



भारतीय रिजर्व बैंक

संपदा विभाग

बैंगलुरु

ई-निविदा आमंत्रण सूचना

बैंक के मुख्य कार्यालय परिसर और बैंगलुरु स्थित छह आवासीय कॉलोनियों में कीट नियंत्रण सेवाएं प्रदान करने के लिए व्यापक वार्षिक रखरखाव अनुबंध।

भारतीय रिजर्व बैंक, बैंगलुरु ने नीचे दिए गए न्यूनतम पूर्व-अर्हता मानदंडों को पूरा करने वाले योग्य ठेकेदारों से ई-टैंडर मोड के माध्यम से दो-भागीय टैंडर के लिए आमंत्रण जारी किया है। जिस कार्य के लिए बोलियां आमंत्रित की जा रही हैं और बोलीदाता के लिए महत्वपूर्ण निर्देश निम्नलिखित हैं:

2. इच्छुक निविदाकर्ता को निविदा में भाग लेने के लिए निम्नलिखित पात्रता शर्तों को पूरा करना होगा:

केवल वे फर्म जिनके पास कार्य आदेश और संबंधित कार्य पूर्णता प्रमाणपत्र नवंबर 2025 से पहले प्रस्तुत करने के लिए न्यूनतम 5 वर्ष का अनुभव है, जो कार्यालय इमारतों/वाणिज्यिक परिसरों/औद्योगिक इमारतों के लिए कीट नियंत्रण सेवाएं प्रदान करने के लिए वार्षिक रखरखाव अनुबंध जैसे समान कार्यों के क्षेत्र में हैं और पिछले 5 वर्षों में निम्नानुसार लागत वाले समान कार्य सफलतापूर्वक पूर्ण किए हैं:

(क) तीन कार्य, जिनमें से प्रत्येक की लागत 33.55 लाख रुपये के 40% से कम न हो।

या

(ख) दो कार्य जिनमें से प्रत्येक की लागत 33.55 लाख रुपये के 50% से कम नहीं होगी

या

(ग) एक कार्य जिसकी लागत 33.55 लाख रुपये के 80% से कम न हो

और

(घ) पिछले 3 वर्षों के दौरान न्यूनतम वार्षिक कारोबार 33.55 लाख रुपये का 100% होना चाहिए।

और

(ङ) अनुबंध अवधि के दौरान सेवा प्रदान करने के लिए बैंगलुरु में एक पूर्ण सेवा स्थापित करें।

निविदाकर्ताओं को अपनी पात्रता पूरी करने के संबंध में निम्नलिखित दस्तावेज उपयुक्त फाइल नामों के साथ अपलोड करने चाहिए।



(क) अनुभव दर्शने के लिए कार्य के दायरे और मूल्य को दर्शाने वाले विस्तृत कार्य आदेश की प्रतियां।

(ख) पूर्ण हो चुके कार्यों की सूची, अनुलग्नक 'बी' के प्रारूप के अनुसार सभी विवरण सहित

(ग) अर्हकारी कार्यों के लिए अनुलग्नक 'सी' के अनुसार निर्धारित प्रारूप में ग्राहकों से प्राप्त पूर्णता प्रमाण पत्र

(घ) ईएमडी के प्रेषण का प्रमाण

(ङ) अनुलग्नक 'एफ' के अनुसार बैंकर्स प्रमाणपत्र

(च) पिछले 3 वर्षों के टर्नओवर के लिए ऑडिट किया गया वित्तीय विवरण (फाइल नाम जैसे : FS1, FS2 आदि)

(छ) सेवा सेटअप का विवरण - अनुलग्नक 'आई' के प्रारूप में

(ज) अनुलग्नक 'जी' के अनुसार पावर ऑफ अटॉर्नी की प्रति

(झ) प्रस्तावित कार्य से संबंधित कोई अन्य जानकारी

(ञ) अनुलग्नक 'एच' के अनुसार विधिवत भरा हुआ और हस्ताक्षरित एनईएफटी अधिदेश फॉर्म

(ट) विधिवत भरा और हस्ताक्षरित शिकायत उन्नयन मैट्रिक्स – अनुलग्नक 'जे'

केवल उपरोक्त योग्यता रखने वाले निविदाकर्ता ही कार्य के लिए निविदा देने के पात्र होंगे। यदि कोई फर्म उपरोक्त मानदंडों को पूरा नहीं करती है तो उसके द्वारा प्रस्तुत निविदा को अस्वीकार कर दिया जाएगा। जो लोग पात्रता मानदंड और तकनीकी मापदंडों को पूरा करते हैं, वे ही भाग ॥ (मूल्य बोली) खोलने के लिए योग्य होंगे।

निविदाकर्ता को अनिवार्य रूप से नीचे उल्लिखित जानकारी लिखित रूप में प्रस्तुत करनी चाहिए और निविदा के भाग । के साथ प्रासंगिक दस्तावेजों की प्रतियां अपलोड करनी चाहिए। इसके अलावा, ठेकेदार को आगे की निविदा प्रक्रिया के लिए अर्हता प्राप्त करने के लिए मांगे जाने पर दस्तावेजों की मूल प्रति बैंक को प्रस्तुत करनी चाहिए।

क)	फर्म की संरचना	ठेकेदारों की फर्म की संरचना का पूर्ण विवरण (चाहे ठेकेदार एक व्यक्ति है, या साझेदारी फर्म है, या कंपनी आदि है) विस्तृत रूप से नाम और पता, साझेदार के एसोसिएशन के लेख/पावर ऑफ अटॉर्नी/अन्य प्रासंगिक दस्तावेजों की प्रति के साथ प्रस्तुत किया जाना चाहिए।
ख)	कार्य अनुभव एवं निर्दिष्ट अवधि के दौरान निर्दिष्ट मूल्य के समान कार्यों को पूरा करना	अर्हकारी कार्यों के लिए विस्तृत कार्य आदेशों की प्रतियां जिनमें पुरस्कार की तिथि, पुरस्कार प्राप्त कार्य का मूल्य, कार्य पूरा करने के लिए दिया गया समय आदि दर्शाया गया हो तथा संबंधित पूर्णता प्रमाण पत्र जिसमें वास्तविक पूर्णता तिथि तथा निष्पादित समान कार्यों का वास्तविक मूल्य दर्शाया गया हो, कार्य अनुभव के प्रमाण के रूप में संलग्न किया जाना चाहिए। भारतीय रिजर्व बैंक के लिए किसी भी केंद्र पर कार्य करने के पिछले अनुभव, यदि कोई हो, के दस्तावेजी साक्ष्य के साथ विवरण भी दिया जाना चाहिए।
ग)	निर्दिष्ट अवधि के दौरान कारोबार	चार्टर्ड अकाउंटेंट द्वारा जारी प्रमाण पत्र प्रस्तुत करना होगा।
घ)	बैंकर्स और उनके वर्तमान संपर्क अधिकारियों के नाम और पते	अपने बैंकर्स के नाम और पते के बारे में लिखित जानकारी तथा संपर्क अधिकारी (अर्थात् वे व्यक्ति जिनसे बैंक द्वारा अपने बैंकर्स के कार्यालय में संपर्क किया जा सकता है, यदि ऐसा आवश्यक हो) का पूरा विवरण



		जैसे नाम, डाक पता, ई-मेल आईडी, टेलीफोन (लैंडलाइन और मोबाइल) नंबर, फैक्स नंबर आदि प्रस्तुत किया जाना चाहिए।
इ)	बैंक खाते का विवरण	उनके बैंक खातों का पूरा विवरण दिया जाना चाहिए, जैसे खाता संख्या, प्रकार, कब खोला गया आदि।
च)	पूर्ण किये गये कार्यों का विवरण	ग्राहकवार कार्यों के नाम, कार्य के निष्पादन का वर्ष, निष्पादित कार्य की स्वीकृत और वास्तविक लागत, अनुबंध में निर्धारित कार्य पूरा होने का समय और कार्य पूरा करने में लगा वास्तविक समय, अधिकारियों/प्राधिकारियों/विभागों के नाम और पूर्ण संपर्क विवरण जिनके अधीन कार्य निष्पादित किया गया थे/प्रस्तुत किया जाना चाहिए।
छ)	एएमसी	पीएसयू/पीएसबीज़/एयरपोर्ट/केंद्र सरकार/आरबीआई/वित्तीय संस्थानों/प्रतिष्ठित वाणिज्यिक प्रतिष्ठानों से संतोषजनक अविच्छिन्न सेवा प्रदान करने का प्रमाण पत्र टेंडर के भाग ॥ खोलने के लिए पात्रता प्राप्त करने के लिए आवश्यक है।



क्र. सं.	वस्तु	विवरण
i.	ई-निविदा सं.	RBI/Bangalore Regional Office/Estate/49/25-26/ET/766
ii.	कार्य का नाम एवं स्थान.	बैंक के मुख्य कार्यालय परिसर और बैंगलुरु स्थित छह आवासीय कॉलोनियों में कीट नियंत्रण सेवाएं प्रदान करने के लिए व्यापक वार्षिक रखरखाव अनुबंध।
iii.	निविदा आमंत्रित करने वाले प्राधिकारी का नाम एवं पता।	क्षेत्रीय निदेशक, भारतीय रिजर्व बैंक, संपदा विभाग, पोस्ट बॉक्स नं. 5467, 10/3/8, नृपथुंगा रोड, बैंगलुरु - 560001 ईमेल आईडी: estatebangalore@rbi.org.in
iv.	अनुमानित लागत	₹33.55 लाख (तीन से लाख पचपन हजार मात्र) जीएसटी सहित 18%
v.	बयाना राशि जमा (ईएमडी)	₹67,100.00/- (रुपये साठ सात हजार एक सौ मात्र))
vi.	ईएमडी जमा करने की अंतिम तिथि	27 जनवरी, 2026 को 10:00 बजे
vii.	प्रदर्शन बैंक गारंटी (पीबीजी) / सुरक्षा जमा (एसडी)	अनुबंध मूल्य का 5% और 5% प्रतिधारण धन (सफल बोलीदाता द्वारा प्रस्तुत किया जाएगा)
viii.	(क) निविदा दस्तावेज उपलब्ध हैं तथा उन्हें ई-निविदा मोड के माध्यम से डाउनलोड/जमा किया जाना है।	बैंक के अनुमोदित ई-टेंडर पोर्टल https://mstcecommerce.com/eprocn के माध्यम से
ix.	(ख) वह अवधि जिसके दौरान निविदा दस्तावेज एमएसटीसी ई-टेंडर पोर्टल पर उपलब्ध रहेंगे।	30 दिसंबर 2025; दोपहर 03:00 बजे से 27 जनवरी 2026; सुबह 10:00 बजे तक
x.	ई-निविदा और भुगतान की जाने वाली लेनदेन शुल्क की राशि पर महत्वपूर्ण निर्देश।	ई-टेंडर के लिए निर्देशों के लिए, कृपया टेंडर दस्तावेज़ के ई-टेंडर के लिए महत्वपूर्ण निर्देशों को देखें। ई-टेंडर लेनदेन शुल्क MSTC वेबसाइट पर लागू होने के अनुसार भुगतान किया जाना चाहिए।



xi.	बोली-पूर्व बैठक (ऑफलाइन).	13 जनवरी, 2026 को दोपहर 3:00 बजे भारतीय रिजर्व बैंक, संपदा विभाग, पोस्ट बॉक्स नं. 5467, 10/3/8, नृपथुंगा रोड, बैंगलुरु - 560001 नोट: प्रतिभागियों से अनुरोध है कि वे आवश्यक व्यवस्थाओं के लिए एक दिन पहले अपनी भागीदारी की पुष्टि करें और ईमेल आईडी estatebangalore@rbi.org.in के माध्यम से अपने प्रश्न अग्रिम रूप से जमा करें।
xii.	अंतिम बोली जमा करने की तिथि और समय (ऑनलाइन) - प्री - क्वालिफिकेशन (पीक्यू) पेपर, टेक नो - कमर्शियल (भाग I) बोली एण्ड मूल्य-बोली (भाग II)।	27 जनवरी, 2026 तक 10.00 बजे तक
xiii.	प्रौद्योगिकी गैर -वाणिज्यिक बोली (भाग I) खोलने की तिथि और समय।	27 जनवरी, 2026 तक 11.30 बजे
xiv.	मूल्य-बोली (भाग II) बोली खोलने की तिथि और समय।	निविदा का भाग II (मूल्य बोली) उसी दिन या बाद की किसी तारीख को खोला जाएगा, जिसकी सूचना बोलीदाताओं को दी जाएगी।
xv.	निविदा की वैधता	निविदा के भाग-I के खुलने की तिथि से नब्बे दिन।
xvi.	लेनदेन शुल्क	एमएसटीसी पोर्टल में उल्लिखित लेनदेन शुल्क का भुगतान एमएसटीसी भुगतान गेटवे/एनईएफटी/आरटीजीएस के माध्यम से एमएसटीसी लिमिटेड के पक्ष में किया जाएगा।
xvii.	निविदा आमंत्रित करने वाले प्राधिकारी के संपर्क विवरण।	सुश्री मोहना प्रिया एस (प्रबंधक, संपदा विभाग) संपर्क नंबर। 080-2180291 मेल आईडी: smohanapriya@rbi.org.in



