



**भारतीय रिज़र्व बैंक
संपदा कक्ष, भायखला, मुंबई**

मुंबई में बैंक के परिसर (आवासीय क्वार्टर और कार्यालय भवन) के दिन-प्रतिदिन के रखरखाव के लिए विभिन्न कार्यकलापों जैसे बढईगिरी, सनेटरी-प्लंबिंग, इलेक्ट्रिकल/मैकेनिकल आदि के लिए सुविधा प्रबंधन सेवाएं (एफएमएस) प्रदान करना, बायकुला, मुंबई के संपदा कक्ष के अंतर्गत संबंधित ट्रेडों में पर्यवेक्षणीय निर्दिष्ट जनशक्ति प्रदान करने के तहत:

क्लस्टर II: (गोकुलधाम, सांताक्रूज़, सनप्लाज़ो और माटुंगा आवासीय कॉलोनियाँ)

भारतीय रिज़र्व बैंक, मुंबई उपर्युक्त कार्य के लिए पात्र ठेकेदारों से ई-निविदा माध्यम से दो-भागीय निविदाएँ आमंत्रित करता है। निविदा प्रक्रिया एमएसटीसी लिमिटेड के ई-निविदा पोर्टल (<https://www.mstcecommerce.com/eprocn/>) के माध्यम से की जाएगी। सभी इच्छुक पात्र ठेकेदारों को निविदा प्रक्रिया में भाग लेने के लिए उपर्युक्त वेबसाइट के माध्यम से एमएसटीसी लिमिटेड के साथ अपना पंजीकरण कराना होगा।

निविदा की अनुसूची

कार्य का नाम	भायखला, मुंबई के एस्टेट सेल के अंतर्गत मुंबई में बैंक के परिसर (आवासीय क्वार्टर और कार्यालय भवन) के दिन-प्रतिदिन के रखरखाव के लिए सुविधा प्रबंधन सेवाएं (एफएमएस) प्रदान करना: क्लस्टर II: (गोकुलधाम, सांताक्रूज़, सनप्लाज़ो और माटुंगा आवासीय कॉलोनियाँ)
ई-निविदा नं.	RBI/Mumbai Regional Office/Estate/105/25-26/ET/629
निविदा का माध्यम	ई-खरीददारी प्रणाली- (ऑनलाइन भाग I – टेक्नो वाणिज्यिक बोली एवं भाग II कीमत बोली https://www.mstcecommerce.com/eprocn/) के माध्यम से
अनुमानित लागत	₹190 लाख
पार्टियों द्वारा डाउनलोड हेतु NIT उपलब्ध होने की तारीख (निविदा दिखने का समय)	21/11/2025 को शाम 05:30 बजे से
बोली पूर्व बैठक	19 दिसंबर, 2025 को सुबह 12:00 बजे
बयाना जमा राशि	₹3,80,000/- (तीन लाख अस्सी हजार रुपये मात्र) एनईएफटी या बीजी के रूप में, भारतीय रिज़र्व बैंक, मुंबई के पक्ष में, भारतीय रिज़र्व बैंक, एस्टेट सेल, बायकुला, मुंबई सेंट्रल में भौतिक रूप में जमा किया जाना है। एनईएफटी विवरण: खाता संख्या: 04869229925 IFSC: RBIS0MBPA04 (पाँचवाँ और दसवाँ अंक शून्य हैं) कृपया हमें निम्नलिखित ईमेल आईडी पर ईएमडी जमा का प्रमाण प्रदान करें: samratdutta@rbi.org.in / vishnun@rbi.org.in (नोट: ऊपर उल्लिखित खाते के अलावा किसी अन्य खाते में जमा ईएमडी को वास्तविक ईएमडी नहीं माना जाएगा)

निविदा शुल्क	शून्य निविदा शुल्क
बयाना राशि जमा करने की अंतिम तारीख	30.12.2025 को अपराह्न 3:00 बजे तक या उससे पहले
पूर्व-योग्यता दस्तावेज़ जमा करने की अंतिम तारीख	31/12/2025 को दोपहर 02:00 बजे से पहले
ऑनलाइन टेक्नो वाणिज्यिक बोली एवं कीमत बोली प्रस्तुत करने हेतु ई-निविदा के प्रारम्भ होने की तारीख	21/11/2025 को शाम 05:30 बजे से
ऑनलाइन टेक्नो वाणिज्यिक बोली एवं कीमत बोली प्रस्तुत करने की अंतिम दिनांक	31/12/2025 को दोपहर 02:00 बजे
भाग-I को खोलने की तारीख व समय (टेक्नो वाणिज्यिक बोली)	दिनांक 31/12/2025 को अपराह्न 03:00 बजे निविदा भाग-I खोलने का स्थान: संपदा कक्ष, भायखला, मुंबई-400 008
भाग-II (मूल्य बोली) खोलने की तारीख और समय	भाग-II खोलने की तारीख और समय पात्र विक्रेताओं को बाद में सूचित किया जाएगा।
लेनदेन शुल्क	एमएसटीसी लिमिटेड के पक्ष में एमएसटीसी भुगतान गेटवे/एनईएफटी/आरटीजीएस के माध्यम से एमएसटीपी के अनुसार

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

3. भविष्य में जारी निविदा में कोई भी संशोधन / शुद्धिपत्र, यदि कोई हो, केवल ऊपर दी गई भारतीय रिज़र्व बैंक की वेबसाइट और एमएसटीसी वेबसाइट पर अधिसूचित किया जाएगा और इसे समाचार पत्र में प्रकाशित नहीं किया जाएगा।

क्षेत्रीय निदेशक
भारतीय रिज़र्व बैंक
मुंबई

**RESERVE BANK OF INDIA
ESTATE CELL
BYCULLA, MUMBAI**

**e-TENDER
for**

Providing Facility Management Services (FMS) for day to day maintenance of Bank's Premises (residential quarters and office building) in Mumbai for the various trades like Carpentry, Sanitary-Plumbing, Electrical/Mechanical etc. under supervision by providing specified manpower in respective trades under Estate Cell of Byculla, Mumbai: Cluster II:(Gokuldharm, Santacruz, Sunpalazzo & Matunga Residential Colonies)

Part- I (Techno-Commercial Bid)

Name of Bidder _____

Address _____

Date of Pre-Bid meeting

(at Estate Cell, 1st floor,

RBI Byculla, Mumbai-8): Offline 12.00 PM on 19.12.2025

Due date of Submission

of e-Tender on MSTC portal: 02:00 PM on 31.12.2025

e-tender no. RBI/Mumbai Regional Office/Estate/105/25-26/ET/629



**RESERVE BANK OF INDIA
ESTATE CELL, BYCULLA, MUMBAI**

Providing Facility Management Services (FMS) for day to day maintenance of Bank's Premises (residential quarters and office building) in Mumbai for the various trades like Carpentry, Sanitary-Plumbing, Electrical/Mechanical etc. under supervision by providing trades under Estate Cell of Byculla, Mumbai: Cluster II:(Gokuldham, Santacruz, Sunpalazzo & Matunga Residential Colonies)

Contents		
Part I- Techno Commercial Bid		Page No
Schedule of Tender (SoT)		5-6
Important Instructions for procurement		7-13
Section I: Notice Inviting e-Tender and Form of Bid		14-24
Section II: Scope of work		25-34
Section III: General rules and instruction to bidders		35-40
Section IV: General Conditions of Contract		41-68
Section V: Special Conditions of Contract		69-76
Section VI: List of Schedules		
Schedule A		
	Notes on Schedule of Quantities	77
Schedule B		
	Contractors Health and Sanitary Arrangements for Workers	78-79
Schedule C		
	Safety Code	80-83
Schedule D		
	List of Documents to be maintained at site by the Contractor	84
Schedule E		
	General rules and instructions to the Bidders – Information	85
Schedule F		
	General Conditions of Contract – Information	86-88
Section VII: List of Annexures to various sections and Schedule		
1.	Various formats for Prequalification criteria	90-100
2.	Articles of agreement	101-105

3. Proforma of Bank Guarantee for Earnest Money Deposit/ Bid security	106-108
4. Proforma of Bank Guarantee for Performance Security Deposit	109-111
5. Format for Power of attorney for authorized signatory	112
6. Proforma for providing details for NEFT payment	113-114
7. Proforma of undertaking for Indemnifying Employer against Labor Payments	115
8. Proforma of undertaking for Indemnifying Employer against Patent Rights	116
9. Declarations to be submitted along with each bill by the contractor on his letterhead	117
10. Water Tank details	118
11. Performa for Undertaking / Declaration / Certificate by the Bidder regarding country sharing land border with India	119-120
12. Proforma for undertaking by bidder regarding the Prevention of Sexual Harassment of women at workplace.	121
13. Proforma for wage analysis	122
Part II-Price Bid	
Schedule of Quantities	123-128

DISCLAIMER

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

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

Reserve Bank of India reserves the right not to proceed with the Contract or to change the configuration of the Contract, 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.



**RESERVE BANK OF INDIA
ESTATE CELL, BYCULLA, MUMBAI**

Providing Facility Management Services (FMS) for day-to-day maintenance of Bank's Premises (residential quarters and office building) in Mumbai for the various trades like Carpentry, Sanitary-Plumbing, Electrical/Mechanical etc. under supervision by providing specified manpower in respective trades under Estate Cell of Byculla, Mumbai:

Cluster II:(Gokuldham, Santacruz, Sunpalazzo & Matunga Residential Colonies)

Reserve Bank of India, Mumbai invites two-part tender by e-tender mode from eligible contractors for the captioned work. The tendering would be done through the e-Tendering portal of MSTC Ltd (<https://www.mstcecommerce.com/eprocn/>). All interested eligible contractors must register themselves with MSTC Ltd through the above-mentioned website to participate in the tendering process.

SCHEDULE OF TENDER (SOT)

Name of work	Providing Facility Management Services (FMS) for day-to-day maintenance of Bank's Premises (residential quarters and office building) in Mumbai under Estate Cell of Byculla, Mumbai: Cluster II:(Gokuldham, Santacruz, Sunpalazzo & Matunga Residential Colonies)
e-Tender no	RBI/Mumbai Regional Office/Estate/105/25-26/ET/629
Mode of Tender	e-Procurement System (Online Part I - Techno-Commercial Bid and Part II -Price Bid through https://www.mstcecommerce.com/eprocn/)
Tender Value (Estimate Cost)	Rs.1,90,00,000/-
Date of NIT available to parties to download (View Tender Time)	On 21/11/2025 from 05:00 PM onwards
Pre-Bid meeting	12:00 PM on December 19, 2025
Earnest Money Deposit	Rs. 3,80,000/- (Rupees Three Lakh Eighty Thousand only) in the form of NEFT or BG, in favour of Reserve Bank of India, Mumbai, to be delivered in physical form at Reserve Bank of India, Estate Cell, Byculla, Mumbai Central. NEFT details: A/c No.: 04869229925 IFSC: RBIS0MBPA04 (5th & 10th digits are zero)

	Kindly provide the proof of EMD deposit to us at following email id: samratdutta@rbi.org.in / vishnun@rbi.org.in (Note: EMD credited to any account other than that mentioned above will not be considered as bonafide EMD)
Tender Fees	No Tender Fees
Last date of submission of EMD	On or before 30.12.2025 by 3:00 PM
Last date of submission of pre-qualification documents	Before 02:00 PM on 31/12/2025
Date of Starting of e-Tender for submission of online Techno-Commercial Bid and price Bid	On 21/11/2025 from 05:00 PM onwards
Date of closing of online e-tender for submission of Techno-Commercial Bid & Price Bid	At 02:00 PM on 31/12/2025
Date & time of opening of Part-I (Techno-Commercial Bid)	At 03:00 PM on 31/12/2025 at Estate Cell, Byculla, Mumbai 400008
The date and time of opening of Part-II (Price Bid)	The date and time of opening of Part-II (Price Bid) shall be intimated to the eligible vendors subsequently)
Transaction Fee	As per MSTP through MSTC payment gateway/NEFT/RTGS in favour of MSTC LIMITED

2. 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 therefor.

3. Any amendments / corrigendum to the tender, if any, issued in future will only be notified on the RBI Website and MSTC Website as given above and will not be published in the newspaper.

Regional Director
Reserve Bank of India
Mumbai

IMPORTANT INSTRUCTIONS FOR

e-PROCUREMENT

This is an e-procurement event of Reserve Bank of India, Mumbai Regional Office. The e-procurement service provider is MSTC Limited.

You are requested to read and understand the Notice Inviting E-Tender and subsequent Corrigendum, if any, before submitting your online tender. Tenderers who do not comply with the conditions with documentary proof (wherever required) will not qualify in the E-Tender for opening of price bid.

1. Procedure for E – Tender

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

SPECIAL NOTE: The price bid and the techno-commercial bid has to be submitted on-line only at www.mstcecommerce.com/eprocn.

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

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

Contact person (RBI):

1. Shri Akash Dhage Manager (Tech-Civil) – Mobile 8983115642, Email id: adhage@rbi.org.in for Technical Query
2. Vishnu N (Assistant Manager) Mobile 9442644738, Email id: vishnun@rbi.org.in e-tender query.

3. Generic Email ID: estatebyculla@rbi.org.in

Contact person (MSTC Ltd):

HO Central Help Desk: (For vendors)

Phone Number :07969066600

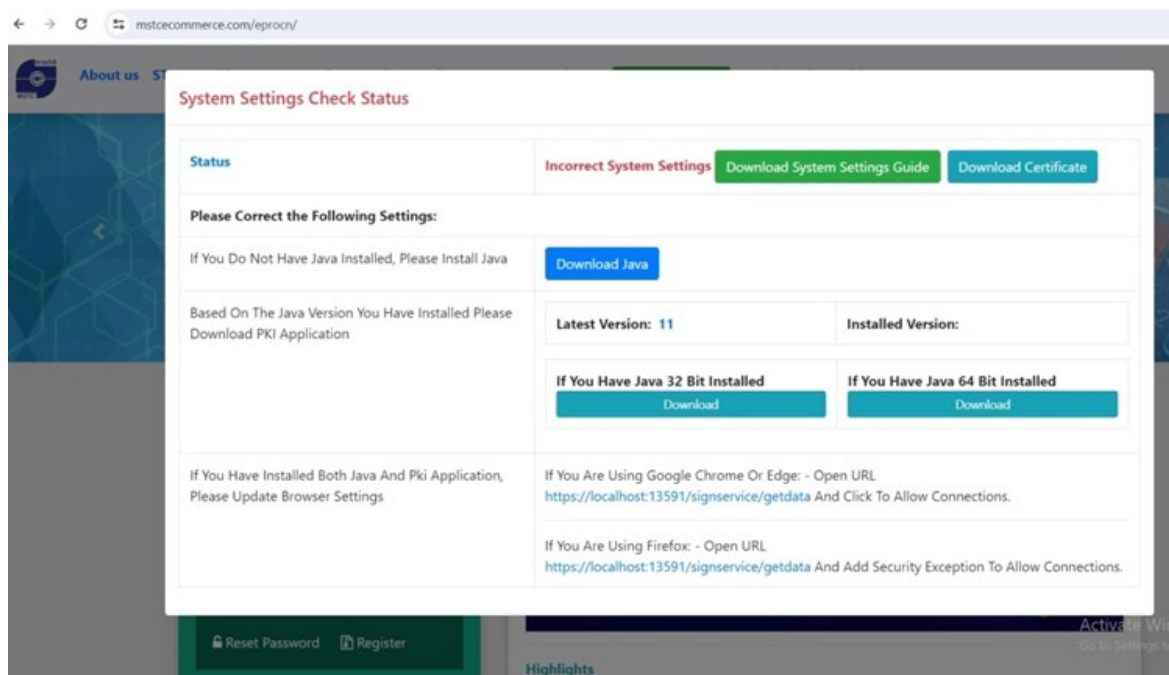
Email ID: helpdeskho@mstcindia.in (Please mention "HO Helpdesk" as subject while sending emails)

WRO Helpdesk:7651915418/ 02269856817/ 02269856800

Contact Person: Mr. Tanmoy Sarkar, Deputy Manager: 8349894664 – wroopn11@mstcindia.in

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

For details, vendor may refer to the DOWNLOAD SYSTEM SETTING GUIDE available www.mstcecommerce.com/eprocn.



2. (A) Part I Techno-Commercial bid will be opened electronically on specified date and time as given in the NIT.

(B) Part II Price bid will be opened electronically of only those tenderer(s) whose Part I Techno-Commercial Bid is found to be Techno-Commercially acceptable by RBI,

Such tenderer(s) will be intimated date of opening of Part II Price bid, through valid email confirmed by them.

Note: The tenderers are advised to offer their best possible rates. There would generally be no negotiations, hence, your most competitive prices may be submitted in the price bid. However, in case the lowest rate appears to be reasonable taking into account the prevailing market conditions, the order may be awarded to the lowest tenderer and if the rate is still considered high, action as per prevailing instruction/guideline shall be taken.

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

Special Note towards 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 vendors 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 vendors 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 vendors 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 vendors shall be receiving a system generated mail.

Tenderers may please note that the transaction fee should be deposited by debiting the account of the bidder only; transaction fee deposited from or by debiting any other party’s account will not be accepted.

Vendors are advised not to deposit cash in bank as it becomes difficult to ascertain the details of the remitter from such cash transactions.

Transaction fee is non-refundable.

A vendor will not have the access to online e-Tender without making the payment towards transaction fee. In case of failure to make payment towards Transaction fee for any reason, the vendor, in term, will not have the access to online e-tender.

NOTE : The tenderers should submit the transaction fee well in advance before the last date of submission of e-Tender as they will be activated for bid submission only after receipt of transaction fee by MSTC and they will have sufficient time to submit the tender.

5. Vendors are instructed to use Upload Documents link in My menu to upload documents in document library. Multiple documents can be uploaded. Maximum size of single document for upload is 5 MB. Once documents are uploaded in the library, vendors can attach documents through Attach Document link against the particular e-Tender. Please note that if the documents are not attached to any e-Tender, the same cannot be downloaded by RBI, Premises Department, and it will be deemed that the vendor has not submitted the documents. For further assistance please follow instructions of vendor guide.

6. Information about tenders / corrigendum, notices , correspondence, etc. to the tenderers will be uploaded in the Bank's / MSTC website / (in case of empanelled bidders, shall be sent by email only to the email ID given to the Bank at the time of application of empanelment)-during the process till finalization of tender by RBI, as well as by MSTC (e-procurement service provider). Hence the vendors are required to ensure that their corporate email id provided is valid and updated at the time of registration of vendors with MSTC (i.e., Service Provider). Vendors are also requested to ensure validity of their DSC (Digital Signature Certificate).

7 (i) Please note that there is no provision to take out the list of parties downloading the tender document from the web site mentioned in NIT. As such, tenderers are requested to see the Bank's / MSTC web site / (in case of empanelled bidders, in the email in the email ID given to the Bank at the time of application of empanelment) once again before the due date of e-Tender opening to ensure that they have not missed any corrigendum uploaded against the said tender after downloading the e-Tender document. **The responsibility of downloading the related corrigendum, if any, will be of the tenderers only.**

(ii) No separate intimation in respect of corrigendum to this NIT (if any) will be sent to tenderer (s) who have downloaded the documents from web site. Please see website www.mstcecommerce.com/eprocn. of MSTC Ltd.

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

9. Bidding in e-tender

a) All bidders/tenderers need to submit necessary EMD, e-Tender fee (if any) and transaction fees separately for the e-tender to be eligible to bid. Transaction fees are non-refundable. No interest will be paid on EMD. EMD of the unsuccessful tenderer(s) will be refunded by the tender inviting authority as per terms of the tender.

b) The process involves Electronic Bidding for submission of Techno-commercial Bid and Price Bid.

c) The vendors who have submitted transaction fee can only submit their Techno-commercial Bid and Price Bid through internet in MSTC website www.mstcecommerce.com → e-procurement → New Common Portal → Bid Floor Manager → live event → Selection of the live event → Transaction fee → Common terms → Attach Documents → Price Bid.

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

d) The vendors should allow to run an application namely java applet by accepting the risk and clicking on run. This exercise has to be done twice immediately after reaching the bid floor. If this application is not run, then the bidder will not be able to save / submit his bid (for details refer vendor guide / FAQ).

e) First the vendor need to fill up Common terms/Commercial specification and save the same. Then the tenderer / bidder should fill up the Techno-commercial bid. After filling the Technical Bid, tenderer should click 'save' for recording their Techno-commercial bid. Once the same is done, the Price Bid link becomes active and the same has to filled up and then bidder / tenderer should click on "save" to record their price bid. Then once both the Techno-commercial bid and price bid have been saved, the bidder / tenderer can click on the "Final submission" button to register their bid.

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

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

g) During the entire e-Tender process, the tenderers/ bidders / vendors will remain completely anonymous to one another and to everybody else.

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

i) All electronic bids submitted during the e- Tender process shall be legally binding on the tenderers / bidders / vendors. Any bid will be considered as the valid bid offered by that tenderer / bidder / vendor and acceptance of the same by the Buyer will form a binding contract between Buyer and the Vendor for execution of supply / work. Such successful tenderer shall be called hereafter Supplier / Contractor.

j) It is mandatory that all the bids are submitted with digital signature certificate. otherwise, the same will not be accepted by the system.

k) 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.

l) 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.

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

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

o) The online e-Tender should be submitted strictly as per the terms and conditions and procedures laid down in the website www.mstcecommerce.com/eprocn. No deviation to the technical and commercial terms & conditions are allowed.

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 vendors guide and see the video in the page www.mstcecommerce.com/eprocn to familiarize them with the system before bidding.

10. All the above documents duly signed and sealed on all pages shall be uploaded on MSTC website and same will be downloaded at the time of opening Part I of tender for examination by the Bank. The documents uploaded by bidder(s) will be scrutinized. The contractor should submit the original of the documents to the Bank when demanded for further tendering process, or afterwards. In case any of the information furnished by the bidder is found to be false during scrutiny, EMD of defaulting bidder(s) will be forfeited. Punitive action including suspension, banning of business and debarment can also be taken against defaulting bidders.

11. The Bank will evaluate the said reports before evaluation of price bid of the tenders. If any tenderer is not found to possess the required eligibility for participating in the tendering process at any point of time, the Bank reserves the right to reject his offer even after opening of Part-I of the tender. The Bank is not bound to assign any reason for doing so.

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

Important Note

In the online price bid, due to number of words limitation of 1000 characters, complete description could not be accommodated, and description given thereof is brief. Before quoting rates online, all the contractors must read the complete details of each item given in the unpriced schedule / bill of quantities (SOQ / BOQ) given in Part I of the tender document. For execution and rate purpose, the details given in Unpriced Schedule / Bill of Quantities in Part I of the tender document will be implemented.

