



निविदा आमंत्रण सूचना (एनआईटी)

RBI/Chennai Regional office/Others/2/25-26/ET/787 [अन्ना नगर कॉलोनी के लिए अग्रिशमन गार्डों के लिए एएमसी]

भारतीय रिज़र्व बैंक, संख्या 16, फोर्ट ग्लासिस, राजाजी साल्लै, चेन्नै-600 001, (इसके बाद "बैंक" के रूप में संदर्भित) "भारतीय रिज़र्व बैंक, अन्ना नगर क्वार्टरों में अग्रिशमन गार्डों की सेवाएं उपलब्ध करवाने के लिए सेवा संविदा" के कार्य के लिए दो-बोली प्रणाली (तकनीकी और वित्तीय बोली) के तहत ई-निविदाएं आमंत्रित करता है। उक्त सेवा के प्रावधान के लिए यह करार एक वर्ष की अवधि के लिए अर्थात् 01 अप्रैल 2026 से 31 मार्च 2027 तक के लिए होगा, जिसे सेवा प्रदाता/ठेकेदार के संतोषजनक कार्यनिष्पादन के अधीन और बैंक के विवेक पर दो और वर्षों (एक समय में एक वर्ष) तक बढ़ाया जा सकता है। कार्य की अनुमानित लागत **₹1600000/-** (रुपये सोलह लाख मात्र) है (लगभग)।

निविदाकर्ताओं को ई-निविदा के संबंध में अनुदेशों के अनुसार **02 फरवरी 2026 को 1600 बजे तक या उससे पहले सभी प्रकार से पूर्ण सभी सहायक दस्तावेजों के साथ अपना प्रस्ताव इलेक्ट्रॉनिक रूप से प्रस्तुत करना चाहिए। निविदाकर्ता निविदा में निर्धारित किए गए अनुसार ₹32,000/-** (रुपये बत्तीस हजार मात्र) की प्रतिदेय **ईएमडी के साथ निविदा प्रस्ताव प्रस्तुत करेंगे।** तकनीकी बोलियां (भाग I) **03 फरवरी 2026** को इलेक्ट्रॉनिक रूप से खोली जाएंगी। ऊपर बताई गई किसी भी दिनांक को अवकाश घोषित किए जाने की स्थिति में अगला कार्य दिवस यहां उल्लिखित संबंधित उद्देश्य के लिए लागू होगा। केवल उन्हीं बोलीदाताओं की वित्तीय बोली (भाग-II) बाद की किसी दिनांक में, बोलीदाताओं को सूचित करने के बाद, खोली जाएगी जो उनके भाग-I दस्तावेजों के मूल्यांकन और साइट दौरे आदि के आधार पर पात्र पाए जाते हैं।

निविदा दस्तावेज भारतीय रिज़र्व बैंक की वेबसाइट www.rbi.org.in और www.mstcecommerce.com से डाउनलोड किए जा सकते हैं। इस निविदा के संबंध में कोई भी संशोधन/शुद्धिपत्र/स्पष्टीकरण केवल वेबसाइट/ई-पोर्टल पर अपलोड किया जाएगा। निविदाकर्ता को बोली जमा करने से पहले किसी भी संशोधन/शुद्धिपत्र/स्पष्टीकरण के लिए उपरोक्त वेबसाइट/ई-पोर्टल की जांच करनी चाहिए। बैंक किसी भी या सभी निविदाओं को बिना कोई कारण बताए अस्वीकार करने का अधिकार सुरक्षित रखता है।

क्षेत्रीय निदेशक
भारतीय रिज़र्व बैंक
फोर्ट ग्लासिस, संख्या 16, राजाजी साल्लै,
चेन्नै – 600 001



भारतीय रिजर्व बैंक, चेन्नई
शिष्टाचार एवं सुरक्षा स्थापना
Reserve Bank of India, Chennai
Protocol and Security Establishment

Annual Service Contract for Providing Services of Fire Guards at Reserve Bank of India, Anna Nagar Staff Quarters

NOTICE INVITING TENDER (NIT)

Reserve Bank of India, No.16, Fort Glacis, Rajaji Salai, Chennai – 600 001, (hereinafter referred to “the Bank”), invites E-tenders under Two part – Bid system (Technical & Financial Bid) for the work, viz “**Annual Service Contract for Providing Services of Fire Guards at Anna Nagar Staff Quarters of Reserve Bank of India, Chennai**”, as per the Schedule of Tender (SOT). The tendering will be done through the e-Tendering portal of MSTC Ltd (<http://mstcecommerce.com/eproc>).

The estimated cost of the work is **₹16,00,000/- (Rupees Sixteen lakh only)**. The work shall be initially awarded for a period of **one year from April 01, 2026, to March 31, 2027**, and shall be renewable as applicable and detailed in the tender document.

SCHEDULE OF TENDER (SOT)

A)	Name of the Department	Protocol & Security Establishment (P&SE), Reserve Bank of India, Chennai
B)	e-Tender no:	RBI/Chennai Regional office/Others/2/25-26/ET/787 [AMC for Fire services at RBI Anna Nagar Staff Quarters]
C)	e-Tender name (Description of Work)	Service Contract for Providing Services of Fire Guards at Anna Nagar Staff Quarters of Reserve Bank of India, Chennai-600 001
D)	Mode of Tender	e-Procurement System Online (MSTC Portal) (Part I -Technical Bid and Part II - Financial Bid through https://mstcecommerce.com/eproc)
E)	Date and Time of Notice Inviting Tender (NIT) available to the parties to download	11:30 AM on January 01, 2026 onwards

F)	Estimated value of the tender	₹16,00,000/- (Rupees Sixteen lakh only) (approximately).
G)	Earnest Money Deposit (EMD)	₹32,000/- (Rupees Thirty Two Thousand Only) from each bidder through NEFT towards - Beneficiary Name: RBI, Chennai Beneficiary A/c No: 186003001 IFSC: RBIS0CNPA01 (5th and 10th digits are Zero) Remarks: Enter Narration as “PSE-Tender – Fire Safety Services” <i>The proof of having remitted the EMD is to be uploaded in MSTC portal. The bidders are also advised to send the proof of remittance with transaction number (scanned copy) to the email ID: psechennai@rbi.org.in</i>
H)	Pre-Bid Meeting (Offline)	A pre-bid Meeting will be held, for clarifying various aspects of the tender to the interested bidders, who chose to get the same resolved from authentic source of the Bank. The Date and Time of the Pre-Bid Meeting: January 22, 2026 (11:30 AM) The Venue of the Pre-bid Meeting: Reserve Bank of India, Conference Room No. 1, Second Floor, Fort Glacis, Rajaji Salai, Chennai-600001.
I)	Date of Starting of e-Tender for submission of online Techno-Commercial Bid and price Bid at www.mstcecommerce.com/eprochome/rbi	From 10:00 AM on January 22, 2026

L)	Date of closing of online e-Tender for submission of Technical Bid & Financial Bid along with EMD	February 02, 2026 (up to 1600 hrs.)
M)	Date, venue & time of opening of Tender Part I (Technical Bid)	February 03, 2026 at Reserve Bank of India, Chennai-600 001 (Part II will be opened at a later date after evaluation of Part I. Opening of Part II will be intimated to qualified tenderers)
N)	Date & Time of opening of Tender Part-II (Financial Bid)	Part-II (Financial Bid) will be opened electronically of only those bidder(s) whose Part-I (Technical Bid) is found acceptable by RBI, Chennai. Such bidder(s) will be intimated regarding date of opening of Part-II (Financial Bid) through valid email given by them.
O)	Validity of Tender	90 days from the date of opening of the Part-I (Technical Bid) of the Tender.
P)	Transaction Fee	Payment of Transaction fee as mentioned in the MSTC portal through MSTC payment gateway/NEFT/RTGS in favour of MSTC Limited.
Q)	All disputes arising shall be subject to the jurisdiction	At Chennai, Tamil Nadu
R)	Address for Communication	The Regional Director Reserve Bank of India Fort Glacis, No. 16, Rajaji Salai, Chennai – 600 001

Tender document can be downloaded from RBI website - www.rbi.org.in - and <https://www.mstcecommerce.com/eproc>. Applicants intending to apply will have to satisfy the Bank by furnishing documentary evidence in support of their possessing required eligibility

and in the event of their failure to do so, the Bank reserves the right to reject their bids. Tenders without EMD will not be accepted under any circumstances.

The Bank is not bound to accept the lowest tender and reserves the right to accept either in full or in part any tender. The Bank also reserves the right to reject all the tenders without assigning any reason thereof.

Any amendment(s) / corrigendum / clarifications with respect to this tender shall be uploaded on the website / e-portal only. The tenderer should check the above website / e-portal for any Amendment / Corrigendum / Clarification before submitting the bid.

January 01, 2026

**The Regional Director
Reserve Bank of India
Fort Glacis, No. 16,
Rajaji Salai,
Chennai – 600 001**



**भारतीय रिजर्व बैंक, चेन्नई
शिष्टाचार एवं सुरक्षा स्थापना
Reserve Bank of India, Chennai
Protocol and Security Establishment**

Part I

RBI/Chennai Regional office/Others/2/25-26/ET/787 [AMC for Fire services at RBI Anna Nagar Staff Quarters]

**E-TENDER FOR SERVICE CONTRACT FOR PROVIDING SERVICES OF FIRE
GUARDS AT RESERVE BANK OF INDIA, ANNA NAGAR STAFF QUARTERS**

Name of the Bidder _____

Address _____

Due Date and time of Submission of e-Tender: up to 1600hrs. on February 02, 2025

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DISCLAIMER

Reserve Bank of India, Protocol & Security Establishment (P&SE), Chennai has prepared this document to give background information on the work, viz “Service Contract for Providing Services of Fire Guards at Reserve Bank of India , Anna Nagar Staff Quarters” 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 the Reserve Bank of India (RBI) nor any of its authorities or agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

2. 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 the Reserve Bank of India 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.

3. The Reserve Bank of India reserves the right not to proceed with the tender or to change the configuration of the tender, to alter the timetable reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest. No reimbursement of cost of any type will be paid to persons or entities expressing interest.

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SECTION I

SCHEDULE OF TENDER (SOT):

A)	Name of the Department	Protocol & Security Establishment (P&SE), Reserve Bank of India, Chennai
B)	e-Tender no:	RBI/Chennai Regional office/Others/2/25-26/ET/787 [AMC for Fire services at RBI Anna Nagar Staff Quarters]
C)	e-Tender name (Description of Work)	Providing Services of Fire Guards at Reserve Bank of India, Anna Nagar Staff Quarters
D)	Mode of Tender	e-Procurement System Online (MSTC Portal) (Part I -Technical Bid and Part II - Financial Bid through https://mstcecommerce.com/eproc)
E)	Date of NIT available to the parties to download	11:30 AM on January 01, 2026 onwards
F)	Estimated value of the tender	₹16,00,000/- (Rupees Sixteen lakh only) (approximately).
G)	Earnest Money Deposit (EMD)	₹32,000/- (Rupees Thirty Two Thousand Only) by NEFT towards Beneficiary Name: Beneficiary A/c No: 186003001 IFSC: RBIS0CNPA01 (5th and 10th digits are Zero) Remarks: Enter Narration as <u>“PSE-Tender – Fire Safety Services”</u> <i>The proof of having remitted the EMD is to be uploaded in MSTC portal. The bidders are also advised to send the proof of remittance with transaction number (scanned copy) to the email ID: psechennai@rbi.org.in</i>
H)	Bidding start date of Technical Bid and Financial Bid	From 10:00 AM on January 22, 2026
I)	Last date for submission of EMD	February 02, 2026 (up to 1600 hrs.)

J)	Date of closing of online e-Tender for submission of Technical Bid & Financial Bid	February 02, 2026 (up to 1600 hrs.)
K)	Pre-Bid Meeting (Offline)	<p>A pre-bid Meeting will be held, for clarifying various aspects of the tender to the interested bidders, who chose to get the same resolved from authentic source of the Bank.</p> <p>The Date and Time of the Pre-Bid Meeting: January 22, 2026 (11:30 AM)</p> <p>The Venue of the Pre-bid Meeting: Reserve Bank of India, Conference Room No. 1, Second Floor, Fort Glacis, Rajaji Salai, Chennai-600001.</p> <p>Disclaimer: A mere participation in the Pre-Bid Meeting would not guarantee an award of contract and the same is subject to the terms and conditions mentioned in the tender.</p> <p>Participation in the Pre-Bid Meeting is only voluntary and all arrangement for attending the same must be made by the interested bidders.</p> <p>The Pre-Bid meeting is only a forum for getting clarification on any provision in the entire tender from authentic/authorized Bank source and the Bank discourages any claims for relaxing any of the terms and conditions under any circumstances.</p> <p>Date and time of the meeting subject to change. The Bank if it deems necessary may, at its discretion, cancel the Pre-bid Meeting.</p>
L)	Date & time of opening of Part I (Technical Bid)	February 03, 2026 at Reserve Bank of India, Chennai-600 001
M)	Date & Time of opening of Part-II (Financial Bid)	Part-II (Financial Bid) will be opened electronically of only those bidder(s) whose Part-I (Technical Bid) is found

		acceptable by RBI, Chennai. Such bidder(s) will be intimated regarding date of opening of Part-II (Financial Bid) through valid email given by them.
N)	Validity of Tender	90 days from the date of opening of the Part-I (Technical Bid) of the Tender.
O)	Transaction Fee	Payment of Transaction fee as mentioned in the MSTC portal through MSTC payment gateway/NEFT/RTGS in favour of MSTC Limited.
P)	All disputes arising shall be subject to the jurisdiction	Chennai
Q)	Address for Communication	The Regional Director Reserve Bank of India Fort Glacis, No. 16, Rajaji Salai, Chennai – 600 001 e-mail:- rdchennai@rbi.org.in

SECTION II

Notice Inviting Tender (NIT)

Reserve Bank of India, No.16, Fort Glacis, Rajaji Salai, Chennai – 600 001, (hereinafter referred to “the Bank”), invites E-tenders under Two – Bid system (Technical & Financial Bid) for the work, viz “**Service Contract for Providing Services of Fire Guards at Reserve Bank of India, Anna Nagar Quarters**”. The agreement shall be for provision of the said service for a period of one year i.e. from April 01, 2026, to March 31, 2027, which shall be extendable up to two more years (one year at a time) subject to the satisfactory performance of the Service Provider/Contractor and at the discretion of the Bank.

The tenderers should electronically submit their proposal, as per the instructions regarding E-Tender, along with all supporting documents complete in all respects **on or before February 02, 2026, up to 1600 hrs.** Tenderers shall submit tender proposal along with refundable EMD of ₹32,000/-, as prescribed in the tender. The technical bids (Part I) will be opened electronically on **February 03, 2026**. In the event of any date indicated above being declared a Holiday, the next working day shall become operative for the respective purpose mentioned herein. Financial bid (Part II) of only those bidders who are found to be eligible on evaluation of their Part I documents and site visit, etc., will be opened on a later date, after intimating them.

Tender document can be downloaded from RBI website- www.rbi.org.in - and www.mstcecommerce.com. Any amendment(s) / corrigendum / clarifications with respect to this tender shall be uploaded on the website / e-portal only. The tenderer should check the above website / e-portal for any Amendment / Corrigendum / Clarification before submitting the bid. The Bank reserves the right to reject any or all the tenders without assigning any reason thereof.

**The Regional Director
Reserve Bank of India
Fort Glacis, No. 16,
Rajaji Salai,
Chennai – 600 001**

SECTION III

Important Instructions for E-tendering

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

Process of e-Tender:

A) It is notified that the current version of MSTC V2 Portal has been upgraded to MSTC V3 Portal with effective from September 1, 2023. Consequently, the V2 portal will no longer be available, and the upcoming tenders will be floated only through MSTC's V3 portal. To take part in e-tenders that are published by the Bank, vendors should register themselves on the MSTC V3 portal, <https://www.mstcecommerce.com/eprocn>. Vendors are advised to keep checking the latest guidelines from the website to keep themselves updated. Vendors may also contact the Helpdesk to seek clarification on any point.

B) 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 Technical Bid will be done over the internet. The vendor should possess Class III signing type digital certificate. Vendors are to make their own arrangement for bidding from a P.C. connected with Internet. MSTC is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature)

SPECIAL NOTE: The technical bid has to be submitted on-line at, <https://www.mstcecommerce.com/eprocn>. Vendors will receive a system generated email confirming their registration in their registered email address which has been provided during filling the registration form. In case of any clarification, please contact RBI/MSTC, before the scheduled time of e-Tender.

Contact persons (RBI):

1. Maj. Rakesh K P, MGR(P&S), 044 -2561 9780/ 8547863884
2. Lt. Cdr. Praveenkumar Y Goraguddi, AGM(P&S), 044 -2539 9150
3. Capt. A. Sudhakar, DGM (P&S), 044 -2536 8055

Contact person (MSTC Ltd):

1. Shri. Shanmugam - 9176397264

Email id: nshanmugam@mstcindia.co.in

2. Shri. J Damodaran– 9841002253

Email id: jdmodaran@mstcindia.co.in

3. MSTC Help Line: 9499054101/2/3/4.

Email id: helpdesk@mstcindia.co.in

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

C) System Requirement:

a) Windows 7 or above Operating System

b) IE-7 and above Internet browser.

c) Signing type digital signature

d) Latest updated JRE 8 (x86 Offline) software to be downloaded and installed in the system.

1. 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)

2. The Technical Bid and the Price Bid shall have to be submitted online at <https://www.mstcecommerce.com/eprochome/>. Bids will be opened electronically on specified date and time as given in the Tender.

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

For more details, vendor may refer to the Vendor Guide and FAQ available at <https://www.mstcecommerce.com/eprochome/>

Special Note towards MSTC Transaction fee:

4. 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.

NOTE:

- (i) Transaction fee is non-refundable.
- (ii) A vendor will not have the access to online e-Tender without making the payment towards transaction fee.
- (iii) Bidders are advised to remit the transaction fee well in advance before the closing time of the event to give themselves sufficient time to submit the bid.

5. 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 corporate email I.D. 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).

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

7. **Bidding in e-Tender:**

a) Earnest Money Deposit (EMD) shall be remitted to the Bank Account of Reserve Bank of India via NEFT on or **before 1600 hrs. on February 02, 2026**. The account details for NEFT transactions are as follows.

Beneficiary Name: P&SE, Reserve Bank of India, Chennai

IFSC: RBIS0CNPA01 (Fifth and tenth digits are "zero" and not the English letter "o")

Account No.: 186003001.

Proof of remittance with transaction number (Scanned copy) shall be attached/ uploaded in MSTC website. **The bidders are also advised to send the proof of remittance with transaction number (scanned copy) to the email ID: psechennai@rbi.org.in**

b) Vendor(s) need to submit necessary Earnest Money Deposit, Tender fees (if any) and Transaction fees (If any) to be eligible to bid online in the e-Tender. Tender fees and Transaction fees are non-refundable. No interest will be paid on EMD. EMD of the unsuccessful vendor(s) will be refunded by the tender inviting authority.

- c) The process involves Electronic Bidding for submission of Technical and Commercial Bid.
- d) The vendor(s) who have submitted transaction fee can only submit their Technical Bid and Commercial Bid 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.
- e) The vendor should allow running JAVA application. This exercise must be done immediately after opening of Bid floor. Then they must fill up Common terms/Commercial specification and save the same. After that click on the Technical bid. If this application is not run, then the vendor will not be able to save/submit his Technical bid.
- f) After filling the Technical Bid, vendor should click 'save' for recording their Technical bid. Once the same is done, the Commercial Bid link becomes active and the same must be filled up and then vendor should click on "save" to record their Commercial bid. Then once both the Technical bid has been saved, the vendor can click on the "Final submission" button to register their bid.
- g) Vendors are instructed to use Attach Doc button to upload documents. Multiple documents can be uploaded.
- h) In all cases, vendor should use their own ID and Password along with Digital Signature at the time of submission of their bid.
- i) During the entire e-Tender process, the vendors will remain completely anonymous to one another and to everybody else.
- j) The e-Tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.
- k) 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 supply.
- l) It is mandatory that all the bids are submitted with digital signature certificate, otherwise the same will not be accepted by the system.
- m) 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.

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

o) Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.

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

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

r) No deviation to the technical and commercial terms & conditions are allowed.

SECTION IV

Form of Tender

To

Regional Director

Place:

Reserve Bank of India

Date:

Fort Glacis, Rajaji Salai

Chennai– 600001

Madam,

Service Contract for Providing Services of Fire Guards at Reserve Bank of India, Anna Nagar Staff Quarters.

I/We have carefully examined and understood the specifications, requirements and terms and conditions and schedule of quantities relating to the works specified in the memorandum hereinafter set out and having visited and examined the site of the works specified in the said memorandum and having acquired the requisite information relating thereto as affecting the tender. We hereby offer to execute the works specified in the said memorandum for the time specified in the said Memorandum at the rates mentioned in Part II (Financial Bid) of the tender and in accordance, in all respect, with specifications and instructions in writing referred to in Articles of Agreement, with the specifications and instructions in writing referred to in the Articles of Agreement, General Instructions of the Tender – Eligibility Criteria, Broad Scope of Work, General Instructions – Terms and Conditions of the Contract, and, conditions herein before referred to, specifications, schedule of quantities and with such materials as are provided for, by and in all other respects, in accordance with such conditions so far as they may be applicable.

MEMORANDUM

(a)	Description of work	Providing Services of Fire Guards at Premises of Reserve Bank of India, Anna Nagar Staff Quarters
(b)	Estimated cost of work	₹16,00,000/- (Rupees Sixteen Lakh Only) (Approx.)
(c)	Earnest Money Deposit (EMD)	₹ 32,000/- (Rupees Thirty Two Thousand Only)
(d)	Validity of contract	For a period of one year from April 01, 2026, to March 31, 2027, and may be extended for a further period of up to two years i.e., till March 31, 2029 (one year at a time) subject to satisfactory performance by the Contractor and at the discretion of the Bank.
(e)	Security Deposit / Performance Bank Guarantee	5% of the contract value (to be submitted only by the successful bidder)

2. I/We undertake to deposit a sum of **₹32,000/- (Rupees Thirty Two Thousand only)** as EMD with the Reserve Bank of India through NEFT in favour of Reserve Bank of India, Chennai.