टिप्पणियाँ:

1. भाग-II, अर्थात मूल्य-बोली केवल उन ठेकेदारों/बोलीदाताओं के संबंध में बैंक द्वारा सूचित की गई तिथि पर खोली जाएगी जो भाग-I में निर्धारित सभी मानदंडों को पूरा करते हैं। बैंक बिना कोई कारण बताए किसी या सभी ई-निविदाओं को स्वीकार या अस्वीकार करने का अधिकार सुरक्षित रखता है।
2. आवेदकों को अपने हाल के ग्राहकों के नाम और पते देने होंगे, जिनके लिए उन्होंने हाल के अतीत में समान कार्य किए हैं, साथ ही लागत, कार्य के प्रकार आदि का पूर्ण विवरण भी देना होगा।
3. आवेदकों/निविदाकर्ताओं को भाग I जमा करने की अंतिम तिथि से पहले एमएसटीसी पोर्टल पर निम्नलिखित प्रस्तुत करना होगा:
 - क) अपने ग्राहकों से अनुलग्नक-सी में दिए गए प्रारूप के अनुसार ग्राहक प्रमाणपत्र, जिनके लिए उन्होंने इस नोटिस में वर्णित पात्रता (पूर्व-योग्यता) मानदंडों के अनुसार "पात्र कार्य" किए हैं।
 - (ख) अपने बैंकर/बैंकरों से अनुलग्नक-एफ में दिए गए प्रारूप के अनुसार बैंकर प्रमाण-पत्र।
4. प्रमाण-पत्र क्षेत्रीय निदेशक, संपदा विभाग, भारतीय रिजर्व बैंक, बैंगलुरु को संबोधित होने चाहिए तथा निविदा के भाग-I के साथ प्रस्तुत किए जाने चाहिए।
5. क्लाइंट का प्रमाण पत्र तभी स्वीकार किया जाएगा जब उस पर किसी सरकारी/अर्धसरकारी संगठन या पीएसयू के मामले में कार्यकारी अभियंता/अधीक्षक अभियंता या समकक्ष रैंक के अधिकारी द्वारा हस्ताक्षर किए गए हों और ठेकेदार द्वारा किए गए काम के लिए उसे प्राप्त भुगतान के पर्याप्त प्रमाण द्वारा समर्थित हों। निजी संगठनों द्वारा जारी क्लाइंट के प्रमाण पत्र के साथ स्रोत पर कर कटौती (टीडीएस) प्रमाण पत्र भी होना चाहिए। बैंक को इन प्रमाण पत्रों को स्वतंत्र रूप से सत्यापित करने का अधिकार होगा।
6. सरकारी विभागों/सार्वजनिक क्षेत्र के उपक्रमों के संबंध में प्रमाण-पत्र पर संबंधित कार्यकारी अभियंता या समकक्ष या उच्चतर पद के अधिकारी द्वारा हस्ताक्षर होना चाहिए।
7. बैंक निविदाओं की मूल्य बोली के मूल्यांकन से पहले उक्त रिपोर्टों का मूल्यांकन करेगा। यदि किसी भी समय किसी भी निविदाकर्ता के पास निविदा प्रक्रिया में भाग लेने के लिए आवश्यक योग्यता नहीं पाई जाती है और/या उसके ग्राहकों और/या उसके बैंकरों से प्राप्त उसकी कार्य निष्पादन रिपोर्ट असंतोषजनक पाई जाती है, तो बैंक निविदा के भाग-I के खुलने के बाद भी उसके प्रस्ताव को अस्वीकार करने का अधिकार सुरक्षित रखता है। ऐसा करने के लिए बैंक कोई कारण बताने के लिए बाध्य नहीं है।
8. बैंक न्यूनतम बोली को स्वीकार करने के लिए बाध्य नहीं है तथा किसी भी बोली को पूर्णतः या आंशिक रूप से स्वीकार करने का अधिकार रखता है तथा बिना कोई कारण बताए सभी बोली को अस्वीकार करने का अधिकार रखता है।
9. बैंक बिना कोई कारण बताए किसी भी या सभी बोलियों को स्वीकार या अस्वीकार करने का अधिकार सुरक्षित रखता है और किसी भी नियम और शर्तों में ढील देने का अधिकार भी सुरक्षित रखता है। किसी भी ठेकेदार के पास अपनी बोली को अस्वीकार किए जाने के लिए RBI के खिलाफ कोई कार्रवाई या दावा करने



का कारण नहीं होगा।

10. आवेदकों को अपनी योग्यता के समर्थन में दस्तावेजी साक्ष्य प्रस्तुत करके बैंक को संतुष्ट करना होगा और ऐसा करने में विफल रहने की स्थिति में, बैंक उनकी उम्मीदवारी को अस्वीकार करने का अधिकार सुरक्षित रखता है। बिना ईएमडी के निविदाएं किसी भी परिस्थिति में स्वीकार नहीं की जाएंगी।
11. सभी निविदाकर्ता कृपया ध्यान दें कि भविष्य में ई-निविदा में कोई भी संशोधन / शुद्धिपत्र, यदि कोई हो, केवल आरबीआई वेबसाइट और एमएसटीसी वेबसाइट पर अधिसूचित किया जाएगा, जैसा कि ऊपर बताया गया है और समाचार पत्र में प्रकाशित नहीं किया जाएगा।

लिए कृपया निविदा दस्तावेज, तकनीकी-वाणिज्यिक बोली (भाग I) और मूल्य-बोली (भाग II) देखें। आगे कोई शुद्धिपत्र/परिशिष्ट, यदि कोई हो, बैंक की वेबसाइट <https://www.rbi.org.in/> पर उपलब्ध कराया जाएगा। 'निविदाएँ' लिंक और <https://www.mstcecommerce.com/eprocn> के अंतर्गत। बैंक सबसे कम बोली स्वीकार करने के लिए बाध्य नहीं है और किसी भी बोली को पूर्ण या आंशिक रूप से स्वीकार करने का अधिकार सुरक्षित रखता है। बैंक बिना कोई कारण बताए किसी एक या सभी निविदाओं को अस्वीकार करने का अधिकार भी सुरक्षित रखता है।

महाप्रबंधक प्रभारी अधिकारी
भारतीय रिजर्व बैंक
बैंगलुरु



भारतीय रिज़र्व बैंक, बेंगलुरु
Reserve Bank of India, Bengaluru
संपदा विभाग Estate Department
बेंगलुरु Bengaluru

(Website: www.rbi.org.in)

(केवल ई-निविदा e-Tendering only)

Tender Document Part-I
(Technical & Commercial)

कार्य का नाम: बेंगलुरु में स्थित बैंक के मुख्य कार्यालय परिसर और छह आवासीय कॉलोनियों में कीट नियंत्रण सेवाएं प्रदान करने के लिए व्यापक वार्षिक रखरखाव अनुबंध के लिए निविदा।

Name of work: Tender for Comprehensive Annual Maintenance Contract for providing Pest control services in Bank's Main Office Premises and six Residential Colonies, located at Bengaluru.

RBI/Bengaluru Regional Office/Estate/49/25-26/ET/766

(To be submitted via MSTC V3 portal only)

Date from which e-Tender will be available on MSTC website	December 30, 2025; 03:00 PM onwards
Date & time of Pre-bid meeting	January 13, 2026; 03:00 PM
Last date of submission of e-Tender	January 27, 2026 ;10:00 AM

DISCLAIMER

Reserve Bank of India, Estate Department, Bengaluru 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.

Table of Contents

NOTICE INVITING e-TENDER.....	4
IMPORTANT INSTRUCTIONS FOR E – PROCUREMENT.....	6
निविदा फार्म/ Form of Tender	9
AGREEMENT / CONTRACT	12
General Instructions to Contractors	17
The Conditions Hereinafter Referred To.....	25
Scope of Work	28
Safety Code	32
CHECKLIST OF DOCUMENTS TO BE UPLOADED	33
Commercial Conditions.....	34
ANNEXURE A: BASIC INFORMATION.....	35
ANNEXURE – B: Details of the work executed during the last 5 years as per the eligibility criteria.....	37
Annexure – C: CLIENT's CERTIFICATE	38
Annexure D: Proforma of Bank Guarantee for Earnest Money Deposit / Bid Security	40
Annexure E: Proforma for Performance Bank Guarantee	42
Annexure- F: Format of Banker's certificate (Solvency Certificate)	44
Annexure-G: Format for power of attorney for signing of application/proposal.....	45
Annexure- H: ECS/ NEFT mandate form.....	46
Annexure- I: Details of Service Set up at Bengaluru.....	48
Annexure- J: Complaint Escalation Matrix	49
Annexure – K: Performa for Undertaking / Declaration / Certificate by the Bidder regarding country sharing land border with India.....	50
Annexure L: Proforma for Indemnifying the Employer against Contract labour Rules/regulations	51
Annexure M: Proforma for Indemnifying the Employer against Patent Rights	52
Annexure N: Undertaking regarding declaration of debarment by public institution(s)	53
Tender Document Part-II	54

NOTICE INVITING e-TENDER

Reserve Bank of India, Bengaluru invites two parts tenders through e-Tender mode from eligible contractors who meets the minimum pre-qualification criteria specified below for the following work. The salient details of the work for which bids are invited are as under:

S No.	Item	Description
i	e-Tender No.	RBI/Bangalore Regional Office/Estate/49/25-26/ET/766
ii.	Name and location of the work.	Comprehensive Annual Maintenance Contract for providing Pest control services in Bank's Main Office Premises and six Residential Colonies, located at Bengaluru.
iii.	Name & address of tender inviting authority.	Regional Director, Reserve Bank of India, Estate Department, Post Box No. 5467, 10/3/8, Nrupathunga Road, Bengaluru - 560001 E Mail id: estatebangalore@rbi.org.in
iv.	Estimated Cost	₹33.55 lakh (Rupees Thirty-Three Lakh Fifty-Five Thousand Only) inclusive of GST at 18%
v.	Earnest Money Deposit (EMD).	₹67,100.00/- (Rupees Sixty-Seven Thousand One Hundred only)
vi.	Last Date of submission of EMD	10:00 Hrs. of January 27, 2026
vii.	Performance Bank Guarantee (PBG)	Performance Bank guarantee (PBG) of 5% of the contract value immediately on receipt of work order as Security for due fulfilment of terms and obligation of currency of the contract.
viii.	(a) Tender documents available on and to be downloaded / submitted through e-Tender mode.	Through Bank's approved e-Tender portal https://mstcommerce.com/eprocn
ix.	(b) Period during which Tender documents will be available in the MSTC e-tender portal.	From December 30, 2025; 03:00 PM onwards to January 27, 2026 ;10:00 AM
x.	Important instructions on e-Tender and amount of transaction fee to be paid.	For instructions on e-Tender, please refer to the tender paper: IMPORTANT INSTRUCTIONS FOR E – TENDER of the tender document. e-Tender transaction fee shall be paid in the MSTC Website as applicable.
xi.	Pre-bid meeting (offline).	03:00 PM on January 13, 2026 at Reserve Bank of India, Estate Department, Post Box No. 5467, 10/3/8, Nrupathunga Road, Bengaluru - 560001 Note: The participants are advised to confirm their participation one day before to make the necessary

		arrangements through mail ids estatebangalore@rbi.org.in and may preferably submit their queries well in advance.
xii.	Last date and time of submission of bid (online) - Pre-Qualification (PQ) papers, Techno-commercial (Part I) bid and Price-bid (Part II).	Up to 10.00 hrs of January 27, 2026
xiii.	Date & time for opening of Techno-commercial bid (Part I).	11.30 Hrs. on January 27, 2026
xiv.	Date & time for opening of Price-bid (Part II) bid.	Part II (Price Bid) of the tender shall be opened on the same day or on a subsequent date which shall be intimated to the bidders.
xv.	Validity of the tender	90 days from the date of opening of the PART- I of the Tender.
xvi.	Transaction fee	Payment of Transaction fee as mentioned in the MSTC portal through MSTC payment gateway/NEFT/RTGS in favour of MSTC LIMITED.
xvii.	Contact details of tender inviting authority personnel.	Ms. Mohana Priya S (Manager, Estate Department) Contact no. 080 – 22180291 Mail id: smohanapriya@rbi.org.in

**General Manager O-i-C
Reserve Bank of India
Bengaluru**

IMPORTANT INSTRUCTIONS FOR E – PROCUREMENT

Bidders are requested to read the terms & conditions of this tender before submitting your online tender.