Section I

Notice Inviting e-Tender (NIT)

Providing Facility Management Services (FMS) for day to day maintenance of Bank's Premises (residential quarters and office building) in Mumbai for the various trades like Carpentry, Sanitary-Plumbing, Electrical/Mechanical etc. under supervision by providing trades under Estate Cell of Byculla, Mumbai: Cluster II:(Gokuldham, Santacruz, Sunpalazzo & Matunga Residential Colonies)

1. Reserve Bank of India invites competitive e-tenders/e-bids for **Providing Facility Management Services (FMS) for day to day maintenance of Bank's Premises (residential quarters and office building) in Mumbai for the various trades like Carpentry, Sanitary-Plumbing, Electrical/Mechanical etc. under supervision by providing trades under Estate Cell of Byculla, Mumbai: Cluster II:(Gokuldham, Santacruz, Sunpalazzo & Matunga Residential Colonies)** from eligible bidders as per the specified pre-qualification criteria. The work is of an estimated cost of ₹ Rs. 1,90,00,000 /- and the initial contract duration shall be one year.
2. All the Pre-Qualification papers shall be uploaded on MSTC portal along with Part-I of tender on or before 31.12.2025 up to 2:00 PM.
3. The Earnest Money Deposit (EMD) of **Rs. 3,80,000/-** shall be in the form of Irrevocable Bank Guarantee or NEFT. The irrevocable BG shall be submitted in sealed cover addressed by name to **Regional Director, Reserve Bank of India, Estate Cell, 1st Floor Byculla Office Building, Dr A R Nair Road, Byculla, Mumbai- 400008** so as to reach **DGM, Estate Cell, Byculla, Mumbai- 400008** super scribed as **"EMD for Providing Facility Management Services (FMS) for day to day maintenance of Bank's Premises (residential quarters and office building) in Mumbai for the various trades like Carpentry, Sanitary-Plumbing, Electrical/Mechanical etc. under supervision by providing trades under Estate Cell of Byculla, Mumbai: Cluster II:(Gokuldham, Santacruz, Sunpalazzo & Matunga Residential Colonies)** Online tenders will be allowed to view /download as per schedule of tender (SOT). EMD of the successful tenderer shall be released to the contractor on submission of PBG as specified in clause 1 (clause of contract). On award of work, EMDs of unsuccessful tenderer shall be released thereafter.
4. The firms which do not comply with the following **minimum eligibility criteria** and/or do not submit EMD will not be considered for opening of their tender Part-II (Price Bid). All formats as specified below shall be furnished in **[Annexure1](#) of Section VII.**

Eligibility requirement		
Criteria	Requirement	Forms / Documents to be furnished
i. Composition of the firm/ organization:	The tenderer can be Sole Proprietorship/ Partnership firm /Private Limited/ Limited or Co-operative Body etc. Details of Registration of the firm / organization, Name of Registering Authority, Date and Registration number, etc. shall be furnished. Joint Ventures are not allowed.	Tenderer should fill up information in Format 1 (Refer Annexure1) hereto and submit along with the following supporting documents. (i) Copy of registration certificate. (ii) Copy of the Articles of Association/ Power of Attorney/ other relevant document (iii) copy of Goods and Service Tax registration certificate (iv) Copy of PAN (v) Details of registration of labour along with EPF and ESI documents.
ii. Duration of past experience	The intending bidder must have minimum 5 years of experience in carrying out similar nature of works viz. Providing Facility Management Services (FMS) for day-to-day maintenance of Buildings for the various trades like Carpentry, Sanitary-Plumbing, Electrical/Mechanical etc. under supervision by providing specified manpower in respective trades ending on October 31, 2025.	Bidder should fill up the information in Format 2 (Refer Annexure1) annexed hereto indicating client-wise names of similar work(s), awarded and actual cost(s), completion date stipulated in contract and actual dated of completion date, etc. and should submit along with the documentary evidence as proof of minimum 5 years of experience of completed similar work/s * viz. copies of detailed work order/s indicating date of award, contract amount, time given for completing the work, etc. and the corresponding completion certificate(s) indicating actual date of

		completion and actual value of executed similar work/s issued by the client(s) for works executed for government /public sector companies and copies of work order, work completion certificate along with Tax Deducted at Source (TDS) certificate(s) issued by the client(s) for works executed for private companies. ii) Bidder should also fill up the information about similar work/s* on-hand in the Format 2A (Refer Annexure1) annexed hereto and should submit along with supporting documents, viz. Copies of work order/s with details of items of work, issued by the client(s) for the work/s in progress. (iii)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.
--	--	---

iii. Minimum value of each completed similar work/s* in last 5 years	One similar work of Providing Facility Management Services (FMS) for day-to-day maintenance of Buildings for the various trades like Carpentry, Sanitary-Plumbing, Electrical/Mechanical etc. under supervision by providing specified manpower in respective trades each costing not less than 80% of the estimated cost. OR Two similar works of Providing Facility Management Services (FMS) for day-to-day maintenance of Buildings for the various trades like Carpentry, Sanitary-Plumbing, Electrical/Mechanical etc. under supervision by providing specified manpower in respective trades each costing not less than 50% of the estimated cost. OR	Tenderer should fill up the information in Format 3 (Refer Annexure1) annexed hereto and submit along with the following documents as proof of having successfully completed similar work/s * . (i) Copies of detailed work order/s for qualifying works indicating date of award, contract amount, time given for completing the work, etc.-and the corresponding completion certificate(s) indicating actual date of completion and actual value of executed similar work/s issued by the client(s) for works executed for government /public sector companies and copies of work order, work completion certificate along with Tax Deducted at Source (TDS) certificate(s) issued by the client(s) for works executed for private companies. (ii) Client certificate/s for each of the qualifying work as per the Format 3A (Refer Annexure1) annexed hereto.
---	--	---

	Three similar works of Providing Facility Management Services (FMS) for day to day maintenance of Buildings for the various trades like Carpentry, Sanitary-Plumbing, Electrical/Mechanical etc. under supervision by providing specified manpower in respective trades each costing not less than 40% of the estimated cost.	
--	--	--

iv. Annual Financial Turnover	The tenderer shall possess Annual Financial Turnover (in each year) 100 % of the estimated cost or more during the last three consecutive financial years ending 31 st March 2025. Income Tax Assessment Orders along with the latest final accounts of the business of the contractor duly certified by a Chartered Accountant should be enclosed in proof of their creditworthiness and turnover	Tenderer should fill up the information in Format 4 (Refer Annexure1) hereto and certified by Chartered Accountant to be submitted along with the following documents: (i) Copies Audited financial statements/ accounts of the business of the tenderer duly certified by a Chartered Accountant indicating the turnover for financial years referred in the format 4. (Refer Annexure1) (ii) Copies of the Income Tax Clearance Certificates / Income Tax Assessment orders along with the latest final accounts of business of the contractor duly certified by a Chartered Accountant as a proof creditworthiness.
v. Solvency	The tenderers should have a Solvency of value not less than 100% of estimated cost of the work.	(i) The tenderer should furnish solvency certificate issued by the tenderer's banker specifically issued for this work in Format 5.(Refer Annexure1) (ii) Bidder should submit details of their Banker in Format 5A.(Refer Annexure1)
vi. Registration for GST payment	The bidder should have valid Goods and Service Tax (GST) registration	Copy of GST registration certificate shall be submitted along with copy of PAN.
vii. Local Presence	The bidder should have an office at the place of Contract i.e., Mumbai with sufficient manpower to take care	The bidder shall submit documentary proof in support of having an office in Mumbai.

	of replacement/ reliever	
--	--------------------------	--

5. In the event of intending bidder's failure to comply prescribed conditions, Bank reserves the right to not allow him to participate in tendering process.
6. A pre-bid meeting (off-line mode) of the intending bidders will be held as per SOT at Estate Cell, Reserve Bank of India, Byculla, Mumbai or on a venue as will be decided by the Bank. No further clarifications/queries will be entertained after the pre-bid meeting. Minutes of meeting (MOM) shall be uploaded on MSTC website and on RBI website. All firms should upload signed copy with part I of the tender.
7. (a) Tender forms can be downloaded for viewing from the website www.mstcecommerce.com and www.rbi.org.in
 (b) **EMD of Rs. 3,80,000/-only** in the form of NEFT or Irrevocable BG issued by a scheduled Bank should be submitted as per SOT.
 (c) Tenderers shall submit all the information and the documents as mentioned in the tender.
8. Part I of the e-tenders will be opened on-line as per SOT in the presence of the authorized representative of the bidders who choose to be present. Part-II (Price bid) shall be opened of the eligible bidders on a subsequent date which will be intimated to the eligible bidders before opening.
9. To assist in the examination, evaluation and comparison of the bid, RBI may ask Bidders individually for clarifications. The request for clarification and the response shall be in writing / email. No change in the price or substance of the Bid shall be sought, offered or permitted except as required to during the evaluation of Bids in accordance with tender clauses. After examination, if any of the bidder is not found to possess the required eligibility, their tenders will not be considered for further processing. No communication for incomplete PQ papers shall be made.
10. The applicants/tenderers must upload.
 - a. Client's certificate as per format given in the tender from their clients for whom they have carried out "eligible works" in terms of the eligibility (Pre-qualification) criteria explained in this notice. (Refer [Annexure1](#))
 - b. Banker's certificate as per format given in the tender from their banker/bankers. Solvency certificate required may not be submitted separately. (Refer [Annexure1](#))

The client's certificate shall be accepted only when the same is issued by Government/Semi Government organization or a PSU from an official of the

rank of Executive engineer/Superintendent Engineer or equivalent and when they are supported by adequate proof of payment received by the contractor for the work done by him.

The client's certificate issued by the private organizations shall also accompany Tax Deducted at Source (TDS) certificates along with above mentioned eligibility documents. Applications/tenders uploaded without the above certificates may be rejected. The Bank shall have the right to independently verify these certificates.

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

11. Any amendments / corrigendum or Minutes of Pre-bid meetings of the tender, if any, issued in future will only be notified on the RBI Website and/or MSTC Website as given above.
12. The Bank is not bound to accept the lowest tender and reserves the right to accept either in full or in part any tender. The Bank also reserves the right to reject all the tenders without assigning any reason there for.

Mumbai:

Date:

Form of Tender

Place
Date

Regional Director,
Reserve Bank of India,
Estate Cell, Byculla,
Mumbai-400 008

Dear Sir,

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

Memorandum

(a)	Description of work		Providing Facility Management Services (FMS) for day to day maintenance of Bank's Premises (residential quarters and office building) in Mumbai for the various trades like Carpentry, Sanitary-Plumbing, Electrical/Mechanical etc. under supervision by providing trades under Estate Cell of Byculla, Mumbai: Cluster II:(Gokuldham, Santacruz, Sunpalazzo & Matunga Residential Colonies)
(b)	Earnest Money (Rs.)	:	Rs. 3,80,000/-only in the form of irrevocable bank guarantee or NEFT. (Refer to SOT for NEFT details)
(c)	Performance Guarantee (for successful bidder)	:	Bank Guarantee from any scheduled Bank for an amount equal to 5% of the Contract Amount on award of Contract as per Schedule 'F' and Clause 1 of General Conditions of Contract.

(d)	Contract Period	:	The contract period is initially for one year. The contract may be further renewed for a maximum period of two years based on satisfactory performance of the contractor
-----	-----------------	---	--

2. We agree to keep the tender open for the validity period specified in Schedule 'E' of the tender and not to make any modification in its terms and conditions during the validity period or any other extended period as agreed mutually.
3. A sum of Rs. 3,80,000/-is hereby forwarded in the form as specified in Schedule 'E' of the tender document as Earnest Money. If I/We, fail to furnish the prescribed performance guarantee within the prescribed period, I/We agree that the Reserve Bank of India or its successors, in office shall without prejudice to any other right or remedy, be at liberty to forfeit the said earnest money absolutely. Further, if I/We fail to commence work as specified, I/ We agree that Reserve Bank of India or its successors in office shall without prejudice to any other right or remedy available in law, be at liberty to forfeit the said performance guarantee absolutely. The said Performance Guarantee shall be a guarantee to execute all the works referred to in the tender document upon the terms and conditions contained therein.
4. Further, I/We agree that in case of forfeiture of Earnest Money and/or Performance Guarantee as aforesaid, I/We shall be debarred from participation in the re-tendering process of the work for a period of three years
5. I/We undertake and confirm that eligible similar work(s) has/have not been got executed through another contractor on back to back basis. Further that, if such a violation comes to the notice of Reserve Bank of India, then I/We shall be debarred from tendering in Reserve Bank of India in future for a period of three years. Also, if such a violation comes to the notice of Reserve Bank of India before date of start of work, the Engineer-in-Charge shall be free to forfeit the entire amount of Earnest Money Deposit and Performance Guarantee. **Bank's decision in this matter will be final and binding to us.**
6. I/We hereby declare that I/We shall treat the tender documents and other records connected with the work as secret/confidential documents and shall not communicate information/derived therefrom to any person other than a person to whom I/We am/are authorized to communicate the same or use the information in any manner prejudicial to the safety of the Reserve Bank of India.
7. Should this tender be accepted, I/We hereby agree to abide by and fulfill the terms and provisions of the said Conditions of Contract and Agreement annexed hereto so far as they may be applicable or in default thereof to forfeit and pay to the Reserve Bank of India the amount mentioned in the said conditions.
8. Our bankers are (Name and full address)

(i)	
-----	--

(ii)	
------	--

The names of partners of our firm are:

(i)	
(ii)	

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

Yours faithfully,

Signature of Contractor

Signatures and addresses of witnesses

	Signature	Address
(i)		
(ii)		

Section II

SCOPE OF WORK

1.1 Description of Work:

This work is the Facility Management (Technical Services) for the entire colonies which includes all types of routine, corrective and break down maintenance works generally of the following nature:

- a) Plumbing and Sanitary rectification/repair/replacement related works.
- b) Carpentry rectification/repair/replacement related works.
- c) Electrical, electromechanical rectification/repair/replacement of defective parts excluding underground cables in colonies.

1.2 Details of Residential Premises where work is to be carried out are as under:

S. No.	Residential Premises at Mumbai	No. of flats or floors
1	RBI Officers' Quarters, Matunga, Mumbai-22.	12
2	RBI Officers' Flats, Sunpalazzo, Lower Parel, Mumbai-13.	45
3	RBI Staff/Officers' Quarters, Santacruz, Mumbai-54	292
4	RBI Officers' Quarters, Gokuldhara, Mumbai-63	224
In addition to the above, maintenance work is also to be carried out in following area of the premises: Electrical/mechanical, carpentry and plumbing maintenance of common area, building terrace, area around residential flats, community hall, parking area, garages, pump rooms, meter rooms, lift machine rooms, enquiry offices etc. Residential flats include Visiting Officers flats, Medical flats, Single room accommodation, Caretaker office, Stores, Gymnasium, Dispensary, internal roads, canteens, lounges etc.		

2. Manpower requirement:

- a) Contractor shall deploy experienced technically qualified supervisor (having diploma/degree in Civil) along with workers(s) as stated under with specified qualification / experience / license as stated therein. The technical supervisor shall have active mobile phone with email and WhatsApp Facility while at site for taking instructions from Bank's Engineers / Colony Caretaker or any person deputed by the Bank and he shall supervise the work at site. In addition to above, contractor shall also provide one mobile no. each to the electrician, plumber, carpenter on duty so that they may be contacted any time. All workmen deployed must have a valid ID card issued by Govt.
- b) Deployment of manpower is as under: -

Detailed Manpower Deployment					
Gokuldham Residential Colony- 224 Flat (G+ 6/7 floors-Height-26m approx.)					
Timings	Supervisor	Carpenter	Plumber	Electrician	Helper
General Shift: 10:00am to 6:00pm (7 days in a week)	1	-	-	-	-
First Shift: 6:00am to 2:00pm (7days in a week)	-	1	1	1	2
Second Shift: 2:00pm to 10:00pm (7days in a week)	-	1	1	1	2
Third Shift: 10:00pm to 6:00am (7days in a week)	-	-	-	1	1
Santacruz Residential Colony: 292 flats (G+3 floor with height-15m approx.)					
Timings	Supervisor	Carpenter	Plumber	Electrician	Helper
General Shift: 10:00am to 6:00pm (7days in a week)	1	-	-	-	-
First Shift: 6:00am to 2:00pm (7days in a week)	-	1	1	1	2
Second Shift: 2:00pm to 10:00pm (7days in a week)	-	1	1	1	2
Third Shift: 10:00pm to 6:00am (7days in a week)	-	-	-	1	1
Sunpalazzo & Matunga Residential Colony: 45+12 flat					
Timings	Supervisor	Carpenter	Plumber	Electrician	Helper
General Shift: 10:00am to 6:00pm (7days in a week)	-	1	1	1	1
First Shift: 6:00am to 2:00pm (7days in a week)	-	-	-	-	-
Second Shift: 2:00pm to 10:00pm (7days in a week)	-	-	-	-	-
Third Shift: 10:00pm to 6:00am (7days in a week)	-	-	-	-	-
Total	2	5	5	7	11

Note:-

- **Site Supervisor shall attend duty in General Shift i.e. from 10.00 am to 6.00 pm and shall visit all colonies regularly as mentioned in above duty roster.** Bank reserves the right to deploy the above-mentioned manpower or workforce as per site requirement. Whenever necessary, Staff posted at one colony may be deputed to other colony during emergency or

- normal course of action as per the instructions of Bank's Engineer. Contractor shall arrange stand-by person as a reliever for weekly-off as per norms. Double duty or continuous duty of staff from one shift to next shift is not allowed.
- **Supervisor, Electrician, Carpenter, Plumber, Helper at all residential properties will attend duties on all days of the week including public holidays (one day weekly off with substitute).**
- c) Contractor shall deploy able-bodied workmen and supervisor (below age of 60 years) at site who should be medically fit as per the timings mentioned therein. The Bank reserves the right to remove workmen or supervisor, if not found suitable and physically fit and service provider shall immediately provide suitable replacement. The supervisor shall be fully responsible to execute the required work from the given manpower for effective maintenance work.
 - d) All FMS staff should report to the caretaker of respective colonies. Monthly duty roster may be prepared and sent to Caretaker/concerned engineer. FMS staff may take prior permission for their movements and send their live locations on WhatsApp to Concerned engineer/Caretaker/Contractor/Supervisor in case they are visiting outside for official work. **Contractor shall provide his own biometric attendance system for monitoring attendance (in/out) of their staff at each property.** Monthly reports generated from the biometric system may be submitted along with monthly bill and this will be the reference for attendance and payment. The working hours shall be arranged in shift duty as mentioned above (actual working time will be finalized by the Engineer-in-charge or his representative after award of work and restricted for total 8.00 hrs. in a shift) for all 7 days in a week at colonies. However, in case of the emergency works, the workers shall continue to work till the emergency work is over and they may even give service support on Sunday/holidays. The weekly holiday should be given to the workers with an alternative arrangement i.e. reliever(s); for which contractor shall consider charges, while quoting rates under this contract. Bank reserves the right to depute officer/ staff to verify the wages given by the Contractor to the labor deployed by contractor for performance of this work.
 - e) During AMC, property wise monthly bills supported by attendance sheet must be submitted to respective administrative offices for payment. Kindly note that attendance sheet (will be verified with the biometric attendance) should be signed by colony caretaker.
 - f) Cost of material replaced / used at site should be submitted by 10th of every month along with purchase vouchers. Claim of material cost should be supported with call sheet / defects rectification report duly authenticated by occupants for occupied flats and from care taker for vacant flats and common areas etc.
 - g) The contractor shall also maintain a record of payment released to workmen.
 - h) **FMS staff deployed shall be covered under provident fund and ESI scheme.**
 - i) **The contractor shall provide all tools and machinery required for routine /emergency works, such as pliers, cutter, electric tester,**

screwdrivers, spanner set, drilling machine, hammer, pipe wrench, megger, tong tester, cotton waste, mulmul cloth, drill bit, screw, rawal plug, PVC insulation tape, waterproof insulation tape etc.

- j) Facility Management staff deployed at site shall be provided with uniform and safety shoes.
- k) The available staff at site shall assist in rescue of trapped passengers in lift whenever required and shall provide all assistance during any emergency/disaster/accident situation as per the instructions of the caretaker/ Bank's officials.
- l) **All the workmen deployed should be upfront verified by contractor from local police before deploying. Application for police verification with due acknowledgement from police station should be submitted.**
- m) All workmen shall comply with safety protocol for preventing spread of corona virus and in no case the infected/ suspected workmen shall be allowed to enter the premises.
- n) Contractor should keep sufficient stock of essential materials such as LED bulbs, Tubes, switches, sanitary fittings, pipe etc. for attending complaints promptly.

3. General Requirements:

- a) The contractor shall complete/ attend the emergency complaint sent over email/WhatsApp/phone immediately and attend routine complaints lodged in complaint book, preferably on the same day. However, for major repair work, it shall be completed under guidance of the Bank's Engineer without inordinate delay. For delay beyond the reasonable time, Bank has a right to levy penalty for each unattended complaint. Decision shall be binding on the contractor.
- b) The contractor shall not deploy child labour, failure to comply with this shall lead to termination of the contract, if found at any stage during the contract.
- c) **The rates quoted must include consumables such as washers, screws, connectors, PVC insulation tapes, Teflon tapes and tools, indoor ladders, scaffolding for external work, grease, oil etc.** Whenever any item is to be replaced, prior approval would be obtained from engineer-in-charge and then the same shall be replaced. Payment for material replaced only shall be made separately, based on the tax invoices and delivery challan. **On the cost of the material, 15% profit may be considered on basic purchase price of material before GST. The rate claimed should be competitive, reasonable and justified from the current market price available in local market.**
- d) **One set of H frame/metal scaffolding along with necessary accessories/ MS jallies etc. reaching upto terrace level, shall be kept at every colony for attending the external pipeline repair/replacement work. Contractor shall quote the rates accordingly.**
- e) While attending the work in emergency case beyond the regular time exceeding more than 8:00 hours, the genuineness and necessity shall be certified by the

Engineer-in-charge or his representative before executing the work.

- f) **The rate shall include removal of debris generated due to related work and carting away from the Bank's colonies regularly. The debris shall be stacked neatly in gunny bags and taken out of the premises without any extra charges and the site shall be left thoroughly clean and photo/screenshot should be shared via WhatsApp or email. Old unserviceable materials should be stacked properly at one place as decided by Bank.**
- g) **It will be the responsibility of the contractor to arrange for all type and size of the indoor ladders required for internal works and necessary scaffolding (must strong and sturdy) for external work**
- h) Data for repairs requiring material replacement shall be maintained in each premise and a copy of the same shall be submitted along with the bill. Contractor shall maintain Issue/Receipt register supported by call sheet signed by occupants/caretaker.
- i) **Deployed person shall also assist in local shifting of furniture, dead stock items within the premises as instructed by Bank's Engineer.**
- j) (iii) The Contractor should note that the work/complaint should be attended and completed at the earliest (within 48-hour time from the receiving of the complaint without delay from the date mentioned in complaint register) with least disturbance to the resident of colonies and work shall be carried out during day/night time in consultation with Engineer-in-charge or his representative. After satisfactory completion, the signature shall be obtained from respective resident and concerned care-taker.