2. I / we undertake to offer my / our services in conformity with the scope / nature of work and the terms and conditions set out in the Tender document. I / We confirm that the Tender submitted by me / us is conforming to all the terms and conditions mentioned in the Tender document.

We also agree that our tender will remain valid for acceptance by the Bank for 90 days from the date of opening of Part I (Technical Bid) of the tender and this period of validity can be extended for such period as may be mutually agreed between the Bank and us in writing.

3. Should this tender be accepted, I/we hereby agree to abide by and fulfil all the terms and conditions of the Tender so far as they may be applicable and in default thereof, to forfeit and pay to Reserve Bank of India such sum of money as stipulated in the conditions contained in the tender together with the written acceptance of the Contract.

4. I / We, do hereby declare that there is no case with the Police / Court / Regulatory authorities against me / us. I / We have neither been suspended / delisted / disqualified by any organization for any reason nor any such proceedings are pending / contemplated. I / We also

certify that either our firm or any of the partners are not involved in any scam or disciplinary proceedings settled or pending adjudication.

5. All necessary documents, as stipulated in the tender, are uploaded.

6. I/ We certify that all the information furnished by me / us is true to the best of my / our knowledge. I have no objection to the Bank verifying any or all the information furnished in this document with the concerned authorities, if necessary.

7. I/We understand that Reserve Bank of India reserves the right to accept or reject the lowest bid and any or all of the tender either in whole or in part without assigning any reason thereof.

8. The Tender is submitted online in two parts. Part I contains all commercial terms and conditions and technical particulars and Part II contains only the financial bid in the Bank's pro-forma.

Dated: this _____ day of _____ 2026 For and on behalf of M/s
(Company Name)

(Signature with seal)

Name:

Designation:

Place:

Date:

Telephone No.: _____

Email: _____

Witnesses: -

(1) Signature with name, address, & date (2) Signature with name, address & date

SECTION V

GENERAL INSTRUCTIONS OF THE TENDER - ELIGIBILITY CRITERIA

E-Tenders are invited from reputed and well-established companies / firms / agencies for entering into “**Service Contract for Providing Services of Fire Guards at Reserve Bank of India, Anna Nagar Staff Quarters**”, for a period of 1 year i.e., from **April 01, 2026 to March 31, 2027**, which shall be extendable up to two more years (one year at a time) subject to the satisfactory performance of the Service Provider/Contractor and at the discretion of the Bank. The e-Tender comprising duly filled-in details of both Part - I and Part - II specifications of the Tender should be uploaded in the MSTC website **not later than 1600 hrs. on February 02, 2026**.

1. Eligibility Criteria:

A. The bidder shall be a professional contractor, experienced in providing trained fire safety personnel to banks, Central Government Institutions, Financial Institutions & Corporate Houses, large companies, international/domestic airports, etc, and having eligibility as per the bidder's eligibility criteria as given below:

S.No	Bidder's Eligibility Criteria	Documents to be Uploaded
1	Prior Experience: The bidder must have experience of minimum 5 years in the field of undertaking 'similar services'	Details of at least one similar work carried out by the bidder prior to March 31, 2021, such as the name of the client, value of work executed, date of start and finish of the work, reasons of delay, if any, etc., as per the format given in ANNEXURE – IVA shall be submitted. The bidder should submit documentary evidence in

		support of this, such as copies of Work Order/s, Completion Certificate/s, issued to the bidder in this respect. The details along with documentary evidence of previous experience, if any, of carrying out works for the Reserve Bank of India at any centre should also be given.
2	<p>Qualifying Works: The bidder must have successfully executed “similar services” during last 5 years, (i.e., works completed on or after March 31, 2021), individually costing as under:</p> <p>(a) Three similar completed works each costing not less than the amount equal to 40% of the estimated cost (copies of work order/certificate on letter head may be submitted) OR</p> <p>(b) Two similar completed works each costing not less the amount equal to 50 % of the estimated cost (copies of work order/certificate on letter head may be submitted) OR</p> <p>(c) One similar work costing not less than the amount equal to 80% of the estimated cost.</p> <p>Note:</p> <p>❖ “Similar Services” means deployment of trained fire safety personnel to banks, Central Government Institutions, Financial Institutions & Corporate Houses, international/domestic airports, etc.</p>	For establishing the same, the bidder should submit copy/ies of work order/s for such similar work/s, issued on or after March 31, 2021) and also copy/ies of the respective completion certificate/s. (ANNEXURE – IVB)

	<p>❖ It should be necessary for the bidders to have a satisfactory performance with its previous and existing clients. If the bidder has been rated as unsatisfactory or poor on any of the parameters mentioned in the client certificate by the clients concerned, the Bank reserves the right to treat such bids as being non-compliant with the eligibility condition and reject such bids. Also, if the bidder has served at any office of RBI (including Chennai Regional Office) in the past or provided service at any office (including Chennai Regional Office) of RBI, it should be mandatory for the bidder to submit client certificate from that RO/TE.</p>	
3	<p>Annual Turn Over:</p> <p>The bidder should have a minimum annual turnover of 100% of estimated cost (inclusive of GST) during the last three financial years i.e., (FY2022-23, FY2023-24, and FY2024-25).</p>	<p>Copies of the Income Tax Clearance Certificates / Income Tax Assessment orders / IT Returns along with the latest audited final accounts of the business of the bidder duly certified by a Chartered Accountant or certificate of turnover issued by a Chartered Accountant should be uploaded in proof of their credit worthiness and turnover for the last three years. (ANNEXURE – VI)</p>
4	<p>Banker's Solvency Certificate:</p>	<p>Bankers' Solvency Certificate of value not less than ₹16 Lakh as per the proforma given in</p>

		ANNEXURE - XVI to be uploaded along with the technical Bid.
5	The bidder should have an office at Chennai with sufficient manpower to take care of replacement/reliever. The office should be functional with a proper administrative set-up and the mere presence of a building is not sufficient.	The bidder shall be based at Chennai or shall have a representative establishment in Chennai with adequate manpower to take care of the replacement / reliever. Proof of address to be uploaded. (ANNEXURE – XVIII)
The bidders must invariably furnish details along with documentary evidence of previous experience, if any, of carrying out similar works for the Reserve Bank of India.		

Note:

The intending bidders shall have to satisfy the Bank with documentary evidence in support of their possessing required eligibility (as specified in ‘Eligibility Criteria’ para ‘2’ above) for participating in the Tendering process and in the event of their failure to do so, the Bank reserves the right not to process their Tender. For this purpose, the bidder shall be required to submit the mandatory information / documents in proof of their eligibility to take part in the Tendering process up to the last date.

B. The bidder shall possess eligibility as per the eligibility criteria given below:

S. No.	Eligibility	Documents to be uploaded
1	Track record of the bidder shall be clean without any involvement in any illegal activities or financial frauds.	Declaration in the format (as per ANNEXURE – XIII) duly signed by the authorised signatory on behalf of the bidder, to be uploaded.
2	There shall not be any case with the Police / Court / Regulatory authorities against the bidder.	

3	The bidder must not have been prosecuted or suffered any penalty for violation of any statutory laws by any Authority.	
4	The bidder must not have been suspended / delisted / disqualified by any organization including the Reserve Bank of India, Chennai, on any grounds.	
5	The bidder should not have rescinded / abandoned any Contract awarded by any of his clients before the expiry of prescribed period of Contract. The bidder shall give details of all disputes he / she had with his / her clients and furnish the status thereof, in the absence of the same a declaration to that effect to be furnished in (ANNEXURE – XIII).	
6	The bidder shall have applicable and valid registrations with statutory authorities constituted for Labour Welfare and for other purposes such as ESI, EPF, PAN, GST etc., and shall submit details of the same in ANNEXURE – III and upload the documentary evidence to this effect.	Copies of the relevant registration certificates to be uploaded. ANNEXURE – III
7	The Bidder shall have current account in a scheduled commercial bank	Statement as per ANNEXURE – V to be uploaded.
8	Power of Attorney / Declaration duly authorizing the person on behalf of the bidder to sign the Tender related documents and also to deal with Tender related matters as per ANNEXURE – X (Original to be submitted by the successful Tenderer to RBI, Chennai)	Copy to be uploaded along with the Part - I document. ANNEXURE - X
Tenderers who qualify as above will only be eligible to Tender for the work. A Tender submitted by a firm, without uploading the above documents / details shall be liable to be rejected.		

Note:

If the performance of the bidder is / has been found to be unsatisfactory for any reasons, whatsoever, in any organization including the Reserve Bank of India, Chennai, then the Bank reserves the right to reject the bids submitted by such bidder.

C. Pre-qualification Criteria (with documentary evidence) Requirements specifying particulars:

1. Fire Guard so engaged by the contractor should have undergone a one-year certified course in fire safety from a government recognized institute. The Fire Guard should have at least three years' experience and preferably be an ex-serviceman.
2. The Fire Safety Personnel should have been trained in fire safety measures including First Aid, emergency responses and firefighting operations.
3. Fire Safety Personnel deployed by the bidder should NOT be rotated/shifted within one year of deployment.
4. The Agency should have credible supervisory infrastructure and network and have their own office/ branch in Chennai with telephone, dedicated work space, office equipment (computers, dedicated landlines, dedicated mobile) etc. Documentary proof for the same to be submitted. The Agency should have class/ conference room with projector/ TV , adequate training aids, lesson plan etc.
5. The bidder should have a Credible Supervisory Infrastructure and network.
6. The bidder should have a Certificate of Registration with Registrar of Companies/Registrar of Firms.
7. The bidder should have latest Audited Balance Sheet for the last 3 years with income tax return.
8. The bidder should have latest Certificate from ESI Corporation.
9. The bidder should have latest Certificate from EPF Organization.
10. The bidder should be registered with Government under Contract Labour Act.
11. The agency should have Permanent Account Number.
12. The bidder should submit proof of GST registration certificate.

13. The bidder should have latest documents ensuring compliance with the Minimum Wages Act. **The bidder while quoting the price bid should take into consideration the revision in Central Government Minimum Wages to be effected in April and October every year.**

14. The bidder should note that the bidder shall be responsible for entire risk coverage of fire safety personnel for the duration of such services with the Reserve Bank of India, Chennai. The successful bidder shall take “all-risk policy” for the contract value and workmen compensation policy (WCP) for the workers engaged in the work for the entire contract period.

15. The bidder should have all the necessary legal/statutory approvals to conduct fire-fighting business in Chennai.

16. The agency should have a proper office at Chennai with adequate manpower to take care of replacement/reliever.

17. The replacement/reliever in case of leave/exigency should be having similar qualifications & experience.

18. Police verification of each and every person deployed is necessary and mandatory. It will be the sole responsibility of the firm to get proper police verification done of all the deployed personnel.

19. One dedicated mobile (with number) will have to be provided by the agency at the fire control room at its own cost.

2. Check List of the documents to be uploaded in Part - I of the Tender in respect of fulfilling their eligibility with suitable file names as indicated.

(i) Basic Information about the bidder in the prescribed format ([ANNEXURE – III](#)) of Tender. (The full particulars of the Company/Firm/Agency in details are required to be submitted. In case of a company, the copy of Certificate of registration, Memorandum and Article of Association of the Company and other relevant documents and particulars of all the directors and responsible officials are required to be submitted. In case of a partnership firm, the partnership deed, power of attorney, if any, and particulars of all the partners constituting the firm and in case of an agency or proprietorship, the particulars of the individual/individuals involved therein along with the names(s) and address(s) etc; are to be submitted.)

(ii) Copy of GST Registration.

- (iii) Copies of Audited financial statement for turnover for last 3 years, i.e., FY 2022- 23 ,2023-24 and 2024-25. Copies of Income Tax Clearance Certificates / Income Tax Assessment Orders / IT Returns along with latest Audited final accounts of the business of the bidder duly certified by a Chartered Accountant or certificate of turnover issued by a Chartered Accountant should be uploaded in proof of their credit worthiness and turnover for the last three years, i.e., FY 2022- 23 ,2023-24 and 2024-25. (File name e.g.: FS1, FS2 etc).
- (iv) Copy of ESI and EPF registration
- (v) Copy of registration with Labour Commissioner (CLC) (LIN No.) and all other necessary documents to be uploaded.
- (vi) List of works being executed presently by the Bidder with all the details (File name e.g.: CW1, CW2 etc.) - In the format of [ANNEXURE – IV C](#).
- (vii) Copies of detailed work order/s, in respect of similar work/s, indicating scope and value of work/s and completion certificate/s in respect of the same work, executed on or after March 31, 2021, for establishing the qualifying works executed by the Tenderer during the last five years (file name e.g.: QWO1, QWO2 etc.) ([ANNEXURE – IV B](#)).
- (viii) Copies of detailed work order/s, in respect of similar work/s, indicating scope and value of work/s, completed on or before March 31, 2021, for establishing prior experience before five years (file name e.g.: WO1, WO2 etc.) ([ANNEXURE – IV A](#)).
- (ix) Declarations in respect of conditions at para 2B (1 to 5) of the Tender, as per the format in [Annexure – XII](#).
- (x) Certificates from the clients (minimum of three clients) for having rendered satisfactory service to them by the bidder, preferably during the last three years as per the format given in [Annexure – X](#).
- (xi) Details of bankers as per [Annexure – VIII](#).
- (xii) Banker's Solvency Certificate as per the format in [Annexure – XVII](#).
- (xiii) Proof of remittance of EMD / copy of Bank Guarantee In lieu of Earnest Money Deposit.

- (xiv) Copy of Power of Attorney as per [Annexure – IX](#) (Original to be submitted by the successful Tenderer to the Bank).
- (xv) A proof of Total number of employees on roll as on December 31,2025.
- (xvi) Any other information relevant to the proposed work.

I/We have read the above terms and conditions and are acceptable to me/us.

Signature of the authorized person:

Name of the signatory (.....)

(in block capital letters):

Status of the signatory i.e. Proprietor/Partner:.....

Date:.....

SECTION VI

BROAD SCOPE OF WORK:

The Scope of work shall include the following: Providing fire safety, manning the fire control room, holding and maintaining fire safety equipment like fire alarm, fire extinguishers, fire hydrants, assisting physically challenged residents/visitors, training of general staff, liaison with local fire brigade. **The agency has to provide One Firemen round the clock i.e. in three shifts (total 03 Firemen), (6.00 A.M. to 2.00 P.M., 2.00 P.M. to 10.00 P.M. and 10.00 P.M. to 6.00 A.M).** They are expected to patrol the entire premises at regular interval of time in a day as stipulated by the Security Manager of the Bank. The Bank reserves the right to increase or decrease the number of persons to be deployed before awarding the work or any time during the period of contract.

2. Schedule indicating the list of duties to be performed by the Fire Safety Personnel deployed at the Bank.

The fire safety personnel deployed are required to carry out the following items of duties.

- a) Man the Fire Control Room / Fire Panel round the clock
- b) Check all fire equipment for serviceability at laid down periodicity.
- c) Supervise the work done under the AMC of all firefighting equipment.
- d) Conduct periodic training of the Bank staff on firefighting.
- e) Fight the fire at the incipient stage and assist the fire brigades as and when they arrive.
- f) Conduct regular firefighting drills.
- g) Shall report on all aspects of work and administration to the Security Officer in charge of the colony.
- h) Assist in fire audit as and when carried out.
- i) Regular patrolling of entire premises for identifying fire hazards and removing/taking steps to protect against fire safety violations.
- j) Check all escape routes and fire lanes daily and ensure they are free of obstacles.
- k) Assist in search and rescue & salvage operation in case of an incident.

l) Update knowledge of the latest firefighting equipment and techniques and to remain aware of current developments in fire services. He will also keep himself physically fit to perform the duties.

m) Assisting physically challenged residents/visitors to commute between floors of the Bank by means of wheelchair or any other modes of transport as desired by the Bank.

n) Maintain close liaison with the local Fire Brigade.

o) Any other duty related to fire safety/security assigned, as and when required, by the Regional Director or his authorized representative.

DETAILED SCOPE OF WORK:

- a) The Agency shall provide Three (03) trained fire personnel per day i.e. One fireman per shift (total three shifts from 6.00 AM to 2.00 PM, 2.00 PM to 10.00 PM and 10.00 PM to 6.00 AM), with provision for leave reserve for the manpower. This manpower will provide fire safety and do the manning of the fire console rooms, holding and maintaining fire safety equipment's like fire alarm, fire extinguishers, assisting physically challenged residents/visitors, training of general staff, liaison with local fire brigade.
- b) The Agency shall ensure that One Fireman is always on duty at the Banks' premises round the clock subject to the condition that one fire staff is not on duty for more than 8 hours continuously.
- c) The Fireman shall patrol the premises at regular intervals and just before relieving the fire staff on duty.
- d) Any shortfall of manpower due to illness/other reasons will be made up by the Agency on ad hoc basis. Absence of deputed person longer than 10 days will be treated as replacement.
- e) Reporting on all matters by the manpower deployed shall be with the Agency and the Agency shall provide a periodic report to Security Officer of RBI, Chennai.

LIST OF DUTIES TO BE PERFORMED BY THE FIRE GUARDS:

FUNCTIONAL REQUIREMENTS:

A. INITIAL RESPONSE TO INCIDENTS: Tasks occurring between the receipt of an alarm and initial firefighting or emergency scene activities.

1. Makes preliminary evaluation of incident based on alarm information received (e.g., alarm type, location, etc.) and reports on walkie talkie.
2. Proceeds to assigned apparatus upon receipt of call for services.

B. WATCH DUTIES: Stands watch to receive incoming alarms and information, answers phones, and monitors access.

1. Receives notification of alarms, multiple alarms, and other significant Emergencies.
2. If required, notifies security guards (over walkie talkie or intercom or visually) of incoming alarms, and required response.
3. If required, answers Office Intercom and outside phone.

C. ON-SCENE COMMUNICATION: Communicates at the emergency scene to ensure appropriate coordination of apparatus and personnel.

1. Gives adequate information (e.g., regarding the assignment of personnel and apparatus) to the officer in command upon arrival at the emergency scene and shall act as guide if required.
2. Communicates with other fire personnel at emergency scene about conditions.
3. Relays orders from superior officers at emergency scene.

D. PUMP OPERATIONS: Connects or hooks up apparatus to fire hydrant and operates pumps to supply water in appropriate pressure and volume using couplings, hoses, Spanner, wrenches, and other tools.

1. Opens and flushes hydrant to ensure it is functional.
2. Fills hose with water by hydrant pressure.
3. Engages pumps.
4. Monitors control panel (e.g. water temperature, oil pressure gauge, fuel gauge, Hydrant pressure).
5. Connects and lays supply line from supply to the apparatus.
6. Notifies officer of any problems that occur while pumping.
7. Shuts down pump when ordered by officer.

E. DOCUMENTATION:

The fire Guard should know how to maintain basic documents. If required the fireman should promptly act as a runner to carry documents/ equipment related to Fire, Security

and Disaster management from one person/place to other. The fireman should be conversant in Spoken Tamil and English or Hindi. It will be checked during the entrance testing.

F. OPERATION OF FIRE-HYDRANT SYSTEM & HOSE (AND EXTINGUISHER)

OPERATIONS: Stretches line or uses extinguisher to deliver water, foam, and other extinguishing agents to emergency scene.

1. Determines type (size) and number of lengths of hose needed for operation.
2. Pulls hose out of hose bed.
3. Determines proper nozzle and nozzle setting.
4. Connects hose lines to nozzles.
5. Connects to standpipe when necessary/appropriate.
6. Flakes out hose line prior to charging or during extinguishment to ensure proper operations.
7. Locates seat of fire or other hazard (e.g., gas leak) by observing, smelling, or listening for smoke, sound, flames, gas, vapors, etc.
8. Uses extinguisher to extinguish, contain and/or control incident.

G. MANUAL LADDER OPERATIONS: Carries, raises, extends, and climbs manual ladders to perform search, rescue, and other operations.

1. Determines manual ladder type and size needed at incident scene.
2. Determines proper placement of manual ladder at scene.
3. Raises and positions manual ladder at incident scene.
4. Anchor and secures manual ladder (i.e. tying off) at scene.
5. Climbs manual ladder to perform search, rescue, and other operations.

H. ASSISTANCE TO PHYSICALLY HANDICAPPED RESIDENTS/CUSTOMERS

If required, the fireman on duty when not engaged in an emergency should help and assist physically disabled residents/customers including operation of evacuation chairs.

I.FORCIBLE ENTRY (If required): Pries open, cuts, or breaks down doors, or otherwise enters structures, vehicles, aircraft, and other entrapments to search for and rescue victims and provide access to the emergency scene -using axes, halligan

tools, hooks, rabbit tools, battering rams, sledgehammers, power saws and other tools.

1. Determines best location for forcible entry.
2. If required, Cuts through surfaces using power saws and other power tools.
3. Gains entry into structures using axes, sledgehammers, battering rams, halligan tools and other forcible entry tools.
4. Pries open doors in structures using pry bars, halligan tools, bolt cutters and other tools.
5. Removes locks or hinges from doors using sledgehammers, battering rams, axes, or other forcible entry tools.

J. VENTILATION: Opens or breaks windows, chops or cuts holes in roofs, breaches walls or doors, and aims fog stream out of window or hangs fans in windows or doors to remove heat, smoke and/or gas from structures or entrapments.

1. Determines best location for venting structure based on location of hazard and Fire personnel, roof type, and building construction.
2. Opens windows and other points of entry manually or by using pry bars, halligan tools, and other tools, to ventilate structure.
3. Breaks windows and other points of entry using axes, ladders, and other tools, to ventilate structure.
4. Cuts open walls, roof, and other structures to ventilate structure.
5. Uses fans for positive and negative pressure.

K. SEARCH: Searches assigned area to locate victims and to obtain further information about incident, following standard search procedures.

1. Determines search procedure or strategy needed to accomplish objectives.
2. Searches structures for seat of fire, or other hazard, and extensions.
3. Searches floor or area of fire, or other hazard, for conscious and unconscious victims, sweeping assigned search area with arms, legs, or tools.
4. Work together as a team/company to maintain personnel accountability.

L. RESCUE: Assists, hoists, carries, or drags victims from emergency area by means of interior access (stairs, hallways, etc.) or, if necessary, by ladders, fire escapes, or other means of escape using rescue harnesses, ropes, backboards, and other

equipment. Extricates victims from vehicles, aircraft, cave-ins, collapsed buildings or other entrapments to save lives using shovels, torches, drills, pry bars, saws, jacks, jaws, air bags, and other equipments.