Process of e-Tender:

A) Registration: The process involves vendor's registration with MSTC e-procurement portal which is free of cost. Only after registration, the vendor(s) can submit his / their bids electronically. Electronic Bidding for submission of Techno-Commercial Bid as well as Price Bid will be done over the internet. The vendor should possess Class III signing type Digital Certificate. Vendors must make their own arrangement for bidding from a PC connected with internet. MSTC is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).

Special Note: The Techno-Commercial Bid and Price Bid must be submitted on-line through www.mstcecommerce.com/eproc

- 1) Vendors are required to register themselves online with www.mstcecommerce.com => e-Procurement => PSU/ Govt. depts. => Select RBI Logo => Register as Vendor => Filling up details and creating own user id and password => Submit.
- 2) Vendors will receive a system generated mail confirming their registration in their e-mail which has been provided during filling the registration form. In case of any clarification, vendors may contact RBI / MSTC before the scheduled time of the e- tender.

Contact person (RBI):

1. Mohanapriya S (Manager, Estate Department) 080-22180291
2. Shri Karan (Manager, Estate Department) 080-22180262

Contact person (MSTC Ltd):

1. Shri. J. Damodaran, Branch Manager:

080-22287356 / 9841002253 (jdamodaran@mstcindia.co.in)

2. Raveendranath, 76764 56095

3. Arnab Sarkar 9986036012

Google hangout ID- (for text chat)- mstceproc@gmail.com

MSTC central helpdesk no: 033-23400020/23400021/23400022

Email: helpdesk@mstcindia.co.in

B) System Requirements:

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

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

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

Other Settings:

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

To enable ALL active X controls and disable ‘use pop up blocker’ under Tools => Internet Options => custom level (Please run IE settings from the page www.mstcecommerce.com once)

The ‘Techno-Commercial Bid’ and the ‘Price Bid’ shall have to be submitted online at www.mstcecommerce.com/eprocn. Tenders will be opened electronically on specified date and time as given in the tender.

All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity.

Special Note towards Transaction fee:

The vendors shall pay the transaction fee using “**Transaction Fee Payment**” link under “My Menu” in the vendor login. The vendors have to select the particular tender from the event dropdown box. The vendor shall have the facility of making the payment either through NEFT or online payment. On selecting NEFT, the vendor shall generate a challan by filling up a form. The 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, the 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 and the vendor shall be receiving a system generated mail. **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 / corrigendum uploaded shall be sent by email only during the process till finalization of tender. Hence the vendors are required to ensure that their e-mail ID provided is valid and updated at the time of registration of vendor with MSTC. Vendors 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:

- The process involves Electronic Bidding for submission of ‘Techno-Commercial Bid’ and ‘Price Bid’.
- The vendor(s) who have submitted transaction fee can only submit their Bids through internet in MSTC website www.mstcecommerce.com => e-procurement => PSU / Govt. depts. => Login under RBI => My menu => Auction Floor Manager => live event => Selection of the live event.

- c) The vendor should have running JAVA application. This exercise has to be done immediately after opening of Bid floor. Then they have to fill up Common terms / Commercial specifications and save the same. After that, they should click on the 'Techno-Commercial Bid'. If this JAVA application does not run, then the vendor will not be able to save / submit his 'Techno-Commercial Bid'.
- e) After filling the 'Techno Commercial Bid', vendors must click 'save' for recording the same. Once the 'Price Bid' link becomes active and the details are filled up, vendors have to click on "save" to record the 'Price Bid'. After both the 'Techno-Commercial Bid' & 'Price Bid' have been saved, vendor must click on the "Final submission" button to register the bids.
- f) Pages of Part I (Techno-Commercial Bid) of the tender where details shall be filled in and signed, shall be downloaded from the uploaded tender documents, details filled in, signed and uploaded. Vendors are instructed to use '*Attach Doc*' button to upload documents. Multiple documents can be uploaded.
- g) In all cases, vendors are advised to use their own ID and Password along with Digital Signature at the time of submission of their bids.
- h) During the entire e-tender process, the vendors will remain completely anonymous to one another and also to everybody else.
- i) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.
- j) All electronic bids submitted during the e-tender process shall be legally binding on the vendor. Any bid will be considered as the valid bid offered by that vendor and acceptance of the same by the 'Buyer' will form a binding contract between 'Buyer' and the 'Vendor' for execution of the work.
- k) It is mandatory that all the bids are submitted with Digital Signature Certificate otherwise the same will not be accepted by the system.
- l) 'Buyer' reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part, without assigning any reason thereof.

No deviation of the terms and conditions of the tender document is acceptable after opening of Part I of the tender. Submission of bid in the e-tender floor by any vendor confirms his acceptance of terms & conditions for the tender. Any order resulting from this tender shall be governed by the terms and conditions mentioned therein. 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 reasons thereof.

Vendors are requested to read the vendor guide and see the video in the page www.mstcecommerce.com/eprocn to familiarize them with the system before bidding.

Vendors are requested to quote rates without GST on 'Works Contract' and the same may be explicitly indicated in the column/ row specifically meant for that. No Change in quoted rates will be accepted.

Important Note

In the 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, all the contractors must read the complete details of each item given in the schedule of quantities and other specifications/terms and conditions given in this tender document. For execution and rate purpose, the details given in schedule of quantities in this tender document will be implemented.

निविदा फार्म/ Form of Tender

क्षेत्रीय निदेशक/ The Regional Director
भारतीय रिज़र्व बैंक/ Reserve Bank of India
संपदा विभाग, / Estate Department, Bengaluru

महोदय/ Dear Sir,

इसमें इसके पश्चात ज्ञापन में विनिर्दिष्ट कार्यों से संबंधित विनिर्देशनों, ड्राइंगों, डिजाइनों और मात्राओं की अनुसूची की जांच कर और उक्त ज्ञापन में विनिर्दिष्ट कार्य-स्थल देखकर एवं जांचकर तथा निविदा को प्रभावित करनेवाली तत्संबंधी अपेक्षित जानकारी प्राप्त कर, मैं / हम एतद्वारा उक्त ज्ञापन में विनिर्दिष्ट समय के भीतर, संलग्न की गई मात्राओं की अनुसूची में उल्लिखित दरों पर निविदा में दिए गए करार के अंतर्नियमों, संविदादारों के लिए विशेष अनुदेशों, संविदादारों को सामान्य अनुदेश तथा विशेष शर्तों, शर्तों मात्राओं की अनुसूची एवं निविदा की शर्तों में लिखित रूप में दिए गए विनिर्देशनों, डिजाइनों, ड्राइंगों और डाटा शीट और मात्राओं की अनुसूची और इसके लिये उपलब्ध करायी गयी सामग्रियों के साथ तथा अन्य सभी मामलों में ऐसी शर्तों के अनुसार जहाँ तक वे लागू हों, उक्त ज्ञापन में विनिर्दिष्ट कार्य को निष्पादित करने का प्रस्ताव रखता हूँ/ रखते हैं।

Having examined the specifications, drawings, designs and schedule of quantities relating to the works specified in memorandum hereinafter set out and having visited and examined the site of the works specified in the said memorandum having acquired the requisite information relating thereto as affecting the tender, we hereby offer to supply and execute the works specified in the said memorandum, within the time specified in the time memorandum, at the rates mentioned in the attached schedule of quantities and in all respects with the specifications, designs, drawings and instructions in writing referred to in conditions of tender, the Articles of 'Agreement, Special Conditions, Schedule of Quantities and conditions of Contract and with such materials as are provided for by us, and in all other respects in accordance with such conditions so far as they may be applicable.

ज्ञापन /MEMORANDUM

(a)	कार्य का विवरण /Description of works	Comprehensive Annual Maintenance Contract for providing Pest control services in Bank's Main Office Premises and six Residential Colonies, located at Bengaluru.
(b)	अनुमानित लागत(₹)Estimated cost	₹ 33.55 Lakhs
(c)	बयाना / Earnest money deposit	₹ 67,100/- from all bidders
(d)	भुगतान का प्रकार/ Terms of payment	As per clause 39 of the General instructions to contractors.
(e)	Contract Period	One Year (The contractor should quote the rates for one year, in order to bring the AMC in line with banks financial year, the work order will be issued to the successful bidder for a maintenance period from April 01, 2026 to March 31, 2027, and later based on the satisfactory performance of the contract, the contract may be renewed)
(f)	Performance Bank Guarantee /Security Deposit	5% of the contract value (to be submitted by successful bidder) from a scheduled bank.

g)	Percentage, if any, to be deducted from each bill	Retention Money @ 5% is to be recovered from each on-account bill till the total recovery amounts to 5% of the contract value as stipulated in the tender document
----	---	--

मैं / हम सहमत हैं: I / We agree to:

निविदा स्वीकार होने पर मैं/हम यहां संलग्न संविदा को उक्त शर्तों के निबंधनों एवं प्रावधानों को पूरा करने और उसका पालन करने के लिए या उसमें चूक करने पर संविदा की लिखित में स्वीकृति सहित उक्त शर्तों में वर्णित बयाना जमा राशि जब्त किये जाने और भारतीय रिज़र्व बैंक को अदा करने के लिए सहमत हूँ/हैं।

Should this tender be accepted, I/We hereby agree to abide 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.

मैं/हम यह बात समझते हैं कि आपके पास बिना कोई कारण बताए सभी या किसी निविदा को स्वीकार करने या अस्वीकार करने का अधिकार सुरक्षित है। हमने ₹67,100/- की राशि बयाना जमा राशि के रूप में भारतीय रिज़र्व बैंक के पास जमा की है जिस पर कोई ब्याज देय नहीं होगा। यदि हम सूचित किए गए अनुसार संविदा को निष्पादित करने में असफल रहते हैं तो हम इस बात से सहमत हैं कि भारतीय रिज़र्व बैंक द्वारा इस राशि को जब्त कर लिया जाएगा।

I/We understand that you reserve the right to accept or reject any or all the tender either in full or in part without assigning any reason therefor. We have deposited a sum of ₹67,100/- as earnest money with the Reserve Bank of India, which amount is not to 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 us to the Reserve Bank of India.

हमारे बैंकर के ब्यौरे निम्न हैं/ The details of our bankers are :

म संख्या/ Sl. No.	बैंक का नाम/ Name of Bank	शाखा और उसका पूरा पता Branch and its complete address	संपर्क व्यक्ति का पता/ Name of the contact person	टेलीफोन और फैक्स नंबर Telephone and FAX number
1	2	3	4	5

हमारी फर्म के भागीदारों के नाम हैं The names of partners of our firm are

(i) _____

(ii) _____

हस्ताक्षर करने के प्राधिकृत फर्म के भागीदारों के नाम

Name of the partners of the firm _____

Authorized to sign

या OR

संविदा पर हस्ताक्षर करने के लिए पावर ऑफ अटार्नी की शक्ति रखने वाले व्यक्ति का नाम

Name of person having Power of Attorney _____

to sign the contract

(भागीदारी विलेख और पावर ऑफ अटार्नी की सत्यापित प्रति लगाई जाए)

(Certified true copy of the Partnership Deed and the Power of Attorney should be attached)

भवदीय Yours faithfully,

(संविदाकार के हस्ताक्षर Signature of Contractor)

साक्षी Witnesses

(1) _____

(हस्ताक्षर Signature)

पता Address

(2) _____

(हस्ताक्षर Signature)

पता Address

AGREEMENT / CONTRACT

This agreement made on _____ day of _____ month _____ year between the Reserve Bank of India, Nrupathunga Road, Bengaluru- 560 001 (hereinafter called the Bank) which expression shall unless it be repugnant to the context and meaning thereof deemed to include its successors and assignees of the one part and

M/s _____

(Hereinafter called the contractor) which expression shall unless it be repugnant to the context and meaning thereof deemed to include his successors in title and assignees on the other part. Whereas the Bank is desirous of having Comprehensive Annual Maintenance Contract for _____

Residential Colonies of Reserve Bank of India, Bengaluru and the agency / contractor has agreed to undertake and execute the required services as detailed in the Annexure on the terms and conditions stated below and set out herein this agreement/contract.