4. Works:

A) Plumbing and Sanitary works

1. Providing and making necessary arrangement to attend the plumbing and sanitary related routine/periodic/preventive maintenance/breakdown. Maintaining the installation in serviceable, clean and hygienic conditions for proper habitation of Bank's colonies including periodic cleaning of sewer lines/manholes/septic tanks, storm water drains, by deploying additional manpower as and when required as per specification mentioned in the price-bid.
2. Maintaining water meter reading register on fortnightly basis & put up to Bank's officials.
3. Attending complaints recorded in the complaint register kept at the office of caretaker / received through e-mail / over phone in respective premises will

be checked daily and all complaints shall be attended promptly. After satisfactory completion, the signature shall be obtained from respective resident, concerned care-taker and as per the direction of Engineer-in-charge or his representative(s) such as replacement of washers, taps, valves and any other installations both inside and outside the buildings.

4. Disconnecting and reconnecting plumbing connection in case of water heaters, geysers, coolers, electrical gadgets, whenever such electrical gadgets are required to be replaced/repared.

Attending to defects and repairs in water supply mains, vertical stacks, sewerage, and waste lines, pumping lines, replacement of broken chamber covers, gratings etc. at all levels. For repairing the pipelines leakages and removing wild growth etc. scaffolding, if required any shall be arranged by the contractor as per detail specifications mentioned in the price-bid. Alternatively, contractor may also use Jhula with proper safety belts etc. for executing minor works.

5. Periodical check-up including repairs/replacement of gate valves, check valves etc., pipelines in suction and delivery of pumps etc. Minor Welding of the pipes if required shall also be carried out without any extra cost.
6. Maintaining all the installations/fixtures in each toilet/bathrooms/wash area etc. in operative/working condition.
7. Removal of choking in all plumbing / sewerage lines, nahani traps, stacks at all levels, manholes fixing of grating etc.

Attending to the faults in main water supply / sewerage connections by liaising with MCGM concerned ward officials, if necessary. The payment towards any statutory charges shall paid by the contractor and the same shall be reimbursed by the Bank against submission of receipt of payment made to MCGM/Local Authority.

8. **Monitoring of the water levels in the wells, sumps, overhead and underground tanks and keeping a record of the same on daily basis.**
9. **Attending to pre-monsoon works such as inspection and cleaning of storm water drains, rain water pipes, de-silting and cleaning of storm water drains (every six months), weep holes in the compound walls, removal of vegetation growth surrounding the pipe lines or on the terraces, sunshades and also removal of dry leaves / any other waste accumulated in the terrace or on the roof of car sheds / scooter sheds etc. and keeping the rain water Gutter/outlet free of any obstructions for free flow of rain water etc.**
10. Cementing of joints of various drainages lines, gaps between wash basins, sinks and the walls, including re- fixing the same with white cement, hole filling etc.
11. Re-fixing of loose fixtures and fittings including supporting brackets such as wash basins, sinks, flushing cistern, drain boards, towel rods, mirrors, glass

shelves, soap holders, nahani traps, gratings and any other fixtures and fittings as existing in the properties including removal of existing fittings and fixtures without causing and damage. Grouting of new wooden gutties in cement mortar and re-fixing with new screws, removing where necessary.

12. Disconnecting and reconnecting suction and delivery connected of water pumps whenever the pumps are required to be taken away for repairs /replacement. Removal of air locks from suction lines/delivery lines as and when required.

13. Removal of debris collected to the plumbing work.

14. The preventive maintenance of the sanitary and plumbing installations in addition to the routine maintenance / repairs shall be carried out as detailed below as per specification mentioned in the price-bid.

15. The rates quoted shall be inclusive of following preventive maintenance at regular intervals as listed under. Any additional labors /cleaners and the implements required for these tasks from time to time have to be provided by the contractor as per specification mentioned in the price-bid.

Sl. No	Items of work	Periodicity at which this work is to be attended to
i	Cleaning of surface drains, rain water pipes, terrace, Jallies and road gully, chambers and manholes.	Twice in a year (out of this one should be prior to monsoon)
ii	Removal of sludge from manholes, sewer lines and trap chamber (work may be taken up earlier also, wherever found necessary, as per site conditions/instructions from Bank officials) including carting away the sludge/debris away from the Banks premises.	twice in a year
iii	Servicing of all types of valves	Once in six months
iv	Inspection of terraces and common areas, etc. with regard to their condition and leakages etc. and report to the Bank's Engineer.	Once in quarter
v	Professional Cleaning of all water tanks (overhead, underground) in consultation with the caretaker/ Bank's engineer (tank capacity mentioned in the Annexure 12) and additional manpower shall be deployed for this work.	Once in six months

17. No labour charges will be paid separately for any repair / treatment to walls/floor of bath rooms / toilets / kitchen for arresting the leakage due to erosion/deterioration joints of sanitary/water supply installations. The rates include the work of chasing, breaking the masonry/concealed water lines &

replacing with new pipe/fittings & making good the damaged portion of wall/floor with mortar etc. The replacement of pipe will be paid as per measurement and approved rates. However, the finishing of the walls inside toilet with wall tiles/painting etc. shall be payable as extra if got done through the contractor with the approval of Engineer-in-charge.

(B) Carpentry related work

Providing and making necessary arrangement to attend the carpentry related routine/periodic/preventive maintenance/ breakdown works in respect to Bank's residential colonies. Maintaining the installation in serviceable, clean and hygienic conditions for proper habitation of Bank's colonies such as oiling/repairing/replacement of doors/windows/wooden/metallic items, gate, repairs to cloth hanging systems etc. including deploying additional manpower if necessary, for name plates, numbers/ lettering boxes, modification of window opening /grill for air conditioner, other related works. as and when required without any extra cost.

(i) Employing necessary carpenter and helper mentioned in Bank's respective residential complex indicated in the tender.

(ii) All the materials used for attending repairing work or new work related to carpentry shall be with Bank's approved make of materials and the samples shall be got approved from the Bank's Engineer.

(iv) The scope of work shall include repairing to wooden & aluminum doors/ windows shutters/ ventilators, easing, aligning the same in plumb, line and level, repairs to aluminum/ wooden curtain rods/ brackets, broken glass panes of door and window shutters, filling glass putty wherever required/ directed, fixing of new carpentry fittings/ fixtures. Oiling and greasing of all steel doors, windows, collapsible shutters, alligator shutters, main doors, hinges, etc., may be done on receiving complaints.

(v) The replacement of new fittings/ fixtures shall consist of tower bolts, Al-drops, night latch, hinges, floor spring, door closer, drawer locks, handles etc. as approved by the Bank. The contractor shall also attend the works of setting up of all doors, minor repairs to floor springs/door closers, cabin locks, partitions, oiling

of hinges/ drawer channels and any other carpentry fittings/fixtures, etc. as per complaints received from residents/caretakers.

(vi) Removal of debris created due to carpentry work to be taken and disposed of outside Bank's premises at appropriate place as per statutory norms.

(C) Electrical Maintenance /Cable TV wiring works – Residential campuses

- (i) To attend and rectify complaints in the Bank's electrical / electromechanical installations in all the flats/ complex, staircase lights, gymnasium, community hall, pump room, common area toilets, watchman cabins and dispensary etc. within 48 Hrs. from the time of receiving the complaint.
- (ii) To check all the ELCBs, Earthing of power sockets for Geysers & AC units once in a quarter. Including watering of earth's pit.
- (iii) To keep all electrical installations in up-to-date condition and complaints of any residents should not be kept pending. To clean all the electric meter room once in a month and keep the meter room in hygienic condition.
- (iv) To attend and rectify the emergency complaint after regular hours.
- (v) To register electric supply failure complaint with electricity authority and follow-up till restoration of electric supply (in the event of failure of electric supply of complete colony/common area including all staircase lighting)
- (vi) To maintain a register with colony caretaker for maintenance in consultation with Engineer-in-charge or his representative.
- (vii) To assist caretaker in maintaining electric stock book and also during dead stock reconciliation activity.
- (viii) To obtain signature of complainant and caretaker in the complaint book after rectification of complaint. To write reason for incomplete rectification of complaint in the remark column of the respective complaint in the complaint book.
- (ix) To attend and rectify the complaints related to electric chimneys installed in all flats including replacement of fused bulbs in it.
- (x) The list is only indicative. Any maintenance work not specifically mentioned above but required for healthy operation of the system concerned and for the satisfaction of the occupant/complaint will be considered in part of scope of work.
- (xi) Daily work such as timely Operation of water pump/lifting of water, DG sets, switching on/off Street lights and other common area lights etc wherever required.
- (xii) Emergency work as operation of electric mud pumps and diesel pumps during heavy rains/flooding situations.
- (xiii) Operating electrical pumps as and when required to fill OHT/UH tanks.

Other Electrical work is listed as below:

1.	Maintenance and physical inspection of the panels, bus bar chambers, switches, indicating lamps and cables. 1. Checking high temperature. 2. Tightening of the nuts bolts. 3. Maintaining log of breakdown. 4. Physical Cleaning of the panels.
2.	Breakdown maintenance of Street lighting. 1. Checking of the street lighting and overhead lights keeping record in register. 2. Checking the control boxes of all the lights and repairing the same using all the material. 3. Checking the earthing of the poles.
3.	Evacuation from lifts (if available) in case of man trapping and lodging the complaints with the OEM in respect of lifts under breakdown.
4.	Operation of water pumps, as per preset timings.

The above list of works is only illustrative, and any additional item of work may also be entrusted by the Engineer-in-charge or his representative as per the requirement of the Bank. The contractor shall carry out the same without any additional charge to the Bank.

I/We hereby declare that I/we have read and understood the above information.

Place
Date

Signature of bidder

Section III

General Rules and Instructions to the bidders

1	Bids in Two bid system Interested bidders shall upload their Pre-Qualification (PQ) papers along with Part-I of tender on the MSTC e-commerce website along with the duly filled tender within the stipulated date and time. The e-tender in two parts (Part I comprising of duly filled tender part I, EMD, technical bid/details, and Part II comprising of duly filled-in tender Part II) should be addressed to the Tender Inviting Authority, as specified in Schedule 'E' and should be submitted on MSTC e-commerce website. No tender will be received after the specified date and time for receipt of tender under any circumstances whatsoever.										
2	Documents Comprising Tender/ Bid Part I: (Techno-Commercial Bid) <table border="1" data-bbox="288 869 1503 1272"> <tr> <td data-bbox="288 869 376 925">i)</td><td data-bbox="376 869 1503 925">Form of Tender/Bid</td></tr> <tr> <td data-bbox="288 925 376 1048">ii)</td><td data-bbox="376 925 1503 1048">Earnest Money Deposit (EMD)/ Bid Security in original in a envelope, sealed and duly marked as EMD/Bid Security in the approved format as specified in Schedule 'E'. The scanned copy of the EMD shall be uploaded along with Part-I</td></tr> <tr> <td data-bbox="288 1048 376 1115">iii)</td><td data-bbox="376 1048 1503 1115">Checklist</td></tr> <tr> <td data-bbox="288 1115 376 1193">iv)</td><td data-bbox="376 1115 1503 1193">Power of Attorney (as per proforma annexed hereto) in favour of person signing the Bid</td></tr> <tr> <td data-bbox="288 1193 376 1272">v)</td><td data-bbox="376 1193 1503 1272">Duly Filled-in tender document consisting of Section I to Section VII</td></tr> </table> Part II: (Price Bid) Schedule of Quantities, duly filled-in	i)	Form of Tender/Bid	ii)	Earnest Money Deposit (EMD)/ Bid Security in original in a envelope, sealed and duly marked as EMD/Bid Security in the approved format as specified in Schedule 'E'. The scanned copy of the EMD shall be uploaded along with Part-I	iii)	Checklist	iv)	Power of Attorney (as per proforma annexed hereto) in favour of person signing the Bid	v)	Duly Filled-in tender document consisting of Section I to Section VII
i)	Form of Tender/Bid										
ii)	Earnest Money Deposit (EMD)/ Bid Security in original in a envelope, sealed and duly marked as EMD/Bid Security in the approved format as specified in Schedule 'E'. The scanned copy of the EMD shall be uploaded along with Part-I										
iii)	Checklist										
iv)	Power of Attorney (as per proforma annexed hereto) in favour of person signing the Bid										
v)	Duly Filled-in tender document consisting of Section I to Section VII										
3	Tender Fees Nil										
4	Clarifications and pre-bid meeting If the contractor shall have any doubt as to the meaning of any portion of the general conditions, or the special conditions or the scope of the work or any other matter concerning the work, he shall in good time, before the scheduled date of Pre-bid meeting, put forth the particulars thereof and submit them to the RBI, in writing, addressed to the Tender Inviting Authority, specified in Schedule 'E' in order that such doubts may be clarified authoritatively during Pre-bid meeting. In order to explain the scope of work, other details and to clarify any issues/ queries raised by the bidders, a Pre-bid meeting shall be arranged on the date, time and venue specified in Schedule 'E' . The bidders are advised to peruse the tender and visit the site and submit any matter requiring clarification to the RBI latest by 12:00 PM on the previous working day. In case the bidder wishes to include any condition while tendering for the work, he will have to submit the same before the pre-bid meeting to enable the RBI to examine/ consider the										

	same. RBI's decision in the matter shall be conveyed to all the bidders after pre-bid meeting but before the scheduled date of submission of the tenders. All the bidders are advised to attend the Pre-bid meeting in their own interest. Any tender received with any deviation/ Condition is liable for rejection.	
5	Amendment to Tender document	
	i)	At any time prior to the deadline for the submission of tender/ Bids, RBI may, for any reason, whether at its own initiative or in response to a clarification or query raised by a prospective Bidder, modify any part of the tender document by an amendment.
	ii)	The said amendment in the form of the addendum/ corrigendum will be hosted on the MSTC e commerce and RBI website on or before the last date mentioned in the Notice Inviting Tender/ Bid. This communication shall be binding on the Bidders. The Bidders are strongly advised to regularly visit the MSTC e commerce website to ensure that they are aware of the amendments, if any. The addendum (s), if any, issued will form part of the contract document.
	iii)	In order to afford prospective Bidders reasonable time for preparing their Bids after taking into account such amendments, the RBI may, at its discretion, extend the deadline for submission of Bids.
6	Item Rate Tender	
	The Bidder should note that unless otherwise stated, the tender is strictly on lump sum basis and his attention is drawn to the fact that rates for each colony should be correct, workable and self-supporting. The scope of work indicates the total extent of work, which also includes any other small works required to complete the intent of the scope so defined.	
7	Preparation of bid and Cost of bidding	
	i)	The bidder must obtain for himself on his own responsibility and at his own expenses all the information which may be necessary for the purpose of making a tender and for entering into a contract and must examine the drawings and must inspect the site of the work and acquaint himself with all local conditions, means of access to the work, nature of the work and all matters pertaining thereto.
	ii)	The Contractor shall be deemed to have carefully examined the work and site conditions including labour, the general and special conditions, the specifications, schedules and shall be deemed to have visited the site of work, to have fully informed himself regarding the local conditions and carried out his own investigations to arrive at the rates quoted in the tender.
8	Format to be used	
	The bidder must fill up and submit only the tender forms uploaded by the RBI, stating at what rate he is willing to undertake work in each colony. Tenders, which propose any alteration in the work specified in the said form of invitation to tender, or which contain any other conditions of any sort, including conditional rebates, will be liable for rejection/ disqualification. However, if they desire to submit additional information, they may do so on own letter head/paper. Each page of tender forms shall be signed and upload in MSTC website.	
9	Filling of Rates	
	i)	Rates should be quoted for work in each colony both in figures and words in columns specified in the Schedule of Quantity. Care shall be taken to avoid discrepancy in the rate given in figures and words. The amount for each item shall

		be worked out by the system and requisite totals shall be filled in the specified column.
	ii)	In the event, no rate has been quoted for any item(s), leaving space both in figure(s), word(s) and amount blank, the tender shall be considered incomplete and shall not be considered.
	iii)	No request for any change in rate or conditions after the opening of the tender will be entertained.
10	Earnest Money Deposit (EMD)/Bid security	
	i)	The bidders are required to submit Earnest Money Deposit (EMD)/ Bid Security for an amount as specified in Schedule 'E' in the manner as specified in Schedule 'E'.
	ii)	A tender, which is not accompanied by EMD, will not be considered. The Earnest Money will be refunded to the bidder if his tender is not accepted but without any interest.
	iii)	Under no circumstances, Earnest Money Deposit will be accepted in the form of fixed deposit receipt of Bank or Insurance Guarantee or cheque.
	iv)	Release of EMD: The Earnest Money Deposit of tenders other than successful tenderer shall be returned/refunded on expiry of bid validity (including extended validity) or on award of work to the successful tenderer whichever is earlier. The EMD amount will not bear any interest. The EMD of successful bidder shall be released after submission of Performance Guarantee (which is 5% of the contract value).
		Forfeiture of EMD: The EMD will be forfeited (i) if the vendor / contractor withdraws bid after opening of the Price Bid or (ii) if the vendor / contractor fails to commence the work after award within the prescribed time limit (iii) Violation of Integrity Pact
11	Signing of Bid, Power of Attorney	
	i)	Each of the tender documents should be filled and uploaded by the person having proper authority to do so and under his/ her digital signature in token of his/their acquainted himself/themselves with the General Conditions of Contract, Specifications, Special Conditions and other terms and conditions etc. as laid down.
	ii)	The tender submitted on behalf of a firm must be digitally signed by a person holding a power-of attorney authorizing him to enter into the proposed contract on behalf of the firm, such power of attorney shall be uploaded with the tender. It must disclose that the firm is duly registered under the Indian Partnership Act, 1952, otherwise the tender may be rejected by RBI.
	iii)	Bidders shall submit, along with Part-I of the tender, a power of attorney, on a stamp paper of appropriate value and duly notarized, in favour of the person signing the Bid documents authorizing him to sign the Bid documents, make corrections/modifications thereto and interacting with Reserve Bank of India and act as the contact person. The proforma of the power of attorney shall be as annexed hereto.(Refer Annexure5)
12	Modification / substitution / Withdrawal of Bids	
	i)	No modification or substitution of the submitted Bid shall be allowed after the due date and time of submission of the tender.
	ii)	A Bidder may withdraw its submitted Bid, provided that written notice of the withdrawal is received by RBI before the last date for submission of Bids. In case a Bidder wants to resubmit his Bid, he shall submit within the due date a fresh Bid following all the applicable conditions.

13	Bid Due Date	
	Bids should be received on or before the stipulated time and date as specified in Schedule 'E' / SOT. Reserve Bank of India may, in exceptional circumstances, and at its sole discretion, extend the Bid due date.	
14	Late Bids	
	Any Bid received after the last date and time specified for submission of Bids in Schedule 'E' or after the extended Bid due date, if any, will be treated as "Late Bid" and will not be opened /considered by RBI.	
15	Opening of Bids	
	The duly filled e-tender Part I, EMD along with Pre-qualification documents, technical details, etc., called Part I of the tender, will be opened on the time and date, as specified in Schedule 'E', at his office, by the tender inviting authority, as specified in Schedule 'E', or his authorized representative in the presence of authorized representatives of the bidders who choose to be present. During scrutiny of part-I, if any document/ information is found missing or any additional document/information is required from bidder, the bidder shall be advised to provide the same to the RBI within the stipulated time as advised by the RBI. Failure to provide required document/information within the specified time will lead to rejection of the bid at the discretion of RBI. The duly filled-in e-tender-Part II, of those bidders, who are found qualified after scrutiny of Part I of the tender documents, only will be opened in presence of the authorized representatives of the qualified bidders on a subsequent date which will be intimated to all the qualified bidders. During scrutiny of part-2, bidder may require to provide wage analysis as per mentioned format at annexure 13, the bidder shall be advised to provide the same to the RBI within the stipulated time as advised by the RBI. Failure to provide required document/information within the specified time will lead to rejection of the bid at the discretion of RBI.	
16	Bid Validity	
	Tenders shall remain open to acceptance by the RBI for a period as specified in Schedule 'E' from the date of opening of the Part- I of the tender which period may be extended by mutual agreement and the bidder shall not cancel or withdraw the tender during this period.	
17	Clarification & Evaluation of Bids	
	RBI would subsequently examine and evaluate bids as below:	
	i)	Price Bids of only those Bidders who are technically qualified shall be opened.
	ii)	Rates quoted for each item shall be considered during verification/ scrutiny.
	iii)	If the rates written in figures and in words do not tally, then the rates quoted by the contractor in words shall be taken as correct.
	iv)	Where the rates quoted by the contractor in figures and in words tally, but the amount is not worked out correctly, the rates quoted by the contractor will be taken as correct and the amount will be worked out accordingly.
	v)	To assist in the examination, evaluation and comparison of the bid, RBI may ask Bidders individually for clarifications. The request for clarification and the response shall be in writing. No change in the price or substance of the Bid shall be sought,

		offered or permitted except as required to during the evaluation of Bids in accordance with tender clauses.
	vi)	In the case of any tender where unit rate of any item/items appears unrealistic, such tender will be considered as unbalanced and in case the tenderer is unable to provide satisfactory explanation, such a tender is liable to be disqualified and rejected.
	vii)	In case the lowest tendered amount (worked out on the basis of quoted rate of Individual items) of two or more bidders is same, then such lowest bidders may be asked to submit a sealed revised offer quoting percentage discount on their already quoted tendered amount which shall be applicable on all tender items. The lowest tender shall be decided on the basis of revised offer. Further, if any such lowest bidder does not revise his bid on lower side, his original bid shall remain valid for further processing.
	viii)	If the revised tendered amount (worked out on the basis of quoted rate of individual items) of two or more bidders received in revised offer is again found to be equal, then the RBI shall decide future course of action which shall be final and binding on all the bidders.
18	Acceptance of Tender and Award of Work	
	On receipt of intimation from the RBI of the acceptance of his/their tender, the successful bidder shall be bound to implement the contract and within fourteen days thereof, the successful bidder shall sign an agreement in accordance with the draft articles of agreement. Further, the written acceptance by the Reserve Bank of India of a tender will constitute a binding contract between the Reserve Bank of India and the person so tendering, whether such formal agreement is or is not executed subsequently.	
19	Performance Guarantee	
	The Contractor whose tender is accepted, will be required to furnish performance guarantee of 5% (Five Percent) of the tendered amount within the period specified in Schedule 'F'. This guarantee shall be from any Scheduled Bank as per the approved proforma annexed hereto (Refer Annexure4). This Performance Bank Guarantee shall be extended further for the extended period of the contract i.e. maximum of two years after expiry of one year contract period (Clause 1 of GCC).	
20	Taxes/ Duties/ Levies	
	i)	GST, turnover tax or any other tax applicable in respect of this contract shall be payable by the Contractor and RBI will not entertain any claim whatsoever in respect of the same.
	ii)	The successful tenderers may also note that RBI reserves the right to deduct TDS on contract amount as applicable and to be levied under relevant Act, from the bills and amount due to them from bank and remit the same directly to the Government.
21	Contract Period	
	Providing Facility Management Services (FMS) for day to day maintenance of Bank's Premises (residential quarters and office building) in Mumbai for the various trades like Carpentry, Sanitary-Plumbing, Electrical/Mechanical etc. under supervision by providing trades under Estate Cell of Byculla, Mumbai: Cluster II:(Gokuldham, Santacruz, Sunpalazzo & Matunga Residential Colonies). The maintenance contract period is initially for one year. The contract shall be considered for further renewal for maximum two occasion (one year or	

	fraction of one year at a time) on same terms and conditions at the discretion of the Bank provided the Bank finds the services of the Contractor satisfactory. (i) The Contractor must submit a fresh Agreement, Performance Bank Guarantee, and Insurance policies for the renewed Contract amount, valid for the duration of the renewed Contract period, in case the Contract is renewed or extended. (ii) The renewal contract amount shall be based on CPI Indices for industrial workers published by labour bureau, Ministry of Labour and Employment, Government of India. Within the AMC period any revision in minimum wages and taxes in between by the Government shall be borne by the firm. (iii) Sample calculation for percentage increase for renewal of contract is below: Percentage increase for renewal on contract: $\{(CPI - CPI_0) / CPI_0\} \times 100$ CPI - Latest published Consumer Price Index for industrial workers for Mumbai declared by Labour Bureau, Government of India at the time of renewal. CPI₀ - Consumer Price Index for industrial workers for Mumbai declared by Labour Bureau, Government of India during the month of due date of receipt of tender for first renewal. For second renewal, CPI of first renewal will be the CPI₀. If the increase is negative / CPI is lesser than CPI₀, there will not be any decrease or increase in the amount at the time of renewal. The terms and conditions contained in the tender document shall be treated as part and parcel of the FMSC renewal agreement which shall be executed afresh and shall be binding on both the parties.
22	Employer's/Bank's right to accept or reject any or all the 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 Bidder or Bidders. The Employer shall not assign any reason for rejection of any or all Bids.