1. Evacuates persons from incident scene due to risk of fire, explosion, exposure to Hazardous chemicals, etc.
2. Hoists or lowers victims or fire personnel using ropes, knots and rescue harnesses.
3. Drags or carries victims from emergency scenes.
4. Places victims onto stretchers, backboards, baskets, etc.
5. Digs to free victims trapped in tunnels, pipes, excavations, cave-ins or other Entrapments using shovels, picks, spades and other equipment.
6. Conducts water rescues (i.e., river rescue, using boats) in accordance with established guidelines.
7. If required, Rescues drowning victims using life saving techniques.

M. SALVAGE: Moves and covers furniture, appliances, merchandise and other property; covers holes in structures; stabilizes damaged structural components; and redirects or cleans up water in order to minimize damage using plastic and canvas covers, ropes, staple guns, mops, squeegees, and other tools.

1. Spreads salvage covers over property.
2. Moves furniture and other objects to protect from water or other damage.
3. Tears down weak and dangerous structural components (e.g., floors, walls, roofs, overhangs, and stairs) using hooks, axes, saws and other tools.

N. OVERHAUL: Opens up walls and ceilings, cuts or pulls up floors and moves or turns over debris in order to check for hidden fires which could rekindle or spread using hooks, axes, saws and pitchforks.

1. Checks and searches open areas, walls, and open structures for fire extension.
2. Searches for and extinguishes any hidden fires by looking, feeling or smelling for fire and smoke.
3. Opens ceilings, walls etc. to expose hot spots and other hazardous conditions with axes, pike pole/ceiling hook etc.
4. Removes and extinguishes burned or smoldering debris from buildings.

O. CLEAN UP/PICK UP: Picks up, cleans and returns equipment to vehicle and rolls or folds hose, so that the company can go back in service.

1. Backs lines out of structures.
2. Rolls and holds hoses after use and returns them to appropriate vehicle.
3. Determines that all hoses used during response to incident are present and accounted for.
4. Cleans and returns all tools, equipment, supplies and property in usable condition to appropriate vehicles.
5. Cleans the apparatus.

P. EMERGENCY MEDICAL CARE: Performs thorough patient evaluation and intervenes with the appropriate medical care for persons requiring medical care and/or requesting assistance with medical care.

1. Assess and prioritize patient according to medical and/or injury.
2. Identifies life threatening bleeding and intervenes appropriately.
3. Identifies the pulseless, apnoeic patient and administers cardiopulmonary resuscitation.
4. Evaluates the patient's responsiveness (awake, alert and oriented vs. unresponsive) based on the patient's response to verbal and painful stimuli.
5. Determines whether patients need emergency or non-emergent transport.
6. Works to maintain the patient's wellbeing, emotionally as well as physically.
7. The firemen must possess the basic knowledge of First Aid, especially, in giving CPR (Cardiopulmonary Resuscitation). Periodical refresher training must be imparted to the Firemen in this subject.

Q. EQUIPMENT MAINTENANCE: Checks, cleans, and maintains personal gear and equipment including the Fire Hydrant system, extinguishers to ensure proper and safe operations.

1. Places turnout gear on or near apparatus.
2. Checks extension ladders.
3. Checks medical equipment.
4. Checks the condition of generators, blowers, lights, cords and fans.

5. Checks hose on apparatus (proper bedding and amount).
6. Checks and maintains power equipment.
7. Checks and performs ordinary maintenance on other portable equipment (e.g., checks oil levels, greases, etc.).
8. Changes over equipment and supplies from one apparatus to another.

R. APPARATUS MAINTENANCE: Checks, cleans, and maintains apparatus to ensure proper and safe operation.

1. Performs normal daily apparatus check of **fire hydrant system** including oil, fuel, and water levels; proper pressures and lubrications; batteries; lights; sirens; brakes; tires; etc.).
2. Performs normal weekly apparatus check (e.g., hydraulic fluid levels).
3. Checks ability of engine to pump water.
4. Checks engine pump pressure.
5. Notifies officer of electrical or mechanical problems on apparatus.
6. Notify the officer of needed repairs on apparatus.
7. Notify the officer that apparatus needs to be kept out of service due to Mechanical problems.

S. FIRE CONTROL ROOM MAINTENANCE AND DUTIES: Checks, cleans, and maintains control room facilities. This includes the performance of routine housekeeping chores.

1. Cleans apparatus racks and rooms.
2. Cleans and maintains fire pump room.

T. INSPECTION OF BUILDINGS AND FIRE PROTECTION DEVICES: Inspects building for fire prevention/ hazardous materials code violations or hazards on a periodic basis or during the course of their activities. Inspects, alarms, hydrants, sprinkler systems and standpipe systems for operational use.

1. Regularly inspects the entire premises for identifying fire hazards and removing them/ taking steps to protect against fire and building code violations.
2. Inspects buildings upon the directions of Bank.
3. Recognizes code violations (e.g. blocked exits, improper storage of chemicals etc.).

U. PUBLIC RELATIONS: Engages in the activities which have an impact on the

department's image in the staff. Such activities include providing information to the staff, providing assistance and support to staff seeking help or information and giving presentations to community groups and other members of the RBI fraternity.

1. Deals with distressed individuals at emergency scene.
2. Meets officers in the fire station, conducts tours and provides information.
3. Provides information to inspecting officers or staff on service runs.
4. Makes public presentations and conducts demonstrations of apparatus and equipment on behalf of the department.

V. TRAINING AND PROFESSIONAL DEVELOPMENT: Participates in training drills and classes to enhance job related skills and abilities. Reads internal memos and bulletins to keep apprised of new developments in Bank's operations and procedures. Attends lectures, seminars, courses etc. and reads external documents (e.g. professional trade publications) to remain current in the fire service.

1. Maintains knowledge of latest firefighting equipment and techniques.
2. Maintains basic knowledge of building structures related to fire control.
3. Maintains basic knowledge of chemicals and other hazardous materials.
4. Attends and impart routine training drills and sessions.
5. Gives and participates in physical fitness sessions.
6. Attends specialized training sessions (e.g. CPR certification, special schools, etc.)
7. Reviews fire department bulletins, memos etc. to remain aware of the latest updates.
8. Reads professional journals and publications (e.g. Fire Command) to be aware of current developments in the fire service and make the same available to senior officers.

W. DOCUMENTATION: The firemen should maintain the entire document system pertaining to Fire related matters. He should be conversant in usage of computer. He should be fluent in Spoken and Written Tamil, and English or Hindi.

X. Dedicated Mobile Phone: The Tenderer, if awarded the work will have to provide one dedicated mobile phone with adequate balance to the Fire Team. Bank will not bear any cost in this regard.

We have read the above terms and conditions and are acceptable to me/us.

Signature of the authorized person:

Name of the signatory (.....)

(in block capital letters):

Status of the signatory i.e. Proprietor/Partner:.....

Date:.....

SECTION VII
GENERAL INSTRUCTIONS TO BIDDERS:

1. The tenderer(s) shall obtain the tender document from the source stated by the Bank in the invitation for tenders; otherwise, the Bank shall not be responsible for the incompleteness of the tender document.
2. Conditional tenders shall not be entertained. In the event of any difference between figures & words of quoted rates, the rate in words shall be considered for evaluating the tender.
3. The tenderer(s) is expected to examine all instructions, forms, terms, and specifications in the Tender Document. Failure to furnish all / any information or documentation required by the tender document may result in the rejection of the tender.
4. The price quoted shall only be in Indian rupees and exclusive of taxes.
5. Any canvassing by or on behalf of the tenderer(s) or to bring political or other outside influence about their selection shall lead to disqualification from the process. Such tenderer(s)/ shall be blacklisted for the next three years. If such instances go undetected during the selection process but are detected subsequently, such disqualification will be made applicable there too.
6. All the tenders should be complete in all respects with all attachments/enclosures/Annexure. Incomplete forms, or bids received in any format other than the prescribed one or without proper documentary evidence etc. will be outrightly and summarily rejected by the Bank.
7. Tenders received by fax or email or any manner other than specified shall not be accepted and shall be summarily rejected. No correspondence will be entertained on this matter.
8. Bid proposals received without or lesser than the prescribed EMD shall be summarily rejected.
9. Tenders received after the due date and time shall be summarily rejected.
10. No tender may be modified after the last date of submission of tender. No tender may be withdrawn in the interval between the last date for submission of tender and the expiry of the tender validity period specified in the tender. Withdrawal of the tender during the interval shall result in forfeiture of the EMD.
11. Alternative Proposals / Time for Completion shall not be permitted.

12. The Bank reserves the right to extend the period of tender availability and / or the date of opening of the bids.
13. The Bank reserves the right to accept or reject any / all applications or annul the process of qualification without any liability or assigning any reason thereof.
14. At any time before the deadline for submission of tenders, the Bank may amend this document by issuing amendments/corrigendum on RBI website (www.rbi.org.in) / MSTC e-portal (<https://www.mstcecommerce.com/>)
15. To give prospective tenderer(s) reasonable time in which to take any/all amendments/corrigendum into account in preparing their bids, the Bank may, at its discretion, extend the deadline for the submission of tenders.
16. The tenderer(s) shall bear all costs associated with the preparation and submission of tender, and the Bank shall not be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.
17. The tender shall comprise the following:
- Notice Inviting Tender
 - Technical Bid Details (Part-I)
 - Financial Bid Details (Part-II)
 - Earnest Money Deposit (EMD).
18. The tenderer(s) shall submit the tender using the Digital Class 3 signature via the e-tendering process without any alterations. All blank spaces shall be filled in with the information requested.
19. Period of Validity of Tenders: The Tender validity period shall be 90 days from the date of opening of Technical Bid of tenders.
- Note:** In exceptional circumstances the tender validity period may be extended by mutual agreement and the bidder shall not cancel or withdraw the tender during this period. The requests and the responses shall be made in writing.
- 20. Amendment to E-TENDER Document:**
- I. At any time prior to the deadline for the submission of Bids, Reserve Bank of India may, for any reason, whether at its own initiative or in response to a clarification or query raised by a prospective Tenderer, modify the E-TENDER by an amendment and same will be uploaded in the form of Corrigendum on www.mstcecommerce.com/eprochome/rbi for information of prospective bidders.
 - II. In order to afford prospective Tenderers reasonable time for preparing their Bids after taking into account such amendments, the Reserve Bank of India may, at its discretion, extend the deadline for the submission of Bids.

III. Any amendments/corrigendum issued shall be a part of this document.

21. Part I / Techno – Commercial bid:

- a. All Sections and Annexures are the part of Techno-Commercial bid. All the sections and annexures must be signed by the Tenderers.
- b. Tenderer must fill all the details specified in different section and attached the leaflet /necessary documents/brochure of product etc.
- c. EMD shall be part of Techno-Commercial bid the amount of EMD is indicated in Schedule of Tender (SOT).
- d. Tenderers must submit all documents for prequalification criteria and other documents as stated in the tender by uploading scanned copy of all documents on www.mstcecommerce.com/eprochome/rbi

22. Part II / Financial (Price) bid:

- a. Currency of Bid: Bid prices shall be quoted in Indian Rupees only. These prices should include all costs associated with the work including any out of pocket / mobilization expenses, tools, uniforms of worker, all other logistic as mentioned in the tender, all taxes (except GST), charges, levies, Cess, insurance, transportation, entry taxes,) Labour, other Govt. Taxes (except GST), Minimum wages of Central Government and EPF / ESI contribution, etc. as applicable as per rules.
- b. The price should be quoted strictly in line with the price schedule leaving no column blank whatsoever to avoid any ambiguity.
- c. The tenderer should ensure that all columns of the price schedule may be duly filled, and no column is left blank. After opening of the Part II/Financial Bid, no clarifications whatsoever shall be entertained by the RBI.
- d. If any columns of the price schedule are found blank than the tender of the respective Tenderers shall be treated as non-responsive and will be summarily rejected by the RBI and further EMD shall be forfeited. However, Bank may also review in this matter as per Tender Clause, if required.
- e. It will be imperative on each tenderer to fully acquaint himself with all the local conditions and factors, which would have any effect on the performance of the contract and cost. No request for the change of price or time schedule of

delivery of items shall be entertained on account of any local condition or factor once the offer is accepted by the Tenderers.

23. Opening of Part I/Techno-Commercial Bid:

The Technical – Commercial bids will be opened on the scheduled time and date as referred to in Schedule of Tender (SOT) at Protocol & Security Establishment, RBI, Chennai. The Tenderers or their authorized representatives may be present if they so desire.

24. Scrutiny of Part I:

- i. The Part I shall be evaluated as per the techno-commercial terms, conditions and eligibility criteria indicated in part 1 of the tender.
- ii. After evaluation of the Part I, the short-listed Tenderers will be intimated by emails to all the e-Tenderers. The decision of the Bank on Part I shall be final and shall not be open for discussion.

25. Opening of Part II /Financial Bid:

The Part II of the short-listed Tenderers will be opened later, and such short-listed Tenderers will be intimated about the date and time accordingly. The short-listed Tenderers or their authorized representatives may present, if they so desire.

26. Scrutiny of Part II

- i. The Part II shall be evaluated based on - financial bids quoted in lump-sum as well as individual item wise bids (if necessary) - to determine the lowest bid (L1).
- ii. RBI shall be under no obligation to accept lowest, or any offer received in response to this notice and shall be entitled to reject any or all offers without assigning any reason whatsoever.
- iii. The Site Visit will be carried out after the opening of the Part I bids by the Bank at the Offices mentioned by the bidders in the bid. The Bank will examine the offices against various parameters and reserves the right to reject the bids if it is dissatisfied. The decision of the Bank shall be final and shall not be subject to discussion.

27. Bank has Right to vary quantities at the time of placing Order/signing of Contract.

28. Bank's right to accept any Bid and to reject any or all Bids.

Notwithstanding anything mentioned above, RBI reserves the right to accept or reject any Bid at any time prior to award of Contract without thereby incurring any liability to

the affected Tenderer or Tenderers. The Bank shall not assign any reason for rejection of any or all Bids. RBI also reserves the right to cancel/annul the selection process, at any stage prior to the award of the Contract on account of the following:

- a. In case no Bid is received.
- b. Occurrence of any event due to which it is not possible to proceed with the selection process.
- c. Evidence of a possible collaboration/mischief on part of tenderers, manipulating the competition and transparency of the selection process, any other reason, which in the opinion of the Bank necessitates the cancellation of the selection process.
- d. On occurrence of any such event, RBI shall notify all the Tenderers within 7 days or any reasonable time of such decision. RBI shall also promptly return the Bid Security submitted by the Tenderers within 15 days or any reasonable time of issue of such notice. RBI is not obligated to provide any reason or clarification to any tenderer on this account. Liability of the RBI under this clause is restricted to returning the Bid Security and no other reimbursements of costs/ expenses of any type shall be made by the Bank on this account.
- e. The Bank further reserves the right to re-tender the process or get the work done by a government agency or Quasi Government agency if the Bank is of the opinion that the bids received are not economically or otherwise feasible or not acceptable due to reasons in sub clauses (a) to (d) above.
- f. The Bank discourages stipulation of additional conditions by tenderer.

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

1. If it is determined that the bidder has committed the following acts or omissions in contravention of the code of integrity:
 - (i)
 - a. making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process.
 - b. any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained, or an obligation avoided.

- c. any collusion, bid rigging or anticompetitive behaviour that may impair the transparency, fairness and the progress of the procurement process.
 - d. improper use of information provided by the procuring entity to the bidder with an intent to gain unfair advantage in the procurement process or for personal gain.
 - e. any financial or business transactions between the bidder and any official of the procuring entity related to tender or execution process of contract: which can affect the decision of the procuring entity directly or indirectly.
 - f. any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process.
 - g. obstruction of any investigation or auditing of a procurement process.
 - h. making false declaration or providing false information for participation in a process or to secure a contract.
 - i. failed to disclose conflict of interest.
 - j. failed to disclose any previous transgressions made in respect of the provisions of sub- clause (i) with any public institution / entity in India or any other country during the last three years or of being debarred by any public procuring institution / entity.
- ii. For any actions or omissions by the bidder other than violation of code of integrity, which in the opinion of the Bank warrants debarment, for the reasons like supply of sub-standard material, non-supply of material, abandonment of works, sub-standard quality of works, failure to abide terms of the tender etc.
- iii. If the bidder has been convicted of an offence— (a) under the Prevention of Corruption Act, 1988; or (b) the Indian Penal Code or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract.

SECTION VIII

GENERAL INSTRUCTIONS OF THE TENDER & TERMS AND CONDITIONS OF THE CONTRACT

- 1. Submission and opening of Tender:** The e-Tenders shall be submitted in two parts viz; Part - I, containing details of pre-qualification criteria, technical and commercial details of the offer and Part - II containing the financial bid, latest by 1600 hrs. on February 02, 2026. Part - I of the Tender shall be opened at February 03, 2026. The Part - II – Financial Bid - of those bidders, who qualify the requirements of pre-qualification criteria as specified at Section - II of the Tender, will only be considered for opening. Decision in this regard will be at the sole discretion of the Bank. Date of opening of Part - II shall be intimated to the eligible bidders.

Note:

- Tenderers are advised to study the E-TENDER documents thoroughly.
- Submission of e-tender shall be deemed to have been done after careful study and examination of the e-tender documents with full understanding of its implications.

- 2. Pre-bid Meeting:** A pre-bid meeting will be held at 11:30 AM on January 22, 2026 at the Reserve Bank of India, Chennai for the benefit of the Tenderers to discuss / clarify anything about the Tender. No separate communication will be sent for this meeting. All the intending bidders are advised to be present. The requests for clarifications may be submitted in writing either prior to or on the day of the pre-bid meeting. The clarifications sought by the bidders will be uploaded as Corrigendum on or before January 27, 2026 (Thursday). Bidders are advised to verify RBI and MSTC website for Corrigendum, if any, before submitting the bid.

3. Amendment to E-TENDER Document:

- ❖ At any time prior to the deadline for the submission of Bids, Reserve Bank of India may, for any reason, whether at its own initiative or in response to a clarification or query raised by a prospective Tenderer, modify the E-TENDER by an amendment and same will be uploaded in the form of Corrigendum on www.mstcecommerce.com/eprochome/rbi for information of prospective bidders.
- ❖ To afford prospective Tenderers reasonable time for preparing their Bids after considering such amendments, the Reserve Bank of India may, at its discretion, extend the deadline for the submission of Bids.

4. Site Visit at the Bank: The intending bidders shall visit the site on February 02, 2026, after pre-bid meeting and familiarize themselves thoroughly with the site conditions, scope of work, terms and conditions of the Tender. Non-familiarity with the site conditions will not be considered a reason for not carrying out the work in strict conformity with the specifications. Subsequent requests for visiting the site shall not be entertained. The Tenderer must obtain for himself on his own responsibility and at his own expense, all the information which may be necessary for the purpose of making a Tender and for entering a contract and must inspect the site of work and acquaint himself with all local conditions, means of access to work, nature of work and all matters appertaining thereto.

5. Period of Contract: The Contract will be initially awarded for a period for a period of 1 year i.e., from April 01, 2026, to March 31, 2027, which shall be extendable up to two more years (one year at a time) subject to the satisfactory performance of the Service Provider/Contractor and adherence to contractual obligations which shall be assessed at the sole discretion of the Bank. However, the decision of extending the contract is at the sole discretion of the Bank.

6. Earnest Money Deposit (EMD): The bidders shall submit Earnest Money Deposit (EMD) of ₹32,000/- (Rupees Thirty Two Thousand only) either by way of remitting the amount to the Bank Account of the Reserve Bank of India before 1600 hrs. of February 02, 2026, or Bank guarantee in lieu of EMD. The scanned copy of the Bank Guarantee (BG) may be uploaded in MSTC Portal along with the Part - 1 document and the BG in original shall be submitted to the Bank

immediately after opening the Part - I of the Tender. A bid which is not accompanied by such EMD will not be considered. The EMD shall not bear any interest. The account details of the Bank for NEFT / RTGS transactions are as follows:

Beneficiary Name: P&SE, Reserve Bank of India, Chennai

Beneficiary A/c No: 186003001

IFSC: RBIS0CNPA01 (5th and 10th digits are Zero)

Remarks:

Enter Narration as "PSE-Tender – Fire Safety Services"

The proof of having remitted the EMD is to be uploaded in MSTC portal. The bidders are also advised to send the proof of remittance with transaction number (scanned copy) to the email ID: psechennai@rbi.org.in

7. Return of EMD:

- i. The EMD of unsuccessful Bidders shall be discharged/returned by RBI after award of work to successful bidder.
- ii. The EMD of the successful Bidder shall be returned to the Bidder after submission of Security Deposit or an equivalent Bank Guarantee as per tender condition, without interest.

8. Forfeiture of EMD:

- i. If the Bidder makes misleading or false representations in the forms, statements and attachments submitted, suppressed any material information, details of any legal proceedings pending in Court which might otherwise would have created any impact on the eligibility criteria; withdraws his / her Bid during the period of Bid validity, or has been disqualified / delisted by any Government agency and the disqualification / delisting is still in force, the EMD submitted shall be forfeited by the Bank.
- ii. If the Bidder withdraws the tender in the interval between the last date for submission of tender and the expiry of the tender validity period specified in the tender, the EMD shall be forfeited by the Bank.

- iii. If the successful tenderer fails to execute the contract, the EMD submitted shall be forfeited by the Bank.

9. Quoting of Price - Bid and Evaluation: Price bid shall be quoted only online separately through the price bid format of MSTC portal. Bidders should not submit price bid along with Part - I documents, which act may lead to disqualification of the Tender. The bidder shall quote prices exclusive of GST. Selected bidder can claim applicable GST on the respective cases quoted by him / her in their monthly invoice for payment which shall be paid by the Bank. The Price - bid of the Tender shall be evaluated based on the 'Total Cost of work' quoted by the bidder. The bidder who quotes the least Total Cost of work shall be treated as the **Lowest (L1) bidder**.

10. Conflict Of Interest

Applicants shall not have a conflict of interest. All applicants found to have a conflict of interest as mentioned below will be disqualified.

(a) Applicants in two different applications have controlling shareholders in common.

(b) The applicants (including their personnel and sub-contractors) that have a or family relationship with such members of the RBI Staff who are directly or indirectly involved in the project will not be awarded the contract.

