security Deposit/Retention money

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

Place.....

Date.....

To
The Regional Director
Reserve Bank of India
Secretariat Road, Saifabad
Hyderabad-500004

Madam/Sir,

Comprehensive Annual Maintenance Contract for Providing Housekeeping Services and Washroom Cleaning at Bank's Main Office Premises and Annexe Building, RBI Hyderabad.

WHEREAS

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

AND Whereas 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 ₹ _____ as Performance Guarantee for due fulfilment of terms and conditions of the contract.

NOW THIS GUARANTEE WITNESSETH

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

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

We hereby further agree that –

- a) Any forbearance or commission on the part of the RBI in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said Contract and/or hereunder or granting of any time or showing of any indulgence by the RBI to the Contractor or any other matters in connection therewith shall not discharge us in any way and our obligation under this guarantee. This guarantee shall be discharged only by the performance by the Contractor of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding ₹ _____ (Rupees _____ Only)
- b) Our liability under these presents shall not exceed the sum of ₹ _____ (Rupees _____ Only)
- c) Our liability under this agreement shall not be affected by infirmity or irregularity on the part of our said constituents/clients or their obligations thereunder or by dissolution or change in the constitution of our said constituents.
- d) This guarantee shall remain in force upto _____ (60 days beyond the Defect Liability period) provided that if so desired by the RBI, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.
- e) Our liability under these presents will terminate unless these presents are renewed as provided hereinabove on the _____ or on the day when our said constituents comply with their obligations, as to which a certificate in writing by the RBI alone is the conclusive proof whichever date is later. Unless a claim or suit or action is filed against us within _____ or any extended period, all the rights of the RBI against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

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

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

Signature of authorized Bank official

Name :

Designation :

Stamp/ Seal of the Bank

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

Witness 1

Signature :

Name :

Address :

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

Annex- V

Wash room Cleaning-Check List

Toilet Location:

Date of Cleaning:

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

Annexure: VI- Checklist for periodicity of works executed

Name of the Location:

Name of the Contractor:

Period of AMC work:

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

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

Date:

1. Signature with Seal of Caretaker/Asst.Caretaker:

2. Signature with Seal of Security Officer(P&SE):

Annexure VII
Details of Bankers
(To be given on Tenderer's letter head)

Particulars	Banker
Account No	
Type of Account:	
Name of the Bank and complete postal address:	
IFS Code	
Name and Job-title of the Contact Person	
Telephone No(s) and Email ID etc.	
Whether Credit Facility/Overdraft facility availed by the agency.	
The period from which the agency has been banking with the Banker.	
Any other information which the vendor may like to furnish about its Banker.	

Date:

Authorized Signatory:

(With Name/Designation & Seal)

Annexure VIII

PROFORMA OF BANK GUARANTEE FOR EARNEST MONEY DEPOSIT / BID SECURITY

(On Non-Judicial Stamp Paper of appropriate value)

Place: _____

Date: _____

**The Regional Director
Estate Department
Reserve Bank of India
Hyderabad**

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 ₹ _____ (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 ₹ _____ (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 ₹ _____ (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 ₹ _____ (Rupees _____ only).

2. We also agree to undertake to and confirm that the sum not exceeding ₹ _____ (Rupees _____ only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the RBI on receipt of a notice in writing stating that the amount is due to them and we shall not ask for any further proof or evidence and the notice from the RBI shall be conclusive and binding 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 ₹. _____ (Rupees _____ only).
- b) Our liability under these presents shall not exceed the sum of ₹. _____ (Rupees _____ only).
- c) Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents/clients 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 last date of receipt of tender) 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 _____ Bank

Authorized Official (with seal)

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).