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

**Place
Date**

Signature of bidder

Section IV

General Conditions of the Contract

Definitions	1.	The Contract means all the documents forming the tender and acceptance thereof together with any correspondence leading thereto and the formal agreement executed between the competent authority on behalf of the Employer and the Contractor, together with the documents referred to therein including the General Conditions, Special Conditions, General rules and instructions to bidders, the scope of work, correspondences exchanged and instructions issued from time to time by the Engineer-in- Charge. All these documents taken together, shall be deemed to form one contract and shall be complementary to one another.	
	2.	In the contract, the following expressions shall, unless the context otherwise requires, have the meanings, hereby respectively assigned to them: -	
		i)	The expression works , or work shall, unless there be something either in the subject or context repugnant to such construction, be construed and taken to mean the works by or by virtue of the contract contracted to be executed whether temporary or permanent, and whether original, altered, substituted or additional, as defined in Schedule 'F'
		ii)	The Site shall mean the land/or other places on, into or through which work is to be executed under the contract including any building and erections thereon or any adjacent land, path or street through which work is to be executed under the contract or any adjacent land, path or street which may be allotted or used for the purpose of carrying out the contract, as defined in Schedule 'F'.
		iii)	Employer shall mean The Reserve Bank of India (as mentioned in schedule 'F') and shall include its assigns and successors
		iv)	RBI shall mean Reserve Bank of India, having its Central Office at Shahid Bhagat Singh Road, Mumbai – 400001 and having its Regional Offices at various places.
		v)	Tender document shall mean document named as such issued by the Employer to the Bidders inviting Bids for the Work.
		vi)	Day shall mean Calendar day
		vii)	Working day shall mean The days when Employer's office is working i.e. Days excluding Public holidays, Saturdays and Sundays
		viii)	Month shall mean the calendar month.
		ix)	Year shall mean Calendar Year
		x)	Bidder (s) shall mean all parties participating in the bidding process pursuant to and in accordance with the terms of the Tender document.
		xi)	The Contractor shall mean the individual, firm or company, whether incorporated or not, undertaking the works and shall include the legal representative of such individual or the persons

			composing such firm or company, or the successors of such firm or company and the permitted assignees of such individual, firm or company.
		xii)	Sub-Contractor means the person or persons, firm or company engaged by the Contractor for executing any part or to whom any part thereof has been sub-let with the consent in writing of the Employer
		xiii)	The Engineer-in-charge means the Engineer Officer employed and paid by the Employer and acting under the orders of the Employer who shall supervise and be in-charge of the work.
		xiv)	The Authorized representatives of Engineer-in-charge (AGM(Tech)/ Manager (Tech)/ AM(Tech)) means the Engineer officers employed and paid by the Employer and acting under the orders of the Employer who shall supervise day to day execution of work under the direction and guidance of Engineer-in-Charge.
		xv)	Contract Price or Contract Amount shall mean the total amount as calculated from quoted unit rates by the successful bidder and quantities mentioned in the Schedule of quantities (Price Bid) and as accepted by the Employer and indicated in the letter of award of work.
		xvi)	Contract Period shall mean the period specified in the tender document for execution of the contract/ completion of the work, including any authorized extended period by the Employer
		xvii)	Contract Agreement shall mean the agreement signed between the Contractor and the Employer for the execution of the Work.
		xviii)	Notice in writing or written notice shall mean a notice in writing, typed or printed characters sent (unless delivered personally or otherwise proved to have been received) by registered post to the last known private or business address or registered office of the addressee and shall be deemed to have been received when in the ordinary course of post, it would have been delivered and/or sent. The communication delivered by any accepted electronic means shall also be deemed to be a written notice.
		xix)	Act of Insolvency shall mean any act of insolvency as defined by the Insolvency and Bankruptcy Code, 2016 or any Act amending such original.
		xx)	Manufacturer refers to a person or firm who is the producer and furnisher of the material or designer and fabricator of equipment
		xxi)	Contractor's Works or Manufacturer's Works shall mean and include the land and other places which are used by the CONTRACTOR/FABRICATOR or SUB- CONTRACTOR/SUB-FABRICATOR for the manufacture of "Equipment" or performing the "Works".
		xxii)	Market Rate shall be the rate as decided by the Engineer-in-Charge on the basis of the cost of materials at the site where the work is to be executed plus the percentage mentioned in Schedule 'F' to cover all overheads and profits.
		xxiii)	Net Rate/Price - If in arriving at the contract amount the Contractor shall have added to or deducted from the total of the items in the Tender any sum, either as a percentage or

		otherwise, then the net price of any item in tender shall be the sum arrived at by adding or deducting from the actual figure appearing in the Tender as the price of that item a similar percentage or determining the percentage or proportion of the sum so added or deducted by the contractor the total amount of any Prime Cost items and provisional sums of money shall be deducted from the total amount of the tender. The expression " net rates " or " net prices " when used with reference to the contract or accounts shall be held to mean rates or prices so arrived at.
Scope and performance	3.	Where the context so requires, words imparting the singular only also include the plural and vice versa. Any reference to masculine gender shall whenever required include feminine gender and vice versa.
	4.	Headings and Marginal notes to these General Conditions of Contract shall not be deemed to form part thereof or be taken into consideration in the interpretation or construction thereof or of the contract.
	5.	The contractor shall be furnished, free of cost one certified copy of the contract documents except Indian standard specifications and such other printed and published documents. None of these documents shall be used for any purpose other than that of this contract.
Works to be carried out	6.	The work to be carried out under the Contract shall, except as otherwise provided in these conditions, include all labour, materials, tools, plants, equipment and transport which may be required in preparation of and for and in the full and entire execution and completion of the works. The Contractor shall provide at his cost everything necessary for the proper execution of the works according to the intent and meaning of the Scope of work, Schedule of Quantities and Specification taken together, whether the same may or may not be particularly shown or described therein provided that the same can reasonably be inferred there from. The Contractor shall carry out and complete the said work in every respect in accordance with this Contract and with the directions of and to the satisfaction of the Engineer-in-Charge. The Engineer-in-Charge may in his absolute discretion and from time to time issue written instructions, detailed directions and explanations which are hereafter collectively referred to as "Employer's Instructions" in regard to : - The variation or modification of the quantity of works or the addition or omission or substitution of any work. - The removal from the site of any material brought thereon by the Contractor not fulfilling the tender specifications and the substitution of any other material therefor. - The removal and/or re-execution of any material/works executed by the Contractor but not fulfilling the tender specifications. - The dismissal from the works of any persons employed by the contractor thereupon. - The opening up for inspection of any work covered up. - The amending and making good of any defects noticed and reported during contract period. The Contractor shall Forthwith comply with and duly execute any work comprised in such Employer's instructions provided always that verbal instructions, directions and explanations given to the Contractor or his representatives upon the works by the Engineer-in-Charge shall, if involving a variation, be confirmed in writing by the Contractor within

		seven days, and if the same is not approved/ disapproved by the Engineer-in-charge in writing within a further period of seven days, such shall be deemed to be Employer's Instructions within the scope of the Contract.
Sufficiency of Tender	7.	The Contractor shall be deemed to have satisfied himself before tendering as to the correctness and sufficiency of his tender for the works and of the rates and prices quoted in the Schedule of Quantities, which rates and prices shall, except as otherwise provided, cover all his obligations under the Contract and all matters and things necessary for the proper completion of the works.
Discrepancies and Adjustment of Errors (order of preference)	8.	The several documents forming the Contract are to be taken as mutually explanatory of one another, special conditions being followed in preference to General Conditions.
	8.1	In the case of discrepancy between the schedule of Quantities and/ or the Specifications, the following order of preference shall be observed:-
	i)	Description of Schedule of Quantities.
	ii)	Particular Specification and Special Condition, if any.
	iii)	Drawings, if any.
	iv)	General Specifications.
	v)	Indian Standard Specifications of B.I.S
	8.2	If there are varying or conflicting provisions made in any one document forming part of the contract, the Competent Authority as defined in the schedule 'F' shall be the deciding authority with regard to the intention of the document and his decision shall be final and binding on the contractor.
	8.3	The Schedule of Quantities, unless otherwise stated shall be deemed to have been prepared in accordance with standard method of measurement. Any error in description or in quantity in Schedule of Quantities or any omission of items therefrom shall not vitiate the Contract but shall be rectified and the value thereof, as ascertained under clause 12 hereof shall be added to, or deducted from the Contract amount (as the case may be) provided that no rectification or errors, if any, shall be allowed in the contractor's Schedule of rates. The above discrepancies in Schedule of Quantities shall not release the Contractor from the execution of the whole or any part of the works comprised therein according to specifications or from any of his obligations under the contract.
Signing of Contract	9.	The successful tenderer/contractor, on acceptance of his tender by the Employer, shall, within 14 days from the stipulated date of start of the work, sign the contract consisting of: -
	i)	Articles of agreement on non-judicial stamp paper/s of appropriate values (The cost of the stamp paper/s shall be borne by the contractor. One Certified copy of the agreement will be handed over to the contractor by the Employer)
	ii)	the notice inviting tender, all the documents including drawings, if any, forming the tender as issued at the time of invitation of tender and acceptance thereof together with any correspondence leading thereto.
		No payment for the work done will be made unless contract is signed by the contractor.

CLAUSES OF CONTRACT

	CLAUSE 1	
Performance Guarantee	i)	The contractor shall submit an irrevocable Performance Bank Guarantee of 5% (Five percent) of the Contract amount for his proper performance and security towards due fulfillment of his obligations under the contract, (not withstanding and/or without prejudice to any other provisions in the contract) within period specified in Schedule 'F' from the date of issue of letter of award. This period can be further extended by the Engineer-in-Charge up to a maximum period as specified in schedule 'F' on written request of the contractor stating the reason for delays in procuring the Performance Guarantee, to the satisfaction of the Engineer-in-Charge. This guarantee shall be in the form of Bank Guarantee issued by any Scheduled Bank in the approved proforma annexed hereto.
	ii)	The Performance Bank Guarantee shall be initially valid up to the stipulated date of completion plus 60 days beyond that. In case the contract gets extended/ renewed, the contractor shall get the validity of Performance Guarantee extended to cover such extended time for completion of work. After satisfactory completion of performance by the contractor and certified by the Engineer-in-charge, the performance guarantee shall be returned to the contractor, without any interest.
	iii)	The Engineer-in-Charge shall not make a claim under the performance guarantee except for amounts to which the Employer is entitled under the contract (not withstanding and/or without prejudice to any other provisions in the contract agreement) in the event of:
		a) Failure by the contractor to extend the validity of the Performance Guarantee as described herein above, in which event the Engineer-in-Charge may claim the full amount of the Performance Guarantee.
		b) Failure by the contractor to pay the Employer any amount due, either as agreed by the contractor or determined under any of the Clauses/Conditions of the agreement, within 30 days of the service of notice to this effect by Engineer-in-Charge.
		c) Breach of any condition of the contract by the contractor
	iv)	In the event of the contract being determined or rescinded under provision of any of the Clause/Condition of the agreement, the performance guarantee shall stand forfeited in full and shall be absolutely at the disposal of the Employer.
	CLAUSE 2	
Compensation for Delay		If the contractor fails to comply to the timelines specified to attend the maintenance/ rectification works, without prejudice to any other right or remedy available under the law to the Employer on account of such breach, pay as agreed compensation the amount calculated at the rates stipulated and as per the authority specified in schedule 'F' (whose decision in writing shall be final and binding)

	i)	Compensation at the rate as specified in schedule 'F' on per day basis, provided always that the total amount of compensation for delay to be paid under this Condition shall not exceed 10% of the Contract Price of work.
	ii)	The amount of compensation may be adjusted or set-off against any sum payable to the Contractor under this or any other contract with the Employer.
	CLAUSE 3	
When Contract can be Determined		Subject to other provisions contained in this clause, the Engineer-in-Charge may, without prejudice to his any other rights or remedy against the contractor in respect of any delay, inferior workmanship, any claims for damages and/or any other provisions of this contract or otherwise, and whether the date of completion has or has not elapsed, by notice in writing absolutely determine the contract in any of the following cases:
	i)	If the contractor has abandoned the contract
	ii)	If the contractor having been given by the Engineer-in-Charge a notice in writing to rectify, pull down, reconstruct or replace any defective work or that the work is being performed in an inefficient or otherwise improper or un-workman like manner shall omit to comply with the requirement of such notice for a period of seven days thereafter or has failed to remove the materials from the site within seven days of the written instructions of the Engineer-in-charge that the same were condemned and rejected by him under these conditions .
	iii)	If the contractor has failed to commence the work or, without any lawful excuse under these conditions suspended the progress of the work for fourteen days after receiving notice from the Engineer-in-charge to proceed or has failed to proceed with the work with due diligence so that in the opinion of the Engineer-in-Charge (which shall be final and binding) he will be unable to secure completion of the work by the date for completion and continues to do so after a notice in writing of seven days from the Engineer-in-Charge.
	iv)	If the contractor fails to complete the work within the stipulated date or items of work with individual date of completion, if any stipulated, on or before such date(s) of completion and does not complete them within the period specified in a notice given in writing in that behalf by the Engineer-in-Charge.
	v)	If the contractor persistently neglects or fails to carry out his obligations under the contract and/ or commits default in complying with all or any of the terms and conditions of the contract and does not remedy it or take effective steps to remedy it within 7 days after a notice in writing is given to him in that behalf by the Engineer-in-Charge.

	vi)	If the contractor shall offer or give or agree to give to any person in Employer's service or to any other person on his behalf any gift or consideration of any kind as an inducement or reward for doing or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of this or any other contract for Employer
	vii)	If the contractor shall enter into a contract with Employer in connection with which commission has been paid or agreed to be paid by him or to his knowledge, unless the particulars of any such commission and the terms of payment thereof have been previously disclosed in writing to the Engineer-in-Charge.
	viii)	If the contractor had secured the contract with Employer as a result of wrong tendering or other non-bonafide methods of competitive tendering.
	ix)	If the contractor being an individual, or if a firm, any partner thereof commits an "Act of Insolvency" or shall at any time be adjudged insolvent or have a receiving order or order for administration of his estate made against him or shall suffer execution or other process of court attaching property to be issued against the contractor or shall take any proceedings for liquidation or composition (other than a voluntary liquidation for the purpose of amalgamation or reconstruction) under any Insolvency Act for the time being in force or make any conveyance or assignment of his effects or composition or arrangement for the benefit of his creditors or purport so to do, or if any application be made under any Insolvency Act for the time being in force for the sequestration of his estate or if a trust deed be executed by him for benefit of his creditors and shall be unable within seven days after notice to him requiring him to do so, to show to the reasonable satisfaction to the Engineer-in-charge that he is able to carry out and fulfill the contract and to give security therefor, if so required by the Engineer-in-charge.
	x)	If the contractor being a company shall pass an effective resolution for winding up voluntarily or shall have an order for compulsory winding up made against it or shall subject to the supervision of court and the official Assignee or the liquidator in such acts of insolvency or winding up, as the case may be, or if a receiver or a manager on behalf of a creditor shall be appointed or if circumstances shall arise which entitle the court or the creditor to appoint a receiver or a manager or which entitle the court to make a winding up order.
	xi)	If the contractor shall suffer any payment under this contract to be attached by or on behalf of any of the creditors or the contractor or shall charge or encumber this contract or any payments due or which may become due to the contractor hereunder
	xii)	If the contractor shall suffer an execution being levied on his goods and allow it to be continued for a period of 21 days.

	xiii)	If the contractor assigns, transfers, sublets (engagement of labour on a piece-work basis or of labour with materials not to be incorporated in the work, shall not be deemed to be subletting) or otherwise parts with or attempts to assign, transfer, sublet or otherwise parts with the entire works or any portion thereof without the prior written approval of the Engineer -in-Charge. When the contractor has made himself liable for action under any of the cases aforesaid, the Engineer-in-Charge on behalf of the Employer shall have powers:
	a)	To determine the contract, notwithstanding any previous waiver, after giving seven days' notice in writing to the Contractor, as aforesaid (of which termination notice in writing to the contractor under the hand of the Engineer-in-Charge shall be conclusive evidence). Upon such determination, the Performance Guarantee under the contract shall be liable to be forfeited and shall be absolutely at the disposal of the Employer.
	b)	After giving notice to the contractor measure up the work of the contractor and to take such whole, or the balance or part thereof, as shall be un-executed out of his hands. The action will be without thereby affecting the powers of the Engineer-in-charge or the obligations and liabilities of the Contractor, the whole of which shall continue in force as fully as if the Contract had not been so determined, and as if the work subsequently executed had been executed by or on behalf of the Contractor. And further, the Employer by his agents or servants may enter upon and take possession of the works and all plants, tools, scaffoldings, sheds, machinery steam and other power utensils and materials lying upon the premises or the adjoining lands or roads, and use the same as his own property or may employ the same by means of his own servants and workmen in carrying on and completing the works or by employing any other Contractor or other person or persons to complete the works, and the Contractor shall not in any way interrupt or do any act, matter or thing to prevent or hinder such other Contractor or other person or persons employed for completing and finishing or using the materials and plant for the works. When the works shall be completed or as soon thereafter as convenient the Engineer-in-charge shall give a notice in writing to the Contractor to remove his surplus materials and plant, and should the Contractor fail to do so within a period of fourteen days after receipt thereof by him, the Employer may sell the same by public auction, and give credit to the Contractor for the net amount realized. The Employer shall thereafter ascertain and certify in writing under his hand what (if anything) shall be due or payable to or by the Employer and expense or loss which the Employer shall have been put to in procuring the works to be completed and the amount, if any, owing to the Contractor and the amount which shall be so certified shall thereupon be paid

		by the Employer to the Contractor or by the Contractor to the Employer, as the case may be, and the Certificate of the Engineer-in-charge shall be final and conclusive between the parties. The contractor, whose contract is determined as above, shall not be allowed to participate in the tendering process for the balance work, if resorted to by the Employer.
		In the event of above courses being adopted by the Engineer-in-Charge, the contractor shall have no claim to compensation for any loss sustained by him by reasons of his having purchased or procured any materials or entered into any engagements or made any advances on account or with a view to the execution of the work or the performance of the contract. And in case action is taken under any of the provision aforesaid, the contractor shall not be entitled to recover or be paid any sum for any work thereof or actually performed under this contract unless and until the Engineer-in-Charge has certified in writing the performance of such work and the value payable in respect thereof and he shall only be entitled to be paid the value so certified.
	CLAUSE 3A	
	a)	In case, the work cannot be started due to reasons not within the control of the contractor within two months, either party may close the contract.
	b)	If the payment of the amount payable by the Employer under Certificate of the Engineer-in-charge shall be in arrears and unpaid for thirty days after notice in writing requiring payment of the amount as aforesaid shall have been given by the Contractor to the Employer, or if the Employer interferes with or obstructs the issue of any such Certificate, or if the Employer shall repudiate the Contract, or if the works be stopped for three months under the order of the Engineer-in-charge or the Employer or by any injunction or other order of any court of Law, then and in any of the cases the Contractor shall be at liberty to determine the Contract by notice in writing to the Employer, through the Engineer-in-charge and he shall be entitled to recover from the Employer, payment for all works executed and for any loss he may sustain upon any plant or materials supplied or purchased or prepared for the purpose of the Contract. In arriving at the amount of such payment, the net rates contained in the Contractor's original tender shall be followed or where the same may not apply, valuation shall be made in accordance with Clause hereof.
	c)	In case contractor wants to close the contract, he shall give notice to the Employer stating the failure on the part of Employer. In such eventuality, the Performance Guarantee of the contractor shall be refunded within 30 days:
	d)	If Performance Guarantee is not released within prescribed time limit, then a simple interest @ 0.25% per month shall be payable on Performance Guarantee amount to the contractor from the date of expiry of prescribed time limit.