11. Signing of Agreement: The successful bidder shall be awarded the work.

On award of work, the successful bidder shall commence the work from April 01, 2026, intimating award of work, and shall execute an agreement on a non-judicial stamp paper of requisite value for due performance of the Contract and to the effect of the following conditions within 07 days from the date of the award of work or on or before March 28, 2025, whichever is earlier.

- i. The General and Special conditions and instructions to the Tenderers, the scope and nature of work, [ANNEXURE – I to XXI](#) enclosed to this Tender, the subsequent correspondence exchanged between the Bank and the bidder, and the work order placed shall be the basis of the final Contract and shall form part and parcel of the agreement to be entered into with the successful Tenderer.

- ii. The bidder shall go through the terms and conditions given in the general conditions of the Contract herewith and his / her offer shall be strictly in line with the terms specified therein. No deviation from the terms and conditions specified shall be acceptable. Submission of bid in the e-Tender floor by any vendor confirms his acceptance of the terms & conditions for the Tender. Any order resulting from this Tender shall be governed by the terms and conditions mentioned therein.
 - iii. Notwithstanding the signing of the agreement, the written acceptance by the Bank of a Tender in itself will constitute a binding agreement between the Bank and the person so Tendering, whether such contract is or is not subsequently executed.
 - iv. The Contractor shall not sublet / assign the contract to any agency. The Contractor shall not sublet any portion of the Contract except with the written consent from the Bank. In case of breach of these conditions, the Bank may serve a notice in writing on the Contractor rescinding the Contract whereupon, the security deposit shall stand forfeited to the Bank, without prejudice to his other remedies against the Contractor.
- 12.** The stamp duty on this Agreement and duplicate thereof shall be borne by the Contractor. The original shall be retained by the Bank and duplicate by the Contractor. It is agreed that in this agreement wherever the Bank is referred, it indicates the Reserve Bank of India.
- 13.** The Tenderer has to provide One Firemen round the clock i.e. in three shifts (total 03 Firemen), (6.00 A.M. to 2.00 P.M., 2.00 P.M. to 10.00 P.M. and 10.00 P.M. to 6.00 A.M) at Premises.
- 14.** The strength of Fire Fighting Personnel can be increased / decreased after mutual consultation. However, considering the nature and gravity of the perceived threat, the overall strength cannot be reduced below, one Fire Guard per shift for three shifts in Residential Premises of the Bank. In case of an increase of any threat (or) for any other reasons, if the Bank issues directions for deployment of more Fire Fighting Personnel at Reserve Bank of India, Anna Nagar Quarters or any other location desired by the Bank, the Contractor has agreed to abide by such directions/instructions received from the Bank from time to time.

15. Terms of payment:

- i. Payment in respect of deployment of Fire Guard will be made on monthly basis as per actual deployment (subject to periodic verification by the Officials of the Bank) as per the rates quoted by the contractor on submission of proof of deployment of staff and proof of payment to staff of at least minimum wages (Central Minimum Wages) along with the bill. The tenderer shall take into consideration the requirement of posting reliever and payment thereof while quoting the rates. No extra amount will be paid for posting of reliever i.e., the amount quoted shall be inclusive of reliever charges, besides the rate for deployment of Fire Guards.
- ii. The contractor shall be liable for the payment of wages and all other dues to the staff which they are entitled to receive based on Minimum wages as laid down by the Central Government and revision thereafter as and when these are revised by Central Government if so applicable, to the contractor.
- iii. The Price quoted in respect of Fire Guards must not be less than the minimum wages i.e. (Basic + VDA) as specified by Chief Labour Commissioner, Government of India, vide its order File No.1/6(1)/2025-LS-II dated September 25, 2025 under Category Industrial workers – watch and ward (without arms – Fire Guard) - Area A in addition to applicable statutory payments thereon.
- iv. The prices quoted shall be deemed to be for the whole work and shall be firm and binding without any escalation whatsoever for a period of one year. It may be borne in mind that no request for escalation is ordinarily admissible during the course of the period specified, except for any statutory requirements subsequently effected, such as implementation of higher tax rates, enhancement in minimum wages, etc. However, in case of enhancement of minimum wages by the Central Government during the course of the contract, such enhancement shall be effected by the Bank, only to the extent of meeting the payment of at least minimum wage requirement, provided such enhancement should be brought to the notice of the Bank by the contractor and in the absence of the same the liability of meeting the minimum wage requirement will rest with the Contractor.
- v. The firms/contractor should credit the wages directly to the bank account

- of their staff deployed on or before Seventh(7th) of every month irrespective of receipt payment from the Bank and submit monthly bank statement showing payment of wages to the staff deployed. Necessary statutory payments, in this respect, should be ensured by the contractor.
- vi. The Bank will normally make all payments due under this Agreement (the payment in respect of the preceding month) within 15 working days of receiving the invoice provided the bill is correct in all respects, have the relevant documents attached and submitted within the prescribed time frame. The payment will be made against the printed bill which should be properly signed by the authorised signatory with proper stamp as used by the Contractor. The bill shall, for this purpose reach this office on or before 3rd of each month. The bill will be settled on actual services provided and not on notional basis.
 - vii. All applicable statutory deductions, such as Income Tax, GST TDS, etc., will be effected from the payments to the Contractor, at source. Necessary Form-16A and Form GSTR 7A will be issued to the Contractor in respect of the taxes deducted at source.
 - viii. The Contractor shall comply with all applicable statutory requirements in respect of payment of at least Minimum Wages, Insurance, PF, ESI, Bonus, etc. The Contractor shall furnish the proof of having paid the wages to the staff engaged by him within a week of disbursement of wages to them, and the same shall be paid on at agreed timelines.
 - ix. The Contractor shall be liable for the payment of wages to the staff deployed at the Bank as per the Central Minimum Wages and all other dues to the staff deployed which they are entitled to receive under the various labour laws and other statutory provisions. The Contractor shall maintain proper records of the payment of wages, etc., to the persons so deployed at the Bank and shall on demand furnish copies of wage register / muster roll, etc., to the Bank for having paid all the dues to the persons deployed by him for the work under the Contract. This obligation is imposed on the Contractor to ensure that he is fulfilling his commitments, towards his employees so deployed, under various Labour Laws, having regard to the duties of the Reserve Bank of India, Chennai in this respect as per the provisions of the Contract Labour (Regulation and Abolition) Act, 1970. The Contractor shall comply with or cause to be complied with the Labour Regulations from time to time regarding payment of wages,

wage period deductions from wages, maintenance of wages book, wage slip, publications of scale of wages and terms of employment and submission of periodical returns. The contractor shall not charge any amount from the personnel deployed by him towards recruitment fee, etc. Further, there shall not be any hidden charges in the wages, being paid to the staff deployed at the Bank.

16. Compliance with laws:

- i. The Contractor shall obtain the requisite license under the Contract Labour (Regulation and Abolition) Act, 1970 as amended from time to time issued by the concerned Labour Department of the Government for running the establishment. The Bank shall not be responsible in any way for any breach by the Contractor of the rules and regulations governing the running of such establishments by the Contractor. It shall be the responsibility of the Contractor for furnishing necessary Statutory information / documents in proof of the above whenever called for by the Bank. In case of any labour problems related to the fire safety personnel of the Contractor, the same shall be settled at the Contractor's end only.
- ii. The contractor shall obtain licence, if any, required under the local or central laws for providing trained fire safety personnel to the Bank. The Bank is not responsible for obtaining of any license and permission from any authority of the State Government or Central Government.
- iii. The contractor shall submit the proof of having deposited the amount of ESI & EPF contributions towards the eligible persons deployed at Reserve Bank of India, Chennai in their respective names before submitting the bill for the subsequent month. In case the contractor fails to do so, the amount towards ESI & EPF contribution will be withheld till submission of required documents.
- iv. The Contractor shall comply with the Statutory provisions of the Contract Labour (Regulation & Abolition) Act, 1970; Employees State Insurance Act; Workmen'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; Employer's Liability Act, 1938; and / or any other rules / regulations and / or statutes

that may be applicable to them. The Contractor shall indemnify the Bank against all claims which may be made upon the Bank whether under the aforesaid statutes or any other statute in force during the currency of this contract. The Contractor shall furnish a certificate every month regularly to the Bank along with the bill that they are complying with the provisions of all statutes and rules applicable to them. The Contractor shall at all times indemnify the Bank against all claims which may be made under the Workmen's Compensation Act or rules there under or under any law or rules of compensation payable in consequence of any accident or injury sustained by any person in its employment for the purpose of this agreement.

- v. The Contractor shall be solely responsible for the remuneration and other dues to its employees, as also for omissions / commissions done by them. The Contractor shall be solely responsible for any lapse in complying with the above statutory requirements. The Bank shall not be responsible for any lapse by the Contractor in complying with the provisions of any Statute or rules framed by the State / Central Governments. The Contractor shall indemnify the Principal Employer (Reserve Bank of India, Chennai) against all risks and damages arising out of the default on the part of Contractor due to negligence or non-compliance of any of the aforesaid rules, regulations etc., laid down by the Government and other statutory authorities from time to time.

17. The Contractor shall maintain and provide all necessary documentation, registers and records and other related documents as proof of compliance with all statutory requirements and provisions of applicable laws.

18. For Fire Guards, the contractor shall deploy medically and physically fit persons, preferably below the age of 40, for performing the assigned work. The contractor shall ensure that the persons are punctual and disciplined and remain vigilant in performance of their duties. Persons so engaged by the contractor shall be properly trained fire guards of high integrity and good conduct and shall be conversant in the local language i.e. Tamil and Hindi or English. The Contractor shall furnish a list of his / her employees to be deployed at the Bank, along with their age, qualifications, experience, address, photos, etc.

19. The Fire Fighting Personnel posted / deployed shall be under the supervision and direction of the Bank's Protocol & Security Officer and / or other officer/s as

decided by the Bank. To ensure effective implementation of this contract, the Regional Director or an officer of the Bank so designated may issue instructions, either orally or in writing to the Contractor and such instructions shall be deemed to be part and parcel of this contract and shall be binding on the Contractor. In all matters relating to or incidental to this contract, if there arises any doubt or dispute or disagreement, the decision of the Regional Director shall be final and binding on the Contractor.

- 20.** The Contractor shall ensure that all Staff, deputed by the Contractor, are reliable, experienced, efficient and that they are clean, courteous, and neatly and properly clothed in clean uniform (to be provided by the Contractor at his / her cost) and wear identity cards, during their hours of service and shall be punctual and prompt in attending to the duties mentioned herein.
- 21.** The contractor shall take all reasonable precautions to prevent any unlawful riot or disorderly conduct or acts of his employees so deployed and ensure preservation of peace and protection of persons and property of the Bank.
- 22.** In case any firefighting personnel is considered by the Bank as inefficient/undesirable, for any reason whatsoever or is found misbehaving or apprehended for any offence or not alert, the Bank's decision shall be final. The Contractor shall immediately withdraw such personnel from the Bank's premises and shall not depute those personnel for duty in the Bank's premises again without prior approval of the Bank.
- 23.** The Bank shall have the power to issue necessary instructions concerning duty, discipline of the Fire Personnel, the responsibilities to be carried out and checking to be done by the Fire Fighting Personnel and suggest methods of doing which will be acted upon promptly in its spirit.
- 24.** The Bank will not be responsible for payment of any compensation for death of or any accident or injury caused to any Fire Fighting Personnel during the course of their duty / off duty. And thus, the Fire Fighting personnel will not be entitled for any compensation from the Bank. It is agreed and understood that the Contractor shall alone be liable to pay such damages or compensation to such Fire Fighting Personnel.
- 25.** The Contractor reserves the right for transferring the Fire Fighting Personnel for effective Fire Fighting services after informing the Bank.
- 26.** The Contractor shall deploy his / her staff in such a way that they get weekly rest and ensure that the working hours / leave, for which the work is taken from them,

do not violate relevant provisions of The Tamil Nadu Shops and Establishment Act, 1947. The Contractor shall arrange to provide reliever, who is equally qualified, in case of absence / leave / off, etc., of staff, deployed by him / her at the Bank. The Contractor shall in all dealings with the persons in his employment have due regard to all recognized festivals, days of rest and religious or other customs. In the event of the Contractor committing a default or breach of any of the provisions of the Labour Laws including the provisions of the Contract Labour (Regulation and Abolition) Act, 1970 as amended from time to time or in furnishing any information, or submitting or filling any statement under the provisions of the said regulations and rules which is materially incorrect, he shall without prejudice to any other liability pay to the Regional Director, Reserve Bank of India, Chennai, a sum as may be claimed by any person / client.

- 27.** The Contractor shall be required to maintain permanent attendance register / roll within the Bank's premises either manually or through biometric access system, installed at the Bank which will be open for inspection and checking by the authorized officers of the Bank. The Contractor shall ensure that the required number of staff is deployed for duty on every day. In case of absence of any person, suitable substitute arrangement, at no extra cost to the Bank, shall be made by the Contractor. The contractor shall make substitute arrangements in the event of absence of any of the fire staff deployed by them within half hrs from the commencement of the shift. If any fireman resigns then the agency should ensure at least one week handing taking over between the outgoing and incoming fireman. All incoming firemen will have to undergo a basic test conducted by RBI Security Department. The candidates who clear test will only be permitted to get deployed at Reserve Bank of India, Chennai.
- 28.** The Contractor shall agree and undertake that the staff / service provided by the staff, deployed by him / her at the Bank, shall be to the entire satisfaction of the Bank and the Contractor should make it clear to the staff that they are employees of the Contractor and they shall have no claim/s against the Bank and the Bank shall not be liable to pay wages, salary, compensation and any other statutory benefits due to the staff under the labour laws and other litigations and the Contractor shall be responsible for providing such amenities as admissible under the law / rules / service conditions to the staff deployed by the Contractor for providing service to the Bank.
- 29.** The staff deployed by the Contractor for the services mentioned above shall be the employees of the Contractor for all intents and purposes and the persons so

deployed shall remain under the control and supervision of the Contractor. In no case, shall a relationship of employer and employee between the said persons and the Bank shall accrue / arise implicitly or explicitly. It will be the responsibility of the Contractor to ensure that no liability on this count should come on the Reserve Bank of India, Chennai in respect of any staff deployed by him / her.

- 30.** The Contractor shall ensure that none of the staff deployed by him / her will contact the Reserve Bank of India, Chennai or its Central Office and other Offices in the matter relating to payment of their dues, wages, bonus, leave relievers and uniforms, etc. The Contractor shall be responsible for the discipline, loyalty and conduct of the staff deployed by him / her.
- 31.** In case of any labour problems related to the fire safety personnel of the Contractor, the same shall be settled at the Contractor's end only. The Contractor shall indemnify the Bank suitably. The personnel / staff of the Contractor shall have no claim whatsoever against the Bank and it shall be the duty of the Contractor to clearly inform his own personnel / staff that they shall have no claim whatsoever against the Bank and they shall not raise any industrial dispute, either directly and / or indirectly, with or against the Reserve Bank of India, Chennai, in respect of any of their service conditions or otherwise. The contractor shall keep the Reserve Bank of India, Chennai indemnified against all claims whatsoever in respect of the employees deployed by the contractor, in case, any employee of the contractor so deployed enters in dispute of any nature whatsoever, it will be the primary responsibility of the contractor to contest the same. In case, Reserve Bank of India, Chennai is made party and is supposed to contest the case, the Reserve Bank of India, will be reimbursed for the actual expenses incurred towards Counsel Fee and other expenses, which shall be paid in advance by the contractor to Reserve Bank of India, on demand. Further, the contractor shall ensure that no financial or any other liability comes on Reserve Bank of India, in this respect of any nature whatsoever and shall keep Reserve Bank of India, Chennai indemnified in this respect.
- 32.** The Contractor shall ensure that no staff of his / her company / agency / firm will enter or remain in the Bank's premises beyond the specified time limits unless necessary for fulfilling the company / agency / firm's obligations and that only with the permission of the Bank.
- 33.** The Contractor shall take prior permission from the authorized Official of the Bank before deploying any staff at the Bank's Residential Colonies. No minor person shall be deployed by the contractor. The Contractor shall not engage any staff

with criminal background against whom there is any complaint registered with law enforcement agencies. However, the Bank reserves the right to reject any particular staff deployed by the Contractor under this contract, without assigning any reason therefor.

- 34.** The Contractor shall furnish a detailed duty chart of the staff deployed by him, at the beginning of every month and keep the Bank informed of any changes made in the duty chart from time to time. The duty chart for the month should give the specific names of the employees and respective duties they are required to attend to. Also, the Contractor shall submit the list of employees with changes effected, if any, on the first day of every month. The daily attendance of staff may be maintained in a register which shall be put up daily to the Official concerned of the Bank.
- 35.** The Contractor shall organize medical examination of all the staff before initial deployment and furnish the medical reports to the Bank. Further, all the staff of the Contractor are required to undergo a medical check-up through the Government / Municipal Hospital once in a year and submit Medical Certificates to the Bank at the Contractor's cost. The suggestions in this respect made by the Bank's Medical Officer / Consultant shall be scrupulously followed by the Contractor. Any person found to be medically unfit or unsuitable during the currency of the Contract shall have to be removed by the Contractor from the services immediately and suitable replacement shall have to be arranged forthwith. The Bank shall arrange for medical check-up of the staff if considered necessary by the Bank and the Contractor shall withdraw any person who is found medically unfit for the job and arrange for an appropriate substitute. The cost, if any, incurred by the Bank in this regard shall be borne by the Contractor.
- 36.** The Contractor shall arrange to issue vendor's employee ID to all staff deployed at the Bank, after submitting necessary documents in the form of antecedent verification report from the Police, Address proof, Identification proof, etc. A copy of the Aadhaar card of such persons will be furnished to the Bank before their deployment.
- 37.** The contractor shall ensure that, in case, any property of the Reserve Bank of India, Chennai related to Fire Safety Equipment is required to be taken out of the Bank's premises for refilling, repairing, pressure testing etc, it should be done after obtaining a Gate Pass signed by the designated officials of the Reserve Bank of India, Chennai.
- 38.** It shall be the responsibility of the contractor to take care of fire safety

arrangements in the Bank's Residential premises and report any matter related to fire safety to the designated officer of Reserve Bank of India, Chennai promptly. It shall be the sole responsibility of the contractor to ensure security and safety of all the property and assets, movable and immovable, related to fire safety and security of the Reserve Bank of India, Chennai.

- 39.** That the contractor shall provide two pairs of uniform per year at his own cost to the staff deployed for the work and shall include Shirt & Jacket (Shirt/Jacket-inscribed as FIRE SAFETY at the back), Black Pant, Fire Helmet, Socks, Lanyard with whistle, Jersey for winter, Rain coat/umbrella for rainy season, loaded Torches, Safety Shoes and Batons shall be provided to staff at all the posts at Contractor's own cost and the Bank, shall have no liability whatsoever on this account. Further, one dedicated mobile phone with adequate balance shall be provided to the Fire Team.
- 40.** The contractor will raise monthly invoice on Reserve Bank of India, Chennai latest by 03rd of the succeeding month. The Bank shall deduct income tax at source and Goods and Services tax at source in accordance with the statutory provisions as and when applicable and as the Central Government notifies through Gazette Notification or orders or as per the provisions of Income Tax Act, Goods and Services Tax Act from time to time and such deductions shall be effected from the date of applicability of the provisions.

41. Duty and Discipline:

The contractor shall be obliged to comply with the following:

- a) Not to permit or carry on any unlawful activity or create indiscipline in the premises of the Reserve Bank of India.
- b) To be solely responsible for employment, dismissal, termination and reemployment of its employees and shall keep the Reserve Bank of India informed of all development in this regard.
- c) To pay all dues of its employees and keep the Reserve Bank of India absolved and indemnified from any liability in this respect.
- d) To be responsible for behaviour of its employees, their turnout and uniform and ensure good conduct, cooperation and discipline towards employees/officers of Reserve Bank of India and its representatives.

e) To appropriate corrective and disciplinary action against its employees against whom the Reserve Bank of India, notifies.

f) On expiry of the agreement the agency shall be liable and responsible to make all statutory payments to its employees and make all other statutory obligation and liability and obtain suitable discharge in favour of the Reserve Bank of India, so that no liability or obligation devolve on the Reserve Bank of India.

- 42.** The Contractor shall ensure that none of his personnel on duty is in an inebriated state or consumes drug, prohibited substances, smoking, etc., while on duty or otherwise inside the Bank's premises. The Contractor shall withdraw any staff who in the opinion of the Bank is guilty of misconduct or is in any manner unfit or unsuitable for service.
- 43.** The staff engaged by the Contractor shall be the employees of the Contractor and the Contractor shall be the employer and shall have the ultimate control over them. Neither the Staff nor the Contractor shall have any right / claim over the facilities enjoyed by the RBI staff, participants, etc. The Contractor's staff shall not have any employee-employer or master-servant relationship with the Bank.
- 44.** The contractor shall get the antecedents of his personnel verified through Police channels and the verification reports shall be made available to Reserve Bank of India, Chennai prior to their deployment.
- 45.** All instructions, guidelines and specifications issued to the Contractor by the Bank must be clearly and effectively communicated by the Contractor to the staff and personnel. All instructions, guidelines and specifications must strictly be adhered to by the staff and personnel of the Contractor so that the reputation of the Bank is not compromised.
- 46.** The Contractor shall be responsible for any damage, injury, loss, annoyance, etc., caused to the Bank or its Officials, as a result of any act of misconduct or any other act or misbehaviour, etc., committed by the staff deployed by the Contractor, while they attend to the duties, covered by this Contract. The Contractor should undertake to make it clear to the staff deployed by him that the latter are the employees of the Contractor, and they shall have no claim against the Bank.
- 47.** In the event of any damage being caused to the official property of Reserve Bank of India movable or immovable or its client or to the property of the employees of the Bank due to negligence of personnel so deployed will be recoverable from the Contractor and the same shall be determined after giving due notice to the

Contractor. The Bank reserves the right to compute the damage in terms of money and to deduct the money from the bill of the Contractor or from the amount payable to the Contractor by the Bank and recover the remaining amount, if any, by way of civil damages. Decision in this regard will be taken by the Competent Authority. However, Contractor will have the right to appeal to the Regional Director whose decision will be final in the matter.