Now it is hereby agreed as follows:

In consideration of the said contract amount of ₹. _____ (Rupees _____ only) inclusive of all

Taxes from _____ to _____ to be paid at the times and in the manner set forth in the tender conditions, the contractor shall upon and subject to the said conditions execute and complete the work as described in the tender specifications and schedule of quantities

1. The Bank shall pay the contractor the said amount or such other sum as shall become payable at the times and in the manner specified in the tender conditions. In case of delay, non-performance, or breach of contract terms, a penalty as per the terms of tender shall be levied at the discretion of the competent authority.
2. The tender conditions and the conditions in the letter no. _____ dated _____ thereto shall be read and construed as forming part of this agreement and the parties hereto shall respectively abide by, submit themselves to the tender conditions and perform the agreements on their part respectively as per conditions contained in the tender.
3. This agreement, letter of offer, letter of acceptance, annexure to the agreement / contract and all correspondences between the Bank and the contractor shall form the basis of this contract/agreement. The contract is for the period from _____ to _____.
4. The contractor shall not assign, transfer, or subcontract any portion of this contract without prior written approval from the employer, failing which the contract may be terminated with forfeiture of performance security. The contractor shall afford every reasonable facility for carrying out other ancillary works through other agencies.

5. The contractor shall take a third-party insurance under the Workmen Compensation Act or any other policy that will cover accidental death/injury to the workman employed in the worksite, at his own cost. The insurance shall cover all the labourers' deployed by him during the period of the contract. The policy should be submitted within 7 days from the date of signing of the agreement.
6. The Bank reserves to itself the right of altering the nature of work by adding to or omitting any items of work without prejudice to this contract.
7. All payments to the contractor under this contract will be made only by RBI, Bengaluru.
8. All disputes arising out of or in any way connected with this agreement shall be deemed to have arisen in Bengaluru and only Courts in Bengaluru shall have jurisdiction to determine the same.
9. That both the parties to this contract have been read by the contract and fully understood the contract.
10. That the contractor shall not revoke this agreement/contract without giving three months prior notice in writing to the Bank.
11. That the Bank has the discretion to either to renew the agreement/contract at the close of this agreement/contract or to go for fresh agreement/contract upon calling tender or in whatsoever manner it decides.
12. The Contractor is willing for renewal of the contract at the end of the year with an increase in the rate worked out as per the extant instructions (rate worked out taking into consideration the consumer/labour/metal products indices six months prior to the anniversary date of the contract as well as the indices six months prior to anniversary date of the previous year).
13. That if the contractor does not comply with/abide by the terms and conditions of this agreement/contract, tender conditions, letter of offer, letter of acceptance, annexure to the agreement/contract, then the Bank has the discretion to terminate the agreement/contract without prior notice to the contractor as shall go for fresh contract / agreement in whatsoever manner the Bank decides.
14. The contractor shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure/systems/equipments 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 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 as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Contractor and the Employer shall be entitled to claim damages and pursue legal remedies.

15. The Contractor shall take all appropriate actions with respect to its employees to ensure that the obligations with respect to its employees to ensure that the obligations of nondisclosure of confidential information under this agreement are fully satisfied.
16. The Contractor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.
17. 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 or Local Complaints Committee as the case may be and the Contractor / Agency shall ensure appropriate action under the said Act in respect to the complaint.
18. 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.
19. 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.
20. The Contractor shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.
21. The Contractor shall provide a complete and updated list of its employees who are deployed within the Bank's premises.
22. The Contractor shall comply with the statutory provisions of Contract Labour (Regulation & Abolition) Act, 1970; Employees State Insurance Act; Workman's Compensation Act, 1923; Payment of Wages Act, 1936; The Employees Provident Fund (and Miscellaneous Provisions) Act, 1952; Payment of Bonus Act 1965; The Minimum Wages Act, 1948; Employees Liability Act, 1938; Employment of Children Act 1938; Maternity Benefit Act and / or any other rules/regulations and / or statutes that may be applicable to them. The contractor shall be solely responsible for any violation/non-compliance with the provisions of the above-mentioned legislative enactments or any other statutory provisions and shall further keep the RBI, Bengaluru indemnified from all acts of omission, fault, breaches and / or any claim, demand, loss, injury and expense arising out from the non-compliance of the aforesaid statutory provisions. Contractors' failure to fulfil any of the obligations hereunder and / or under the said Acts, Rules / Regulations / or any bye-laws or rules framed under or any of these, the RBI, Bengaluru shall be entitled to cover any of the such losses or expenses, which it may have to suffer or incur on account of such claims, demand, loss or injury, from the contractor's monthly payment and Security Money Deposit.

23. The Contractor shall be responsible for all injury or damage to persons, animals or things, and for all damage to property which may arise from any factor omission on the part of the Contractor or any Sub-Contractor or any nominated Sub-Contractor or any of their employees. The liability under this clause shall cover also inter-alia any damage to structures, whether immediately adjacent to the works or otherwise, any damage to roads, streets, footpaths, bridges as well as damage caused to the building and other structures and works forming the subject matter of this contract. The contractor shall also be responsible for any damage caused to the buildings and other structures and works forming the subject matter of this contract due to rain, wind, frost or other inclemency of weather. The Contractor shall indemnify and keep indemnified the Employer and hold him harmless in respect of all and any loss and expenses arising from any such injury or damage to persons or property as aforesaid and also against any claim made in respect of injury or damage, whether under any statute or otherwise and also in respect of any award or compensation or damage consequent upon such claims. The Contractor shall, at his own expense, effect and maintain till issue of the virtual completion certificate under this contract, with an insurance company approved by the Employer, an All Risks Policy for Insurance for the full amount of the contract including earth quake risk in the joint names of the Employer and the Contractor (the name of the former being placed first in the policy)against all risks as per the standard all risk policy for Contractors and deposit such policy or policies with the Employer before commencing the works.

24. You are also advised to submit duly signed undertaking (copy enclosed) and copy of insurance policy along with the Agreement for the person/persons deployed to carry out the AMC work entrusted to you. It is imperative that their antecedents are checked and cleared and covered by Workmen Compensation Insurance Policy. This matter may be accorded extreme importance for the safety of your workmen staff and Bank premises.

Signature Clause

Signed and delivered by (Reserve Bank of India, Bengaluru)

Name and Designation) / for Reserve Bank of India, Bengaluru

signed and delivered by the Contractor

(Name and Designation)

Witness

1.

2.

To,

Date:

Reserve Bank of India Estate Department

10/3/8, Nrupatunga Road, Bengaluru – 560001.

UNDERTAKING

I/We have verified the bona fides of the person (s) being deployed by me/us in RBI Main Office / RBI Colonies and hereby undertake to indemnify the Bank for any loss/damage, if any, caused by the person (s) during the course of their deployment in the Bank / its colonies.

Yours faithfully

Authorized Signatories

General Instructions to Contractors

E-tenders, comprising, Part I (Techno-Commercial Bid) and Part II (Price-Bid), should be uploaded, in MSTC website under RBI Portal for the work of '**Comprehensive Annual Maintenance Contract for providing Pest control services in Bank's Main Office Premises and six Residential Colonies, located at Bengaluru**' not later than 10:00 AM on January 27, 2026.

The tender documents, will be available for viewing / downloading, for the intending bidders from **3.00 PM onwards on December 30, 2025**. The tenders of those bidders, who do not comply with the following pre-qualification criteria and have not submitted requisite EMD, will not be considered for opening.

- a. The intending bidder should be a registered member of Indian Pest Control Association (IPCA). Copy of Certificate of registration" shall be uploaded, along with Part I of the tender.
- b. The intending bidder shall have licence, issued by the Department of Agriculture, Government of Karnataka, for 'Commercial Pest Control Work', Copy of the 'Licence' shall be uploaded, along with Part I of the tender.
- c. The intending bidder shall have an exclusive SHE (Safety, Health and Environment) Department / set-up, with professionally qualified staff, for taking care of the safety of their employees and the safety of the customer. Details of the staff, with their designation and qualification shall be uploaded, along with Part I of the tender.
- d. The intending bidder, should have a minimum of, 5 years' experience in executing, similar works* of Comprehensive Annual Service / Maintenance Contracts, for providing pest control services, in large premises (having carpet area not less than of Public Sector Bank's / Financial Institutions / reputed Commercial Establishments. Similar works* should have been completed on or before **November 2025**. Copies of work orders & completion certificates, for works, done before the stipulated date, shall be uploaded along with Part I of the tender.
- e. The intending bidder should have executed, similar works* of Comprehensive Annual Service / Maintenance Contracts, for providing pest control services, in large premises (having carpet area not less than 1 Lakh Sqm) of Public Sector Bank's / Financial Institutions / reputed Commercial Establishments, during a period of **5 years prior to November 2025**. Copies of work orders & completion certificates, for works, done before the stipulated date, shall be uploaded along with Part I of the tender. The value of such executed works, shall be as under:
 - i. Minimum three works costing not less than the amount equal to 40 % of the estimated cost
OR
 - ii. Minimum two works costing not less than the amount equal to 50 % of the estimated cost
OR
 - iii. Minimum one work not less than the amount equal to 80 % of the estimated cost
- f. Minimum, yearly turnover during the last 3 years, shall not be less than **₹33.55 Lakh**. Copies of audited financial statements, for the last 3 years shall be uploaded along with Part I of the tender.
- g. Should have full-fledged local office & service setup at **Bengaluru**, for rendering regular services. Full address and details of the local office & service set up along with copies of documents, in support of this shall be uploaded, along with Part I of the tender.
- h. Should submit a 'Solvency Certificate' issued by the intending bidder's Banker, specifically for the purpose of this tender for an amount not be less than **₹33.55 Lakh**.

*Similar Works means - Comprehensive Annual Service / Maintenance Contracts, for providing pest control services, in large premises (having carpet area not less than 1 Lakh Sqm) of Public Sector Bank's / Financial Institutions / reputed Commercial Establishments.

(a)	Composition of the firm.	Full particulars (whether contractor is an individual, or a partnership firm, or a company etc), of the composition of the firm of contractors, in details should be submitted along with name(s) and address (es), of the partner's copy of the Articles of Association / Power of Attorney / other relevant document.
(b)	Work experience & completion of similar works of specified value during the specified period.	Copies of detailed work orders , for the qualifying works, indicating, date of award, value of awarded work, time given for completing the work, etc. and corresponding completion certificates indicating, actual date of completion and actual value of executed, similar works, should be enclosed, proof of the work experience. The details, along with documentary evidence of previous experience, if any, for executing, works for the Reserve Bank of India at any Centre, should also be submitted.
(c)	Turnover.	'Audited Financial Statements' for last three financial years i.e., 2022-23, 2023-24 and 2024-25 along with a certificate of Chartered Accountant indicating the turnover for these financial years.
(d)	Credit worthiness of the contractor and their turnover during the specified period.	Copies of Income Tax Clearance Certificates / Income Tax Assessment Orders, along with the latest final accounts of the business of the contractor, duly certified by a Chartered Accountant, should be enclosed as proof of their creditworthiness and turnover for last three years.
(e)	Name(s) and address(es) of the Bankers and their present contact executives.	Written information, about the names and addresses of their bankers, along with full details, like names, postal addresses, e-mail IDs, telephone (landline and mobile) numbers, fax numbers, etc. of the contact executives (i.e., the persons who can be contacted at the office of their bankers by the Bank, in case it is so needed) should be furnished.
(f)	Details of bank accounts	Full details of their bank accounts, like account number, type, date of opening etc, should be given.

2. Part I (Techno-Commercial Bid), of the tender will be opened at **11:30 AM on January 27, 2026**. After scrutiny of Part-I (Techno-Commercial Bid), Part II (Price-Bid), of the eligible bidders, will be opened on a subsequent date, which would be communicated, to the eligible bidders. Tenders shall remain valid for acceptance by the Bank for a period of **three months** from the date of opening of Part I of the tender, which period may be extended, by mutual agreement and the bidder shall not cancel or withdraw the tender during this period.

3. Digital Signatures may be used to submit the tender, in token of her/ his / their, acceptance of the terms, conditions, specifications etc and that they have inspected the premises and acquainted themselves of the site conditions, scope of work etc, as laid down.

4. If any of the documents are missing, the tender may be considered invalid by the Bank, at its discretion. No advice / communication with respect to any change in rate(s), terms & conditions, etc shall be entertained by the Bank, after opening of the tender.

5. **Earnest Money Deposit** for a sum of **₹67,100/-**, shall be remitted to Bank Account of Reserve Bank of India, on or before 10:00 AM on January 27, 2026. The account details for NEFT transactions are as follows:

NEFT, RBI A/c. No.- 8692299,

IFSC Code: RBIS0BGPA01

or

Demand Draft / Bank Guarantee for EMD in favor of Reserve Bank of India, Bengaluru to be delivered in physical form at Estate Department, 2nd Floor, Reserve Bank of India, Nrupathunga Road, Bengaluru – 560001.

Note: (i) Proof for having remitted the EMD, with transaction number (scanned copy), shall be attached/uploaded, along with Part I (Techno-Commercial Bid) of the tender. The bidders are also advised to send the proof of remittance with Transaction number (scanned copy) to estatebengaluru@rbi.org.in. While making remittance of the said amount, 'EMD- ESTATE DEPARTMENT' shall be mentioned in the remark's column.