	CLAUSE 3B	
Termination of Contract in case of death of Contractor	Without prejudice to any of the rights or remedies under this contract, if the contractor, being an individual/proprietor, dies, the Employer shall have the option of terminating the contract without any liability for such termination and compensation to the contractor. In case of individual contractor/proprietorship, duly executed deed of assignment clearly identifying the representative who will be liable to perform the contractual obligation in case of the death of the individual/proprietor shall also be submitted. However, in such an eventuality purely as stop gap arrangement, it will be the prerogative/right of the Bank to continue the contract with the identified representative/assignee for the remaining period or till a new agreement is executed, whichever is earlier.	
	CLAUSE 4	
Contractor liable to pay Compensation even if action not taken under Clause 3		In any case in which any of the powers conferred upon the Engineer-in-Charge by Clause-3 thereof, shall have become exercisable and the same are not exercised, the non-exercise thereof shall not constitute a waiver of any of the conditions hereof and such powers shall notwithstanding be exercisable in the event of any future case of default by the contractor and the liability of the contractor for compensation shall remain unaffected. In the event of the Engineer-in-Charge putting in force all or any of the powers vested in him under the preceding clause he may, if he so desires after giving a notice in writing to the contractor, take possession of (at the sole discretion of the Engineer-in-Charge which shall be final and binding on the contractor) or use as on hire (the amount of the hire money being also in the final determination of the Engineer-in-Charge) all or any tools, plant, materials and stores, in or upon the works, or the site thereof belonging to the contractor, or procured by the contractor and intended to be used for the execution of the work/or any part thereof, paying or allowing for the same in account at the contract rates, or, in the case of these not being applicable, at current market rates to be certified by the Engineer-in-Charge, whose certificate thereof shall be final, and binding on the contractor, clerk of the works, foreman or other authorized agent to remove such tools, plant, materials, or stores from the premises (within a time to be specified in such notice) in the event of the contractor failing to comply with any such requisition, the Engineer-in-Charge may remove them at the contractor's expense or sell them by auction or private sale on account of the contractor and his risk in all respects and the certificate of the Engineer-in-Charge as to the expenses of any such removal and the amount of the proceeds and expenses of any such sale shall be final and conclusive against the contractor.
	CLAUSE 5	
	5.1)	The work is Completely of Facility Management (Technical Services) trade. The time allowed for execution of the Works as

Time and Extension for Delay		specified in the Schedule 'F' or the extended time in accordance with these conditions shall be the essence of the Contract. The execution of the works shall commence from such time period as mentioned in schedule 'F' or from the date of handing over of the site whichever is later.
	5.2)	If the work(s) be delayed by: -
	i)	force majeure, or
	ii)	abnormally bad weather, or
	iii)	serious loss or damage by fire, or
	iv)	civil commotion, local commotion of workmen, strike or lockout, affecting any of the trades employed on the work, or
	v)	delay on the part of other contractors or tradesmen engaged by Engineer-in- Charge in executing work not forming part of the Contract, or
	vi)	non-availability of stores, which are the responsibility of Employer to supply or
	vii)	non-availability or break down of tools and Plant to be supplied or supplied by Employer or
	viii)	any other cause which, in the absolute discretion of the Engineer-in-Charge is beyond the Contractor's control.
		then upon the happening of any such event causing delay, the Contractor shall immediately give notice thereof in writing to the authority as indicated in Schedule 'F' but shall nevertheless use constantly his best endeavors to prevent or make good the delay and shall do all that may be reasonably required to the satisfaction of the Engineer-in-Charge to proceed with the works.
	5.3)	Request for extension of time, to be eligible for consideration with reasons, shall be made by the Contractor in writing within fourteen days of the happening of the event causing delay to the authority as indicated in Schedule 'F'. The Contractor may also, if practicable, indicate in such a request the period for which extension is desired.
	5.4)	In such case the authority as indicated in Schedule 'F' may give a fair and reasonable extension of time for completion of work. Such extension shall be communicated to the Contractor by the authority as indicated in Schedule 'F' in writing, within 2 weeks of the date of receipt of such request respectively. Non-application by the contractor for extension of time shall not be a bar for giving a fair and reasonable extension of time by the authority as indicated in Schedule 'F' and this shall be binding on the contractor.
	CLAUSE 6	

Measurements of Work Done	i)	The contract is item rate contract. Engineer-in-Charge shall, except as otherwise provided, ascertain the value in accordance with the contract.
	ii)	Record of all items (materials), to be provided as replacement and having financial value shall be entered in the material consumption register so that a complete record is obtained of all materials provided under the contract.
	iii)	All records shall be checked/verified jointly by the Engineer-in-Charge or his authorized representative and by the contractor or his authorized representative from time to time and such records/ measurements shall be signed and dated by the Engineer-in-Charge and the contractor or their representatives in token of their acceptance.
	v)	The contractor shall, without extra charge, provide all assistance with every appliance, labour and other things necessary for joint checking/ verification of records/ measurements.
	ix)	It is also a term of this contract that recording of measurements of any item in the measurement book shall not be considered as conclusive evidence as to the sufficiency of any work or material to which it relates nor, shall it relieve the contractor from liabilities from any over measurement or defects noticed till completion of the contract.
CLAUSE 7		
Payments	a)	No payment shall be made to the Contractor if the Contractor fails to take the specified Insurance policies and keep them valid till the contract duration.
	b)	The Employer shall have power to withhold any certificate if the works or any parts thereof are not being carried out to his satisfaction.
	c)	The amount admissible shall be paid within the specified period of honoring certificates in the schedule 'F' after the day of presentation of the bill by the Contractor to the Engineer-in-Charge together with the account of the dismantled materials, if all required details/ documents. In case of delay in payment of monthly bills after 30 working days of submission of bill by the contractor, provided the bill submitted by the contractor found to be in order, a simple interest @ 3% per annum shall be paid to the contractor from the date of expiry of prescribed time limit.
CLAUSE 8		
Contractor to Keep Site Clean		The contractor shall ensure to keep the site/ place of work clean at all times. As the work is going to be carried out mostly in occupied premises/ flats, the contractor shall take due care to clean the work area after completion of work, before leaving the place. In case the contractor fails to comply with the requirements of this clause, the Engineer-in-Charge shall have the right to get this work done at the cost of the contractor through any other agency. Before taking

		such action, the Engineer-in-Charge shall give one day's notice in writing to the contractor.
	CLAUSE 9	
Payment of Contractor's Bills through electronic means	i)	Payments due to the contractor shall be made to his bank through NEFT. For this purpose, the contractor shall furnish to the Engineer-in-Charge (1) an authorization in the form of a legally valid document such as a power of attorney conferring authority on the bank; to receive payments and all other required particulars in the approved format (2) his own acceptance of the correctness of the amount made out as being due to him by Employer or his signature on the bill or other claim preferred against Employer before settlement by the Engineer-in-Charge of the account or claim by payment to the bank. While the NEFT transaction slip shall constitute a full and sufficient discharge for the payment, the contractor shall whenever possible, present his bills duly receipted and discharged through his bank.
	ii)	Nothing herein contained shall operate to create in favor of the bank any rights or equities vis-a- vis the Employer.
	CLAUSE 10	
Materials to be provided by the Contractor, whenever instructed by the Engineer-in-charge or his representative	i)	The contract includes provision of labour along with tools, tackles, machinery, indoor ladder, scaffolding for external work etc. and consumables and spares such as lugs, tapes, washers, nuts/ bolts, screws, grease, cotton waste etc. required for the works.
	ii)	Whenever any item/material needs to be replaced, the same shall be brought to the notice of Engineer-in-charge or his representative in writing and with his/ her approval, the same shall be purchased and provided by the contractor. The material shall be of approved make/ model.
	iii)	During visit of Engineer-in-charge or his representative to the colony, the contractor shall arrange to show the material replaced to him/ her at the earliest opportunity and get his signature on the register.
	iv)	The contractor shall prepare flat wise data in each colony for all the materials replaced during the month and copy of the same shall be enclosed along with his monthly bill. There shall be separate lists for electrical and allied items and carpentry/ plumbing and allied items for each colony.
	CLAUSE 11	
Work to be Executed in Accordance with Specifications, Orders etc.	i)	The contractor shall execute the whole and every part of the work in the most substantial and workmanlike manner both as regards materials and otherwise in every respect in strict accordance with the specifications. The contractor shall also conform exactly, fully and faithfully to the instructions in writing in respect of the work signed by the Engineer-in-Charge or his representative.
	ii)	In the case of any class of work for which there is no specifications mentioned, such work shall be carried out in

		accordance with the Bureau of Indian Standards Specifications. In case there are no such specifications in Bureau of Indian Standards, the work shall be carried out as per manufacturers' specifications. In case there are no such specifications as required above, the work shall be carried out in all respects in accordance with the instructions and requirements of the Engineer-in-Charge.
Action in case Work not done as per Specifications	CLAUSE 11 A	
	i)	All works under or in course of execution or executed in pursuance of the contract, shall at all times be open and accessible to the inspection and supervision of the Engineer-in-charge, his authorized representatives and all the superior officers of the Employer or any organization engaged by the Employer for Quality Assurance and of the Chief Technical Examiner's Office, and the contractor shall, at all times, during the usual working hours and at all other times at which reasonable notice of the visit of such officers has been given to the contractor, either himself be present to receive orders and instructions or have a responsible agent duly accredited in writing, present for that purpose. Orders given to the Contractor's agent shall be considered to have the same force as if they had been given to the contractor himself.
	ii)	The Engineer-in-Charge shall have full powers to require the removal from the premises of all materials which in his opinion are not in accordance with the specifications and in case of default, the Engineer-in-Charge shall be at liberty to employ at the expense of the contractor, other persons to remove the same without being answerable or accountable for any loss or damage that may happen or arise to such materials. The Engineer-in-Charge shall also have full powers to require other proper materials to be substituted thereof and in case of default, the Engineer-in-Charge may cause the same to be supplied and all costs which may attend such removal and substitution shall be borne by the Contractor.
Foreclosure of contract due to Abandonment or Reduction in Scope of Work	CLAUSE 12	
	If at any time after acceptance of the tender, Employer shall decide to abandon or reduce the scope of the works for any reason whatsoever and hence not require the whole or any part of the works to be carried out, the Engineer-in-Charge shall give notice in writing to that effect to the contractor and the contractor shall act accordingly in the matter. The contractor shall have no claim to any payment of compensation or otherwise whatsoever, on account of any profit or advantage which he might have derived from the execution of the works in full but which he did not derive in consequence of the foreclosure of the whole or part of the works.	
Carrying out part work at risk & cost of contractor	CLAUSE 13	
	If contractor:	
	i)	At any time makes default during currency of work or does not execute any part of the work with due diligence and continues to do so even after a notice in writing of 7 days in this respect from the Engineer-in-Charge; or

	ii)	Commits default in complying with any of the terms and conditions of the contract and does not remedy it or takes effective steps to remedy it within 7 days even after a notice in writing is given in that behalf by the Engineer-in-Charge; or
	iii)	Fails to complete the work(s) or items of work with individual dates of completion, on or before the date(s) so determined and does not complete them within the period specified in the notice given in writing in that behalf by the Engineer-in-Charge.
	The Engineer- in-Charge without invoking action under clause 3 may, without prejudice to any other right or remedy against the contractor which have either accrued or accrue thereafter to Employer, by a notice in writing to take the part work / part incomplete work of any item(s) out of his hands and shall have powers to:	
	a)	Take possession of the site and any materials, constructional plant, implements, stores, etc., thereon; and/or
	b)	Carry out the part work / part incomplete work of any item(s) by any means at the risk and cost of the contractor.
	The Engineer-in-Charge shall determine the amount, if any, is recoverable from the contractor for completion of the part work/ part incomplete work of any item(s) taken out of his hands and execute at the risk and cost of the contractor. The liability of contractor on account of loss or damage suffered by Employer because of action under this clause shall not exceed 10% of the Contract price of the work.	
	In determining the amount, credit shall be given to the contractor with the value of work done in all respect in the same manner and at the same rate as if it had been carried out by the original contractor under the terms of his contract, the value of contractor's materials taken over and incorporated in the work and use of plant and machinery belonging to the contractor. The certificate of the Engineer-in-Charge as to the value of work done shall be final and conclusive against the contractor provided always that action under this clause shall only be taken after giving notice in writing to the contractor. Provided also that if the expenses incurred by the Employer are less than the amount payable to the contractor at his agreement rates, the difference shall not be payable to the contractor.	
	Any excess expenditure incurred or to be incurred by Employer in completing the part work/ part incomplete work of any item(s) or the excess loss of damages suffered or may be suffered by Employer as aforesaid after allowing such credit shall without prejudice to any other right or remedy available to Employer in law or as per agreement be recovered from any money due to the contractor on any account, and if such money is insufficient, the contractor shall be called upon in writing and shall be liable to pay the same within 30 days.	
	If the contractor fails to pay the required sum within the aforesaid period of 30 days, the Engineer-in-Charge shall have the right to sell any or all of the contractors' unused materials, constructional plant, implements, temporary building at site etc. and adjust the proceeds of sale thereof towards the dues recoverable from the contractor under the contract and	

	if thereafter there remains any balance outstanding, it shall be recovered in accordance with the provisions of the contract. In the event of above course being adopted by the Engineer-in-Charge, the contractor shall have no claim to compensation for any loss sustained by him by reason of his having purchased or procured any materials or entered into any engagements or made any advance on any account or with a view to the execution of the work or the performance of the contract.	
Dismantled Material Employer's Property	CLAUSE 14 The contractor shall treat all materials obtained during dismantling, etc. as Employer's property and a list of all such materials shall be prepared and handed over to the Employer from time to time, preferably on monthly basis. The Employer shall take action for its disposal. Till such time, the contractor shall store them properly at the specified place.	
	CLAUSE 15 i) If the contractor or his working people shall break, deface, injure or destroy any part of building in which they may be working, or any building, road, road kerb, fence, enclosure, water pipe, cables, drains, electric post or wires, trees, grass or grassland, or cultivated ground contiguous to the premises on which the work or any part is being executed, or if any damage shall happen to the work while in progress, from any cause whatsoever during the Contract Period, the contractor shall upon receipt of a notice in writing on that behalf and within such reasonable times as shall be specified therein, make the same good at his own expense or in case of default the Engineer-in-Charge may employ and pay other persons to amend and make good such defects, and all damages, loss and expenses consequent thereon or incidental thereto shall be made good and borne by the Contractor and such damage, loss, expenses shall be recoverable from him by the Employer or may be deducted by the Employer, upon the Engineer-in-Charge's Certificate in writing, from any money due or may become due to the Contractor, or the Employer may in lieu of such amending and making good by the Contractor deduct from any money due to the Contractor, a sum, to be determined by the Engineer-in-Charge equivalent to the cost of amending such work, together with any expenses the Employer may have incurred in connection therewith. The Contractor shall remain liable under the provisions of this Clause notwithstanding the signing of any certificate or the passing of any accounts, by the Employer.	
All relevant Statutory Laws to be complied by the Contractor	CLAUSE 16 i) The contractor shall obtain a valid licence under the Contract Labour (R&A) Act, 1970, and the Contract Labour (Regulation and Abolition) Central Rules, 1971, before the commencement of the work, and continue to have a valid license until the completion of the work. The contractor shall also abide by the provisions of the Child	

		Labour (Prohibition and Regulation) Act, 1986, Minimum Wages (Central) Rules, 1950.
	ii)	The contractor shall also comply with the provisions of the building and other Construction Workers (Regulation of Employment & Conditions of Service) Act, 1996 and the building and other Construction Workers Welfare Cess Act, 1996.
	iii)	The contractor shall comply with the provisions of Code on Wages, 2019, Employees Liability Act, 1938, Employees Compensation Act, 1923, Industrial Disputes Act, 1947, Maternity Benefits Act, 1961, or the modifications thereof or any other relevant laws and the rules made thereunder from time to time.
	iv)	The contractor shall comply with provisions of any other relevant law in connection with the work, as may be applicable.
	v)	Any failure to fulfill these requirements shall attract the penal provisions of the concerned Act and Contractor shall be liable to face the consequences thereof in addition to any other penal provisions of this contract. The contractor shall indemnify the Employer for any loss caused due to non-compliance with any of the provisions of laws applicable.
Work not to be sublet. Action in case of insolvency	CLAUSE 17	
	The whole of the works included in the contract shall be executed by the Contractor and the Contract or any part/share thereof or any interest therein shall not be assigned or sublet without the prior written consent of the Employer, and no undertaking shall relieve the Contractor from the full and entire responsibility of the Contract or from active superintendence of the works during their progress. And if the contractor shall assign or sublet his contract, or attempt to do so, or become insolvent or commence any insolvency proceedings or make any composition with his creditors or attempt to do so, or if any bribe, gratuity, gift, loan, perquisite, reward or advantage pecuniary or otherwise, shall either directly or indirectly, be given, promised or offered by the contractor, or any of his servants or agent to any public officer or person in the employment of the Employer in any way relating to his office or employment, or if any such officer or person shall become in any way directly or indirectly interested in the contract, the Engineer-in-Charge on behalf of the Employer shall have power to adopt the course specified in Clause 3 hereof in the interest of Employer and in the event of such course being adopted, the consequences specified in the said Clause 3 shall ensue.	
Authorities and Notices	CLAUSE 18	
	(i)	The Contractor shall conform to the provisions of any Act of the Legislature relating to the work, and to the regulations and bye-laws of any authority, and of any water, electric supply and other companies and/or authorities with whose systems the relevant installation is connected and shall not make any deviations in violation of the statutory provisions.
	(ii)	The Contractor shall bring to the attention of the Employer all notices required by the said Acts, regulations or bye-laws to be given to any authority and pay to such authority, or to any public

		office all fees that may be properly chargeable in respect of the works, and lodge the receipts with the Employer.
Payment of wages:	CLAUSE 19 A	
	i)	The contractor shall pay to labour employed by him, wages not less than fair wages as per the provisions of the Contract Labour (Regulation and Abolition) Act, 1970 and the contract Labour (Regulation and Abolition) Central Rules, 1971, wherever applicable.
	ii)	In respect of all labour directly or indirectly employed in the works for performance of the contractor's part of this contract, the contractor shall comply with or cause to be complied with the Labour Regulations made by Government from time to time in regard to payment of wages, wage period, deductions from wages, recovery of wages not paid and deductions unauthorizedly made, maintenance of wage books or wage slips, publication of scale of wages and other terms of employment, inspection and submission of periodical returns and all other matters of the like nature or as per the provisions of the Contract Labour (Regulation and Abolition) Act, 1970, and the Contract Labour (Regulation and Abolition) Central Rules, 1971, wherever applicable.
	iii)	The Engineer-in-Charge concerned shall have the right to deduct from the moneys due to the contractor any sum required or estimated to be required for making good the loss suffered by a worker or workers by reason of non-fulfilment of the conditions of the contract for the benefit of the workers, non-payment of wages or of deductions made from his or their wages which are not justified by their terms of the contract or non-observance of the Regulations.
	iv)	The contractor shall indemnify as per the approved format and keep indemnified the Employer against payments to be made under and for the observance of the laws aforesaid without prejudice to his right to claim indemnity from his sub-contractors.
	v)	The laws aforesaid shall be deemed to be a part of this contract and any breach thereof shall be deemed to be a breach of this contract.
	vi)	The contractor shall ensure that no amount by way of commission or otherwise is deducted or recovered from the wage of workmen.
	CLAUSE 19 B	
	In respect of all labour directly or indirectly employed in the work for the performance of the contractor's part of this contract, the contractor shall at his own expense arrange for the safety provisions as per the Safety Code annexed and shall also at his own expense provide for all facilities in connection therewith.	
	CLAUSE 19 C	
	The Engineer-in-Charge may require the contractor to dismiss or remove from the site of the work any person or persons in the contractor's employment upon the work who may be incompetent or misconduct himself and the contractor shall ESTATE OFFICE, forthwith comply with such requirements. The contractor shall issue identity cards to the labourers	

	employed by him and he shall be responsible for any untoward action on the part of such labour.	
Employment of high skill/skilled/semi-skilled / unskilled workers	CLAUSE 19 D	
	i)	The contractor shall deploy /high skill/skilled/semi-skilled/ unskilled tradesmen who are qualified and experienced. If the tradesmen are found to have inadequate skill to execute the work of respective trade, the contractor shall substitute such tradesmen within two days of written notice from Engineer-in- Charge. Failure on the part of contractor to deploy qualified tradesmen will attract a compensation to be paid by contractor at the suitable rate as specified in scheduled – F Decision of Engineer-in-Charge as to whether particular tradesman possesses requisite skill and amount of compensation in case of default shall be final and binding.
Contribution of EPF, ESI	CLAUSE 19 E	
	The ESI, EPF contributions on the part of employer in respect of this contract shall be paid by the contractor. The quoted rate shall be inclusive of these amounts. The contractor shall submit the details of registration of labour for EPF and ESI and documents evidencing these payments shall be submitted.	
Ensuring Payment and Amenities to Workers if Contractor fails	CLAUSE 19 F	
	In every case in which by virtue of the provisions of the Contract Labour (Regulation and Abolition) Act, 1970, and of the Contract Labour (Regulation and Abolition) Central Rules, 1971, Employer is obliged to pay any amounts of wages to a workman employed by the contractor in execution of the works, or to incur any expenditure in providing welfare and health amenities required to be provided under the above said Act and under the rules framed by Government from time to time for the protection of health and sanitary arrangements for workers employed by Contractors. Employer will recover from the contractor, the amount of wages so paid or the amount of expenditure so incurred; and without prejudice to the rights of the Employer under sub-section(2) of Section 20, and sub-section (4) of Section 21, of the Contract Labour (Regulation and Abolition) Act, 1970, Employer shall be at liberty to recover such amount or any part thereof by deducting it from the security deposit or from any sum due by Employer to the contractor whether under this contract or otherwise Employer shall not be bound to contest any claim made against it under sub-section (1) of Section 20, sub-section (4) of Section 21, of the said Act, except on the written request of the contractor and upon his giving to the Employer full security for all costs for which Employer might become liable in contesting such claim.	
Recovery of Compensation paid to Workmen	CLAUSE 20	
	In every case in which by virtue of the provisions of the Employees Compensation Act, 1923, or any statutory modification or re-enactment thereof, Employer is obliged to pay compensation to a workman employed by the contractor, in execution of the works, Employer shall be entitled to recover from the contractor, the amount of the compensation so paid; and, without prejudice to the rights of the Employer under the provisions of the said Act, Employer shall be at liberty to recover such amount or any part thereof by deducting it from the security deposit or from any sum due by Employer to the contractor whether under	

	this contract or otherwise. Employer shall not be bound to contest any claim made against it under the provisions of the said Act, except on the written request of the contractor and upon his giving to Employer full security for all costs for which Employer might become liable in consequence of contesting such claim.	
Changes in firm's Constitution to be intimated	CLAUSE 21	
	Where the contractor is a partnership firm, the previous approval in writing of the Engineer-in-Charge shall be obtained before any change is made in the constitution of the firm. Where the contractor is an individual or a Hindu undivided family business concern, such approval as aforesaid shall likewise be obtained before the contractor enters into any partnership agreement where under the partnership firm would have the right to carry out the works hereby undertaken by the contractor. If previous approval as aforesaid is not obtained, the contract shall be deemed to have been assigned in contravention of Clause 17 hereof and the same action may be taken, and the same consequences shall ensue as provided in the said Clause 17.	
Contractor to Supply labour, Material (wherever required), Machinery, Equipment, Tools & Plants etc.	CLAUSE 22	
	The contractor shall arrange at his own expense all labour, consumable materials (such as washers, lugs, nuts bolts, screws, grease, cotton waste, tapes etc.), all tools, plant, machinery and equipment (hereinafter referred to as T&P) required for execution of the work. In addition to this, appliances, implements, other plants, indoor ladders, cordage, tackle, steel scaffolding and temporary works required for the proper execution of the work, or which may be necessary for the purpose of satisfying or complying with the requirements of the Engineer-in-Charge as to any matter as to which under these conditions he is entitled to be satisfied, or which he is entitled to require together with carriage therefor to and from the work. The contractor shall also supply without charge the requisite number of persons with the means and materials, necessary for the purpose of counting, weighing and assisting the measurement for examination at any time and from time to time of the work or materials. Contractor shall also provide any item to be replaced in place of damaged item with prior approval of the Engineer in charge or his representative.	
	CLAUSE 23	
Settlement of Disputes & Arbitration	Except where otherwise provided in the contract, all questions and disputes relating to the meaning of the specifications, and instructions here-in before mentioned and as to the quality of workmanship or materials used on the work or as to any other question, claim, right, matter or thing whatsoever in any way arising out of or relating to the contract, , specifications, estimates, instructions, orders or these conditions or otherwise concerning the works or the execution or failure to execute the same whether arising during the progress of the work or after the cancellation, termination, completion or abandonment thereof shall be dealt with as mentioned hereinafter:	
	i)	The decision, opinion, direction, certificate of payment issued by the Engineer-in-Charge in respect of all or any of the excepted matters as provided in the contract shall be final, conclusive and