- 48.** In case of any loss or mishap to the property of the Bank due to any fire incident or disaster, the Bank will lodge the First Information Report (FIR) and the Contractor shall provide necessary help in lodging the FIR and following up the complaint with the Police.
- 49.** In case of any loss/theft/burglary to the property of the Bank, in addition to the above, it is agreed that the Regional Director/Officer-in-Charge of the Bank, Chennai, may appoint / designate any Officer of the Bank to conduct enquiry for fixing the responsibility and for directing to make good the loss. It is agreed that the decision taken by the Regional Director / Officer-in-Charge of the Bank on the report submitted by such an official or otherwise, shall be binding on the parties hereto.
- 50.** The Contractor shall ensure that none of the Fire Fighting Personnel deployed by it become member of any Union/Association formed by the employees of the Bank/Any Third Party and shall not interfere in any manner in any dispute between the management of the Bank and its employees. However, the Fire Fighting Personnel of the Contractor shall act in accordance with the law to protect the Bank's property to the best of their ability till the arrival of State Fire Services. Any breach of this provision shall be deemed to be a material breach entailing suitable consequences thereof.
- 51.** The Contractor shall not use Trademark and or trade name of the Bank or letterhead of the Bank and the relationship between the Contractor and Bank being on principal-to-principal basis, the Contractor shall not hold himself / herself as an agent of the Bank.
- 52.** The Contractor shall not use the address of the Bank on his letterhead / stationery for the purposes of Registration with any Government / Local Body or any other organization or person and no tenancy shall be created by the presence of his staff on the Bank's premises.
- 53.** The Fire Fighting Personnel of the Contractor will carry out their responsibilities to the best of their ability and capacity under the circumstances prevailing during

their duty. It shall be the Contractor's responsibility to ensure that the obligations under the terms of this Contract are duly performed and observed.

54. The Reserve Bank of India, Chennai reserves the right to amend / modify the Tender document or issue any Corrigendum to the bid process. The bidder shall not contest the right of the Bank to do the aforesaid.

55. Prevention of Sexual Harassment of Women at Workplace:

- (i) The Contractor / Agency shall be solely responsible with the provisions of 'the Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013'. In case of any complaint of sexual harassment against its employee(s) within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor / Agency and the Contractor/Agency shall ensure appropriate action under the said Act in respect to the complaint.
- (ii) 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.
- (iii) 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.
- (iv) The contractor shall be responsible for educating its employees about prevention of sexual Harassment at workplace and related issues.

56. Security Deposit/Performance Bank Guarantee:

- (i) Upon award of the contract, the successful bidder shall be required to submit a Security Deposit amounting to 5% of the total contract value. The Security deposit shall be remitted by way of remitting through NEFT / RTGS within 7 days from the acceptance of the work order, for due performance of the contract. The Security Deposit shall be refundable after the expiration or termination of the contract, provided all terms and conditions have been met, and shall not bear any interest.
- (ii) Alternatively, a Performance Bank Guarantee (PBG) of an amount

equivalent to 5% of the contract value valid for a period equivalent to 18 months from the start date of the contract may also be furnished by the successful bidder in lieu of the Security Deposit, within 7 days from the date of acceptance of offer. Upon submission of the PBG, the Earnest Money Deposit of ₹32,000/- (Rupees Thirty Two Thousand only) will be refunded to the contractor. The PBG shall be renewed for a further period if the contract is renewed by the Bank. **Any delay in the submission of the security deposit or the PBG beyond the stipulated time frame will result in a recovery of the required amount, along with an additional charge for the delay, calculated at the prevailing Bank Rate from the monthly bills. It may be noted that charge for delay in submission will be at Bank Rate. Upon Submission of the PBG, the recovered amount, excluding the charge for delay, will be refunded to the contractor.**

(iii) If the successful bidder fails to comply with the terms and conditions of the Agreement / Contract in course of the Contract period, the Security Deposit shall be forfeited in full or in part as decided by the Bank. The Security Deposit shall also be liable to be forfeited or appropriated in the event of unsatisfactory performance of the Contractor and / or loss / damage if any sustained by the Reserve Bank of India, Chennai on account of failure or negligence of the workers deployed by him or in the event of breach of agreement by the contractor.

(iv) The Security Deposit will be refunded to the Contractor within one month of the expiry of the contract only on satisfactory performance of the contractor.

57. Indemnity clause: The bidder agrees to indemnify and to keep RBI and its officers, employees, directors, and representatives indemnified against all claims (including third party claims), actions, losses, damages, costs, expenses, charges, including legal expenses which the RBI may suffer or incur on account of the default on the part of bidder due to:

(a) Violations of applicable laws, regulations, guidelines issued by the Government or other statutory authorities during the contract period; or

(b) Breach or non-performance of the terms and conditions of the contract; or

(c) Breach of the representations and warranties made by the bidder; or

(d) Negligent or fraudulent act or omission by the bidder; or any third party for reasons attributable to the bidder.

(e) The bidder shall also keep the Bank indemnified against any claim from the staff of the bidder and it shall be the duty of the bidder to clearly inform his own personnel / staff that they shall have no claim whatsoever against the Bank and they shall not raise any industrial dispute, either directly and / or indirectly, with or against the Bank, in respect of any of their service conditions or otherwise.

(f) Further the bidder shall at all times indemnify the Bank against all claims which may be made under the Workmen's Compensation Act, or rules there under or under any law or rules of compensation payable in consequence of any accident or injury sustained by any person in its employment for the purpose of this agreement. The bidder shall be solely responsible for the remuneration and other dues to its employees, as also for omissions / commissions done by them.

58. Insurance:

- (i) The successful bidder shall take "all-risk policy" for the contract value and workmen compensation policy (WCP) for the workers engaged in the work for the entire contract period.
- (ii) The All-Risk Policy and WCP should be taken in the name of the Reserve Bank of India, Chennai. The successful bidder should submit the original copies of the policies for perusal of the Bank within 15 days from the date of agreement. The Minimum cover under (Workmen Compensation Policy) shall be to the extent of wages paid to the workman deployed for the fulfilment of the contract. The successful bidder shall indemnify the Bank for any loss or damage that occur to persons or building or third party while executing the work. The Contractor shall take all precautionary measures to ensure the safety of the workmen's deployed by the Contractor and the Bank shall not be responsible in case of any eventuality during the course of their duty / off duty.

Note:

- (i) These policies shall be valid till the completion of the Contract. If the

Contractor does not provide these policies within the stipulated time, the Bank reserves the right to take the above insurance policies themselves and recover the cost thereof from the Contractor.

(ii) It should be noted that the Workmen Compensation Policy should include a notional extension of employment. The Policy should cover the employees travel to and from the workplace, and any other travel associated with work.

59. NON-DISCLOSURE CLAUSE: The Contractor shall not disclose directly or indirectly any information or materials and details of the Bank's structure/systems/equipment etc. which may come to 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 the strictest confidence. The Contractor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Contractor shall not publish, permit to be published or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Bank. The Contractor shall indemnify the Bank for any loss suffered by the employer as a result of the disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Contractor, the Bank shall be entitled to claim damages and pursue legal remedies. The Contractor shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The Contractor's obligation with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason. The Contractor and its staff shall not disclose, divulge, reveal or use for any purpose any information related to the Bank, which would reasonably be considered to be private or proprietary to the Bank, the release of which could reasonably be expected to cause harm in any manner to the Bank, which the Contractor has obtained, except as authorized by the Bank or as required by law. This obligation on the part of the Contractor vendor and its staff shall apply during the term of Agreement and indefinitely upon the termination of Agreement.

60. Renewal of Contract:

(i) The tenure of contract may be extended for further period on a yearly basis for a maximum of two more years or other shorter periods, on mutual consent, subject to satisfactory performance / service rendered by the contractor. On such

renewal of contract, annual increment on the rates decided based on the indexation formula as given below will be applicable to only Service Charge rates and not on wages to Fire Guards since any increase in wages declared by Central Government during the tenure of the contract shall be duly honoured by the Bank so as to ensure the contractor's obligation of payment of at least minimum wages to staff deployed to the Bank. However, this shall be only to the extent of meeting the payment of the minimum wages to the Fire Guards deployed at the Bank. If the wages already being paid is sufficient to meet the enhanced minimum wages requirement, no further increase will be effected in respect of payments to Fire Guards deployed.

(ii) Reliever – The tenderer shall take into consideration the requirement of posting of reliever and payment thereof while quoting the rates. No extra amount will be paid for posting of reliever i.e. the amount quoted shall be inclusive of reliever charges, besides the rate for deployment of Fire Guards.

(iii) The formula to be used for such indexation applicable only to Service Charge rates and not on wages to Fire Guards deployed, upon renewal of contract, if any, will be as follows: -

$$X = (CPIA - CPIB) / CPIB * 100$$

Where, CPIA = All India Consumer Price Index for Industrial Workers for the month to be specified in tender document, generally based on index 6 months prior to the commencement date of contract for the current year. The current year indicates the year for which the contract is to be renewed.

CPIB = All India Consumer Price Index for Industrial Workers for the month to be specified in tender document, generally based on index 6 months prior to the commencement date of contract for the previous year.

X = Percentage (%) increase for renewal of contract

(iv) Now for an instance, a contract is to be renewed for further period of one year i.e. from April 01, 2027, to March 31, 2028. The previous contract year is for a period from April 01, 2026 to March 31, 2027. Hence, the admissible increase will be as under:

CPIA	All India Consumer Price Index for Industrial Workers for the month of September 2026. (i.e., index 6 months prior to the commencement date of contract for the
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	current year.) Here, the commencement date of the contract for the current year is April 01, 2027.
CPIB	All India Consumer Price Index for Industrial Workers for the month of September 2025. (i.e., index 6 months prior to the commencement date of contract for the previous year.) Here, the commencement date of the contract for the current year is April 01, 2026.
X	$X = (CPIA - CPIB) / CPIB * 100$

61. Termination of Agreement:

The Agreement shall stand terminated, in case of insolvency of the Contractor or in the case of the Contractor entering any arrangement / compensation with his creditors. In the event of the Contractor's winding up the company, the lawful successors shall, subject to the Bank's approval, be entitled to the rights of the Contractor, under this Agreement and shall also be subject to the same liabilities, as the Contractor is subject to, under this Agreement.

- (i) The Bank shall, be entitled to terminate this agreement by giving one month's notice in writing and the Contractor shall not be entitled for any compensation in case of such earlier termination in the event of the Contractor committing any breach of any of the terms and conditions of this agreement or if the services provided by the Contractor is considered to be unsatisfactory by the Bank. The Contractor may also terminate this Agreement by giving three months' notice in writing to the Bank.
- (ii) On expiry or earlier termination of this agreement, the Contractor and the Fire Fighting Personnel shall vacate the premises immediately, without causing any damage to the premises and property of the Bank. The contractor shall remove all workers deployed by him on termination of the contract or on expiry of the contract from the premises of the Reserve Bank of India, Chennai and ensure that no such persons shall create any disruption/hindrane/problem of any nature in the Reserve Bank of India, Chennai either explicitly or implicitly. For the purpose of ascertaining whether any such damage has been caused an officer of the Bank may be designated to assess the extent of damage and the

likely expenditure to be incurred and submit a report to the Regional Director / Officer-in-charge for taking a decision thereon which shall be binding on the parties hereto. Any expenditure incurred by the Bank to rectify or repair the damage caused by the Contractor or its personnel shall be recovered from the amounts to be paid to the Contractor, including by way of encashment of the security deposit.

62. Penalty:

- The Bank will impose a penalty of **₹1,000/- per day per person** if any Fire Safety Personnel deployed by the contractor is found absent from the post or sleeping while on duty or if the contractor fails to deploy 100% fire staff in each shift.
- For details regarding other regularities/deficiencies, the [ANNEXURE-XIX](#) may be referred to.

63. Liquidated Damages and Immediate Termination:

- In case of breach of any/or more of the terms and conditions of the contract and/or services provided by the contractor are found not satisfactory (not maintaining the man power, found not alert on duty, indiscipline and improper uniform/turnout etc.) during any period of the agreement, an appropriate penalty will be levied as mentioned in this tender document and if the performance continues to be unsatisfactory or the contractor breaches of any/or more of the terms and conditions of the contract again post the penalty, the services of the contractor can be terminated by giving a short notice of **seven days** depending upon the severity of the non-satisfactory service/breach.
- The nature of deficient service for which penalty can be imposed or contract shall be cancelled / terminated will be decided solely at the discretion of the Bank. The penal action may also include disqualifying the firm / PFSA for participation in the future tenders of the Bank.
- For deficiency in services and serious inconvenience caused to the Bank and its officials, liquidated damages not exceeding 25% of the estimated bill for the relevant instance may become leviable. However, the Bank will levy it only after giving due notice. In case of dispute an appeal may be made to the Regional Director, whose decision will be final in the matter.

However, the Bank reserves the right to impose liquidated damages up to 10% of the contract amount. In the event of liquidated damages reaching 10% of the contract amount, the Bank reserves its right to terminate the contract and the contractor shall be liable to risk and cost.

64. Force Majeure:

The Bidder / Successful Bidder shall not be liable for forfeiture of its EMD / Security Deposit (Bank Guarantee) or for payment of liquidated damages or termination for default, if the delay in performance or other failure to perform its obligations under the Contract is a result of an event of Force Majeure. For purposes of the clause, "Force Majeure" means an event beyond the control of the Bidder / Successful Bidder and not involving the Bidder's / Successful Bidder's fault or negligence and not foreseeable. Such events may include wars or revolutions, fires, floods, epidemics, quarantine restrictions, freight embargoes, etc. The Bank will decide whether delay or failure on the part of the Bidder / Successful Bidder was the result of an event beyond his control or not. The decision of the Bank in this regard should be final and binding on the Bidder / Successful Bidder and will not be open to question before any Court / forum in any proceedings.

65. Disputes Resolution:

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

each as an arbitrator on their behalf. The two arbitrators nominated by the parties shall nominate one more person to act as third arbitrator or umpire.

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

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

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

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

f) All disputes arising shall be subject to the exclusive jurisdiction of competent court at Chennai in case of failure of arbitration process.

66. Failure to Exercise Bank's Rights: Any omission on the part of the Bank at any time to exercise any of its rights under the terms and conditions of engagement of firefighting personnel under this contract, shall not be deemed to amount as waiver on the part of the Bank of its rights and in no way impair or affect the validity of the terms and privileges of the Bank to enforce its rights at any time subsequently.

67. Jurisdiction: All disputes arising out of or in any way connected with this agreement shall be deemed to have arisen at Chennai and only Courts in Chennai shall have jurisdiction to determine the same.

I / We accept all the Terms & Conditions, Specifications and Guidelines as indicated in the Tender Document including the penalty clauses.

(Signature and Name of the authorized person of the firm / bidder with office seal)

Name: _____

ANNEXURE I

ARTICLES OF AGREEMENT

THIS AGREEMENT is made at Chennai on this day of _____ 2026 between the Reserve Bank of India (hereinafter referred to as 'the Bank') constituted under the provisions of the Reserve Bank of India Act, 1934, having its Central Office at Shahid Bhagat Singh Road, Fort, Mumbai-400 001 and one of the Regional Offices at Rajaji Salai, Fort Glacis, Chennai-600001, (hereinafter referred to as 'the Bank' which expression shall unless repugnant to the context or meaning thereof be deemed to mean and include its successors and assigns of the **ONE PART**, represented by the authorized official _____

(P&S) Reserve Bank of India, Protocol and Security Establishment, Chennai **AND**,
_____ having its office situated
_____ through its

(hereinafter referred to as 'the Contractor') which expression shall unless repugnant to the context or meaning thereof be deemed to mean and include its successors and assigns of the **SECOND PART**.

WHEREAS

2. The Bank being desirous of providing fire safety measures to the Reserve Bank of India, Anna Nagar Quarters situated at 15th Main Road, Anna Nagar West, Anna Nagar, Chennai - 40 as shown in [ANNEXURE -A](#) to this agreement, enters into a contract/agreement as per the terms and conditions laid down in this agreement. The tender document is to be read as part and parcel of this agreement.

3. The Bank has agreed to avail the Fire Fighting services provided by the Contractor and the Contractor has agreed to provide the Fire Fighting services and to duly execute the contractual services contemplated under the aforesaid Tender Notification on the terms and conditions hereinafter contained in addition to and, unless expressly specified hereinafter, not in derogation of the Terms and conditions stipulated in the Tender Notification.

NOW THIS AGREEMENT WITNESSETH AS UNDER:

4. The agreement shall be effective for a period of one year commencing from April 01, 2026, to March 31, 2027, which may be extended for a maximum period of two years (one year at a time) subject to satisfactory performance of the Contractor and adherence to contractual obligations which shall be assessed at the sole discretion of the Bank.

5. The Contractor shall obtain license, if any, required under the Local or Central laws for providing Fire Fighting services to the Bank. The Bank is not responsible for obtaining of any license and permission from any authority of the State Government or Central Government.

6. The Contractor shall get the antecedents of the personnel to be deployed/ verified by the police authorities and submit their reports to the Bank before the deployment of personnel.

7. The Contractor shall provide The Tenderer has to provide One Firemen round the clock i.e. in three shifts (total 03 Firemen), (6.00 A.M. to 2.00 P.M., 2.00 P.M. to 10.00 P.M. and 10.00 P.M. to 6.00 A.M) at Reserve Bank of India, Anna Nagar Quarters.

8. The strength of Fire Fighting Personnel can be increased / decreased after mutual consultation. However, considering the nature and gravity of the perceived threat the overall strength cannot be reduced below one Fire Guards per shift for three shifts in Anna Nagar Staff Quarters or any other location of the Bank. In case of an increase of any threat (or) for any other reasons, if the Bank issues directions for deployment of more Fire Fighting Personnel, the Contractor has agreed to abide by such directions/instructions received from the Bank from time to time.

9. The value of the annual contract is ₹..... (Rupeesonly). The Bank will normally make all payments due under this Agreement (the payment in respect of the preceding month) within 10 working days of receiving the invoice provided the bill is correct in all respects, have the relevant documents attached and submitted within the prescribed time frame. The payment will be made against the printed bill which should be properly signed by the authorised signatory with proper stamp as used by the Contractor. The bill shall, for this purpose reach this office on or before 3rd of each month. The bill will be settled on actual services provided and not on notional basis. The Contractor has agreed to furnish a certificate every month to the effect that the salary/wages are paid to all workmen as per the pay released by the Bank and necessary statutory payments have been made to concerned Government agencies. **The Contractor is responsible for payment of minimum wages vide notification by the Chief**

Labour Commissioner, Ministry of Labour and Employment, New Delhi from time to time. The Bank shall pay the notified minimum wages on claim made by the Contractor.

10. The payment of wage bill as claimed by the Contractor shall be paid in full by the Bank through ECS / NEFT only.

11. The Contractor shall ensure that the Fire Fighting Personnel provided are well turned out, maintain discipline, and have good behavior. They shall not in any manner cause any interference, annoyance, nuisance to the management of the Bank or to its business/ work or to its employees/customers/contractors engaged/employed by the Bank and report for duty promptly and punctually 15 minutes before the start of their respective shifts. At the end of shift a proper handing/taking over of charge shall be done and the Contractor shall maintain the records thereof.

12. In case any firefighting personnel is considered by the Bank as inefficient/undesirable, for any reason whatsoever or is found misbehaving or apprehended for any offence or not alert, the Bank's decision shall be final. The Contractor shall immediately withdraw such personnel from the Bank's premises and shall not depute those personnel for duty in the Bank's premises again without prior approval of the Bank.

13. The Contractor at his own expense shall provide two pair of uniforms per year for the Fire Fighting Personnel for both summer and winter seasons in addition to other accessories such as fluorescent Jacket - inscribed as FIRE SAFETY at the back, Fire helmet, Safety shoes, Socks, Lanyard with whistle, Jersey for winter, Rain coat/umbrella for rainy season, loaded torches and batons etc. required for effective discharge of services to the Bank.

14. The Fire Fighting Personnel of the Contractor will carry out their responsibilities to the best of their ability and capacity under the circumstances prevailing during their duty. It shall be the contractor's responsibility to ensure that the obligations under the terms of this contract are duly performed and observed.

15. The Fire Fighting Personnel posted / deployed shall be under the supervision and direction of the Bank's Protocol & Security Officer and / or other officer/s as decided by the Bank. To ensure effective implementation of this contract, the Regional Director or an officer of the Bank so designated may issue instructions, either orally or in writing to the Contractor and such instructions shall be deemed to be part and parcel of this contract and shall be binding on the

Contractor. In all matters relating to or incidental to this contract, if there arises any doubt or dispute or disagreement, the decision of the Regional Director shall be final and binding on the Contractor.

16. The Bank shall have the power to issue necessary instructions concerning duty, discipline of the Fire Personnel, the responsibilities to be carried out and checking to be done by the Fire Fighting Personnel and suggest methods of doing which will be acted upon promptly in its spirit.

17. The Bank will not be responsible for any accident or injury caused to any Fire Fighting Personnel during the course of their duty / off duty. And thus, the Fire Fighting personnel will not be entitled for any compensation from the Bank and the Contractor is responsible for payment of any such compensation.

18. The Contractor reserves the right for transferring the Fire Fighting Personnel for effective Fire Fighting services after informing the Bank.

19. Articles/property of the Bank, which are kept in the rooms of the Fire Fighting Personnel concerned, shall be in custody of the Fire Fighting Personnel on duty. While leaving the room, they should lock the rooms. Keys shall remain with the employee of the Bank nominated for that purpose.

20. The Contractor agrees and undertakes that the Fire Fighting services provided by the Fire Fighting Personnel shall be to the entire satisfaction of the Bank and the Contractor will make it clear to the Fire Fighting Personnel that they are employees of the Contractor, and they shall have no claims against the Bank. And the Bank shall not be liable for the wages, salary, compensation, and any statutory benefits due to the Fire Fighting Personnel under the labour laws and other legislations. That the Contractor shall be responsible for providing such amenities as admissible under the law/rules/service conditions to the Fire Fighting Personnel employed by the Contractor.

21. The Contractor shall ensure that none of the Fire personnel posted by them will contact the Reserve Bank of India, Fort Glacis, 16, Rajaji Salai, P.B.No.40, Chennai 600 001, or the Bank's Office at Mumbai in the matter relating to payment of their dues, wages, bonus, leave relievers and uniforms etc. The Contractor shall be responsible for the discipline, loyalty and conduct of the Fire Fighting Personnel deployed by them.