(ii) Intending bidders may also remit the EMD in the form of a Demand Draft or a Bank Guarantee, issued by a scheduled bank drawn in favour of the Reserve Bank of India, in the format prescribed by the Bank ([Annexure D](#)) before the due date and time prescribed above. Tenders of those bidders who have not submitted the required EMD will not be considered by the Bank. No interest will be paid on the EMD remitted by the bidders. EMD of the unsuccessful bidders will be refunded / returned by the tender inviting authority in due course.

6. The successful bidder shall furnish an amount of **5% of the contract value** in the form of online transfer (NEFT/RTGS) to RBI A/c or **Performance Bank Guarantee** from any scheduled Bank in the form prescribed by the Bank ([Annexure - E](#)) towards security deposit for the due fulfilment of the contract. The Performance Bank Guarantee towards security deposit shall be valid for the entire contract period. It may be noted that no interest shall be paid on Security Deposit. If the contractor fails to fulfil the contractual obligations, the Security Deposit will be forfeited by the Bank.

The EMD paid by the successful bidder shall be released without any interest after successful execution of the contract agreement and submission of **Performance Bank Security Guarantee or online transfer (NEFT/RTGS) to RBI A/c for 5% of the accepted Contract Value** as provided above, by the successful vendor. The EMD shall not be accepted in any form other than the one mentioned in the tender notice. The **EMD / Performance Security Bank Guarantee** submitted by the successful bidder shall be forfeited in case the successful bidder fails to commence the work awarded to her / him / them within the prescribed time limit.

The Reserve Bank of India does not bind itself to accept, the lowest or any tender and serve to itself the right to accept or reject any or all the tenders, either in whole or in part, without assigning any reasons for doing so. The Earnest Money Deposit will be refunded to the unsuccessful bidders but without any interest. Under no circumstance Earnest Money Deposit will be accepted in the form of fixed deposit or any form other than that specified under clause 5 above.

7. The contractor shall not assign the contract. She / he / they 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.

8. For all intents and purpose, the contractor shall be the 'Employer' within the meaning of different 'Manpower Legislations' in respect of the manpower employed and deployed in Bank's premises. The workmen / employees, deployed by the contractor in the Bank's premises, shall not have claims of 'Master and Servant' relationship nor have any 'Principal and Agent' relationship with or against the Competent Authority.
9. On receipt of intimation, from the Bank, of the acceptance of her/ his / their tender, the successful bidder, shall be bound to execute a 'Formal Contract / Agreement' within fourteen days thereof the successful bidder, shall sign an agreement in accordance with the 'Draft Articles of Agreement' provided herein this tender document 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 bidding, whether such a formal agreement is or is not subsequently executed.
10. Each bidder shall, obtain for himself on his own responsibility and at his own expenses, all the information, which may be necessary for the purpose of submitting the tender and for entering into a contract and must inspect the site of the work and acquaint themselves with all local conditions, means of access to the work, nature and scope 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.
11. The rates quoted by the bidders, shall be firm and shall not be subject to exchange variations, labour conditions, fluctuations in railway / road freight charges or any conditions whatsoever. Each invoice / bill shall indicate amongst other things, the contractor's PAN and GST Registration Number (if GST registered). The 'Contract Value' will also be subject to TDS / Withholding Tax as per law.
12. Bidders shall quote rates in Part II (Price Bid) of the tender, without GST on works contract. Those bidders, who are, GST registered vendors, shall quote the GST, @ 18% of the total amount of the rates in Schedule of Quantities, in the row / column / cell(s), provided for the same. This GST will be automatically added, to the total amount and the final amount shown will be, the net bid value, including the GST. No change in quoted rates will be accepted after opening of the tender. The Contractor shall produce to the Bank, adequate proof of remittance of GST, within a reasonable time from remittance.
13. The Employer does not accept liability for any sum, besides the 'Contract Value', subject to such variations as are provided for herein.
14. The successful bidder is bound to carry out any items of work necessary, for successful execution of the works, in addition to those, specified in the tender even though such items are not included in the quantities and rates. Schedule of instructions in respect of such additional items and their quantities will be issued in writing by the Bank.
15. The contractor, must bear in mind that all the works, shall be carried out strictly in accordance with the specifications provided herein and in compliance of the requirements of the local public authorities and to the requirements of the Bank and no deviation on any account will be permitted, unless otherwise instructed by the Bank, in writing. The successful tenderer should make his own arrangement to obtain all materials required for the work.
16. Every employee so engaged by the contractor shall wear Personal Protective Equipment (PPEs), uniform, a badge bearing his / her name, and safety shoes while on duty. The said Personal Protective Equipment (PPEs), uniform, badge and safety shoes shall be provided by the contractor at his cost.

17. 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.
18. Water & electricity, required for the work, shall be provided free of cost, by the Bank one location. Contractor shall, make her / his / their own arrangements for conveying the same to the required points. The contractor shall, however take, necessary precautions, to avoid of water / electricity. Necessary safety measures shall be taken by the contractor to avoid any mishaps / accidents. The contractor shall be penalized by the Bank, if any laxity is noticed on the part of the contractor in this connection.
19. The contractor shall provide, copies of required documents/ records, during the period of contract or otherwise even after the expiry of the contract and whenever required by the Bank.
20. The contractor shall be responsible to maintain the premises, structures, properties and equipment of the Bank entrusted to her / him / them. Any damage or loss caused by the contractor's workmen / employees to the premises, structures, properties and equipment of the Bank, during execution of the work, under the scope of this contract, shall be reinstated to its / their original shape / size, at the risk & cost of the contractor. to the Bank in whatever shape, otherwise the cost incurred by the Bank, towards this, would be recovered from the contractor.
21. The Bank does not recognize any employee / employer relationship with any of the workmen / staff of the contractor and their services shall be automatically discontinued with the termination of the contract.
22. 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 contractor.
23. If the bidder, 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, she / he / they shall, in good time, before submitting her / his / their 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.
24. The Contractor shall pay to the workmen / employees, employed by her / him / them directly, wages not less than fair wages stipulated by the State / Central Government, whichever is higher, as per Minimum Wages Act. Fair Wage means wages, which shall include wages for weekly day of rest and other allowances whether for time or piece work, after taking into consideration prevailing market rates for similar employment in the neighbourhood but shall not be less than the minimum rates of wages fixed, by the State / Central Government, whichever is more, under the payment of Minimum Wages Act.
25. Only able-bodied, physically fit, well trained, literate, disciplined and honest personnel shall be deployed.

26. The contractor shall make available pest control services to eliminate / alleviate / control pest / insects like ants, centi/millipedes, cockroaches, moths, house flies, silverfish, lizards, mosquitoes, rodents, & other general pests etc., **The details of the properties as well as the frequency at which the aforesaid services must be rendered is furnished herein in the Scope of Work.**
27. The intending bidders are advised to visit the respective premises of the Bank, after obtaining prior approval from the Bank and acquaint themselves of the site conditions before submitting the Tender.
28. The bidders are advised to submit the tender, based, strictly on the General Conditions of the Contract and scope of works, as specified, 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 rates to be quoted in Part II (Price Bid) of the tender. Any tender containing deviation from the laid terms and conditions is liable to be rejected.
29. 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 'Contract Value' subject to such variations as are provided for herein.
30. The rates, quoted for the 'Variable Component' in the Schedule of Quantities, in Part II (Price Bid), of the tender, shall include, contractor's Over Head Charges, including charges for obtaining and submitting the insurance policies, subscriptions towards EPF, ESI for the workmen / staff etc employed by them at the Bank's premises etc mentioned herein, supply of necessary materials, tools / implements and equipment, required to carry out the works, under the scope of the tender, charges for providing uniforms, PPEs and other accessories / equipment, to the workmen / staff employed by the contractor at Bank's premises, under the scope of the contract, transport / carriages etc.
31. **The contractor shall provide the services, in the Bank's, specified premises, to eliminate / alleviate / control the General Pest / Vector (mosquitoes) / Rodent as per the method and frequency, as specified in the Scope of Work / Schedule herein. In case of failure, of the contractor, to provide the specified services, at the frequency stipulated, a penalty equal to Rs. 2,500/- (Rupees Two Thousand Five hundred per treatment), in addition to the pro-rata quoted / approved, as per the tender / work order, shall be deducted, from any payment due to the contractor.**
32. The contractor and his workmen / staff shall be under the general supervision and control of the Bank's Engineers / Officials or any other personnel deputed for the purpose by the Bank and shall follow, instructions from her / him, for the day-to-day work, in the Bank's premises.
33. The contractor should note, that smoking, consumption of alcohol, use of pan / tobacco products, illegal drugs etc, in the Bank's premises, is strictly prohibited and ensure that the workmen / staff, deployed in the Bank's premises abide by this provision strictly.
34. The contractor shall, vacate, all workmen / staff, deployed by them, in the Bank's premises, immediately on the termination / expiry, of the contract and ensure, that such persons shall not create any disruptions / hindrances / problems, of any nature, in the Bank's premises.
35. **Police verification of all workmen / staff, Supervisors / Officials for deployed by the contractor at bank's premises:** The contractor, shall submit, necessary Police Verification Certificates, for each deployed workman / staff member, from the local police authorities, about his

/ her identity records within **60 days**, of issue of written order by the Bank to commence the work Any change in deployment of workmen / staff, shall also be subjected to also needs to be submitted for the above provision, without any lapses.

36. Renewal of the contract: At the sole discretion of the Bank, the AMC may be considered for further renewal for the years, **2027-28** and **2028-29**, on same terms and conditions, with the maximum permissible increase in the rates which will be based on CPI and WPI indices, as decided by the Bank, provided the Bank finds the services of the **Contractor satisfactory**. The decision of the Bank in this regard shall be final and binding.

37. Terms of Payment.

- i. The contractor should ensure that minimum wages, as prescribed in Central / State Government, whichever is higher, as per notifications, issued from time to time, shall be paid to the workmen / staff deployed by her / him / them, in the Bank's premises, and the same shall be credited, directly to their respective Bank accounts. The Bank reserves, the right to verify the same, as and when, warranted and accordingly, the contractor, shall produce relevant documents to the Bank of demand. The contractor shall, ensure payment of subscriptions towards, EPF, ESI etc, for the women / staff deployed, in the Bank's premises or any other statutory payments.
- ii. Bank's reserves the right to verify, at any time, the deployment of workmen / staff. Hence an attendance register, for the workmen / staff deployed shall be, maintained, for verification and copies of the same, duly certified by the officials, authorised by the Bank, shall be submitted, to the Bank, along with the contractor's bills.
- iii. Payments against, the contractor's bills, based on actual quantity of work executed, will be paid through RTGS / NEFT, within the period for payment, stipulated herein, from the date of submission of the bill along with all required documents, such as acknowledgement from occupants of flats / department representative, countersigned by the official authorised by the Bank, copy of relevant pages of attendance register etc. Wages shall be paid to the workmen / employees, by the contractor, without waiting for the payment from the Bank. In case of non-execution / non-completion of pest services in certain areas of office / residential premises / flats, the payment will be made based on actual / proportionate area / number of flats / areas in for which the treatment was, actually carried out, by verifying the acknowledgements, obtained from the representatives of various departments /authorised officials of the Bank or residents of flats.

38. Insurance.

- i. The contractor shall, at her / his / their risk & cost, obtain, necessary insurance policies, namely Workmen Compensation Policy, with an insured value, corresponding to the wages / salary of the workmen / staff, engaged by her / him / them, in the Bank's premises, in connection with this contract and Third Party / Public Liability Policy, with an insured value of not less than Rs. 2 Lakh per person, for one incidence, in case of personal accident and 5 Lakh, per incidence in case of damage to property, from an approved insurance company and the submit the same to the Bank, before commencement of the work. These policies, shall be in the joint names of the Bank and the contractor, with Bank's name placed in the first and shall be valid for the entire period of the contract.
- ii. The contractor shall, indemnify and keep indemnified the Reserve Bank of India against:
 - a. Any claim arising out of third-party loss / damage to life or property caused during, execution of the work, under the scope of this tender.
 - b. Any claim arising out of accident / loss of life to the workmen, engaged by the contractor during execution of the work, under the scope of this tender.
 - c. Any claim due to non-compliance of applicable PF/ Labour laws, ESI, regulations etc.

Notwithstanding anything specified above, the contractor, shall be responsible to take all precautionary measures, to maintain the general cleanliness, hygiene and sanitation of the buildings and premises.