		binding on the parties hereto and shall be without appeal. Such decision may be in the form of a final certificate or otherwise.
	ii)	All other disputes and differences of any kind whatsoever arising out of or in connection with the contract or the carrying out of the works (whether during the progress of the works or after their completion and whether before or after the determination abandonment or breach of the contract) shall be referred to and settled by the Competent Authority of the Employer as specified in the schedule 'F'. The designated authority shall state its decision in writing within 28 days from the date of receipt of reference from the contractor.
	iii)	But If the Competent Authority (CA) fails to give his decision within the aforesaid period or if either party be dissatisfied on any matter it may, within 28 days after receiving notice of such decision, give a written notice to the other party requiring that the matters in dispute be arbitrated upon. Such written notice shall specify the matters, which are in dispute or difference of which such written notice has been given. If both the parties agree, a single arbitrator would be appointed for the purpose. In case there is no agreement on the appointment of arbitrator, the employer shall prepare a panel of three person names and forward to the contractor to select one among them as arbitrator. The arbitrator so appointed/selected shall confine himself only to the dispute/difference referred to him while adjudicating and pronouncing his decision. The arbitrator shall make his or their award within six months (or such further extended time as may be decided by him or them as the case may be with the consent of the parties) from the date of entering on the reference. In case during the arbitration proceedings the parties mutually settle or compromise their dispute or difference, on the parties filing their joint memorandum of the settlement or compromise, the arbitrator or the arbitrators as the case may be, shall make an award in terms of such settlement or compromise. Upon any such reference, the decision on the cost incidental to the reference and award respectively shall be in the discretion of the arbitrator as the case may be, who may determine the amount thereof or direct the same to be taxed as between the party and party, and shall direct by whom and to whom and in what manner the same shall be borne and paid. This submission shall be deemed to be a submission to arbitration within the meaning of the Indian Arbitration and Conciliation Act, 1996 or any statutory modification thereof. The award of the arbitrator 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 is given, abide by the decision of the Employer. No award of the arbitrator shall relieve the Contractor of his obligations to adhere strictly to the Employer's instructions with regard to the actual carrying out of the works. The Employer and the Contractor hereby also agree that arbitration under this clause shall be a condition precedent to any right of action under

		the contract. The place of Arbitration shall be as specified in Schedule 'F'.
Contractor to indemnify Employer against Patent Rights	CLAUSE 24	
	The contractor shall fully indemnify and keep indemnified the Employer against any action, claim or proceeding relating to infringement or use of any patent or design or any alleged patent or design rights and shall himself pay any royalties, licence fees etc. which may be payable in respect of any article or part thereof included in the contract or damages cost and charges of all and every sort that may be legally incurred in respect thereof. In the event of any claims made under or action brought against Employer in respect of any such matters as aforesaid, the contractor shall be immediately notified thereof and the contractor shall be at liberty, at his own expense, to settle any dispute or to conduct any litigation that may arise therefrom, provided that the contractor shall not be liable to indemnify the Employer if the infringement of the patent or design or any alleged patent or design right is the direct result of an order passed by the Engineer-in-Charge in this behalf.	
Withholding and lien in respect of sum due from contractor	CLAUSE 25	
	i)	Whenever any compensation, claim or claims for payment of a sum of money arises out of or under the contract or against the contractor, the Employer shall be entitled to withhold and have a lien to retain to the extent of such claimed amount or amounts referred to above, from any sum or sums found payable or which may at any time thereafter become payable to the contractor under the same contract or any other contract elsewhere with the RESERVE BANK OF INDIA pending finalization of adjudication of any such claim. It is an agreed term of the contract that the sum of money or moneys so withheld or retained under the lien referred to above by Employer will be kept withheld or retained as such by the Employer till the claim arising out of or under the contract is determined by the arbitrator(if the contract is governed by the arbitration clause) or by the competent court, as the case may be and that the contractor will have no claim for interest or damages whatsoever on any account in respect of such withholding or retention under the lien referred to above and duly notified as such to the contractor. For the purpose of this clause, where the contractor is a partnership firm or a limited company, the Employer shall be entitled to withhold and also have a lien to retain towards such claimed amount or amounts in whole or in part from any sum found payable to any partner/limited company as the case may be, whether in his individual capacity or otherwise.
	ii)	Employer shall have the right to cause an audit and technical examination of the works and the bills of the contractor including all supporting vouchers, abstract, etc., to be made after payment of the bill and if as a result of such audit and technical examination any sum is found to have been overpaid in respect of any work done by the contractor under the contract or any work claimed to have been done by him under the contract and found not to have been executed, the contractor shall be liable to refund the

		amount of over-payment and it shall be lawful for Employer to recover the same from him in the manner prescribed in sub-clause (i) of this clause or in any other manner legally permissible; and if it is found that the contractor was paid less than what was due to him under the contract in respect of any work executed by him under it, the amount of such under payment shall be duly paid by Employer to the contractor, without any interest thereon whatsoever.
Lien in respect of claims in other Contracts	CLAUSE 25A	
	Any sum of money due and payable to the contractor (including the security deposit returnable to him) under the contract may be withheld or retained by way of lien by the Employer against any claim of the Employer in respect of payment of a sum of money arising out of or under any other contract made by the contractor with the Employer or RESERVE BANK OF INDIA elsewhere. It is an agreed term of the contract that the sum of money so withheld or retained under this clause by the Employer will be kept withheld or retained as such by the Employer or till his claim arising out of the same contract or any other contract is either mutually settled or determined by the arbitration clause or by the competent court, as the case may be and that the contractor shall have no claim for interest or damages whatsoever on this account or on any other ground in respect of any sum of money withheld or retained under this clause and duly notified as such to the contractor.	
Employer's water and Electricity supply,	CLAUSE 26	
	Water and Electricity is available at site and may be used by the contractor for the works free of cost, subject to the condition that the contractor shall make his/her own arrangement to take supply from the nearest source available.	
Insurance in respect of damages to Persons and Property	CLAUSE 27	
	(a) The Contractor shall take following Insurance Policies with effect from the date on or before the start of work at site i. Contractor's All Risk Policy (CAR Policy) for the full Contract Value, including Fire Risk. ii. Employees' Compensation Policy for all employees deployed at site. iii. Third Party Liability Policy - either through a separate policy or within CAR policy and having description as per the following details: 1. For injury to persons – Rs 5 Lakh per person per accident. 2. For damage to property – Rs 2 Lakh per accident with a ceiling of Rs 25 Lakh (1&2) per annum (b) <u>All insurance policies shall be taken</u> in the joint names of the Employer and the Contractor (name of the former being placed first in the policy) against such risks and deposit such policy or policies before commencement of the works <u>(within 14 days of award</u>	

	<u>of work</u>). For employees' compensation, the umbrella policy taken by the Contractor will not be acceptable. (c) The insurance policies must remain valid for the initial period of Contract and extendable up to two more years in case of renewal of Contract by the Bank. (d) If the Contractor fails to take/renew insurance policies, the Bank shall arrange for the same under written notice to the Contractor and recover the insurance premia from the dues payable to the Contractor. (e) If the Contractor does not take these policies, the Bank reserves the right to recover the cost of loss or damage together with penalty at the discretion of the Bank, from the Contractor. (f) Copy of the insurance policy is to be submitted to the <u>before commencement of work (within 14 days of award of work)</u>, failing which the Bank reserves the right to terminate the Contract. (g) The Bank shall not be responsible for any injury, accident, disability or loss of life to the Contractor or to any of its personnel that may take place while on duty or otherwise. Any compensation or expenditure towards treatment of such injury, accident or loss of life shall be the sole responsibility of the Contractor. The Contractor shall be liable for any damage caused to the Bank or its premises or any part thereof or to any fixtures or fittings thereof or any property of the Bank and therein by any act, omission, default or negligence of the Contractor or his/her employees or agents.	
Employment of Technical Staff and employees	CLAUSE 28	
	Contractor's Superintendence, Supervision, Technical Staff & Employees <table border="1"> <tr> <td data-bbox="469 1317 571 2027">i)</td><td data-bbox="571 1317 1455 2027"> The contractor shall provide all necessary superintendence during execution of the work and all along thereafter as may be necessary for proper fulfillment of the obligations under the contract. The contractor shall immediately after receiving letter of award of work and before commencement of the work, intimate in writing to the Engineer-in-Charge, the name(s), qualifications, experience, age, address(s) and other particulars along with certificates of the staff. The site supervisor shall be present at the site of work for supervision and also present himself/themselves, as required, to the Engineer-in-Charge and/or his designated representative to take instructions. The site supervisor and technical representative(s) shall be available at site fully during the specified durations and whenever so required by the Engineer-in-Charge and shall also note down instructions conveyed by the Engineer-in-Charge or his designated representative(s) in the site order book and shall affix his/their signature in token of noting down the instructions. Site supervisor shall be responsible for joint measurements of work wherever required and take signature of the engineer in charge/ Bank's official. Necessary site Registers viz. </td></tr> </table>	i)
i)	The contractor shall provide all necessary superintendence during execution of the work and all along thereafter as may be necessary for proper fulfillment of the obligations under the contract. The contractor shall immediately after receiving letter of award of work and before commencement of the work, intimate in writing to the Engineer-in-Charge, the name(s), qualifications, experience, age, address(s) and other particulars along with certificates of the staff. The site supervisor shall be present at the site of work for supervision and also present himself/themselves, as required, to the Engineer-in-Charge and/or his designated representative to take instructions. The site supervisor and technical representative(s) shall be available at site fully during the specified durations and whenever so required by the Engineer-in-Charge and shall also note down instructions conveyed by the Engineer-in-Charge or his designated representative(s) in the site order book and shall affix his/their signature in token of noting down the instructions. Site supervisor shall be responsible for joint measurements of work wherever required and take signature of the engineer in charge/ Bank's official. Necessary site Registers viz.	

		complaint register, Material receipt/consumption register/ Labour attendance register, log book etc. shall be strictly maintained by him on daily basis and got duly authenticated from Caretaker or Bank's representative. Substitutes, duly approved by Engineer-in-Charge of the work in similar manner as aforesaid shall be provided in event of absence of any of the representative(s) by more than two consecutive days. If the Engineer-in-Charge, whose decision in this respect is final and binding on the contractor, is convinced that no such site supervisor and/ or technical representative(s) is/are effectively appointed or is/are effectively attending or fulfilling the provision of this clause, a recovery (non-refundable) shall be effected from the contractor as specified in Schedule 'F' and the decision of the Engineer-In-Charge shall be final and binding on the contractor. Further if the contractor fails to appoint suitable Site supervisor, and/or technical representative(s) and if such appointed persons are not effectively present or are absent by more than two continuous days without duly approved substitute or do not discharge their responsibilities satisfactorily, the Engineer-in-Charge shall have full powers to instruct the contractor for providing suitable replacement staff immediately and the contractor shall comply ESTATE OFFICE, Forthwith. The contractor shall submit a certificate of employment of the technical representative(s) (in the form of copy of Form-16 or CPF deduction issued to the Technical staff and employees employed by him) along with every bill and shall produce evidence if at any time so required by the Engineer-in-Charge.
	ii)	The contractor shall provide and employ on the site only such technical assistants as are skilled and experienced in their respective fields and such supervisory staff as are competent to give proper supervision to the work. The contractor shall provide and employ highly skilled, skilled, semiskilled and unskilled labour as is necessary for proper and timely execution of the work.
	iii)	The Engineer-in-Charge shall be at liberty to object to and require the contractor to remove from the works any person who in his opinion misconducts himself or is incompetent or negligent in the performance of his duties or whose employment is otherwise considered by the Engineer-in-Charge to be undesirable. Such person shall not be employed again at works site without the written permission of the Engineer-in-Charge and the persons so removed shall be replaced as soon as possible by competent substitutes.
Levy/Taxes payable by Contractor	CLAUSE 29	
	i)	Goods and Services Tax (GST), Building and other Construction Workers Welfare Cess or any other tax/duty or Cess in respect of this contract shall be payable by the contractor and Employer shall not entertain any claim whatsoever in this respect.
	CLAUSE 30	

Conditions for reimbursement of levy/taxes if levied after receipt of tenders	i)	All tendered rates shall be inclusive of all taxes and levies payable under respective statutes. However, if any further tax or levy or cess is imposed by Statute, after the last stipulated date for the receipt of tender including extensions, if any, and the contractor thereupon necessarily and properly pays such taxes/levies/cess, the contractor shall be reimbursed the amount so paid, provided such payments, if any, is not, in the opinion of the Employer (whose decision shall be final and binding on the contractor) attributable to delay in execution of work within the control of the contractor.
	ii)	The contractor shall keep necessary books of accounts and other documents for the purpose of this condition as may be necessary and shall allow inspection of the same by a duly authorized representative of the Employer and/or the Engineer-in-Charge and shall also furnish such other information/document as the Engineer-in-Charge may require from time to time.
	iii)	The contractor shall, within a period of 30 days of the imposition of any such further tax or levy or cess, give a written notice thereof to the Engineer-in-charge that the same is given pursuant to this condition, together with all necessary information relating thereto.
Other Persons employed by Employer	CLAUSE 31	
	The Employer reserves the right to use premises and any portions of the site for the execution of any work not included in this Contract which it may desire to have carried out by other persons and the Contractor shall allow all reasonable facilities for the execution of such work but shall not be required to provide any plant or material for the execution of such work except by special arrangement with the Employer. Such work shall be carried out in such manner as not to impede the progress of the works included in the Contract and the Contractor shall not be responsible for any damage or delay which may happen to or occasioned by such work.	
	CLAUSE 32	
Direction and approval of Engineer-in-charge	All works to be executed under the contract shall be executed under the direction and subject to the approval in all respects of the Engineer-in-Charge who shall be entitled to direct at what point or points and in what manner they are to be commenced, and from time to time carried on.	
	CLAUSE 33	
	All sums payable by way of compensation under any of these conditions shall be considered as reasonable compensation to be applied to the use of Employer without reference to the actual loss or damage sustained and whether or not any damage shall have been sustained.	
Prevention of Sexual harassment at workplace	CLAUSE 34	
	i)	The contractor shall comply with the provisions of “the Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013 or/ and any statutory modification thereof”.

	ii)	The contractor shall be solely responsible in case of any complaint of sexual harassment against its employee within the premises of the Bank. The complaint will be filed before the Regional Committee constituted by the Reserve Bank of India and Bank shall ensure appropriate action under the said Act in respect of the complaint.
	iii)	Any complaint of sexual harassment from any aggrieved employee of the contractor against any employee of the Bank shall be taken cognizance of by the Regional Complaint Committee constituted by the Bank.
	iv)	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 employees, if sexual harassment by the employee of the contractor is proved.
	v)	The contractor shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.
Non-Disclosure Pact	CLAUSE 35	
	The contractor shall not disclose directly or indirectly any information, materials and of the Employer's infrastructure/ system/equipment etc. which may come to the possession or knowledge of the contractor during the course of discharging its contractual obligations in connection with the agreement, to any third party and shall at all times hold the same in strictest confidence. The contractor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The contractor shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Employer. The contractor shall indemnify the Employer for any loss suffered by the Employer as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the contractor and the Employer shall be entitled to claim damages and pursue legal remedies. The contractor shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The contractor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.	
GST Clause	Tenderers may please note that base rates should be quoted exclusive of GST. However, the bidders shall quote separately the applicable GST in respective rows, failing which the bids are liable to be rejected without any further correspondence. In case the bidders are having any partial or full exemption from payment of GST, the same should be supported by applicable certificate issued by competent authority. Further, the evaluation of bids shall be on base rate only.	

Addition and/or Deletion of property/scope of work	Bank reserves the right to add or delete any properties from the scope of work depending on requirement of the Bank. The vendor must deploy manpower accordingly. Payment under the revised scope of work within the contract period shall be made only for the manpower deployed by them as per Bank's requirement. For any deletion of Properties, no manpower shall be accommodated to any other properties under any circumstances during the period of contract.
---	--

**Place
Date**

Signature of bidder

**NAME:
Address:
Mobile No.
E mail:**

Section V
SPECIAL CONDITIONS OF CONTRACT

General	CLAUSE SC 1	
	i)	Special conditions of Contract shall be read in conjunction with the General Conditions of Contract, scope of work, and any other documents forming part of this contract, wherever the context so requires.
	ii)	Notwithstanding the sub-divisions of the document into separate sections, schedules, annexures etc., every part of each shall be deemed to be supplementary to and complementary of every other part and shall be read with and into the contract so far as it may be practicable to do so.
	iii)	Where any portion of the Special Conditions of Contract is repugnant to or at variance with any provisions of the General Conditions of Contract then unless a different intention appears, the provision(s) of the Special Conditions shall be deemed to override the provision(s) of the General conditions of Contract only of the extent that such repugnance or variations cannot and shall be to the extent that such repugnance or variance cannot be reconciled with the General Conditions of Contract.
	iv)	Wherever it is stated anywhere in this tender document that such and such supply is to be affected or such and such work is to be carried out, it shall be understood that the same shall be effected / carried out by the Contractor at his own cost, unless a different intention is specifically stated.
	v)	The items given in Schedule of Quantities shall be read in conjunction with materials and job specifications.
Responsibilities of contractor	CLAUSE SC 2	
	i)	The CONTRACTOR shall be entirely responsible for executing the work covered under this Tender document in a safe, efficient and expeditious manner as per the time schedule, specifications, and equipment, tools and tackles. Necessary supervisory personnel, skilled, semi-skilled and unskilled labour shall be provided by the CONTRACTOR.
	ii)	The CONTRACTOR shall ensure that local labour, unskilled as well as skilled, to the extent possible and available from local resources are preferably employed on the work.
	iii)	All expenses towards mobilization at site and demobilization including bringing in equipment, work force, materials (wherever required), etc shall be deemed to be included in the prices quoted and no separate payments on account of such expenses shall be entertained.

	iv)	It shall be entirely the CONTRACTOR's responsibility to provide, operate and maintain all necessary equipments, scaffoldings and safety gadgets, and other lifting tackles, tools and appliances to perform the work in a safe and efficient manner and complete all the jobs as per time schedules.
	v)	The procurement and supply of all tools - tackles and consumables shall be entirely the CONTRACTOR's responsibility and his/her rates for execution of work will be inclusive of supply of all these items.
	vi)	Responsibility for obtaining all statutory approvals related to the work lies with the CONTRACTOR.
	vii)	CONTRACTOR shall take all steps to see that normal functioning of Public life/ Public traffic is not affected/obstructed while executing the work. Stacking of materials, excavated earth and equipment should not make any hindrance for the movement of other vehicles and people.
	viii)	CONTRACTOR shall be responsible for implementing the requirements of Maharashtra State Pollution Control Board.
	ix)	The contractors shall follow security rules and regulations of the Employer, including work permissions/ gate passes etc. The contractor shall arrange to get police verification done for all the staff deployed at Employer's premises before engaging them for the work.
	x)	The contractor shall provide Uniform and suitable protective clothing as per weather conditions and I-cards to their staff posted at Employer's premises.
	xi)	Manpower deployed should not be in medical category i.e. should be physically fit in all respects. Medical fitness will be considered as per fresh medical fitness certificate from registered medical practitioner with qualification not less than MBBS as produced for verification by contractor.
Role of employer	CLAUSE SC 3	
	The Employer (Reserve Bank of India, Mumbai) shall administer and directly arrange for supervision of works, to test and examine any materials to be used or workmanship employed in connection with the works, monitoring of progress, inspection, certification of bills, making payments and implementation of various terms, conditions and stipulations of the contract.	
	CLAUSE SC 4	
Inspection of Site	The intending Tenderer shall be deemed to have visited the site and examined the Site and its surroundings and familiarized themselves thoroughly with the site conditions. For site visit, the intending tenderer may contact the Employer.	
	CLAUSE SC5	
	i)	The Contractor shall be required to complete the following