22. The Contractor shall comply with provisions of all statutes and the relevant regulations for firefighting services including Minimum Wages Act, 1948 and rules framed thereunder from time to time. The Contractor shall ensure that the wages paid to the workforce are credited to their savings bank account on or before 7th of every month irrespective of the receipt of payment from the Bank. The Contractor shall be responsible for non-compliance with the provisions of any statute or rules framed thereunder. The Contractor will indemnify the Bank in case of any loss, claim, penalty etc., against the Bank for violation of any of the provisions, statutes and rules framed by the Government/Authorities. The Contractor shall furnish a certificate every month regularly to the Bank with the bill that they are complying with the provisions of all statutes and rules applicable.

23. At any time during the currency of this Agreement, the Contractor is found to be disqualified to carry on the business of Private Fire Safety Agency, the Bank shall have the right to terminate the contract without any notice and the Contractor shall not be entitled for any damages or compensation.

24. The Contractor will indemnify the Bank against any claim, loss, damage occurred or caused to the Bank due to willful acts or omissions or carelessness or negligence of the Fire Fighting Personnel employed by the Contractor, while on duty.

25. In case of any loss or mishap to the property of the Bank due to any fire incident or disaster, the Bank will lodge the First Information Report (FIR) and the Contractor shall provide necessary help in lodging the FIR and following up the complaint with the Police.

26. In case of any loss/theft/burglary to the property of the Bank, in addition to the above, it is agreed that the Regional Director/Officer-in-Charge of the Bank, Chennai, may appoint / designate any Officer of the Bank to conduct enquiry for fixing the responsibility and for directing to make good the loss. It is agreed that the decision taken by the Regional Director / Officer-in-Charge of the Bank on the report submitted by such official or otherwise, shall be binding on the parties hereto.

27. The Contractor shall ensure that none of the Fire Fighting Personnel deployed by it become member of any Union/Association formed by the employees of the Bank/Any Third Party and shall not interfere in any manner in any dispute between the management of the Bank and its employees. However, the Fire Fighting Personnel of the Contractor shall act in accordance with the law to protect the Bank's property to the best of their ability till the arrival of State Fire

Services. Any breach of this provision shall be deemed to be a material breach entailing suitable consequences thereof.

28. The Contractor shall be responsible for payment of any tax / charges levied by Central / State Government or any other competent authority on the services being provided by the company during the period of Agreement from the dates mentioned in the Notifications without any representation whatsoever.

29. The Bank shall deduct income tax at source and Goods and Services tax at source in accordance with the statutory provisions as and when applicable and as the Central Government notifies through Gazette Notification or orders or as per the provisions of Income Tax Act, Goods and Services Tax Act from time to time and such deductions shall be effected from the date of applicability of the provisions.

30. It is agreed that in case of any dispute arising out of this agreement, the matter will first be resolved through mutual dialogue and conciliation, failing which the dispute shall be resolved through arbitration as per the provisions of the Arbitration & Reconciliation Act, 1996, comprising one representative from each of the Contractor and the Bank as Arbitrators and third arbitrator appointed by the representatives of both the parties. The decision of the arbitrators shall be binding on both the parties.

31. Prevention of Sexual Harassment of Women at Workplace:

- i. The Contractor / Agency shall be solely responsible with the provisions of '**the Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013**'. In case of any complaint of sexual harassment against its employee(s) within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor / Agency and the Contractor/Agency shall ensure appropriate action under the said Act in respect to the complaint.
- ii. 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.
- iii. 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.

- iv. The contractor shall be responsible for educating its employees about prevention of sexual Harassment at workplace and related issues.

34. The Bank shall, be entitled to terminate this agreement by giving one month's notice in writing and the Contractor shall not be entitled for any compensation in case of such earlier termination in the event of the Contractor committing any breach of any of the terms and conditions of this agreement or if the services provided by the Contractor is considered to be unsatisfactory by the Bank. The Contractor may also terminate this Agreement by giving three months' notice in writing to the Bank.

35. On expiry or earlier termination of this agreement, the Contractor and the Fire Fighting Personnel shall vacate the premises immediately, without causing any damage to the premises and property of the Bank. For the purpose of ascertaining whether any such damage has been caused an officer of the Bank may be designated to assess the extent of damage and the likely expenditure to be incurred and submit a report to the Regional Director / Officer-in-charge for taking a decision thereon which shall be binding on the parties hereto. Any expenditure incurred by the Bank to rectify or repair the damage caused by the Contractor or its personnel shall be recovered from the amounts to be paid to the Contractor, including by way of encashment of the security deposit.

(36) RELATIONSHIP OF THE PARTIES:

(a) The parties are independent contractors. Nothing in this Agreement or in the activities contemplated by the parties pursuant to this Agreement shall be deemed to create an agency, partnership, employment, or joint venture relationship between the parties. Each party shall be deemed to be acting solely on its own behalf and unless expressly stated has no authority to pledge the credit of or perform any acts or make any statements on behalf of the other party. Neither party shall represent any person or permit any person to act upon the belief that it has any such authority from the other party. Neither party's officers or employees, agents or contractors shall be deemed officers, employees, agents, or contractors of the other party for any purpose.

(b) The contractor shall not use the mark and name of the Bank or letterhead of the Bank and the relationship between the contractor and the Bank being on principal-to-principal basis, the contractor shall not hold himself/ herself as an agent of the Bank. The contractor shall not use the Bank's address on his letterhead/ stationery for purposes of Registration with any Government/ Local Body or any other organization or person and no tenancy shall be created or deemed to be created by the presence of his workmen/ employee / his Fire Fighting Personnel on the Bank's premises.

(37) ASSIGNMENT:

The Contractor shall not assign or transfer any of its obligations or rights under this Agreement to a third party without consent of the Bank in writing.

(38) NON-DISCLOSURE CLAUSE: The Contractor shall not disclose directly or indirectly any information or materials and details of the Bank's structure/systems/equipment etc. which may come to 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 the strictest confidence. The Contractor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Contractor shall not publish, permit to be published or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Bank. The Contractor shall indemnify the Bank for any loss suffered by the employer as a result of the disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Contractor, the Bank shall be entitled to claim damages and pursue legal remedies. The Contractor shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The Contractor's obligation with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason. The Contractor and its staff shall not disclose, divulge, reveal or use for any purpose any information related to the Bank, which would reasonably be considered to be private or proprietary to the Bank, the release of which could reasonably be expected to cause harm in any manner to the Bank, which the Contractor has obtained, except as authorized by the Bank or as required by law. This obligation on the part of the Contractor vendor and its staff shall apply during the term of Agreement and indefinitely upon the termination of Agreement.

39. INDEMNITY CLAUSE: The bidder agrees to indemnify and to keep RBI and its officers, employees, directors, and representatives indemnified against all claims (including third party claims), actions, losses, damages, costs, expenses, charges, including legal expenses which the RBI may suffer or incur on account of the default on the part of bidder due to:

- (a) Violations of applicable laws, regulations, guidelines issued by the Government or other statutory authorities during the contract period; or
- (b) Breach or non-performance of the terms and conditions of the contract; or
- (c) Breach of the representations and warranties made by the bidder; or
- (d) Negligent or fraudulent act or omission by the bidder; or any third party for reasons attributable to the bidder.
- (e) The bidder shall also keep the Bank indemnified against any claim from the staff of the bidder and it shall be the duty of the bidder to clearly inform his own personnel / staff that they shall have no claim whatsoever against the Bank and they shall not raise any industrial dispute, either directly and / or indirectly, with or against the Bank, in respect of any of their service conditions or otherwise.
- (f) Further the bidder shall at all times indemnify the Bank against all claims which may be made under the Workmen's Compensation Act, or rules there under or under any law or rules of compensation payable in consequence of any accident or injury sustained by any person in its employment for the purpose of this agreement. The bidder shall be solely responsible for the remuneration and other dues to its employees, as also for omissions / commissions done by them.

40. The stamp duty on this agreement and duplicate thereof shall be borne by the Contractor. The original agreement shall be retained by the Bank and the Contractor shall retain the duplicate.

41. Penalty Clause:

The Bank will impose a penalty of **₹1,000/- per day per person** if any Fire Safety Personnel deployed by the contractor is found absent from the post or sleeping while on duty or if the contractor fails to deploy 100% fire staff in each shift.

For details regarding other regularities/deficiencies, the [ANNEXURE-XIX](#) may be referred

42. Force Majeure:

The Bidder / Successful Bidder shall not be liable for forfeiture of its EMD / Security Deposit (Bank Guarantee) or for payment of liquidated damages or termination for default, if the delay in performance or other failure to perform its obligations under the Contract is a result of an event of Force Majeure. For purposes of the clause, "Force Majeure" means an event beyond the control of the Bidder / Successful Bidder and not involving the Bidder's / Successful Bidder's fault or negligence and not foreseeable. Such events may include wars or revolutions, fires, floods, epidemics, quarantine restrictions, freight embargoes, etc. The Bank will decide whether delay or failure on the part of the Bidder / Successful Bidder was the result of an event beyond his control or not. The decision of the Bank in this regard should be final and binding on the Bidder / Successful Bidder and will not be open to question before any Court / forum in any proceedings.

43. CONFIDENTIALITY:

The Parties hereby agree that upon execution of this Agreement they shall not directly or indirectly in any capacity make use of or disclose or permit to be disclosed to any other person (except as may be necessary to comply with any statutory obligations or the order of the court or tribunal) any confidential information relating or belonging to the other Party which comes into its possession or knowledge directly or indirectly as a consequence of this Agreement. The parties hereto agree specifically that all material and information which has or will come into possession or knowledge of either Party in connection with this Agreement or the performance hereof, consists of confidential and proprietary information, whose disclosure to or use by third parties will be damaging or cause loss, harm to the other Party. The Parties agree to hold such material and information in strict confidence, and not to make use of the same other than for the due performance of this Agreement. In case of any conflict due to interpretation, the English version of the contract will be final and binding.

44. Unless otherwise communicated, the addresses of the parties to Agreement for communication in respect of any matter relating to this agreement is as under:

Name of the company/firm/agency
Address of the company/firm/agency

Reserve Bank of India
Fort Glacis, 16, Rajaji Salai,
Chennai – 600 001

AUTHORITY TO SIGN;

The parties hereto expressly represent that the respective signatories executing and signing this Agreement are authorized by the respective parties to sign and execute this Agreement.

IN WITNESS WHEREOF, the parties have caused their common seal to be affixed to these presents and the duplicate, the day and year first hereinabove written.

Reserve Bank of India,
Chennai

Name of the company/firm/agency
Address of the company/firm/agency

Witness:

Witness :

1.

1.

2.

2.

ANNEXURE-A**Reserve Bank of India – Chennai
Details of deployment of Fire Guards****Deployment Chart**

Name of the Property Reserve Bank of India, Anna Nagar Quarters situated at 15 th Main Road, Anna Nagar West, Anna Nagar, Chennai -40	Category	Total requirement	Shift wise strength			Duty Hours per shift
			I	II	III	
	Fire Guards	3	1	1	1	8 hours
Total		3				

ANNEXURE II

Ref: Annual Service Contract for Providing Services of Fire Guards at Reserve Bank of India, Anna Nagar, Chennai -600040

(To be given on Applicant's letter head)

The Regional Director
Reserve Bank of India
Fort Glacis, Rajaji Salai
Chennai – 600001

Application for Annual Service Contract for Providing Services of Fire Guards at Reserve Bank of India, Anna Nagar, Chennai -600040

Madam

In connection with the above and in full agreement with the terms and conditions as stipulated by Reserve Bank of India, Chennai, in the tender document floated vide e-tender no.

RBI/Chennai Regional office/Others/2/25-26/ET/787 [AMC for Fire services at RBI, Anna Nagar Quarters],

I/We state as under:

1. I/We understand that at least minimum wages as per Minimum Wages of the Central Government will be required to be paid to the staff being deployed to the Bank as per the terms and conditions stipulated by the Central Government from time to time / other authorities concerned from time to time. In addition, I/We also understand that all statutory payments like EPF / ESI / Bonus / Gratuity, etc., also need to be paid as prescribed under various statutes, by me / us. In case, I/We are awarded the work, we undertake to strictly comply with the aforesaid requirements.
2. In case, I/We are awarded the contract, I/We is/are agreeable to deposit Security Deposit (SD) @ 5 % of the cost of work awarded on completion of successful bid. The amount of SD will be in favour of The Regional Director, Reserve Bank of India, Chennai. No interest will be paid by the RBI on the SD amount. 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, Chennai.
3. I/We also understand that the Regional Director, Reserve Bank of India, Chennai has the right to accept or reject my/our application without assigning any reasons whatsoever and

his/her decision will be binding on me/us.

4. I / we have valid registration in respect of Employees Provident fund / Employees State Insurance / GST etc., copies of the above are enclosed herewith.

5. I / we shall comply with the provisions of “the Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013” and I / we shall be solely responsible. in this regard.

Authorized Signatory

(With Name & Seal)

Date:

ANNEXURE III**DETAILS / PARTICULARS OF THE FIRE SAFETY AGENCY**

Sl. No.	Particulars to be filled in by the Company / Firm / Agency	Details to be furnished
1	Name of the Company / Firm / Agency	
2	Regd. Office / Business address of the company / Firm / Agency along with Telephone No., Mobile No., fax number and E-mail, if any (a) Whether having own office/Branch at Chennai. (if so, details thereof) (b) Whether having office at any other important cities of Tamil Nadu (if so, details thereof)	
3	Date of incorporation / Constitution	
4	Work experience – Details of work experience as per requirements in the prequalification criteria supported by work orders, documents/certificates. The details along with documentary evidence of previous experience, if any, of providing Fire Fighting staff/services for Reserve Bank of India at any centre or government/semi-govt. / Public Sector Undertakings / banks / MNCs should also be given.	
5	Creditworthiness of the Agency and their turn-over during the specified period (year-wise). Copies of the Income Tax clearance certificates / Income Tax Assessment orders along with latest final accounts of the business of the Agency duly certified by a Chartered Accountant should be enclosed in proof	

	of their creditworthiness and turn over for previous three years viz., 2022-23 ,2023-24 and 2024-25.	
6	Whether registered with Labour Department under the Contract Labour (Regulation and Abolition) Act, 1970. If yes, indicate date of registration	
7	Whether the firm / company is adhering to Minimum Wages Act, other provisions relating to Provident Fund deduction or any other legal provisions relating to providing of trained fire safety personnel (Fire Guards)	
8	Whether the firm / company is registered with the PF, ESIC and registration is currently valid?	
9	Whether the firm/company is regularly remitting the GST (Please enclose copies of the above)	
10	Name and address of bankers (full detail) along with following details: a) Working capital available on an average b) Bank finance availed (if any) c) Working capital limit availed	
11	Name and address of clients along with full details	
12	Indicate if involved in any litigation. If yes, provide details and present position	
13	Any civil suits pending in any of the orders executed, give details	
14	Registration Nos. under various Statutory Acts viz. GST, EPF, ESI, Labour License, Professional Tax, PAN (copy of registration certificate to be enclosed)	

	GST	
	EPF	
	ESI	
	Labour License	
	Professional Tax	
	PAN (Copies of income-tax returns for last 3years to be enclosed)	
15	Number of Manpower on roll	

DECLARATION

1. The above information is true to the best of my knowledge and if any information is found untrue or false I may be debarred from the tender process / being given the contract.
2. I / We agree to abide by the terms and conditions stipulated by the Bank and mentioned in Annexure.
3. I / We understand that the Bank reserves the right to accept or reject any or all the tender either in full or in part without assigning any reason thereof.

Dated: _____

Signature

Name and seal of the TENDERER

ANNEXURE III A

TECHNICAL EVALUATION MATRIX

In case of more than one L1 bid, the Tenderers will be judged on the basis of the evaluation parameters as mentioned below and the bid will be awarded to the Tenderer who is having higher matrix score. Tenderers will be required to furnish documentary evidence in support of their claims on the following parameters:

i. Number of years in operations	Max 25 Marks
a) Up to 5 years	10 Marks
b) More than 5 years and up to 10 years	15 Marks
c) More than 10 years and up to 15 years	20 Marks
d) More than 15 years	25 Marks
ii. Turnover (Last Financial Year)	Max 25 Marks
a) Up to 1 Crores	10 Marks
b) More than 1 Crores and up to 2 Crores	15 Marks
c) More than 2 Crores and up to 5 Crores	20 Marks
d) More than 5 Crores	25 Marks
iii. Number of Manpower on Roll	Max 25 Marks
a) Up-to 100	10 Marks
b) More than 100 and up to 500	15 Marks
c) More than 500 and up to 1000	20 Marks
d) More than 1000	25 Marks
v. Quality Related Marks*	Max 15 Marks (consolidated Score)
*Marks will be awarded for a,b separately	
a) ISO (Less than 3 years)	05 Marks
b) ISO (3-10 years)	15 Marks

ANNEXURE IV A**Details of previous experience (Before March 31, 2021)**

Sl. No.	Nature of service rendered	Name, address & telephone number of the client (Govt. / Semi-Govt / Banks /Others)	Name, full address & telephone number of the person concerned under whom the work was carried out	Number of persons deployed

Signature of the applicant with Seal**Date:**

ANNEXURE IV B**Details of previous experience (After March 31, 2021)**

Sl. No.	Nature of service rendered	Name, address & telephone number of the client (Govt. / Semi-Govt / Banks /Others)	Name, full address & telephone number of the person concerned under whom the work was carried out	Number of persons deployed

Signature of the applicant with Seal**Date:**

ANNEXURE IV C**Details of works presently being executed by the Bidder**

Sl. No.	Nature of service rendered	Name, address & telephone number of the client (Govt. / Semi-Govt / Banks /Others)	Name, full address & telephone number of the person concerned under whom the work was carried out	Number of persons deployed

Signature of the applicant with Seal**Date:**

ANNEXURE V**Details of Bankers**

(To be given on applicant's letterhead)

Particulars	Banker 1	Banker 2 (if any)
Name of the Bank		
Name of the Branch		
IFSC		
Email-id of Branch.		
Postal address of Branch		
Telephone Number/ Mobile Number of Branch		
Type of Account and Account number (Savings/Current/Cash Credit)		
The period from which the tenderer has been banking with the banker (Specify the number of years and months).		
Any other information which the tenderer may like to furnish about its bankers		

Signature of the Authorized Official with Seal**Date:**

ANNEXURE VI

Annual Turnover for the last three years

Years	Total Annual Turnover	Turnover from only Annual Service Contracts
2022-23		
2023-24		
2024-25		

Signature of the Authorized Official with Seal

Date:

ANNEXURE VII

PART II- PRICE (FINANCIAL) BID SCHEDULE OF QUANTITIES

Service Contract for Deployment of Fire Safety Personnel (Fire Guards) at Anna Nagar Staff Quarters, Reserve Bank of India, Chennai:

The rates should be in conformity to Minimum Wages Act 1948 as published by Central Government. Kindly note that the State Government prescribed rates are not to be quoted

(This format is given only for illustrative purposes. Price Bid should not be uploaded along with Part-I Technical Bid. It should be submitted online only through MSTC Portal for Price Bid format. Submission of price bid in any form other than online as mentioned above may lead to disqualification of tender. **Further, the prices should be quoted exclusive of GST. GST @ 18% or as specified by GST council will be added automatically to each quoted rate while quoting to arrive at final rates).**

Sl. No.	Description	(A)	(B)	(C)	(D)
		No. of persons required in each day	Rate per person per day	Unit	Annual Cost
1.	Cost of deploying one Fire Guards to the Bank in each shift of eight hours per day, round the Clock (24 x7) including applicable reliever charges. Quote rate for one Guard for one day exclusive of GST. The System will automatically calculate for 3 guards for 365 days.	3	B1	Each	$D1=(3*B1*365)$
2.	Service Charge (Tenderer shall quote amount of service charge, not percentage, for 365 days). Quote lumpsum charges for all 365 days exclusive of GST.	B2		Lumpsum	D2

Note:

1. Rate towards deployment of Fire Guards should be quoted in lumpsum inclusive of all expenses to be incurred including all taxes (except GST), all statutory charges, cess, reliever charges, etc., or any other applicable tax/charges levied by the Govt. and should be in compliance with the requirement of payment of at least minimum wages i.e. **(Basic + VDA)** as specified by Chief Labour Commissioner, Government of India, vide its order File No.1/6(1)/2025-LS-II dated September 25, 2025 under Category Industrial workers – **Watch And Ward (Without Arms) for Fire Guards – Area 'A' and applicable statutory payments thereon.**
2. **The rates quoted are inclusive of applicable reliever charges. No extra amount will be paid for posting of reliever/s.**
3. The Financial Bid is liable to be rejected if any of the above rates are found not to be in compliance with the respective statutory laws.
4. Minimum rates of wages (plus VDA) will be revised as per the Notification issued by the Chief Labour Commissioner (Central), Ministry of Labour & Employment from time to time, i.e. 1st April and 1st October every year.
5. Service Charge should be quoted in absolute value not in percentage. It may be noted that the service charge will not be revised during the entire period of contract. **Tenderer quoting "NIL" Service Charge is also liable to be rejected.**
6. The rates should be quoted inclusive of all expenditure on providing managerial supervisory/administrative services by all means to get the work done through deployed Fire-fighting staff.

In response to the above and in full agreement with the terms and conditions and the pre- qualification criteria as stipulated by you; I/We state as under: -

- a) The rates quoted are as per the latest central minimum wages under WATCH & WARD (without arms) for Firemen.
- b) The rates quoted are inclusive of reliever charges.
- c) The rates quoted are inclusive of other applicable mandatory charges i.e., EPF, ESI, EDLI, Bonus etc. and are in conformity with the corresponding statutory provisions.
- d) I/We agree that the Financial Bid is liable to be rejected if any of the above rates are found not to be in compliance with the respective statutory laws.
- e) I/We have gone through the terms and conditions and am agreeable to them.