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

Date:

Signature

Place:

Name of Tenderer:

Address with seal:

The Conditions Hereinafter Referred To

1. Interpretation Clause.

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" in the case of a Partnership: "Contractor" shall mean _____ and _____ trading as partners 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. In the case of individual: "Contractor" shall mean _____ trading in the name and style of _____ and shall include his heirs, successors and legal representative. In the case of company: "Contractor" shall mean _____ a company incorporated under _____ and having its registered office at _____ and shall include its successors and assigns.
- c) "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.
- d) "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.
- e) "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.
- f) "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 contract or 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" regarding:

- (a) The variation or modification of the quality or quantity of works or the addition or omission or substitution of any work.
- (b) Any discrepancy in the Schedule of Quantities and / or Specifications.
- (c) The removal from the site of any materials brought thereon by the contractor and the substitution of any other material therefore
- (d) 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 giving a month's notice to the contractor, without citing any reason for doing so.

5. Termination of Contract by Contractor.

Contract can be terminated by the contractor, if she / he / they, desire(s) so, by giving, one month's notice, to the Bank. The notice period will start, from the day of receipt of notice by the Bank.

6. Delayed Payment.

Any bill submitted by the contractor shall be settled within the period specified herein, provided the bills are in order in all aspects, and the required documents are submitted along with it. In case of delay by the Bank, in making payments beyond, the specified period, Bank interest may be paid, for the delayed period.

7. Disputes arising out of the contract.

The decision of Bank will be final for any dispute arising of this contract. However, the contractor can appeal to the principal if not satisfied with the decision of the department and his/her decision will be binding on the contractor.

8. Settlement of disputes by Arbitration:

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

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

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

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

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

9. Employer entitled to recover compensation paid to workmen.

If, for any reason, the Employer is obliged, by virtue of the provision the Workmen's Compensation Act 1923, or any statutory modifications or re-enactment thereof, to pay compensation to any workmen, employed by the contractor in execution of the works, under the scope of the contract, the Employer shall be entitled to recover, from the contractor, the amount of compensation so paid, and without prejudice to the 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 Deposit or from any payment, 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 her / his / their, 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.

10. 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.

11. 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:

Place:

Signature
Name of Tenderer:
Address with seal:

Scope of Work

Pest Control Services.

The Pest Control Services, under the scope of this tender, shall be, to eliminate / alleviate / control pests / insects like ants, centi/millipedes, cockroaches, moths, house flies, silverfish, lizards, mosquitoes, rodents, other general / common pests etc. The frequency of treatments to be done are furnished below:

S No.	Description of properties.	Frequency of treatment.
1 a)	Pest Control Treatment. Bank's Main Office Premises - indoor areas of buildings / structures. All departments in all the floors (including workstations and cabinets). Conference / lecture halls, Server rooms, Canteen and Officers lounge and Regional Head's Residents and Executive VOF, Waste Management and STP area etc.,	Weekly as well as whenever felt necessary by the Bank to combat the pests.
1 b)	Staircases, outdoor areas, underground / open sewer / drainage / storm-water lines, manholes, gully / inspection chambers etc. Covering the entire annex building.	Weekly as well as whenever felt necessary by the Bank to combat the pests.
1 c)	Residential Colonies (indoor areas of flats).	Monthly as well as whenever felt necessary by the Bank to combat the pests.
1 d)	Staircases, outdoor areas, common / amenities areas, underground / open sewer / drainage / storm-water lines, manholes, gully / inspection chambers etc.	Weekly as well as whenever felt necessary by the Bank to combat the pests.
2 a	Fogging/Fumigation Treatment. Bank's Main Office Premises.	Weekly and as and when advised by the Bank in writing.
2 b	Residential Colonies.	Weekly and as and when advised by the Bank in writing.
3 a	Rodent Control Treatment. Bank's Main Office Premises.	Weekly and as and when advised by the Bank in writing. Arrangements to be made for rodents' evacuation from the Office premises only through safe, eco-friendly and humane methods without resorting to chemical poisons.
3 b	Residential Colonies. Common area, gardens, Staircases, outdoor areas, underground / open sewer / drainage / storm-water lines, manholes, gully / inspection chambers etc.	Bi-Weekly (twice a month) and as and when advised by the Bank in writing. Arrangements to be made for rodents' evacuation from the Office premises only through safe, eco-friendly and humane methods without resorting to chemical poisons.
4 a	Snake Control Treatment Bank's Main Office Premises, Regional Head's Residents and Executive VOF, Waste Management and STP area etc., Common area, gardens, Staircases, outdoor areas, underground / open sewer / drainage / storm-water lines, manholes, gully / inspection chambers etc.	Bi-Weekly (twice a month) and as and when advised by the Bank in writing. Arrangements to be made for snake evacuation from the Office premises only through safe, eco-friendly and humane methods without resorting to chemical poisons.
4 b	Residential Colonies.	As and when required on a regular basis but not less than once in a month. Further arrangement of Snake charmer whenever there is an emergency in the Bank and colonies.

5	Removal of Beehive	As and when required, removal of beehive from any height of trees/buildings in both Main Office Building and Residential Colonies shall be undertaken. A separate bill shall be submitted for each activity conducted.
---	---------------------------	--

Note: Special treatment against termites in Office/residential/trees and plants shall be carried out if, required by the Bank and advised in writing, which will be paid separately.

Categories of pests to be treated:

General Pests such as, ants, centi/millipedes, cockroaches, moths, house flies, bees, including their hives, silverfish, lizards & other general / common pests, vectors such as mosquitoes & rodents / mice,

2. Various pesticides that could be used for the work shall be:

- a) Dimethyl Dichloro Vinyl Phosphate (DDVP): 3 liters per 100 Sqmtr (dilution 1:50 in water)
- b) Blattanex : Do (dilution 1: 40 in water)
- c) Chloropyriphos : 5 litres per 100 Sqmtr (dilution 1: 40 in water)
- d) Deltamethrin : 3 litres per 100 Sqmtr (120gms of 2.5% WP in 3 litres of water)
- e) Pyrithrin : As per manufacturer's specifications.

Note: Any of the above-mentioned chemicals, or approved equivalent, which is eco-friendly and conforming to Indian Standards, in water emulsion may be used, for General Pest Control Treatment.

3. Oil / Kerosene based solutions of Chlorpyriphose, used at concentration of 1% by weight shall be used for wood treatment.

Note: i) The details of materials given above are indicative and the contractor, shall use any other approved chemical, which is eco-friendly and manufactured as per Indian Standards, used as per the specifications / concentration, of the manufacturer, for the effective elimination / alleviation / control / management of pests.

ii) For treatment in the flats, satisfactory report from the residents has to be submitted and for common areas, satisfactory report from the caretaker has to be submitted along with bills.

I. Office Buildings - Plot area: 20,000 Sq. yard,

S No	1	Location*	Built up area	No. of floors
	2			5
1	(a)	Main Office Building 10/3/8, Nrupathunga Road, Bangalore – 560 001.	1,49,223 square feet (including the plot area and gardens)	B.F + G.F + 3 floor
	(b)	Main Office Building EXPANSION (South Side & 4th floor)	42,000. square feet (including the plot area and gardens)	Extension of building South Wing =B.F + G.F +1 to 3 Floor Entire area of 4th floor
		Total Area =	1,91,223.00 *Sqft	
2		Annexe Building	23,698.96Sqft (including the plot area and gardens)	G.F + 2 floor

*Inclusive of area of RD residence, 4-Officers Flats, 2-Class III Flats, 4-Class IV Flats

II. Residential Buildings

Sl. No 1	Location 2	Built up area 4	Type of flats** 5	No. of flats 6	No. of buildings 7	No. of floors 8
1	Officers' Quarters, 11/27, Cunningham Road, Bangalore -52. Plot area: 17565 sq yard	33,824.00 Sqft (including the plot area and gardens)	Class-I Officers (A/B)	29 flats + 1 dispensaries + Gym+ Community Hall + ACT Office	4Blocks	GF + 3
		41,725.00 Sqft (including the plot area and gardens)	Senior Officers	24 flats (22 Officers flat + 2 VOF)	3Blocks	
		600 Sqft (including the plot area and gardens)	Class IV	2 Flats		GF+1
2	(a) Staff Qrts., PHASE-I No.3A, Osborne Road, Bangalore-42. Plot area: 17873 sq yard	41,040.00 Sqft (including the plot area and gardens)	Class-III Block: A, B, C & D	128 flats	4Blocks	GF + 3
		28,024.00 Sqft (including the plot area and gardens)	Class-IV E-Block	58 flats	1Blocks	GF + 3
	(b) Staff/ Officers' Quarters. PHASE-II No.60/1,60/3 &60/4, Osborne Road, Bangalore-. Plot area: 68250 sqft	7857.909 Sqm (including the plot area and gardens)	Class-I Block: N, P & G	41 flats	5 Blocks	GF + 3
			Class-III Block: F, H, J, K, L, M	42 flats	6 Blocks	GF + 3
3	Officers' Quarters, 11/27, Cunningham Crescent Road, Bangalore-52. Plot area: 24334 sqft	5923.75 Sqm Stilt Area: 727.59 sqm (Including the plot area and gardens)	Class-I	56 Flats (51 Officers flats + 4 VOF+ 1 Dispensary)	1(Two Wing)	GF + 7 (GF is parking area)
4	Staff/Officers' Quarters, No.488/1, R.P.C Layout, 9 th Cross, Vijaya Nagar, Bangalore. Plot area: 26200 sqft	47857.00 Sqft (including the plot area and gardens)	Class-I	Block A- 8 Flats	1 Block	GF+7
				Block: A, B, C A=8 flats +2(Gym) =10 B=26 flats C=26 flats Total = 62 Flats 1 Dispensary + 1 ACT Office+ 1 Community Hall	3 Block	GF + 7

5	Staff Quarters, Nandini layout, Bangalore. Plot area: 4431 sqm	6023.97Sqm (including the plot area and gardens)	Class-IV	99 flats + 1 community hall + 1 ACT office + 1 TT room+2 gym room+1 carrom room + 1 store room+ 1 Dispensary	9Blocks	GF + 3
6	Officers' Quarters, National Games Village, Koramangala, Bangalore.	145716.179Sqft + 269.00Sqft (including the plot area and gardens)	Class-	100 flats (86flats +94 VOF+1 dispensary+1 reception+1 dining+1 gym+1 community hall cum RWA room)	-Tower	GF+7 (GF is parking Area)

List of acts and omissions for which fines can be imposed in accordance with rule 10 (vi) contractor's labour regulations

1. Wilful insubordination or disobedience, whether alone or in combination with other.
2. Theft, fraud or dishonesty in connection with the Contractors beside a business or property of Reserve Bank of India.
3. Habitual late attendance.
4. Drunkenness fighting, riotous or disorderly or indifferent behaviour.
5. Habitual negligence.
6. Smoking near or around the area where combustible or other materials are locked.
7. Habitual indiscipline.
8. Causing damage to work in the progress or to property of the Reserve Bank of India or of the Contractor.
9. Sleeping on duty.
10. Malingering or slowing down work.
11. Giving of false information regarding name, age father's name etc.
12. Habitual loss of wage cards supplied by the employers.
13. Unauthorised use of employer's property for manufacturing or making of unauthorised articles at the work place.
14. Bad workmanship and maintenance by skilled workers which is not approved by the Reserve Bank of India and for which the contractors are compelled to undertake rectifications.
15. Making false complaints and/or misleading statements.
16. Engaging on trade within the premises of the establishments.
17. Any unauthorized divulgence of business affairs of the employees.
18. Collection or canvassing for the collection of any money within the premises of an establishment unless authorized by the employer.
19. Holding meeting inside the premises without previous sanction of the employers.
20. Threatening or intimidating any workman or employer during the Working hours within the premises

Date:
Place:

Signature
Name of Tenderer:
Address with seal:

Safety Code

1. The contractor shall have licence, issued by the Department of Agriculture, Government of Karnataka, for 'Commercial Pest Control Work'.
2. The workmen / staff deployed, by the contractor for pest control services, (if necessary) shall wear Personal Protective Equipment (PPEs) / accessories such as face masks, hand gloves, safety shoes etc.
3. No portable single ladder shall be over 8 meters in length. The width between the side rails shall not be less than 30 cm. (clear) and the distance between two adjacent rungs shall not be more than 30 cm. When a ladder is used an extra mazdoor shall be engaged for holding the ladder.
4. 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.
5. In case of any mishap, the injured person shall be taken to a public hospital without loss of time, where the injury necessitates hospitalization.
6. Suitable and strong scaffolds should be provided for workmen for all works that cannot be safely done from the ground.
7. No floor, roof or other part of the structure shall be overloaded with debris or materials as to render it unsafe.
8. Hoisting machines and tackle used in the works, including their attachments, anchorage and supports shall be in perfect condition
9. Fire safety measures shall be adhered to as per local bye laws.
10. Whenever electric power is used for attending works, prior permission must be taken from Bank's Electrical Engineer.

CHECKLIST OF DOCUMENTS TO BE UPLOADED

Signed copies of the following documents (with appropriate stamp of the companies) as given below along with this checklist form needs to be scanned and uploaded on MSTC website.