Allowing access to the work site	documentation about the work within fourteen days from the date of award of work at its/his own cost:	
	a)	Signing of the agreement on adequate value of non-Judicial stamp paper as per the approved format
	b)	Obtaining and submitting all the required Insurance Policies as specified in the relevant clause of General Conditions of Contract and of specified value mentioned in schedule 'F'
	c)	Submission of the specified Bank Guarantees mentioned in Schedule 'F' or submission of documentary evidence of having instructed his Banker to prepare the specified Bank Guarantee
	d)	Obtaining and submitting the original Labor License or submitting the documentary evidence of having applied to the statutory authority in the prescribed form for Obtaining the Labor License
	e)	Submitting the details/ documents of the Contractor's site team as specified in relevant clause of General Conditions of Contract and schedule 'F' for obtaining approval of Engineer-in-charge
	f)	Submitting the proof of having applied for police verification for all the staff identified to be posted at Employer's premises.
	g)	Submitting medical fitness certificate for all the labor/staff proposed to be deployed at Employer's premises (issued by any registered Medical Practitioner not more than one month prior to date of deployment)
	ii)	After complying to the above documentation and other statutory requirements required to be complied by the Contractor before start of work, the Contractor shall be allowed access to the work site. The scheduled date of commencement of contract period shall be reckoned from the fourteenth day of the date of award of work or the date of allowing access to the work site (if delay is due to any reasons beyond the contractor's control), whichever is later. However, any delay in allowing access to the work site to the Contractor on account of non-submission of the above documents/ details shall not be considered for extension of time
Further Instructions	CLAUSE SC6	
	The Engineer-in-Charge shall have full power and authority to issue instructions to the Contractor from time to time during the progress of the maintenance Works and the Contractor shall carry out and be bound by the same.	
Contractor's Barricades	CLAUSE SC 7	
	i)	Contractor shall suitably barricade the work area, whenever situation so requires, at his own cost so as to ensure safety of his own men and other residents/ members of public

	ii)	The Contractor shall provide suitable construction safety nets to prevent damage to man / material at work site without any extra cost
Protection of existing Services to adjacent properties/ Bank's premises	CLAUSE SC 8	
	During the execution of work, adequate care shall be taken by the Contractor so that the Power supply, Water and Drainage system, etc which may be having common line serving to adjacent properties including Bank's premises shall not be disturbed. If any of these services are disturbed due to any work undertaken by the Contractor, the Contractor shall take all initiative to get the same restored at the earliest. No extra amount shall be paid on this account.	
Site Facilities	CLAUSE SC 9	
	Contractor's site office CONTRACTOR shall arrange his site office and storage space for keeping own tools/tackles and other materials for performance of work under this contract. Whereas space will be provided by the R B I free of cost, the creation of office, their safety and security including safety of materials as well as subsequent removal of the same on completion of 'Work' under this contract are the responsibility of the CONTRACTOR.	
Tools and Tackles	CLAUSE SC 10	
	The CONTRACTOR shall provide all equipment/ machinery, tools and tackles to execute the work under the contract.	
Works to be carried out by licensed technicians and qualified supervisors	CLAUSE SC 11	
	a)	The supervisor at each site shall be Degree holder in Civil Engineering (B-Tech / BE etc.) with two years of experience or Diploma holder in Civil Engineering with five years experience.
	b)	All electrical works shall be carried out through a licensed Electrician. The electrical connections carried out by the CONTRACTOR shall meet the statutory requirements.
	c)	All plumbing works shall be carried out through an experienced plumber. The plumbing connections carried out by the CONTRACTOR shall meet the statutory requirements. Changes, if any, as incorporated in the statutory rules and regulations from time to time shall be applicable to the plumbing works done by the CONTRACTOR. All carpentry works shall be carried out through an experienced carpenter.
	d)	Wherever any statutory approval/ license/ NOC is required at any stage during the work, the Contractor shall obtain the same by engaging service of licensed technician, by paying the requisite statutory fees/ deposit to the statutory authority directly and shall submit the original receipt to the employer for

		reimbursement. The Contractor shall be responsible for the liaison and follow-up with the statutory authority concerned for the purpose.
	e)	All the licensed personnel shall be required to submit the details in the approved format as per the annexure.
Interference with traffic and adjoining properties	CLAUSE SC 12 All operations necessary for the execution of the works shall, so far as the compliance with the requirements of the concerned statutory authorities, be carried on so as not to interfere unnecessarily or improperly with the public convenience or the access to use and occupation of public or private roads and footpaths or to or of properties whether in the possession of the Employer or of any other person and the Contractor shall save harmless and indemnify the Employer in respect of all claims, demands, proceedings, damages, costs, charges and expenses whatsoever arising out of or in relation to any such matters.	
Documents to be maintained at site	CLAUSE SC 13 a) The Registers/ Documents specified at Schedule 'D' shall be maintained at site by the Contractor at his own cost and updated regularly. b) These documents shall be available for inspection by Employer's representative or Engineer-in-charge or his representative during his site visit at all reasonable times. c) After completion of contract period, the Contractor shall submit the duly completed registers/ documents to the Engineer-in-charge.	
Performance of contractor and Monitoring by the Employer	CLAUSE SC 14 i) The site supervisor of the contractor shall record attendance of all the technicians and helpers deployed by the contractor against the contract on daily basis and show it to Bank's officials whenever demanded by them. Attendance of deployed workers and supervisory staff shall be strictly recorded with Biometric systems. ii) The contractor shall take up repairs against the complaints recorded in complaint register/ advised through mail/ over phone by officials of Employer with the help of site supervisor, technical staff and helpers deployed by him. iii) The site supervisor of the contractor shall take rounds of the premises and take necessary action for taking up repairs in common areas wherever observed, in addition to the complaints recorded in complaint register/ advised through mail/ over phone etc. iv) The contractor and his staff posted at site shall ensure to attend to any complaint/ service request within 48 hours generally from the time of receiving the complaint. However, in case the complaint cannot be attended to during the said period due to	

		any reason or for want of material, the fact shall be brought to the notice of the resident and the concerned caretaker and action shall be initiated to attend to the complaint at the earliest.
	v)	The complaint register shall always be kept updated and shall be put up to the Engineer-in-charge or his representatives during their visit to the colony. It should capture the action taken against any complaint/ service request, material used, if any, date of attending to the complaint etc. as per the approved format.
	vi)	For replacement of any material costing more than Rs 500/-, prior approval of the concerned engineer-in-charge or his representative shall be obtained in writing or any means of communication.
	vii)	The list of materials replaced during any week shall be shown to the concerned official of the Bank during their visit and their approval/ acknowledgement shall be taken.
	viii)	The list of removed damaged/ unserviceable articles shall also be prepared by the contractor and the removed material shall be stacked at the specified place in the premises. The list shall be forwarded to the engineer-in-charge on monthly basis. The Employer shall take appropriate action for its disposal.
	ix)	In case a complaint of urgent nature (such as power failure/ water leakage, etc.) is lodged beyond the duty time of the contractor's staff, he shall arrange to take prompt action for attending to the complaint at the earliest at no extra charge.
	x)	The contractor shall also liaise with the statutory authorities (such as BEST, MTNL, MCGM etc.) in case service is disrupted/ affected due to fault at their end and get it attended at the earliest. While doing so, if any statutory payment is required to be made to any statutory authority, he shall make the payment and take reimbursement from the Bank by submitting his claim along with the original bill and receipt.
	xi)	The contractor shall also maintain following records at site
	A	Details of material used against any complaint, date and flat wise and the approval received from Bank's representative
	B	Delivery challans and tax invoice for all materials for carpentry/ plumbing, electrical and allied works, used during the month.
	C	Attendance register of all the staff deputed by the contractor at site
	D	Separate complaint registers for: i) Carpentry and allied works ii) plumbing and allied works iii) Electrical/Mechanical and allied works iv) Leakage / Seepage

		E	Record of payments made to the workers at site
	xii)		Employer's representative or Engineer-in-charge or his representative shall monitor the performance of the contractor on a periodical basis about timely attending to the complaints, quality of work carried out etc.
Billing and Terms of payment	CLAUSE SC 15		
	i)		The work is in the nature of lump sum contract towards Complete Facility Management (Technical Services). After providing satisfactory services during the month, in the first week of next month, the contractor shall submit his bill for the contract work, colony wise to Estate Office along with following documents:
		a)	The copy of the complaint registers (carpentry, plumbing etc. and electrical and allied works), duly authenticated by the concerned caretaker.
		b)	The copy of the attendance registers (biometric attendance) of the staff deployed at site
		c)	Checklist indicating validity of the labor license, all the Insurance Policies, PBGs
		d)	Certificate of employment of Site Supervisor and other technical workmen.
		e)	Documents (Bank statement etc.) showing the proof of monthly payment to the supervisor and technical workmen deployed at site.
		f)	Documents showing proof of having deposited the contributions towards PF, ESI etc. (as applicable) for all the staff deployed at site
		g)	Declarations as per Annexure 11
	ii)		The contractor shall also submit one bill for the material used during the month, colony wise, along with following documents:
		a)	The copy of the job sheets (carpentry, plumbing etc. and electrical and allied works), requiring replacement of materials, duly authenticated by the concerned resident and the caretaker.
		b)	Details of material used against any complaint, date and flat wise and the approval received from Bank's representative
		c)	Delivery challans and tax invoice for all materials for carpentry/ plumbing, electrical and allied works, used during the month.
	iii)		The Bank reserves the right to refuse to accept the bill, if any of the document as above is not submitted along with the bill.
	iv)		Once the bill is received along with all the required documents, the payments due to the Contractor shall be released through NEFT within the specified period for honoring the certificates.

	v)	All statutory deductions shall be made from the payments due to the Contractor.
	vi)	The payments made to the workers has to adhere to the minimum wages by CLC (by Govt. of India).

Place
Date

Signature of bidder
Name:
Address:
Mobil No.
Email:

SECTION VI

Schedule A

Notes for Schedule of Quantities

1	The Schedule of Quantities shall be read in conjunction with the scope of work, instructions to the bidders, General Conditions of Contract, Special conditions of Contract and other provisions given in the bid documents. Contractor shall not rely merely on the description given in the Schedule of Quantities.
2	The nature of work is to provide the maintenance services for building and building services. The specified manpower is the minimum manpower to be deployed at site. Any additional manpower required to carry out the complete scope of work shall be provided by the contractor without any additional charge.
3	The contractor shall provide required Tool & plants at his cost as per the requirements at work site for plumbing, carpentry, electrical maintenance works etc.
4	The rates shall include the cost of all consumables & sundry items like nails, screws, gutties, adhesive, sute-safeda, washers, lubricants, nails, washers, packings, Teflon tape, electric insulation tape, lubricating oil for hinges of doors/windows/telescopic channel of drawers etc. etc., required to attend day-to-day maintenance works. However, the cost of major items like sanitary, plumbing & hardware fittings, pipes, electrical fittings & fixtures, bulbs, MCBS, wires, fuses, geysers, etc. shall be paid separately as per mutually agreed rates/ market rates supported by purchase Invoice with prior approval by the Bank.
5	The contractor shall fill his rates and amounts to carry out complete scope of work for each premises/ colony indicated in the Schedule of Quantity issued by the Employer. The rates shall be self-supporting for each colony/ premise.
6	Quoted Prices shall be in Indian Rupees only.
7	Rates shall be firm for the entire duration of the contract and any approved extended period.

SCHEDULE - B
Health and Sanitary Arrangements for
Workers Employed by Contractor

1	Definition	
		Work place means the place where the contract work is to be executed.
2	FIRST-AID Facilities	
	(i)	At every work place, there shall be provided and maintained, so as to be easily accessible during working hours, first-aid boxes at the rate of not less than one box for 150 contract labour or part thereof ordinarily employed.
	(ii)	The first-aid box shall be distinctly marked with a red cross on white back ground and shall contain the following equipment: -
	1)	6 small sterilized dressings.
	2)	3 medium size sterilized dressings.
	3)	3 large size sterilized dressings.
	4)	3 large sterilized burn dressings.
	5)	1 (30 ml.) bottle containing a two per cent alcoholic solution of iodine.
	6)	1 (30 ml.) bottle containing Sal volatile having the dose and mode of administration indicated on the label.
	7)	1 snakebite lancet.
	8)	1 (30 gms.) bottle of potassium permanganate crystals.
	9)	1 pair scissors.
	10)	1 bottle containing 100 tablets (each of 5 gms.) of aspirin.
	11)	Ointment for burns.
	12)	A bottle of suitable surgical antiseptic solution.

	iii)	Adequate arrangements shall be made for immediate recoupment of the equipment when necessary.
	iv)	Nothing except the prescribed contents shall be kept in the First-aid box.
	v)	The first-aid box shall be kept in charge of a responsible person who shall always be readily available during the working hours.
	vi)	A person in charge of the First-aid box shall be a person trained in First-aid treatment.
3)	Anti-Malarial Precautions	
	The contractor shall at his own expense, conform to all anti-malarial instructions given to him by the Engineer-in-Charge including the filling up of any borrow pits which may have been dug by him.	
4)	Compliance to any other instructions issued by statutory authority	
	In addition to the above, the contractor shall comply to any other instructions issued by statutory authority from time to time in connection with Health and safety arrangements for workers without any delay or additional cost.	

SCHEDULE C

SAFETY CODE

1. Suitable scaffolds should be provided for workmen for all works that cannot safely be done from the ground, or from solid construction except such short period work as can be done safely from ladders. When a ladder is used, an extra mazdoor shall be engaged for holding the ladder and if the ladder is used for carrying materials as well suitable footholds and hand-hold shall be provided on the ladder and the ladder shall be given an inclination not steeper than $\frac{1}{4}$ to $1\frac{1}{4}$ horizontal and 1 vertical.)
2. Scaffolding of staging more than 3.6 m (12ft.) above the ground or floor, swung or suspended from an overhead support or erected with stationary support shall have a guard rail properly attached or bolted, braced and otherwise secured at least 90 cm. (3ft.) high above the floor or platform of such scaffolding or staging and extending along the entire length of the outside and ends thereof with only such opening as may be necessary for the delivery of materials. Such scaffolding or staging shall be so fastened as to prevent it from swaying from the building or structure.
3. Working platforms, gangways and stairways should be so constructed that they should not sag unduly or unequally, and if the height of the platform or the gangway or the stairway is more than 3.6 m (12ft.) above ground level or floor level, they should be closely boarded, should have adequate width and should be suitably fastened as described in (2) above.
4. Every opening in the floor of a building or in a working platform shall be provided with suitable means to prevent the fall of person or materials by providing suitable fencing or railing whose minimum height shall be 90 cm. (3ft.)
5. Safe means of access shall be provided to all working platforms and other working places. Every ladder shall be securely fixed. No portable single ladder shall be over 9m. (30ft.) in length while the width between side rails in rung ladder shall in no case be less than 29 cm. (11½") for ladder up to and including 3 m. (10 ft.) in length. For longer ladders, this width should be increased at least $\frac{1}{4}$ " for each additional 30 cm. (1 foot) of length. Uniform step spacing of not more than 30 cm shall be kept. Adequate precautions shall be taken to prevent danger from electrical equipment. No materials on any of the sites or work shall be so stacked or placed as to cause danger or inconvenience to any person or the public. The contractor shall provide all necessary fencing and lights to protect the public from accident and shall be bound to bear the expenses of defense of every suit, action or other proceedings at law that may be brought by any person for injury sustained owing to neglect of the above precautions and to pay any damages and cost which may be awarded in any such suit; action or proceedings to any such person or which may, with the consent of the contractor, be paid to compensate any claim by any such person.
6. All necessary personal safety equipment as considered adequate by the Engineer-in-Charge should be kept available for the use of the person employed on the site and maintained in a condition suitable for immediate use, and the contractor should take adequate steps to ensure proper use of equipment by those concerned. The following safety equipment shall invariably be provided:

- (i) Workers employed on mixing asphaltic materials, cement and lime mortars shall be provided with protective footwear and protective goggles.
- (ii) Those engaged in white washing and mixing or stacking of cement bags or any material which is injurious to the eyes, shall be provided with protective goggles.
- (iii) Those engaged in welding works shall be provided with welder's protective eye shields.
- (iv) Stone breaker shall be provided with protective goggles and protective clothing and seated at sufficiently safe intervals.
- (v) When workers are employed in sewers and manholes, which are in active use, the contractors shall ensure that the manhole covers are opened and ventilated at least for an hour before the workers are allowed to get into the manholes, and the manholes so opened shall be cordoned off with suitable railing and provided with warning signals or boards to prevent accident to the public. In addition, the contractor shall ensure that the following safety measure are adhered to: -
 - (a) Entry for workers into the line shall not be allowed except under supervision of the JE or any other higher officer.
 - (b) At least 5 to 6 manholes upstream and downstream should be kept open for at least 2 to 3 hours before any man is allowed to enter into the manhole for working inside.
 - (c) Before entry, presence of Toxic gases should be tested by inserting wet lead acetate paper which changes colour in the presence of such gases and gives indication of their presence.
 - (d) Presence of Oxygen should be verified by lowering a detector lamp into the manhole. In case, no Oxygen is found inside the sewer line, workers should be sent only with Oxygen kit.
 - (e) Safety belt with rope should be provided to the workers. While working inside the manholes, such rope should be handled by two men standing outside to enable him to be pulled out during emergency.
 - (f) The area should be barricaded or cordoned off by suitable means to avoid mishaps of any kind. Proper warning signs should be displayed for the safety of the public whenever cleaning works are undertaken during night or day.
 - (g) No smoking or open flames shall be allowed near the blocked manhole being cleaned.
 - (h) The malba obtained on account of cleaning of blocked manholes and sewer lines should be immediately removed to avoid accidents on account of slippery nature of the malba.
 - (i) Workers should not be allowed to work inside the manhole continuously. He should be given rest intermittently. The Engineer-in-Charge may decide the time up to which a worker may be allowed to work continuously inside the manhole.
 - (j) Gas masks with Oxygen Cylinder should be kept at site for use in emergency.
 - (k) Air-blowers should be used for flow of fresh air through the manholes. Whenever called for, portable air blowers are recommended for ventilating the manholes. The Motors for these shall be vapor proof and

of totally enclosed type. Non-sparking gas engines also could be used but they should be placed at least 2 meters away from the opening and on the leeward side protected from wind so that they will not be a source of friction on any inflammable gas that might be present.

- (l) The workers engaged for cleaning the manholes/sewers should be properly trained before allowing to work in the manhole.
 - (m) The workers shall be provided with Gumboots or non-sparking shoes bump helmets and gloves non-sparking tools safety lights and gas masks and portable air blowers (when necessary). They must be supplied with barrier cream for anointing the limbs before working inside the sewer lines.
 - (n) Workmen descending a manhole shall try each ladder stop or rung carefully before putting his full weight on it to guard against insecure fastening due to corrosion of the rung fixed to manhole well.
 - (o) If a man has received a physical injury, he should be brought out of the sewer immediately and adequate medical aid should be provided to him.
 - (p) The extent to which these precautions are to be taken depend on individual situation but the decision of the Engineer-in-Charge regarding the steps to be taken in this regard in an individual case will be final.
- (vi) The Contractor shall not employ men and women below the age of 18 years on any work. Wherever men above the age of 18 are employed on the work of lead painting, the following precaution should be taken: -
- (a) No paint containing lead or lead products or product containing these pigment shall be used except in the form of paste or ready-made paint.
 - (b) Suitable face masks should be supplied for use by the workers when paint is applied in the form of spray or a surface having paint is dry rubbed and scrapped.
 - (c) Overalls shall be supplied by the contractors to the workmen and shall be worn by working painters during the whole of working period.
 - (d) Adequate facilities shall be provided to enable the working painters to wash during and on the cessation of work.
 - (e) Suitable arrangements shall be made to prevent clothing put off during working hours being spoiled by painting materials.
 - (f) Cases of lead poisoning and suspected lead poisoning shall be notified and shall be subsequently verified by medical man appointed by competent authority.
 - (g) Instructions with regard to special hygienic precautions to be taken in the painting trade shall be distributed to working painters.
 - (h) Employer may require medical examination of workers, when necessary.
7. When the work is done near any place where there is risk of drowning, all necessary equipment should be provided and kept ready for use and all necessary steps taken for prompt rescue of any person in danger and adequate provision, should be made for prompt first aid treatment of all injuries likely to be obtained during the course of the work.
- (i) The contractor shall notify the safe working load of the machine to the Engineer-in-Charge whenever he brings any machinery to site of work.
8. All scaffolds, ladders and other safety devices mentioned or described herein shall

be maintained in safe condition and no scaffold, ladder or equipment shall be altered or removed while it is in use. Adequate washing facilities should be provided at or near places of work.

9. These safety provisions should be brought to the notice of all concerned by display on a notice board at a prominent place at work spot. The person responsible for compliance of the safety code shall be named therein by the contractor.
10. To ensure effective enforcement of the rules and regulations relating to safety precautions the arrangements made by the contractor shall be open to inspection by the Labor Officer or Engineer-in-Charge of the Employer or their representatives.
11. Providing umbrellas, torch etc. to his all staff if required.

Notwithstanding the above clauses from (1) to (11), there is nothing in these to exempt the contractor from the operations of any other Act or Rule in force in the country.

SCHEDULE D

LIST OF DOCUMENTS TO BE MAINTAINED AT SITE

S. No.	Description of the Document	Remarks
1	Contract Agreement.	Certified true copy of the contract
2	Site staff attendance register	To record attendance of the site staff.
3	Work instruction / Site order Book	For issue of instructions by Engineer-in-charge or his representative at site.
4	Complaint Register	To record complaints by the residents/ Bank's staff Separate for i) Carpentry and allied works ii) Plumbing and allied works iii) Electrical/Mechanical and allied works iv) Leakage / Seepage
5	Material at site Register	To record the material receipted and issued by the contractor
6	Material used register	To be updated as and when material is used by the contractor. The material use slip should be signed by the resident and the caretaker.
7	File for keeping delivery challans	To maintain the record of material brought at site.
8	File for keeping the tax invoices	To maintain the record of material brought at site
9	Wage register	To keep a record of wages paid to the workers at site along with supporting documents (Bank statement etc.)

Schedule E

General Rules and Instructions to Bidders - Information

Bids in Two Bids System	1	e-Tender Inviting Authority – The Regional Director, Reserve Bank of India, Estate Cell, Reserve Bank of India, 1st floor, Dr AR Nair road, near Maratha Mandir, Byculla, Mumbai – 400008.
	2	Providing Facility Management Services (FMS) for day to day maintenance of Bank's Premises (residential quarters and office building) in Mumbai for the various trades like Carpentry, Sanitary-Plumbing, Electrical/Mechanical etc. under supervision by providing trades under Estate Cell of Byculla, Mumbai: Cluster II:(Gokuldham, Santacruz, Sunpalazzo & Matunga Residential Colonies)
		Office – Estate Cell, 1st Floor, Office Building, Reserve Bank of India, Byculla, Mumbai - 400008
		Due Date and Time for receipt of e-Tender/ Bid - 31.12.2025 till 2:00 PM
Clarifications and pre-Bid Meeting	3	Date and Time of Pre-Bid Meeting- 19/12/2025 at 12:00 PM Venue - Estate Cell, 1st Floor, Office Building, Reserve Bank of India, Byculla, Mumbai - 400008 or on a venue as will be decided by the Bank
Earnest Money Deposit	4	EMD – Rs. 3,80,000/- in the form of Bank Guarantee as per proforma annexed hereto or NEFT
Bid Due Date	5	31.12.2025 till 2:00 PM
Opening of Bids	6	31.12.2025 till 3:00 PM
Bid validity	7	Bid validity – Four Months from the date of opening of Part-I of the tender

Schedule F

General Conditions of the Contract - Information

Definitions		
	i)	Providing Facility Management Services (FMS) for day to day maintenance of Bank's residential quarters in Mumbai for the various trades like Carpentry, Sanitary-Plumbing, Electrical/ Mechanical etc. under supervision by providing specified manpower in respective trades under Estate Cell of Byculla, Mumbai: Cluster II:(Gokuldharm, Santacruz, Sunpalazzo & Matunga Residential Colonies).
	ii)	The Site Residential Premises at Santacruz, Goregaon, Matunga and Lower Parel.
	iii)	Employer - The Regional Director, Reserve Bank of India, Mumbai
	v)	The Engineer-in-charge – Deputy General Manager (Tech)/ In charge of Estate Cell Byculla, Reserve Bank of India, Mumbai
	ix)	The percentage mentioned to cover all overheads and profits – 15%
Discrepancies and Adjustment of Errors (order of preference)		The Competent Authority - Regional Director, Reserve Bank of India, Mumbai

CLAUSES OF CONTRACT

Performance Guarantee	CLAUSE 1	
	(i)	Time allowed for submission of Performance Guarantee from the date of award of work – 14 days
	(ii)	Maximum allowable extension of time for submission of Performance Guarantee beyond the period specified in (i) above without penalty – 7 days
	(iii)	In case of delays in submission of Performance Guarantee beyond allowable extension of time specified in (ii) above charges for delay in submission of Bank Guarantee shall be recovered from the bills of the contractor at Bank Rate.
Compensation for Delay	CLAUSE 2	
	Authority for fixing compensation under clause 2 – Engineer-in-charge	

		Penalty for delay in attending to the complaints beyond 48 hours from the time of receiving the complaint without valid reason – Rs 25/- per day per complaint. Penalty will be recovered on quarterly basis from months bill, over & above the Labour payment done according to the Minimum Wages Act as per CLC (Govt. of India).
Time Extension and Delay for		CLAUSE 5 Date of commencement of contract – 14th day from the date of award of work Time allowed for attending to complaints – 48 hours from the time of receiving the complaint.
	(i)	Authority for granting Extension of Time beyond the specified time limit to attend to complaint – Engineer-in-charge
	(ii)	Shifting of date of commencement in case of delay in handing over of site – Engineer-in-charge
Payments		CLAUSE 7 Period of honoring certificates – 30 working days from the date of receipt of complete monthly bill along with all the documents as specified in Special Conditions of Contract
Employment of high skill/skilled/semi-skilled / unskilled workers		CLAUSE 19D and CLAUSE 28 Compensation to be recovered from the bills of the contractor in case of absence of supervisor / any other manpower for more than seven without alternate arrangement
Employment of Technical Staff and employees		Supervisor – Rs 500/- per day per person for absence beyond seven days Any other manpower – Rs 300/- per day per person for absence beyond seven days
Settlement of Disputes & Arbitration		CLAUSE 23 Competent Authority for referring the dispute –Regional Director, Reserve Bank of India, Mumbai Regional Office Place of Arbitration – Mumbai, India
Insurance respect damages Persons Property in of to and		CLAUSE 27 Contractor shall take following Insurance Policies: - Contractor's All Risk Policy (CAR Policy) for the full Contract Value, including Fire Risk. - Employees' Compensation Policy for all employees deployed at site.

	iii. Third Party Liability Policy - either through a separate policy or within CAR policy and having description as per the following details: 1. For injury to persons – Rs 5 Lakh per person per accident 2. For damage to property – Rs 2 Lakh per accident with a ceiling of Rs 25 Lakh (1&2) per annum
Employment of Technical Staff and employees	CLAUSE 28 Any employee/worker not attending duties will be treated as absent and accordingly the monthly bill will be settled:
PENALTY NON - PERFORMANCE OF THE CONTRACTOR	In addition to above any deficiency in services is observed/brought to notice of the office or any delay in attending to complaint related to Plumbing/ Carpentry/Electrical related work and other ancillary work beyond 48 hours from the time of receiving the complaint shall attract recovery/penalty which shall be attended through other vendor at your risk and cost and recovery for same will be actual cost of complaint attended through other vendor and same not less than ₹ 25/- per instance from the monthly bill as penalty for deficiency in services and any case, it will not be refunded to the contractor, in future. <u>Bank reserves the right to waive off such penalty, if the clause of deficiency in the service is found to be beyond the control of the successful bidder. The Bank's decision in this regard shall be final.</u> Bank has right to utilize above manpower for work in other properties/office in Mumbai which are not covered in above list. Contractor shall bear conveyance charges and reimburse the same to his staff.