Authorized Signatory

(With name and seal)

Date:

ANNEXURE VIII

PROFORMA OF BANK GUARANTEE FOR PERFORMANCE SECURITY DEPOSIT

(On Non-Judicial Stamp Paper of appropriate value purchased in the name of the issuing bank)

Place: _____

Date: _____

The Regional Director
Reserve Bank of India,
16, Fort Glacis, Rajai Salai
Chennai -600001

Madam/ Dear Sir,

Service Contract for Deployment of Fire Safety Personnel (Fire Guards) at Reserve Bank of India, Anna Nagar Quarters, Chennai -600040 - Bank Guarantee for PERFORMANCE SECURITY DEPOSIT

WHEREAS

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

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

NOW THIS GUARANTEE WITNESSETH

1. We (Name of the Bank) do hereby agree with and undertake to RBI, their Successors, Assigns that in the event of the RBI coming to the conclusion that the 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. _____ (Rupees _____ only) or any lower amount that may be demanded by the RBI. Our guarantee shall be treated as equivalent to the Performance Guarantee Amount for the due performance of the obligations of the Contractor under the said Contract, provided, however, that our liability against such sum shall not exceed the sum of Rs. _____ (Rupees _____ only).

2. We also agree to undertake to and confirm that the sum not exceeding Rs. _____ (Rupees _____ only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the RBI on receipt of a notice in writing stating that the amount is due to them and we shall not ask for any further proof or evidence and the notice from the RBI shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. 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 Rs. _____ (Rupees _____ only).

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

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

d) This guarantee shall remain in force upto _____ (60 days beyond the Defect liability period) provided that if so desired by the RBI, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.

e) Our liability under these presents will terminate unless these presents are renewed as provided hereinabove on the _____ or on the day when our said constituents comply with their obligations, as to which a certificate in writing by the PD Manual - Amendment Slip incorporated up to May 07, 2024 RBI alone is the conclusive proof whichever date is later. Unless a claim or suit or action is filed against us within _____ or any extended period, all the rights of the RBI against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

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

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

Signature of authorized Bank official

Name:

Designation

Stamp/ Seal of the Bank

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

Witness 1

Signature

Name

Address

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

PROFORMA OF BANK GUARANTEE FOR EARNEST MONEY DEPOSIT/BID SECURITY

(On Non-Judicial Stamp Paper of appropriate value)

Place: _____

Date: _____

The Regional Director

Reserve Bank of India,

16, Fort Glacis, Rajai Salai

Chennai -600001

Dear Sir,

Name _____ **of** _____ **Work** _____
.....
.....

Ref.: NIT/Advt.No. _____ date _____

WHEREAS

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

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

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

NOW THIS GUARANTEE WITNESSETH

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

2. We also agree to undertake to and confirm that the sum not exceeding Rs. _____ (Rupees _____ only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the RBI on receipt of a notice in writing stating that the amount is due to them and we shall not ask for any further proof or evidence and the notice from the RBI shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. We undertake to pay the amount claimed by the RBI within a period of one week from the date of receipt of the notice as aforesaid.

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

This guarantee shall not be revoked by us without prior consent in writing of the RBI. We hereby further agree that –

a) Any forbearance or commission on the part of the RBI in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said tender and/or hereunder or granting of any time or showing of any indulgence by the RBI to the Tenderer or any other matters in connection therewith shall not discharge us in any way and our obligation under this guarantee. This guarantee shall be discharged only by the performance by the Tenderers of their obligations and in the event of their failure to do so, by payment by us of the sum not

exceeding Rs. _____ (Rupees
_____ only).

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

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

d) This guarantee shall remain in force up to _____
(six months from the 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)

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

**FORMAT FOR LETTER OF AUTHORIZATION / POWER OF ATTORNEY FOR SIGNING
OF APPLICATION/PROPOSAL**

Know all men by these presents,
We.....(Name of the Bidder and
address of their registered office) do hereby constitute, appoint, and authorise 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 **“Annual Service Contract for Providing
Services of Fire Guards at Reserve Bank of India, Anna Nagar Quarters situated at
15th Main Road, Anna Nagar West, Anna Nagar, Chennai -600040”** including signing and
submission of all documents and providing information / responses to P&SE Department, RBI,
Chennai representing us in all matters before RBI Chennai, and generally dealing with RBI
Chennai 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

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

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

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

To,
The Regional Director
Reserve Bank of India
Chennai

Name of Work: _____

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

2. I / We certify that (Name of the bidder)
- 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 development projects.

(Strikeout whichever of the above is not applicable).

3. I /We further 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 even in case of contracts where we are permitted by the Bank/RBI to sub- contract I/we(Name of bidder) will not sub-contract any work to a contractor from country(ies) sharing land border with India, unless such contractor fulfils all the requirements contained in the above referred office memorandum / order.

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

Signature and name of the authorized signatory of the Bidder

with Rubber Stamp

Date:

Place

Proforma for Undertaking / Declaration /Certificate regarding debarment by public institution(s)

(To be submitted by bidders on their letters head duly sealed and signed by authorised signatory)

To
The Regional Director
Reserve Bank of India
Fort Glacis, Rajaji Salai
Chennai – 600001

Name of Work:

1. I/We (Name of the bidder) declare 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 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 up to(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.

DECLARATION

(To be given on applicant's letterhead)

I/We hereby solemnly declare that:

(a) The firm/company/agency is not involved in illegal activities or financial frauds. There are no cases with the Police / Court / Regulatory authorities against the tenderer.

(b) The firm/company/agency has not been prosecuted or suffered any penalty for violation of any statutory laws by any Authority.

(c) The firm / company / agency has not been suspended / delisted / disqualified by any organization including Reserve Bank of India / Reserve Bank Staff College on any grounds.

(d) The firm / company / agency has not rescinded / abandoned any contract awarded by any of its clients before the expiry of prescribed period of contract. The firm / company / agency shall give details of all disputes it had with its clients and furnish the status thereof.

Signature:

Name:

Date:

Company's seal:

Declaration / Undertaking Regarding Compliance to all Statutory laws

(To be typed / filled with legible handwriting without any overwriting and submitted on the Letter Head of the Company / Firm / Agency of Tenderer failing which the offer of Tenderer is liable to be summarily rejected)

Tender No: _____ **dated:** _____

We M/s _____ participating in the bid, hereby furnish the self-declaration / undertaking that:

1. Our establishment is registered under Contract Labour(R&A) Act, 1970 and my/our establishment shall comply with all provisions of Contract Labour (R&A), 1970 and rules made thereafter including the conditions of licence, administrative order/s, and advisories, if any issued by the Govt. from time to time.
2. Every worker deployed / shall be deployed by our establishment, is being / shall be paid not less than the minimum rates of wages fixed for their categories of employment from time to time by the Central Government under the Minimum Wages Act, 1948 including overtime / weekly off, etc. and the same is / shall be paid through the account payee cheque / ECS / Bank Transfer.
3. We shall ensure that every eligible worker is / shall be covered under the provisions of ESI and EPF Acts, and the statutory deductions are deposited in timely manner.
4. We shall ensure that every eligible worker is / shall be paid bonus under the provisions of Bonus Act, 1965.
5. We shall not deploy any minor / child / bonded labour and shall comply with the provisions of the respective legislations.

Verification as under:

- i. That the above declarations and information furnished by us are correct to the best of my/our knowledge and belief and nothing has been concealed in any manner whatsoever.
- ii. If any information/undertaking furnished by us is found to be incorrect/ false, in that event we shall be liable for penal action as provided under provisions of Contract Labour (R&A) Act, 1970 and other relevant laws.
- iii. We shall be personally liable and responsible for all acts of omission and commission.

Signature of the authorized person:

Date:

Full Name:

Place:

Designation:

Company's Seal:

Undertaking / Certificate of Indemnity

(To be submitted on the letterhead of the Company / firm / agency)

The Regional Director,

Reserve Bank of India,

Chennai- 600 001.

Madam

**Service Contract for Providing Services of Fire Guards at Anna Nagar Staff Quarters,
Reserve Bank of India (RBI), Chennai**

Tender No: ----- Dated: -----

In response to your captioned tender notice dated -----, we hereby certify having fulfilled all the eligibility criteria stipulated in it and we accept all the terms and conditions for submitting quotation as mentioned in the said tender.

2. We hereby certify that no terms and conditions have been stipulated by us in the Commercial Bid.

3. We warrant that the fire safety personnel provided to you shall not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. We agree that we shall indemnify the Bank from any claim or demand, action or proceeding, directly or indirectly resulting from, or arising out of any breach or alleged breach of the terms and conditions mentioned in this document.

4. 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 thereof.

Yours faithfully,

Signature of the Authorised Official with Seal.

Name:

Designation:

Place:

Date:

FORM OF BANKERS' CERTIFICATE FROM A SCHEDULED BANK

This is to certify that to the best of our knowledge and information M/s./Sri.....
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 Rs..... (Rupees
.....).

This certificate issued without any guarantee or responsibility on the Bank or any of the
officers.

(Signature)

For the Bank

Note:

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

ANNEXURE XVII**CLIENT's CERTIFICATE REG. PERFORMANCE OF CONTRACTOR*****(On Client's Letter Head)***

Name & address of the Client:		
Details of Works executed by Shri /M/s		
1.	Name of work with brief particulars:	
2.	Agreement No. and date:	
3.	Agreement amount:	
4.	Date of commencement of work:	
5.	Stipulated date of completion	
6.	Actual date of completion	
7.	Details of compensation levied for delay (indicate amount) if any:	
8.	Gross amount of the work completed and paid:	
9.	Name and address of the authority under whom works executed:	

10.	i) Quality of work (indicate grading)	Outstanding/Very Good/ Good/Satisfactory/poor
	(ii) Amt. of work paid on reduced rates if any	
11.	i) Did the contractor go for arbitration?	
	ii) If yes, total amount of claim	
	iii) Total amount awarded	
12.	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 manpower:	Outstanding/Very Good/ Good/Satisfactory/poor
	d) General behaviour:	Outstanding/Very Good/ Good/Satisfactory/poor

Signature of the Reporting Officer

with Office seal

Note:

(i) All columns should be filled in properly

ANNEXURE XVIII**Service Support Centre / Set-up available in Chennai**

1.	Whether the tenderer is having any Office at Chennai (If yes, please provide Address, Name of contact persons and details of contact like e-mail Id. / Phone, etc.)	
2.	Please indicate the status of the Office: (Full-fledged regional Office/Branch Office)	
3.	Please indicate the status of the service support centre / set-up in Chennai	
4.	No. of Permanent Staff at Chennai Office	
5.	Of which technical staff permanently stationed at the Chennai Centre(s)	

(The tenderer should have their own service support centre/set-up in Chennai for providing any support to the Bank during the contract period whenever required).

Signature of the Authorized

Official with Seal

Date:

Working Penalty Clause

Withholding of Payments: The Bank may withhold the payment to that extent that, it reasonably believes that the agency is in breach of the obligations as per this Agreement. If the breach is such that, the same can be remedied, the agency is given 07 (seven) days' notice for remedy of the deficiency. Once the agency has cured the deficiency, the Bank will pay back the withheld amounts on this cause, it is clarified that such withheld amount shall not incur any interest.

Deductions from Payment: The Bank may deduct from the Agency's Bill, amounts on account of claims of penalty as per the mentioned SLA, costs or claims, losses, damage, defective services carried out by the Agency etc., directly incurred by the Bank ('The Direct Damages') that arise from the negligence of the Agency. In case the agency fails to remedy the breach, as mentioned, the Bank has the discretion, without further notice, to deduct such amounts from the agency's Bill, and this right is in addition to any other right available to the Bank under this Agreement.

Operational Working Penalty: Working penalty for the various deficiencies/irregularities are specified as follows:

S.No.	Type of deficiency / irregularity	Failure Tolerance Level	Risk
1	Failure to intimate incidents immediately to the Security Manager	Zero	High
2	Misbehaviour by the Fire Safety Personnel with any employees / visitors/other clients of the Bank etc.	Zero	Medium
3	Failure of the Guard in handing and taking over of duties during shift change and failure in following up of Standard Operating Procedure	Zero	Medium

4	Misuse of Bank's property/ equipment.	Zero	Medium
5	Failure of Fire Guard to ensure Team performance & maintenance of discipline	Zero	Low
6	Smart Turnout, Good Uniform with ID Card not worn at any time.	Zero	Low
7	Failure to comply with the statutory requirement regarding maximum number of hours of service of 8 hours per day.	Zero	High
8	Deploying the Staff/employees without giving weekly-off.	Zero	High
9	Failure to pay the salary within the prescribed days as per the Payment of Wages Act,1936	Zero	High
10	Deployment of the Higher-grade staff in lower grade.	Zero	High

Note:

- If any irregularities/deficiencies occur other than those specified above, the Bank reserves the right to determine the failure tolerance level and assess the associated risk at its sole discretion. Based on this assessment, a suitable penalty shall be levied, as deemed appropriate by the Bank.

Penalty per Month

S L A	High Risk	Minimum 0.5% to a Maximum of 3% of the monthly bill value and not exceeding more than 10% of the total contract value.
	Medium Risk	Minimum 0.3% to a Maximum of 3% of the monthly bill value and not exceeding more than 10% of the total contract value.
	Low Risk	Minimum 0.2% to a Maximum of 2% of the monthly bill value and not exceeding more than 10% of the total contract value.

ANNEXURE XX

LIST OF ACTS AND OMISSIONS FOR WHICH FINES CAN BE IMPOSED IN ACCORDANCE WITH 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. Taking or giving bribes or any illegal gratifications.
4. Habitual late attendance.
5. Drunkenness fighting, riotous or disorderly or indifferent behaviour.
6. Habitual negligence.
7. Smoking near or around the area where combustible or other materials are locked.
8. Habitual indiscipline.
9. Causing damage to work in the progress or to property of the Reserve Bank of India or of the Contractor.
10. Sleeping on duty.
11. Malingering or slowing down work.
12. Giving of false information regarding name, age father's name etc.
13. Habitual loss of wage cards supplied by the employers.
14. Unauthorized use of employer's property for manufacturing or making of unauthorized articles at the workplace.
15. Bad workmanship in performance of duty and maintenance by workers which is not approved by the Reserve Bank of India and for which the contractors are compelled to undertake rectifications.
16. Making false complaints and/or misleading statements.
17. Engaging on trade within the premises of the establishments.
18. Any unauthorized divulgence of business affairs of the employees.
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.
21. Any other point/observation/objection by the Bank.

ANNEXURE XXI**Legal Requirements**

S.No.	Questions	Your response (Yes/No)	Pass Criteria
1	Is your company / firm / agency currently involved in any material litigation?		None to be there
2	Are there any petitions, claims, actions, judgments, or decisions pending, which are likely to adversely affect your company / firm / agency performance of work associated with this Tender? If "Yes", please provide detail, additional comments or you may attach related document.		None to be there
3	Have you had any contract terminated for default or cause during the last five (5) years?		None to be there
4	Has your company / firm / agency been cited for any violations by any governmental agencies? If "Yes", provide details on any citations received in the last three years.		None to be there

Signature of the Authorized Official with Seal**Date:**

AGREEMENT

THIS AGREEMENT is made at Chennai on this day of _____ 2026 between the Reserve Bank of India (hereinafter referred to as 'the Bank') constituted under the provisions of the Reserve Bank of India Act, 1934, having its Central Office at Shahid Bhagat Singh Road, Fort, Mumbai-400 001 and one of the Regional Offices at Rajaji Salai, Fort Glacis, Chennai-600001, (hereinafter referred to as 'the Bank' which expression shall unless repugnant to the context or meaning thereof be deemed to mean and include its successors and assigns of the **ONE PART**, represented by the authorized official _____

(P&S) Reserve Bank of India, Protocol and Security Establishment, Chennai **AND**,
_____ having its office situated
_____ through its

(hereinafter referred to as 'the Contractor') which expression shall unless repugnant to the context or meaning thereof be deemed to mean and include its successors and assigns of the **SECOND PART**.

WHEREAS

2. The Bank being desirous of providing fire safety measures to the Bank's office Residential premises situated at 16, Rajaji Salai, Fort Glacis, P.B.No.40, Chennai-600001 as shown in [ANNEXURE -I](#) to this agreement, enters into a contract/agreement as per the terms and conditions laid down in this agreement. The tender document is to be read as part and parcel of this agreement.

3. The Bank has agreed to avail the Fire Fighting services provided by the Contractor and the Contractor has agreed to provide the Fire Fighting services and to duly execute the contractual services contemplated under the aforesaid Tender Notification on the terms and conditions hereinafter contained in addition to and, unless expressly specified hereinafter, not in derogation of the Terms and conditions stipulated in the Tender Notification.

NOW THIS AGREEMENT WITNESSETH AS UNDER:

4. The agreement shall be effective for a period of one year commencing from April 01, 2026, to March 31, 2027, which may be extended for a maximum period of two years (one

year at a time) subject to satisfactory performance of the Contractor and adherence to contractual obligations which shall be assessed at the sole discretion of the Bank. **However, the decision of extending the contract is at the sole discretion of the Bank.**

5. The Contractor shall obtain license, if any, required under the Local or Central laws for providing Fire Fighting services to the Bank. The Bank is not responsible for obtaining of any license and permission from any authority of the State Government or Central Government.

6. The Contractor shall get the antecedents of the personnel to be deployed/ verified by the police authorities and submit their reports to the Bank before the deployment of personnel.

7. The Contractor shall provide The Tenderer has to provide **One Firemen round the clock i.e. in three shifts (total 03 Firemen), (6.00 A.M. to 2.00 P.M., 2.00 P.M. to 10.00 P.M. and 10.00 P.M. to 6.00 A.M) on all days at Reserve Bank of India, Anna Nagar Quarters.**

8. In case of, Fire Guards, you shall deploy medically and physically fit persons, preferably below the age of 40, for performing the assigned work. The contractor shall ensure that the persons are punctual and disciplined and remain vigilant in performance of their duties. Persons so engaged shall be properly trained fire guards preferably from amongst the Ex-servicemen of high integrity and good conduct and shall be conversant in the local language i.e. Tamil and Hindi or English. You shall furnish a list of his / her employees to be deployed at the Bank, along with their age, qualifications, experience, address, photos, etc.

9. The strength of Fire Fighting Personnel can be increased / decreased after mutual consultation. However, considering the nature and gravity of the perceived threat the overall strength cannot be reduced below one Fire Guards per shift for three shifts in Main Office Premises of the Bank. In case of an increase of any threat (or) for any other reasons, if the Bank issues directions for deployment of more Fire Fighting Personnel, the Contractor has agreed to abide by such directions/instructions received from the Bank from time to time.

10. The value of the annual contract is **₹16,00,000 (Rupees Sixteen Lakh only) (inclusive of GST)**. The Bank will normally make all payments due under this Agreement (the payment in respect of the preceding month) within 10 working days of receiving the invoice provided the bill is correct in all respects, have the relevant documents attached and submitted within the prescribed time frame. The payment will be made against the printed bill which should be properly signed by the authorised signatory with proper stamp as used by the Contractor. The

bill shall, for this purpose reach this office on or before 3rd of each month. The bill will be settled on actual services provided and not on notional basis. The payment of wage bill as claimed by the Contractor shall be paid in full by the Bank through ECS / NEFT only. The Contractor has agreed to furnish a certificate every month to the effect that the salary/wages are paid to all workmen as per the pay released by the Bank and necessary statutory payments have been made to concerned Government agencies. The Contractor shall ensure that the wages paid to the workforce are credited to their savings bank account on or before 7th of every month **irrespective of receipt of payment from the Bank. The Contractor is responsible for payment of minimum wages vide notification by the Chief Labour Commissioner, Ministry of Labour and Employment, New Delhi from time to time. The Bank shall pay the notified minimum wages on claim made by the Contractor.**

11. The Contractor shall take “all-risk policy” for the contract value and workmen compensation policy (WCP) for the workers engaged in the work for the entire contract period. The All-Risk Policy and WCP should be taken in the name of the Reserve Bank of India, Chennai. The successful bidder should submit the original copies of the policies for perusal of the Bank within 15 days from the date of agreement. The Minimum cover under (Workmen Compensation Policy) shall be to the extent of wages paid to the workman deployed for the fulfilment of the contract. Both policies must be valid for the entire contract period. Additionally, it should be noted that the Workmen Compensation Policy should include a notional extension of employment. The Policy should cover the employees travel to and from the workplace, and any other travel associated with work. These policies shall be valid till the completion of the Contract. If the Contractor does not provide these policies within the stipulated time, the Bank reserves the right to take the above insurance policies themselves and recover the cost thereof from the Contractor.

12. Security Deposit/Performance Bank Guarantee:

- (i) The Contractor shall be required to submit a Security Deposit amounting to 5% of the total contract value. The Security deposit shall be remitted by way of remitting through NEFT / RTGS within 7 days from the acceptance of the work order, for due performance of the contract. The Security Deposit shall be refundable after the expiration or termination of the contract, provided all terms and conditions have been met, and shall not bear any interest.
- (ii) Alternatively, a Performance Bank Guarantee (PBG) of an amount equivalent to 5% of the contract value valid for a period equivalent to 18 months from the start date of the contract may also be furnished by the successful bidder in lieu of the

Security Deposit, within 7 days from the date of acceptance of offer. Upon submission of the PBG, the Earnest Money Deposit of ₹32,000/- (Rupees Thirty Two Thousand only) will be refunded to the contractor. The PBG shall be renewed for a further period if the contract is renewed by the Bank. Any delay in the submission of the security deposit or the PBG beyond the stipulated time frame will result in a recovery of the required amount, along with an additional charge for the delay, calculated at the prevailing Bank Rate from the monthly bills. It may be noted that charge for delay in submission will be at Bank Rate. Upon Submission of the PBG, the recovered amount, excluding the charge for delay, will be refunded to the contractor.

(iii) If the contractor fails to comply with the terms and conditions of the Agreement / Contract in course of the Contract period, the Security Deposit shall be forfeited in full or in part as decided by the Bank. The Security Deposit shall also be liable to be forfeited or appropriated in the event of unsatisfactory performance of the Contractor and / or loss / damage if any sustained by the Reserve Bank of India, Chennai on account of failure or negligence of the workers deployed by him or in the event of breach of agreement by the contractor.

(iv) The Security Deposit will be refunded to the Contractor within one month of the expiry.

13. The Contractor shall ensure that the Fire Fighting Personnel provided are well turned out, maintain discipline, and have good behavior. They shall not in any manner cause any interference, annoyance, nuisance to the management of the Bank or to its business/ work or to its employees/customers/contractors engaged/employed by the Bank and report for duty promptly and punctually 15 minutes before the start of their respective shifts. At the end of shift a proper handing/taking over of charge shall be done and the Contractor shall maintain the records thereof.