SI. No.	Documents to be uploaded.	Uploaded (Yes / No)
1	<u>Annexure A</u> – Duly Filled-in Basic Information.	
2	Copy of PAN Card	
3	Copy of GST Registration Certificate	
4	Copy of MSME Certificate	
5	<u>Annexure B</u> – Details of the work executed during the last five years to meet eligibility criteria.	
6	Work orders and work completion certificate in support of the works executed during the last five years to meet eligibility criteria.	
7	<u>Annexure C</u> - Client's certificate as per format from their clients for whom they have carried out 'eligible works'.	
8	Audited Annual Financial Statements showing an average minimum turnover of ₹33.55 Lakh during the last 3 years.	
9	<u>Annexure-F</u> Banker's certificate or Solvency Certificate	
10	<u>Annexure-G</u> Format for power of attorney for signing of application/proposal	
11	<u>Annexure-H</u> ECS/ NEFT mandate form	
12	<u>Annexure-I</u> Details of Service Set up at Bengaluru	
13	<u>Annexure-J</u> Complaint Escalation Matrix	
14	<u>Annexure-K</u> Undertaking / Declaration / Certificate by the Bidder regarding country sharing land border with India	
15	<u>Annexure-L</u> – Indemnifying the Employer against Contract labour Rules/regulations	
16	<u>Annexure M</u> – Indemnifying the Employer against Patent Rights	
17	<u>Annexure N</u> - Undertaking regarding declaration of debarment by public institution(s)	
18	Proof of remittance of Earnest Money Deposit.	
19	Copy of valid license from the appropriate authority	

NOTE: Format of [Annexures A, B, C, E, G, H, I, J, K, L, M, and N](#) mentioned above have been enclosed with the tender document. Bidders are advised to fill in the of the Annexures in the format exactly as provided by the Bank. The Bank shall have the right to independently verify the above specified documents.

The Bank shall evaluate the said reports before opening of price bid of the tenderers. If any tenderer is not found to possess the required eligibility for participating in the tendering process at any point of time and/or his performance reports received from his clients and/or his bankers are found unsatisfactory, the Bank reserves the right to reject his offer even after opening of Part-I of the tender. The Bank is not bound to assign any reason for doing so.

(Bidder's Signature) along-with seal

Commercial Conditions

Sr. No.	Description	Bank's terms	Whether acceptable to the tenderer or not (please indicate YES or NO)
1.	Validity	90 days from the opening of Part-I	
2.	EMD	NEFT/DD for ₹67,100/- in favour of RBI Bengaluru (No interest shall be payable on EMD).	
3.	Prices	Shall remain firm for the entire period of contract.	
4.	Contract period	1 year from the date of issue of work order.	
6	Penalty clause	As per clause Terms & Conditions of the tender.	
8	Terms of payment	As per clause Terms & Conditions of the tender.	
9	Insurance	As per clause Terms & Conditions of the tender.	

Part II should not contain any terms and conditions but only priced bill of quantity. Terms and conditions, if any, incorporated in Part II, will not be valid or considered.

Place:

Name & Signature of the Contractor

Date:

ANNEXURE A: BASIC INFORMATION

SI. No	Description	
1.	Name & Address of the organization/applicant	
2.	Type of Organization- (Whether Proprietorship, Partnership/Pvt. Limited/Limited or Body Corporate or MSME registered firm etc.) Please enclose related documents.	
3.	Name of the Proprietor /Partners/Directors of the organization (a) (b) (c) (d)	
4	Registration (firm, company etc)/ Registration Authority, dated Number etc.	
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 ₹33.55 Lakh. If so, enclose Audited Annual Financial Statements	
7	Yearly turnover of the firm/contractor for the last three years Year 2022-23 2023-24 2024-25 (Copies of audited final accounts in support thereof to be uploaded)	
8	PAN number (copy of PAN card should be uploaded)	
9	GST Registration No (Copy should be uploaded)	
10	Registered office address, telephone/Mobile No. and E-mail ID	

10 a	Whether having registered local office within the jurisdiction limits of Karnataka? If yes, mention the address of the local office (Copy of address proof for registered local office to be uploaded)	
10 b.	Whether working with any of the Government/Semi-Government Undertaking/s as approved contractors and if so, Furnish details	
11	Qualification & Experience of the technical persons employed by the firm.	
12	Indicate if involved in any litigation	
13	Any civil suits pending in any of the works executed give details	
14	Submit a copy of valid license from the appropriate authority	

Date:

Signature of the contractor/firm:

Place:

ANNEXURE – B: Details of the work executed during the last 5 years 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 rs	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 – C: CLIENT's CERTIFICATE

Client's Certificate Regarding Performance of Contractor

(To be issued by the client on its letterhead)

The Regional Director
Reserve Bank of India,
Estate Department,
10/3/8, Nrupathunga Road,
Bengaluru - 560001

Madam/ Sir,

Client's Certificate regarding Performance of

1.	Name of work with brief particulars	
2.	Agreement No. & 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 if any (amount)	
8.	Gross amount of the work completed and paid #	
9.	Name & 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) Amount of work paid on reduced rates, if any	
12.	i) Did the contractor go for arbitration?	
	ii) If Yes, total amount claim	
	iii) Total amount awarded	
13.	Comments on the capabilities of the contractor	
	a) Technical Proficiency	Outstanding/ Very Good/ Good/ Satisfactory/ Poor

	b) Financial Soundness	Outstanding/ Very Good/ Good/ Satisfactory/ Poor
	c) Mobilization of adequate T & P	Outstanding/ Very Good/ Good/ Satisfactory/ Poor
	d) Mobilization of Manpower	Outstanding/ Very Good/ Good/ Satisfactory/ Poor

Note: All columns should be filled in properly, please tick one of the multiple options.

1. Signature of the Reporting Officer* with office seal 2. Countersigned with Official Seal

***Officer of the rank of Executive Engineer or equivalent.**

Supported by adequate proof of payments received by contractor for work done.

Client's report issued by Pvt. Organization shall also accompany TDS Certificates.

(Reports must be submitted in client's official sealed cover and to be addressed to the enlistment authority).

Annexure D: 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
Bengaluru.**

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.

Authorised Official (with seal)

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

Annexure E: Proforma for Performance Bank Guarantee

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

Place.....Date.....

To

Regional Director

Estate

Department Reserve Bank of India Bengaluru – 500 001.

Dear Sir,

Name of Work:

WHEREAS Reserve Bank of India, having its Central Office at Shahid Bhagat Singh Road, Mumbai, through its office at Reserve Bank of India, Bengaluru 500 001 (hereinafter called "the RBI") has awarded the Contract for the captioned work (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 Reserve Bank of India, Bengaluru a Performance Bank Guarantee for a total amount of rs _____ 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 Reserve Bank of India, an amount not exceeding Rs _____ 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 Rs _____ or any lower amount that may be demanded by the RBI. Our guarantee shall be treated as equivalent to the Performance Guarantee Amount for the due performance of the obligations of the Contractor under the said Contract, provided, however, that our liability against such sum shall not exceed the sum of Rs._____
2. We also agree to undertake and confirm that the sum not exceedingly 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 ₹ _____

b) Our liability under these presents shall not exceed the sum of Rs. _____

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

d) This guarantee shall remain in force up to Sixty (60) days beyond the contract period, i.e., up to _____ for this contract 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 and Seal 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 Performance Bank Guarantee will require stamp duty as applicable in the state, where it is executed and shall be signed by the official whose signature and authority shall be verified).

Annexure- F: Format of Banker's certificate (Solvency Certificate)

CARE: To be uploaded along with Part-I of the tender

The Regional Director
Reserve Bank of India,
Estate Department,
10/3/8, Nrupathunga Road,
Bengaluru – 560001.

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

(Signature)

For the Bank with Name & Seal

Note:

- 1) Bankers' certificate should be on letter head of the bank, sealed in cover addressed to enlistment authority
– The Regional Director, Reserve Bank of India, Estate Department, 10/3/8, Nrupathunga Road,
Bengaluru – 560001.
- 2) In case of partnership firm, certificate should include names of all the partners as recorded with the bank.

Annexure-G: Format for power of attorney for signing of application/proposal

(On Non-Judicial Stamp Paper of appropriate value)

Know all men by these presents, We..... (Name of the Bidder and address of their registered office) do hereby constitute, appoint and authorize Mr./Ms..... (Name and residential address of Power of Attorney holder) who is presently employed with us and holding the position of as our attorney, to do in our name and on our behalf, all such acts, deeds, and things necessary in connection with or incidental to our Tender for..... (Name of the work) including signing and submission of all documents and providing information / responses to Estate Department RBI, Bengaluru representing us in all matters before RBI Bengaluru, and generally dealing with RBI Bengaluru in all matters in connection with our proposal for the said Project.

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

Note

Power of Attorney should be properly stamped and notarized

Power of Attorney furnished shall be irrevocable.

Signature/(s) of the Bidder

Name/(s)

Stamp/Seal of the Bidder

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

Annexure- H: ECS/ NEFT mandate form
(Mandate for receiving payments through ECS /NEFT from RBI, Bengaluru

All entries should be filled in neatly and legibly in Capital letters

1	Name of the Vendor												
2	Address of the Vendor												
3	Email ID of the Vendor												
4	Phone Number												
5	Mobile Number	0											
6	Contact Person												

PAN.		PAN Card Holder Name											
GSTIN No.													

1	Name of the Bank												
2	Name of the Branch												
3	Address of the Bank Branch												
4	IFSC Code (11 digits)												
5	MICR Code (9 digits)												
6	Bank account type (SB-10/ CA-11 / CC -13)												
7	Core Banking Account No.												

Please enclose the undernoted documents in support of the details mentioned above

- (1) a blank cancelled CTS-cheque
- (2) Photocopy of your PAN card
- (3) Proof of GST registration

Declaration

I hereby declare that the particulars given above are correct and complete. If the transaction is delayed or not effected for reasons of incomplete or incorrect information, then I would not hold the Reserve Bank of India responsible.

Date _____

Signature of the Vendor/ Account holder

Place _____

Vendor Common Seal

The Mail ID of Estate Department for Communication: estatebangalore@rbi.org.in

Annexure- I: Details of Service Set up at Bengaluru

Sl.No.	Details of service Centre	
1	Address of Service Centre	
2	Contact numbers	
3	Staff strength	

Seal of company & Signature

Annexure- J: Complaint Escalation Matrix

Sl.no	Support Level	Name	Phone no.	E-mail ID
1	Level 1			
2	Level 2			
3	Level 3			
4	Level 4			

Signature & Seal of the firm

Annexure – K: Performa for Undertaking / Declaration / Certificate by the Bidder regarding country sharing land border with India

To,
The Regional Director
Reserve Bank of India
Estate Department
Bengaluru - 560001.

Sir,

Subject: Undertaking Letter of M/s _____ for participation in the bid Comprehensive Annual Maintenance Contract for providing Pest control services in Bank's Main Office Premises and six Residential Colonies, located at Bengaluru.

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

2. Based on the definitions mentioned in the above referred order and its subsequent revisions regarding the bidder, I / We certify that (Name of the bidder)

- i. is not from a country sharing land border with India, or
- ii. is from a country sharing land border with India and has been registered with the Competent Authority, the certificate of which is enclosed, or
- iii. is from a country sharing land border with India where Government of India has extended lines of credit, or
- iv. is from a country sharing land border with India where Government of India is engaged in developmental projects.

(Strikeout whichever of the above is not applicable).

3. I /We hereby certify that (Name of bidder) fulfils all requirements in this regard and is eligible to be considered under the provision of the above referred Office Memorandum and its subsequent orders / revision. I/We also undertake that I/we (Name of bidder) will not sub-contract any work to a contractor from such country unless such contractor fulfils all the requirements under the above referred office memorandum / order.

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

Signature and name of the authorized signatory of the firm

Date:

Annexure L: Proforma for Indemnifying the Employer against Contract labour

Rules/regulations

(On Non-Judicial Stamp Paper of appropriate value)

To

The Regional Director
Estate Department
Reserve Bank of India

Dear Sir/Madam

..... (*name of work*)

We, M/s (Name of contractor), hereby undertake that we shall comply with all the statutory rules/ regulations with regard to the employment of contract labour and their payment.

We also hereby fully indemnify and keep indemnified the Employer, i.e. Reserve Bank of India, against payments to be made to the contract labour and for the observance of the laws in this regard without prejudice to our right to claim indemnity from our sub-contractors.

Yours faithfully,

For _____

Authorised signatory

Annexure M: Proforma for Indemnifying the Employer against Patent Rights

(On Non-Judicial Stamp Paper of appropriate value)

To,

The Regional Director
Estate Department
Reserve Bank of India

.....