14. In case any firefighting personnel is considered by the Bank as inefficient/undesirable, for any reason whatsoever or is found misbehaving or apprehended for any offence or not alert, the Bank's decision shall be final. The Contractor shall immediately withdraw such personnel from the Bank's premises and shall not depute those personnel for duty in the Bank's premises again without prior approval of the Bank.

15. The contractor shall provide two pairs of uniforms per year at their own cost to the staff deployed for the work. The uniforms shall include a shirt and jacket (with 'FIRE SAFETY' inscribed on the back), black pants, fire helmet, socks, lanyard with whistle, winter jersey,

raincoat/umbrella for the rainy season, torches and safety shoes. These items shall be provided to the staff at all posts at the contractor's own cost, and the Bank shall have no liability whatsoever in this regard. Additionally, one dedicated mobile phone with adequate balance shall be provided to the Fire Team.

16. The Fire Fighting Personnel of the Contractor will carry out their responsibilities to the best of their ability and capacity under the circumstances prevailing during their duty. It shall be the contractor's responsibility to ensure that the obligations under the terms of this contract are duly performed and observed.

17. The Fire Fighting Personnel posted / deployed shall be under the supervision and direction of the Bank's Protocol & Security Officer and / or other officer/s as decided by the Bank. To ensure effective implementation of this contract, the Regional Director or an officer of the Bank so designated may issue instructions, either orally or in writing to the Contractor and such instructions shall be deemed to be part and parcel of this contract and shall be binding on the Contractor. In all matters relating to or incidental to this contract, if there arises any doubt or dispute or disagreement, the decision of the Regional Director shall be final and binding on the Contractor.

18. The Bank shall have the power to issue necessary instructions concerning duty, discipline of the Fire Personnel, the responsibilities to be carried out and checking to be done by the Fire Fighting Personnel and suggest methods of doing which will be acted upon promptly in its spirit.

19. The Bank will not be responsible for any accident or injury caused to any Fire Fighting Personnel during the course of their duty / off duty. And thus, the Fire Fighting personnel will not be entitled for any compensation from the Bank and the Contractor is responsible for payment of any such compensation.

20. The Contractor reserves the right for transferring the Fire Fighting Personnel for effective Fire Fighting services after informing the Bank.

21 Articles/property of the Bank, which are kept in the rooms of the Fire Fighting Personnel concerned, shall be in custody of the Fire Fighting Personnel on duty. While leaving the room, they should lock the rooms. Keys shall remain with the employee of the Bank nominated for that purpose.

22. The Contractor agrees and undertakes that the Fire Fighting services provided by the Fire Fighting Personnel shall be to the entire satisfaction of the Bank and the Contractor will make it clear to the Fire Fighting Personnel that they are employees of the Contractor, and they shall have no claims against the Bank. And the Bank shall not be liable for the wages, salary, compensation, and any statutory benefits due to the Fire Fighting Personnel under the labour laws and other legislations. That the Contractor shall be responsible for providing such amenities as admissible under the law/rules/service conditions to the Fire Fighting Personnel employed by the Contractor.

23. The Contractor shall ensure that none of the Fire personnel posted by them will contact the Reserve Bank of India, Fort Glacis, 16, Rajaji Salai, P.B.No.40, Chennai 600 001, or the Bank's Office at Mumbai in the matter relating to payment of their dues, wages, bonus, leave relievers and uniforms etc. The Contractor shall be responsible for the discipline, loyalty and conduct of the Fire Fighting Personnel deployed by them.

24. The Contractor shall comply with provisions of all statutes and the relevant regulations for firefighting services including Minimum Wages Act, 1948 and rules framed thereunder from time to time. The Contractor shall be responsible for non-compliance with the provisions of any statute or rules framed thereunder. The Contractor will indemnify the Bank in case of any loss, claim, penalty etc., against the Bank for violation of any of the provisions, statutes and rules framed by the Government/Authorities. The Contractor shall furnish a certificate every month regularly to the Bank with the bill that they are complying with the provisions of all statutes and rules applicable.

25. At any time during the currency of this Agreement, the Contractor is found to be disqualified to carry on the business of Private Fire Safety Agency, the Bank shall have the right to terminate the contract without any notice and the Contractor shall not be entitled for any damages or compensation.

26. The Contractor will indemnify the Bank against any claim, loss, damage occurred or caused to the Bank due to willful acts or omissions or carelessness or negligence of the Fire Fighting Personnel employed by the Contractor, while on duty.

27. In case of any loss or mishap to the property of the Bank due to any fire incident or disaster, the Bank will lodge the First Information Report (FIR) and the Contractor shall provide necessary help in lodging the FIR and following up the complaint with the Police.

28. In case of any loss/theft/burglary to the property of the Bank, in addition to the above, it is agreed that the Regional Director/Officer-in-Charge of the Bank, Chennai, may appoint / designate any Officer of the Bank to conduct enquiry for fixing the responsibility and for directing to make good the loss. It is agreed that the decision taken by the Regional Director / Officer-in-Charge of the Bank on the report submitted by such official or otherwise, shall be binding on the parties hereto.

29. The Contractor shall ensure that none of the Fire Fighting Personnel deployed by it become member of any Union/Association formed by the employees of the Bank/Any Third Party and shall not interfere in any manner in any dispute between the management of the Bank and its employees. However, the Fire Fighting Personnel of the Contractor shall act in accordance with the law to protect the Bank's property to the best of their ability till the arrival of State Fire Services. Any breach of this provision shall be deemed to be a material breach entailing suitable consequences thereof.

30. The Contractor shall be responsible for payment of any tax / charges levied by Central / State Government or any other competent authority on the services being provided by the company during the period of Agreement from the dates mentioned in the Notifications without any representation whatsoever.

31. The Bank shall deduct income tax at source and Goods and Services tax at source in accordance with the statutory provisions as and when applicable and as the Central Government notifies through Gazette Notification or orders or as per the provisions of Income Tax Act, Goods and Services Tax Act from time to time and such deductions shall be effected from the date of applicability of the provisions.

32. It is agreed that in case of any dispute arising out of this agreement, the matter will first be resolved through mutual dialogue and conciliation, failing which the dispute shall be resolved through arbitration as per the provisions of the Arbitration & Reconciliation Act, 1996, comprising one representative from each of the Contractor and the Bank as Arbitrators and third arbitrator appointed by the representatives of both the parties. The decision of the arbitrators shall be binding on both the parties.

33. Prevention of Sexual Harassment of Women at Workplace:

- v. The Contractor / Agency shall be solely responsible with the provisions of '**the Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013**'. In case of any complaint of sexual harassment against its employee(s) within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor / Agency and the Contractor/Agency shall ensure appropriate action under the said Act in respect to the complaint.
- vi. 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.
- vii. 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.
- viii. The contractor shall be responsible for educating its employees about prevention of sexual Harassment at workplace and related issues.

34. The Bank shall, be entitled to terminate this agreement by giving one month's notice in writing and the Contractor shall not be entitled for any compensation in case of such earlier termination in the event of the Contractor committing any breach of any of the terms and conditions of this agreement or if the services provided by the Contractor is considered to be unsatisfactory by the Bank. The Contractor may also terminate this Agreement by giving three months' notice in writing to the Bank.

35. On expiry or earlier termination of this agreement, the Contractor and the Fire Fighting Personnel shall vacate the premises immediately, without causing any damage to the premises and property of the Bank. For the purpose of ascertaining whether any such damage has been caused an officer of the Bank may be designated to assess the extent of damage and the likely expenditure to be incurred and submit a report to the Regional Director / Officer-in-charge for taking a decision thereon which shall be binding on the parties hereto. Any expenditure incurred by the Bank to rectify or repair the damage caused by the Contractor or

its personnel shall be recovered from the amounts to be paid to the Contractor, including by way of encashment of the security deposit.

(36) RELATIONSHIP OF THE PARTIES:

(a) The parties are independent contractors. Nothing in this Agreement or in the activities contemplated by the parties pursuant to this Agreement shall be deemed to create an agency, partnership, employment, or joint venture relationship between the parties. Each party shall be deemed to be acting solely on its own behalf and unless expressly stated has no authority to pledge the credit of or perform any acts or make any statements on behalf of the other party. Neither party shall represent any person or permit any person to act upon the belief that it has any such authority from the other party. Neither party's officers or employees, agents or contractors shall be deemed officers, employees, agents, or contractors of the other party for any purpose.

(b) The contractor shall not use the mark and name of the Bank or letterhead of the Bank and the relationship between the contractor and the Bank being on principal-to-principal basis, the contractor shall not hold himself/ herself as an agent of the Bank. The contractor shall not use the Bank's address on his letterhead/ stationery for purposes of Registration with any Government/ Local Body or any other organization or person and no tenancy shall be created or deemed to be created by the presence of his workmen/ employee / his Fire Fighting Personnel on the Bank's premises.

(37) ASSIGNMENT:

The Contractor shall not assign or transfer any of its obligations or rights under this Agreement to a third party without consent of the Bank in writing.

(38) NON-DISCLOSURE CLAUSE: The Contractor shall not disclose directly or indirectly any information or materials and details of the Bank's structure/systems/equipment etc. which may come to 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 the strictest confidence. The Contractor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Contractor shall not publish, permit to be published or disclose any particulars of the works in any trade or technical paper or elsewhere

without the previous written consent of the Bank. The Contractor shall indemnify the Bank for any loss suffered by the employer as a result of the disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Contractor, the Bank shall be entitled to claim damages and pursue legal remedies. The Contractor shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The Contractor's obligation with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason. The Contractor and its staff shall not disclose, divulge, reveal or use for any purpose any information related to the Bank, which would reasonably be considered to be private or proprietary to the Bank, the release of which could reasonably be expected to cause harm in any manner to the Bank, which the Contractor has obtained, except as authorized by the Bank or as required by law. This obligation on the part of the Contractor vendor and its staff shall apply during the term of Agreement and indefinitely upon the termination of Agreement.

39. INDEMNITY CLAUSE: The bidder agrees to indemnify and to keep RBI and its officers, employees, directors, and representatives indemnified against all claims (including third party claims), actions, losses, damages, costs, expenses, charges, including legal expenses which the RBI may suffer or incur on account of the default on the part of bidder due to:

- (a) Violations of applicable laws, regulations, guidelines issued by the Government or other statutory authorities during the contract period; or
- (b) Breach or non-performance of the terms and conditions of the contract; or
- (c) Breach of the representations and warranties made by the bidder; or
- (d) Negligent or fraudulent act or omission by the bidder; or any third party for reasons attributable to the bidder.
- (e) The bidder shall also keep the Bank indemnified against any claim from the staff of the bidder and it shall be the duty of the bidder to clearly inform his own personnel / staff that they shall have no claim whatsoever against the Bank and they shall not raise any industrial dispute, either directly and / or indirectly, with or against the Bank, in respect of any of their service conditions or otherwise.
- (f) Further the bidder shall at all times indemnify the Bank against all claims which may be made under the Workmen's Compensation Act, or rules there under or under any law or rules of compensation payable in consequence of any accident or injury

sustained by any person in its employment for the purpose of this agreement. The bidder shall be solely responsible for the remuneration and other dues to its employees, as also for omissions / commissions done by them.

40. The stamp duty on this agreement and duplicate thereof shall be borne by the Contractor. The original agreement shall be retained by the Bank and the Contractor shall retain the duplicate.

41. Penalty Clause:

The Bank will impose a penalty of **₹1,000/- per day per person** if any Fire Safety Personnel deployed by the contractor is found absent from the post or sleeping while on duty or if the contractor fails to deploy 100% fire staff in each shift.

For details regarding other regularities/deficiencies, the [ANNEXURE-II](#) may be referred.

42. Liquidated Damages and Immediate Termination:

- i. In case of breach of any/or more of the terms and conditions of the contract and/or services provided by the contractor are found not satisfactory (not maintaining the man power, found not alert on duty, indiscipline and improper uniform/turnout etc.) during any period of the agreement, an appropriate penalty will be levied as mentioned in this tender document and if the performance continues to be unsatisfactory or the contractor breaches of any/or more of the terms and conditions of the contract again post the penalty, the services of the contractor can be terminated by giving a short notice of seven days depending upon the severity of the non-satisfactory service/breach.
- ii. The nature of deficient service for which penalty can be imposed or contract shall be cancelled / terminated will be decided solely at the discretion of the Bank. The penal action may also include disqualifying the firm / PFSA for participation in the future tenders of the Bank.
- iii. For deficiency in services and serious inconvenience caused to the Bank and its officials, liquidated damages not exceeding 25% of the estimated bill for the relevant instance may become leviable. However, the Bank will levy it only after giving due notice. In case of dispute an appeal may be made to the Regional

Director, whose decision will be final in the matter. However, the Bank reserves the right to impose liquidated damages up to 10% of the contract amount. In the event of liquidated damages reaching 10% of the contract amount, the Bank reserves its right to terminate the contract and the contractor shall be liable to risk and cost.

43. Termination of Agreement:

The Agreement shall stand terminated, in case of insolvency of the Contractor or in the case of the Contractor entering any arrangement / compensation with his creditors. In the event of the Contractor's winding up the company, the lawful successors shall, subject to the Bank's approval, be entitled to the rights of the Contractor, under this Agreement and shall also be subject to the same liabilities, as the Contractor is subject to, under this Agreement.

- i. The Bank shall, be entitled to terminate this agreement by giving one month's notice in writing and the Contractor shall not be entitled for any compensation in case of such earlier termination in the event of the Contractor committing any breach of any of the terms and conditions of this agreement or if the services provided by the Contractor is considered to be unsatisfactory by the Bank. The Contractor may also terminate this Agreement by giving three months' notice in writing to the Bank.
- ii. On expiry or earlier termination of this agreement, the Contractor and the Fire Fighting Personnel shall vacate the premises immediately, without causing any damage to the premises and property of the Bank. The contractor shall remove all workers deployed by him on termination of the contract or on expiry of the contract from the premises of the Reserve Bank of India, Chennai and ensure that no such persons shall create any disruption/hindrance/problem of any nature in the Reserve Bank of India, Chennai either explicitly or implicitly. For the purpose of ascertaining whether any such damage has been caused an officer of the Bank may be designated to assess the extent of damage and the likely expenditure to be incurred and submit a report to the Regional Director / Officer-in-charge for taking a decision thereon which shall be binding on the parties hereto. Any expenditure incurred by the Bank to rectify or repair the damage caused by the Contractor or its personnel shall be recovered from the amounts to be paid to the Contractor, including by way of encashment of the security deposit.

44. Renewal of Contract:

(i) The tenure of contract may be extended for further period on a yearly basis for a maximum of two more years or other shorter periods, on mutual consent, subject to satisfactory performance / service rendered by the contractor. On such renewal of contract, annual increment on the rates decided based on the indexation formula as given below will be applicable to only Service Charge rates and not on wages to Fire Guards since any increase in wages declared by Central Government during the tenure of the contract shall be duly honoured by the Bank so as to ensure the contractor's obligation of payment of at least minimum wages to staff deployed to the Bank. However, this shall be only to the extent of meeting the payment of the minimum wages to the Fire Guards deployed at the Bank. If the wages already being paid is sufficient to meet the enhanced minimum wages requirement, no further increase will be effected in respect of payments to Fire Guards deployed.

(ii) Reliever – The tenderer shall take into consideration the requirement of posting of reliever and payment thereof while quoting the rates. No extra amount will be paid for posting of reliever i.e. the amount quoted shall be inclusive of reliever charges, besides the rate for deployment of Fire Guards.

(iii) The formula to be used for such indexation applicable only to Service Charge rates and not on wages to Fire Guards deployed, upon renewal of contract, if any, will be as follows: -

$$X = (CPIA - CPIB) / CPIB * 100$$

Where, CPIA = All India Consumer Price Index for Industrial Workers for the month to be specified in tender document, generally based on index 6 months prior to the commencement date of contract for the current year. The current year indicates the year for which the contract is to be renewed.

CPIB = All India Consumer Price Index for Industrial Workers for the month to be specified in tender document, generally based on index 6 months prior to the commencement date of contract for the previous year.

X = Percentage (%) increase for renewal of contract

Now for an instance, a contract is to be renewed for further period of one year i.e. from April 01, 2026, to March 31, 2027. The previous contract year is for a period

from April 01,2025 to March 31,2026. Hence, the admissible increase will be as under:

CPIA	All India Consumer Price Index for Industrial Workers for the month of September 2025. (i.e., index 6 months prior to the commencement date of contract for the current year.) Here, the commencement date of the contract for the current year is April 01,2026.
CPIB	All India Consumer Price Index for Industrial Workers for the month of September 2024. (i.e., index 6 months prior to the commencement date of contract for the previous year.) Here, the commencement date of the contract for the current year is April 01,2025.
X	$X = (CPIA - CPIB) / CPIB * 100$

45. Force majeure:

The Bidder / Successful Bidder shall not be liable for forfeiture of its EMD / Security Deposit (Bank Guarantee) or for payment of liquidated damages or termination for default, if the delay in performance or other failure to perform its obligations under the Contract is a result of an event of Force Majeure. For purposes of the clause, "Force Majeure" means an event beyond the control of the Bidder / Successful Bidder and not involving the Bidder's / Successful Bidder's fault or negligence and not foreseeable. Such events may include wars or revolutions, fires, floods, epidemics, quarantine restrictions, freight embargoes, etc. The Bank will decide whether delay or failure on the part of the Bidder / Successful Bidder was the result of an event beyond his control or not. The decision of the Bank in this regard should be final and binding on the Bidder / Successful Bidder and will not be open to question before any Court / forum in any proceedings.

46. Confidentiality:

The Parties hereby agree that upon execution of this Agreement they shall not directly or indirectly in any capacity make use of or disclose or permit to be disclosed to any other person (except as may be necessary to comply with any statutory obligations or the order of the court or tribunal) any confidential information relating or belonging to the other Party which comes

into its possession or knowledge directly or indirectly as a consequence of this Agreement. The parties hereto agree specifically that all material and information which has or will come into possession or knowledge of either Party in connection with this Agreement or the performance hereof, consists of confidential and proprietary information, whose disclosure to or use by third parties will be damaging or cause loss, harm to the other Party. The Parties agree to hold such material and information in strict confidence, and not to make use of the same other than for the due performance of this Agreement. In case of any conflict due to interpretation, the English version of the contract will be final and binding.

47. Disputes Resolution:

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

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

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

the parties filing their joint memorandum of the settlement or compromise, the arbitrator or the arbitrators, shall make an award in terms of such settlement or compromise.

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

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

f) All disputes arising shall be subject to the exclusive jurisdiction of competent court at Chennai in case of failure of arbitration process.

48. Failure to Exercise Bank's Rights: Any omission on the part of the Bank at any time to exercise any of its rights under the terms and conditions of engagement of firefighting personnel under this contract, shall not be deemed to amount as waiver on the part of the Bank of its rights and in no way impair or affect the validity of the terms and privileges of the Bank to enforce its rights at any time subsequently.

49. Jurisdiction: All disputes arising out of or in any way connected with this agreement shall be deemed to have arisen at Chennai and only Courts in Chennai shall have jurisdiction to determine the same.

50. Unless otherwise communicated, the addresses of the parties to Agreement for communication in respect of any matter relating to this agreement is as under:

AUTHORITY TO SIGN:

The parties hereto expressly represent that the respective signatories executing and signing this Agreement are authorized by the respective parties to sign and execute this Agreement.

IN WITNESS WHEREOF, the parties have caused their common seal to be affixed to these presents and the duplicate, the day and year first hereinabove written.

Witness:

2.

2.

Witness:

1.

2.

ANNEXURE-I

Reserve Bank of India – Chennai
Details of deployment of Fire Guards and Fire Supervisors
Deployment Chart

Name of the Property	Category	Total requirement	Shift wise strength			Duty Hours per shift
			I	II	III	
	Fire Guards	3	1	1	1	8 hours
Total		3				

ANNEXURE II

Working Penalty Clause

Withholding of Payments: The Bank may withhold the payment to that extent that, it reasonably believes that the agency is in breach of the obligations as per this Agreement. If the breach is such that, the same can be remedied, the agency is given 07 (seven) days' notice for remedy of the deficiency. Once the agency has cured the deficiency, the Bank will pay back the withheld amounts on this cause, it is clarified that such withheld amount shall not incur any interest.

Deductions from Payment: The Bank may deduct from the Agency's Bill, amounts on account of claims of penalty as per the mentioned SLA, costs or claims, losses, damage, defective services carried out by the Agency etc., directly incurred by the Bank ('The Direct Damages') that arise from the negligence of the Agency. In case the agency fails to remedy the breach, as mentioned, the Bank has the discretion, without further notice, to deduct such amounts from the agency's Bill, and this right is in addition to any other right available to the Bank under this Agreement.

Operational Working Penalty: Working penalty for the various deficiencies/irregularities are specified as follows:

S.No.	Type of deficiency / irregularity	Failure Tolerance Level	Risk
1	Failure to intimate incidents immediately to the Security Manager	Zero	High
2	Misbehaviour by the Fire Safety Personnel with any employees / visitors/other clients of the Bank etc.	Zero	Medium
3	Failure of the officer/Guard in handing and taking over of duties during shift change and failure in following up of Standard Operating Procedure	Zero	Medium
4	Misuse of Bank's property/ equipment.	Zero	Medium
5	Failure of Fire Officer / Shift-i-C to ensure Team performance & maintenance of discipline	Zero	Low

6	Smart Turnout, Good Uniform with ID Card not worn at any time.	Zero	Low
7	Failure to comply with the statutory requirement regarding maximum number of hours of service of 8 hours per day.	Zero	High
8	Deploying the Staff/employees without giving weekly-off.	Zero	High
9	Failure to pay the salary within the prescribed days as per the Payment of Wages Act, 1936	Zero	High
10	Deployment of the Higher-grade staff in lower grade.	Zero	High

Note:

- If any irregularities/deficiencies occur other than those specified above, the Bank reserves the right to determine the failure tolerance level and assess the associated risk at its sole discretion. Based on this assessment, a suitable penalty shall be levied, as deemed appropriate by the Bank.

Penalty per Month:

S L A	High Risk	Minimum 0.5% to a Maximum of 3% of the monthly bill value and not exceeding more than 10% of the total contract value.
	Medium Risk	Minimum 0.3% to a Maximum of 3% of the monthly bill value and not exceeding more than 10% of the total contract value.
	Low Risk	Minimum 0.2% to a Maximum of 2% of the monthly bill value and not exceeding more than 10% of the total contract value.