Dear Sir/Madam

.....*(Name of work)*

We, M/s _____ (Name of Contractor) hereby undertake to fully indemnify and keep indemnified the Employer i.e. Reserve Bank of India against any action, claim or proceeding relating to infringement or use of any patent or design or any alleged patent or design rights and shall ourselves pay any royalties, licence fees etc. which may be payable in respect of any article or part thereof included in the contract or damages, cost and charges of all and every sort that may be legally incurred in respect thereof.

In the event of any claims made under or action brought against Employer in respect of any such matters as aforesaid, we shall, on being notified thereof, at our own expense, settle any dispute or conduct any litigation that may arise therefrom, provided that we shall not be liable to indemnify the Employer if the infringement of the patent or design or any alleged patent or design right is the direct result of an order passed by the Engineer-in-Charge in this behalf.

Yours faithfully,

For _____

Authorised signatory

NAME AND ADDRESS OF THE CONTRACTOR:

SIGN & SEAL OF THE CONTRACTOR:

Date:

Place:

Annexure N: Undertaking regarding declaration of debarment by public institution(s)

(To be submitted by the tenderer on their letterhead)

Name of Work:

1. I/We (Name of the bidder) declares that
 - a) I/we or any of our allied firm* is/ are not debarred / suspended / blacklisted by any public institution / entity in India or any other country as on(last date of submission of bid).
 - b) I/ We or any of our allied firm* have not made any transgression in respect of the code of integrity (as mentioned in the tender) with any public institution / entity in India or any other country in last three years as on(last date of submission of bid).
 - c) we will inform the Bank in writing, in case, I/we or any of our allied firm* is/are debarred / suspended / blacklisted by any public institution / entity in India or any other country on or before award of work for the captioned work.
2. I/We(Name of the bidder) declare that I/we or our allied firm*(Name of the allied firm(s)) is/ are debarred / suspended / blacklisted by(Name and address of public institution in India or any other country) and the same effective upto(date). A copy of such letter is attached for your information and record.

(seal and signature of the bidder)

Date

Place

(Note: strike out one of the above two declarations which is not applicable)

*Allied firm: A firm would be termed as “allied firm” if the management is common, or substantial or majority shares are owned by the banned/ suspended firm and by virtue of this it has a controlling voice. Further all successor firms will also be considered as allied firms.



भारतीय रिजर्व बैंक, बेंगलुरु
Reserve Bank of India, Bengaluru
संपदा विभाग Estate Department
बेंगलुरु Bengaluru

(Website: www.rbi.org.in)

(केवल ई-निविदा e-Tendering only)

Tender Document Part-II
(Price Bid)

कार्य का नाम: बेंगलुरु में स्थित बैंक के मुख्य कार्यालय परिसर और छह आवासीय कॉलोनियों में कीट नियंत्रण सेवाएं प्रदान करने के लिए व्यापक वार्षिक रखरखाव अनुबंध के लिए निविदा।

Name of work: Tender for Comprehensive Annual Maintenance Contract for providing Pest control services in Bank's Main Office Premises and six Residential Colonies, located at Bengaluru.

Date from which e-Tender will be available on MSTC website	December 30, 2025; 03:00 PM onwards
Date & time of Pre-bid meeting	January 13, 2026; 03:00 PM
Last date of submission of e-Tender	January 27, 2026 ;10:00 AM

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

Schedule of Quantity/Part-II

Item no	Particulars of the work	Number of treatments to be done annually	Unit	Rate (₹)	Amount per annum(₹)
1	<p>Internal Pest Control in Main Office Premises: Disinfestation treatment for Cockroaches, Red & Black ants, Spiders, Silver Fish, Mosquitos, Flies, Wasps, Fleas, mites/bugs, Lizards, etc. inside office areas comprising cabins, stationary stores, workstations, record rooms, library, server rooms, LAN switch rooms, book rooms, vaults, cupboards, compactors, bins, chests, tables, chairs, etc. The approximate plan (carpet) area of the office spaces to be treated is indicated in the Part-I of the tender for general guidance of the tenderer. The treatment once done should remain effective of next 30 days. In case of complaints, if any, the contractor will have to repeat the treatment free of charge.</p>	48	Per Treatment		
2	<p>External Pest Control: Disinfestations treatment for Cockroaches, Red & Black ants, Spiders, Silver Fish, Mosquitos, Flies, Wasps, Fleas, mites/bugs, Lizards, etc. outside office areas and Residential Premises comprising staircase, lift-lobby, car-parking, Gym, sports room, corridors, lobbies, service shafts, halls, drains, sewers, lawns, terraces, kitchens, dining areas, lounges, toilets, all surrounding / common areas, pump room, electric rooms, etc. The approximate plan area of open spaces to be treated is indicated in the Part-I of the tender for general guidance of the tenderer. The treatment once done should remain effective of next 15 days. In case of complaints, if any, the contractor will have to repeat the treatment free of charge.</p>				
a	Do, but for Main Office Premises including annex building	48	Per Treatment		
b	Do, but for Cunningham Road Officer Quarters	48	Per Treatment		
c	Do, but for Cunningham Crescent Road Officer Quarters	48	Per Treatment		
d	Do, but for Koramangala Officer Quarters	48	Per Treatment		
e	Do, but for Osborne Road Staff Quarters	48	Per Treatment		
f	Do, but for RPC Layout Staff Quarters	48	Per Treatment		

g	Do, but for Nandini Layout Staff Quarters	48	Per Treatment	
3	<p>Internal Pest Control treatment in Residential Flats:</p> <p>Providing and carrying out bait treatment (Herbal)/spray treatment to eradicate house-hold pests, cockroaches, silver fish, bed bugs, red and black ants, white ants, mites/bugs, spiders, similar other crawling pests/insects, mosquitos, flies, similar other winged insects, rodents, lizards, etc. complete inside the leased flat comprising, Living (drawing/ dining) room, 2/3 Bed rooms, 2/3 Bath rooms/toilets, Kitchen, Lobby / Lobbies, Balcony / Balconies, Lofts, Wardrobes, House-hold furniture, etc.</p> <p>The approximate carpet area of each flat to be treated is indicated in the Part-I of the tender for general guidance of the tenderer. The treatment should be effective for at least 3 months from the date on which it was done. In case of complaints, if any, the contractor will have to treat the flat free of charge within the said 3 months.</p>			
a	Cunningham Road Officer Quarters			
i	A Type Flats including Visiting Officer flat (VOF)	348	Per Treatment	
ii	B Type Flats	288	Per Treatment	
iii	Class IV Flats	24	Per Treatment	
iv	Community Hall, Dispensary, Caretaker's Office, Store Room, Watchman's Chowki, Pump Rooms, Sewage treatment plant (STP), etc & Staircase/lift lobby in all the occupied buildings	12	Per Treatment	
b	Do, but for Cunningham Crescent Road Officer Quarters			
i	Flats including VOFs	660	Per Treatment	
ii	Community Hall/Dispensary, Store Room, Watchman's Chowki, Pump Rooms, STP, etc & Staircase/lift lobby in all the occupied buildings	12	Per Treatment	
c	Do, but for Koramangala Officer Quarters			
i	Flats including VOFs	1200	Per Treatment	

ii	Community Hall, Dispensary, Caretaker's Office, Store Room, Watchman's Chowki, Pump Rooms, Bio methanization plant etc & Staircases in all the occupied buildings	12	Per Treatment	
d	Do, but for Osborne Road Staff Quarters			
i	Class I Flats	492	Per Treatment	
ii	Class III Flats including Transit Holiday Home flats, Single room accommodation & medicals flats	2040	Per Treatment	
iii	Class IV Flats	696	Per Treatment	
iv	Community Hall, Dispensary, Gymnasium, Recreation room, Caretaker's Office, Store Room, Watchman's Chowki, Pump Rooms, STP, Organic Waste Composting Machine Room etc & Staircase lobby in all the occupied buildings	12	Per Treatment	
e	Do, but for RPC Layout Staff Quarters			
i	Class I Flats	96	Per Treatment	
ii	Class III Flats	744	Per Treatment	
iii	Community Hall, Dispensary, Caretaker's Office, Store Room, Watchman's Chowki, Pump Rooms, STP etc & Staircases in all the occupied buildings	12	Per Treatment	
f	Do, but for Nandini Layout Staff Quarters			
i	Flats	1,188	Per Treatment	
ii	Watchman's Chowki, Pump Rooms, etc & Staircases in all the occupied buildings	12	Per Treatment	

4	Fogging/fumigation in office premises at Nrupathunga Road: Providing and carrying out the fogging treatment for controlling Mosquito / winged pests for all open areas, stilt parking area, staircase, service shafts / duct, drains/sewers, sub-station, Open parking areas, lawns, terraces, Scooter parking, entire security yard area, dining areas of staff canteen, lounges, toilets, all surrounding / common areas, pump room, electric rooms, Generator room etc. The approximate plan area of open spaces to be treated is indicated in the Part-I of the tender for general guidance of the tenderer. The treatment once done should remain effective of next 7 days. In case of complaints, if any, the contractor will have to repeat the treatment free of charge.	52	Per Treatment	
5	Fogging/fumigation in Residential premises: Providing and carrying out the fogging / fumigation treatment for controlling Mosquito / winged pests for all open areas, stilt parking area, staircase, service shafts / duct, drains/sewers, substation, open parking and covered parking areas, lawns, terraces, lounges, toilets, all surrounding / common areas, pump room, electric rooms, etc. The approximate plan area of open spaces to be treated is indicated in the Part-I of the tender for general guidance of the tenderer. The treatment once done should remain effective of next 7 days. In case of complaints, if any, the contractor will have to repeat the treatment free of charge.			
a	Do, but for Cunningham Road Officer Quarters	52	Per Treatment	
b	Do, but for Cunningham Crescent Road Officer Quarters	52	Per Treatment	
c	Do, but for Koramangala Officer Quarters	52	Per Treatment	
d	Do, but for Osborne Road Staff Quarters	52	Per Treatment	
e	Do, but for R P C Layout Staff Quarters	52	Per Treatment	
f	Do, but for Nandini Layout Staff Quarters	52	Per Treatment	

6	Internal and External Rodent Control: Providing Rodent control services in the entire premises, by supplying and using, rodent control devices / method / materials, such as Rodent Traps, Glue boards, Poison Cakes, smoking of the burrows or any other methods / devices, approved by the Bank's Officials, to effectively control and eliminate the Rodent menace, in the premises. Treatments have to be done at appropriate intervals as per the instructions of the Bank's officials, to have effective control of Rodents, within the Premises., Required number / quantity of devices / materials as required for effective control of Rodents, as instructed by the Bank's Officials, have to be supplied and required treatments to be at required intervals to effectively control and eliminate Rodent menace in the entire premises.			
a	Do, but for Main Office Premises	24	Per Treatment	
b	Do, but for Cunningham Road Officer Quarters	24	Per Treatment	
c	Do, but for Cunningham Crescent Road Officer Quarters	24	Per Treatment	
d	Do, but for Koramangala Officer Quarters	24	Per Treatment	
e	Do, but for Osborne Road Staff Quarters	24	Per Treatment	
f	Do, but for RPC Layout Staff Quarters	24	Per Treatment	
g	Do, but for Nandini Layout Staff Quarters	24	Per Treatment	
7	Snake Control Treatment: - By Use of non-lethal chemical which should acts as a repellent when applied on surfaces and the periphery of structures, creating a barrier to entry of snakes. The contractor should do monthly check-ups and the treatment measures and inspections should be designed to stops snakes from entering the premises thereby stopping the problem at its source.			
a	At Main Office Premises	24	Per Treatment	
b	Do, but for Cunningham Road Officer Quarters	24	Per Treatment	
c	Do, but for Cunningham Road Crescent Quarters	24	Per Treatment	
d	Do, but for Koramangala Officer Quarters	24	Per Treatment	

e	Do, but for Osborne Road Staff Quarters	24	Per Treatment		
f	Do, but for RPC Layout Staff Quarters	24	Per Treatment		
g	Do, but for Nandini Layout Staff Quarters	24	Per Treatment		
8	Removal of Beehive	1	Per Treatment		
X	Sub Total (₹) Up to item no. 8				
	Add CGST 9% (₹)				
	Add SGST 9% (₹)				
	Total (₹)				

The approximate areas, indicated under each item, are only indicative and the bidders may inspect the sites and assess themselves the actual areas, if required by them to submit the tender.

The bidders shall furnish the details of treatment for which they have quoted including nature of treatment and type/name of insecticides / pesticides /rodenticides proposed to be used. (Attach separate sheet).

The periodicity specified is the maximum interval between two consecutive treatments. In case it is found necessary, by the Bank, the contractor shall provide additional treatment(s) to eradicate the general pest / vector (mosquito) / rodent, menace.

The bidders are, advised to inspect and get acquainted themselves about the extent, type & scope of treatments to be carried out and conditions and topography required before quoting their rates.

The tender shall be valid for a period of three Months from the date of opening of Part I.