I/We hereby declare that I/we have read and understood the information provided in Schedule A to Schedule F above.

**Place
Date**

Signature of bidder

SECTION VII
ANNEXURES
TO
VARIOUS SECTIONS AND SCHEDULES
Annexure1

Format 1**Basic Information (To be read with Section I - NIT)**

1	Name of the Tenderer/firm	
2.	Details of registration of the firm : whether Sole Proprietorship/ Partnership firm /Private Limited/ Limited or Co-operative Body etc.	
2(a)	Name of the proprietor or Partners./ directors :	
3(a)	Registered Address:	
3(b)	Address for correspondence	
4	Contact Person	
	Designation	
	Telephone :	
	Mobile no.	
	FAX/Tele-fax:	
	e-mail id	
5	GST Registration details and no.	
6	Details of registration of labour, ESI, EPF if any	
7	Number of years of experience of Tenderer / Firm of Tenderer in the field.	

8	In case the company is subsidiary, the involvement, if any, of the Parent Company in the Bank's proposed work:	
9	Was the applicant ever required to suspend the eligible works for a period of more than six months continuously after commencement? If yes, then furnish the reasons thereof.	
10	Has the agency or any constituent partner in case of partnership firm, ever abandoned the awarded works before their completion? If so, give name of the project and reasons for abandonment.	
11	Has the agency or any constituent partner in case of partnership firm, ever been debarred /black-listed for competing in any organization at any time? If so, give details	
12	Has the agency or any constituent partner in case of partnership firm, ever been convicted?	
13	Whether the agency is involved in civil suit /litigation / arbitration in the contracts in the last ten years. If yes please furnish the details in proforma given below. Any false information will lead to rejection of tender / debarment	Yes / No

	from future tenders of the Bank / cancellation of work if awarded.	
--	---	--

Sl no	Name of the project and Employer	Nature of work	Work order No and Date	Present stage of work	Value of contract	Brief details of litigation
1.	2.	3.	4.	5.	6.	7.

Signature of Tenderer with seal

Place

Date

Format 2

PREVIOUS WORK EXPERIENCE (To be read with Section I - NIT)

List of important similar works executed by the Tenderer/firm

(work order issued on or before October 01, 2020 and work has since been completed as on September 30, 2025)

Sr. No.	Name of the firm (Client) with full address and contact numbers/fax etc	Name of work	Value of the work	Date of award of work	Date of completion	Remarks
1						
2						
3						

Attach supporting documents

Signature of the Tenderer with seal

Format 2A**List of important similar works 'On Hand' (To be read with Section I - NIT)**

Sr. No.	Name of the firm (Client) with full address and contact numbers/fax etc	Name of work	Value of the work	Date of award of work	Present stage of work	Remarks
1						
2						
3						

Signature of the Tenderer with seal

Works qualifying Eligibility (To be read with Section I - NIT)**Details of similar work/s (qualifying) completed during last five years during the period October 01, 2020 to September 30, 2025****(The work/s costing equal or above the minimum value specified in eligibility criteria)**

Sr. No.	Name of the firm (Client) with full address and contact numbers/fax etc.	Name of work	Value of the work	Date of award of work	Date of completion	Remarks
1						
2						
3						

Signature of the Tenderer with seal

**FORMAT OF *CLIENT's CERTIFICATE REGARDING PERFORMANCE OF THEIR
CONTRACTOR (On Client's Letter Head) (To be read with Section I - NIT)**

Name & address of the Client
Details of Works executed by M/s

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

13. Comments on the capabilities of the Contractor

a) Technical Proficiency	Outstanding/Very Good/ Good/Satisfactory/Poor
b) Financial soundness	Outstanding/Very Good/ Good/Satisfactory/Poor
c) Mobilization of adequate T&P	Outstanding/Very Good/ Good/Satisfactory/Poor
d) Mobilization of Manpower	Outstanding/Very Good/ Good/Satisfactory/Poor
e) General Behaviour	Outstanding/Very Good/ Good/Satisfactory/Poor

Signature with office Seal

Note: (i) All columns should be filled in properly

- (ii) * Clients Report/certificate (a) for each of qualifying similar completed works carried out for Government/ public sector companies, the certificate should be signed by the concerned Executive Engineer or an officer in an equivalent or higher rank (b) for each of the qualifying similar completed works carried out for Private companies shall accompany Tax deduction at source, TDS certificate has to be submitted for proving the credentials/contract amount.

FINANCIAL STATUS (To be read with Section I - NIT)

Sr.no.	Details	Financial Year		
		April 1,to March 31, ₹ in lakh	April 1, to March 31, ₹ in lakh	April 1, to March 31, ₹ in lakh
1	Annual financial turn over certified by Chartered Accountant.			
2	Income Tax returns for the year			

Note:

- i. Statement shall be supported by copies of audited financial statements/ accounts of the business of the Tenderer duly certified by a Chartered Accountant. The Income Tax Clearance Certificates / Income Tax Assessment orders along with the latest final accounts of the business of the Tenderer duly certified by a Chartered Accountant, copied of the Income Tax clearance Certificate/ Income Tax assessment orders along with the latest final accounts of business of the Tenderer duly certified by a Chartered Accountant as a proof creditworthiness.

Signature of the Tenderer with seal

FORM OF BANKERS' CERTIFICATE FROM A SCHEDULED BANK
(On Bankers' Letter Head) (To be read with Section I - NIT)

To
Regional Director
Estate department
Reserve Bank of India
.....

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

For the Bank with Name, Designation & Seal

Note:- (i) Bankers' certificates should be on letter head of the Bank

- (ii) In case of partnership firm, certificate to include names of all partners as recorded with the Bank.

Format 5A

Details of Tenderer's Banker (To be read with Section I - NIT)

1	Name and full Address of the Banker	
2	Name of contact executives, Email ID, contact numbers (land line and mobile), Fax number etc. (The person can be contacted at the office of their banker by the Bank in case it is needed.)	

Signature of the Tenderer with seal

Draft Articles of Agreement

(On Non-Judicial Stamp Paper of appropriate value)

यह करार की शर्तें मुंबई में को एक पक्ष भारतीय रिजर्व बैंक जिसका केंद्रीय कार्यालय मुंबई में है (इसके पश्चात जिसे नियुक्ता कहा गया है) और दूसरा पक्ष है (जिसे इसके बाद ठेकेदार कहा गया है) के बीच हुआ है।	ARTICLES OF AGREEMENT made theday ofbetween the Reserve Bank of India having its Central Office at Mumbai,(hereinafter called “the Employer”) of the one part and (hereinafter..... called “the Contractor”) of the other part.
जबकि नियुक्ता बैंक के स्टाफ क्वार्टर, भायखला, मुंबई के मुंबई में बैंक के परिसर (आवासीय क्वार्टर और कार्यालय भवन) के दिन-प्रतिदिन के रखरखाव के लिए विभिन्न कार्यकलापों जैसे बढ़ईगिरी, सनेटरी-प्लंबिंग, इलेक्ट्रिकल/मैकेनिकल आदि के लिए सुविधा प्रबंधन सेवाएं (एफएमएस) प्रदान करना, बायकला, मुंबई के संपदा कक्ष के अंतर्गत संबंधित ट्रेडों में पर्यवेक्षणीय निर्दिष्ट जनशक्ति प्रदान करने के तहत: क्लस्टर II: (गोकुलधाम, सांताक्रूज़, सनपलाज़ो और माटुंगा आवासीय कॉलोनियाँ) का काम करने का इच्छुक है और उसने किए जाने वाले कार्यों का वर्णन करने वाले चित्र और विनिर्देश तैयार किए हैं। और जबकि उक्त रेखाचित्रों, विशिष्टताओं और मात्राओं की अनुसूची पर इसके पक्षकारों द्वारा या उनकी ओर से हस्ताक्षर किए गए हैं। और जबकि ठेकेदार यहाँ तय की गई शर्तों, विशेष शर्तों में उल्लिखित शर्तों तथा संविदा की शर्तों एवं मात्राओं की अनुसूची में बताई गई शर्तों पर (उक्त सभी को आगे सामूहिक रूप	WHEREAS the Employer is desirous of carrying out the work of Providing Facility Management Services (FMS) for day-to-day maintenance of Bank’s Premises (residential quarters and office building) in Mumbai for the various trades like Carpentry, Sanitary-Plumbing, Electrical/Mechanical etc. under supervision by providing specified manpower in respective trades under Estate Cell of Byculla, Mumbai: Cluster II:(Gokuldharm, Santacruz, Sunpalazzo & Matunga Residential Colonies) and has caused drawings and specifications describing the works to be done. AND WHEREAS the said drawings, the Specifications and the Schedule of Quantities have been signed by or on behalf of the parties hereto. AND WHEREAS the Contractor has agreed to execute upon and subject to the Conditions set forth herein and to the Conditions set forth in the Special Conditions and in the Schedule of Quantities and Conditions of Contract (all of which are collectively hereinafter referred to as “the said Conditions”) the works shown upon the said Drawings and/or described in the said

से " उक्त शर्तों" कहा जाएगा), उक्त ड्रॉइंग (रेखाचित्र) में दर्शाए और / या उक्त विशिष्टताओं में वर्णित और उक्त मात्राओं की अनुसूची में दर्शाए कार्य, वहाँ पर तय की गई दरों के अनुरूप, भुगतान के लिए देय राशि या ऐसी अन्य राशि जो उसके तहत देय हो (जिसको इसके बाद " उक्त ठेका राशि" के रूप में संदर्भित किया जाएगा") के अधीन कार्य करने के लिए सहमत है।	Specification and included in the Schedule of Quantities at the Respective rate therein set forth amounting to the sum as therein arrived at or such other sum as shall become payable there under (hereinafter referred to as "the said Contract Amount").
अब यहाँ से इस प्रकार सहमति बनी है	NOW IT IS HEREBY AGREED AS FOLLOWS:
उक्त विचारणीय राशि के संदर्भ में, जो कि इस करार में तय तरीके के अनुसार भुगतान की जाएगी, ठेकेदार द्वारा उक्त रेखाचित्रों में दर्शाए गए एवं उक्त विशिष्टताओं तथा मात्राओं की अनुसूची में वर्णित काम को पूर्ण करने एवं शर्तों को कार्यान्वित करने के अधीन होगी।	In considerations of the said Contract Amount to be paid at the times and in the manner set forth in the said Conditions, the Contractor shall upon and subject to the said Conditions execute and complete the work shown upon the said Drawings and described in the said Specifications and the Schedule of Quantities.
नियोक्ता ठेकेदार को शर्तों में उल्लेखित तरीके के अनुसार संविदा राशि या ऐसी अन्य राशि जो देय हो का समय पर भुगतान करेगा।	The Employer shall pay the Contractor the said Contract Amount or such other sum as shall become payable, at the times and in the manner specified in the said Conditions.
उक्त शर्तों में "वास्तुकार" शब्द का अर्थ इस संविदा के तहत नवीनीकरण कार्यों की वास्तु योजना और डिजाइनिंग आदि के उद्देश्य से 'वास्तुकार' होगा।	The term "Architect" in the said conditions shall mean 'Architect ' for the purpose of architectural planning & designing etc. of the Renovation works under this contract.
भारतीय रिज़र्व बैंक निर्माण कार्यों के पर्यवेक्षण, बिलों के प्रमाणीकरण, भुगतान और संविदा के विभिन्न नियमों, शर्तों और पूर्वापेक्षाओं के कार्यान्वयन के लिए सीधे व्यवस्था और प्रबंध करेगा।	The Reserve Bank of India shall administer and directly arrange for supervision of works, certification of bills, making payments and implementation of various terms, conditions and stipulations of the contract.
यहाँ उल्लेखित शर्तों और विभिन्न अनुसूचियों को इस करार के आधार के रूप में पढ़ा और समझा जाएगा और यहाँ मौजूद पार्टियाँ अपनी ओर से उक्त शर्तों द्वारा बंधे हैं, स्वयं को उक्त शर्तों को समर्पित करते हैं और उक्त शर्तों में उल्लेखित अनुसार अपनी ओर से करार का निष्पादन करेंगे ।	The said conditions and various schedules shall be read and construed as forming part of this agreement, and the parties hereto shall respectively abide by, submit themselves to the said Conditions and perform the agreements on their part respectively in the said Conditions contained.
करार और यहाँ उल्लिखित दस्तावेज़ इस संविदा का आधार बनावेंगे	The agreement and documents mentioned herein shall form the basis of this Contract.

यह अनुबंध न तो एक निश्चित एकमुश्त अनुबंध है और न ही टुकड़ा कार्य अनुबंध है, बल्कि बैंक के बैंक के स्टाफ क्वार्टर, भायखला, मुंबई के मुंबई में बैंक के परिसर (आवासीय क्वार्टर और कार्यालय भवन) के दिन-प्रतिदिन के रखरखाव के लिए विभिन्न कार्यकलापों जैसे बढ़ईगिरी, सनेटरी-प्लंबिंग, इलेक्ट्रिकल/मैकेनिकल आदि के लिए सुविधा प्रबंधन सेवाएं (एफएमएस) प्रदान करना, बायकला, मुंबई के संपदा कक्ष के अंतर्गत संबंधित ट्रेडों में पर्यवेक्षणीय निर्दिष्ट जनशक्ति प्रदान करने के तहत: क्लस्टर II: (गोकुलधाम, सांताक्रूज़, सनपलाज़ो और माटुंगा आवासीय कॉलोनियाँ) के संबंध में कार्य करने का अनुबंध है। दरों और संभावित मात्राओं की अनुसूची में निहित दर पर या उक्त शर्तों में प्रदान की गई दर पर वास्तविक मापी गई मात्रा के अनुसार भुगतान किया जाना है।	This Contract is neither a fixed Lump sum contract nor a Piece Work Contract but is a Contract to carry out the work in respect of Providing Facility Management Services (FMS) for day-to-day maintenance of Bank's Premises (residential quarters and office building) in Mumbai for the various trades like Carpentry, Sanitary-Plumbing, Electrical/Mechanical etc. under supervision by providing specified manpower in respective trades under Estate Cell of Byculla, Mumbai: Cluster II: (Gokuldham, Santacruz, Sunpalazzo & Matunga Residential Colonies). To be paid for according to actual measured quantities at the rate contained in the Schedule of rates and Probable Quantities or as provided in the said Conditions.
उक्त शर्तों में निर्धारित तरीके के अनुसार ठेकेदार सिविल निर्माण कार्यों से संबंधित सभी कार्यों, सेनेटरी कार्य और फिटिंग, स्थायी जल आपूर्ति, विद्युत इन्स्टालेशन, फिटिंग, एयर कंडीशनिंग और अन्य संबंधित कार्यों से संबंधित सभी कार्यों को करने के लिए हर उचित सुविधा प्रदान करेगा और इस तरह के कार्यों के पूरा होने के बाद दीवारों, फर्श आदि को हुए किसी भी नुकसान को पुनः ठीक करेगा।	The Contractor shall afford every reasonable facility for the carrying out of all works relating to civil works, installation of sanitary work and fittings, permanent water supply, electrical installations, fittings, air conditioning and other ancillary works in the manner laid down in the said conditions and shall make good any damages done to walls, floors etc. after the completion of such works.
नियोक्ता के पास इस संविदा के पूर्वाग्रह के बिना कार्य के किसी भी वस्तु (आइटम) को जोड़कर या हटाकर या उसी के कुछ भाग को बनाए रखकर रेखाचित्र और कार्य की प्रकृति को बदलने का अधिकार सुरक्षित है।	The Employer reserves to itself the right of altering the Drawings and nature of the work by adding to or omitting any items of work or having portions of the same arrived out without prejudice to this contract.
ठेकेदार एतद्वारा कार्य स्थल के उसे सौंपे जाने के तुरंत बाद या उक्त शर्तों में निर्धारित प्रारंभ तिथि से, जो भी बाद में हो, कार्य आरंभ करने तथा उक्त शर्तों के अनुसार कार्य के दायरे में	The Contractor hereby agrees to commence the work soon after the site is handed over to him or from the scheduled date of commencement as provided for in the said Conditions whichever is later and to carry out

निर्दिष्ट कार्यों को पूरा करने के लिए सहमत होता है।	the works as specified in the scope of work as per the said conditions.
इस संविदा के तहत नियोक्ता द्वारा सभी भुगतान केवल मुंबई में ही किए जाएंगे।	All payments by the Employer under this Contract will be made only at Mumbai
इस करार से जुड़े या किसी भी तरह से उत्पन्न होने वाले सभी विवादों को मुंबई में उत्पन्न माना जाएगा और उसका निर्धारण केवल मुंबई में स्थित न्यायालय के अधिकार क्षेत्र में होगा।	All disputes arising out of or in any way connected with this agreement shall be deemed to have arisen at Mumbai and only Courts in Mumbai shall have jurisdiction to determine the same.
यह कि इस संविदा के कई अंशों को ठेकेदार द्वारा पूरी तरह से पढ़ा और समझा गया है। ठेकेदार निविदा में दी गई मात्रा से अधिक मात्रा के भुगतान के लिए तब तक हकदार नहीं होगा जब तक कि बैंक के प्रभारी अभियंता से विशिष्ट लिखित अनुदेशों के तहत आदेश नहीं दिया जाता है।	That the several parts of this Contract have been read by the Contractor and fully understood by the Contractor. The Contractor shall not be entitled for the payment for the quantities beyond the tendered quantities unless ordered for by specific written instructions from the Bank's Engineer-in-Charge.
ठेकेदार बैंक के बुनियादी ढांचे / प्रणालियों / उपकरणों आदि के बारे में प्रत्यक्ष या अप्रत्यक्ष रूप से किसी भी जानकारी, सामग्री और विवरण का किसी भी तीसरे पक्ष के साथ खुलासा नहीं करेगा, जो कि इस करार के संबंध में संविदात्मक दायित्वों के निर्वहन के दौरान ठेकेदार या उसके कर्मचारियों के ध्यान में या ज्ञान में आ सकता है, और हर समय उन्हें सख्त गोपनीय रखेगा। ठेकेदार करार के विवरण को निजी और गोपनीय मानेंगे, सिवा इस सीमा के कि जो इसके तहत दायित्वों को पूरा करने के लिए या लागू कानूनों का पालन करने के लिए आवश्यक है। ठेकेदार बैंक की पूर्व लिखित सहमति के बिना किसी भी व्यापार या तकनीकी पेपर या अन्य जगहों पर कार्य की विशेषताओं को प्रकाशित नहीं करेगा, न ही प्रकाशित करने की अनुमति देगा या उजागर नहीं करेगा। ठेकेदार किसी भी गोपनीय जानकारी के प्रकटीकरण के परिणामस्वरूप नियोक्ता को हुई किसी भी प्रकार की हानि के लिए नियोक्ता को क्षतिपूर्ति करेगा। उक्त का पालन करने में विफलता को ठेकेदार की ओर से अनुबंध को	The Contractor shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure/systems/equipment etc., which may come to the possession or knowledge of the Contractor during the course of discharging its contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. The Contractor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Contractor shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Employer. The Contractor shall indemnify the Employer for any loss suffered by the Employer as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Contractor and the Employer shall be entitled to claim damages and pursue legal remedies. The Contractor shall take all appropriate

भंग करने के रूप में माना जाएगा और नियोक्ता नुकसान का दावा करने और कानूनी कदम उठाने का हकदार होगा। ठेकेदार इस बात को सुनिश्चित करने के लिए अपने कर्मचारियों के संबंध में सभी उचित कार्यवाही करेगा कि इस करार के तहत गोपनीय जानकारी के गैर प्रकटीकरण के-दायित्वों को पूरी तरह से संतुष्ट किया जा रहा है। गैर प्रकटीकरण और गोपनीयता के संबंध में- ठेकेदार के दायित्व किसी भी कारण से होने वाले इस करार की समाप्ति या समापन को बचायेेंगे।	actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The Contractor's obligations with respect to non-disclosure and confidentiality will Survive the expiry or termination of this agreement for whatever reason.
15. कार्य स्थल पर महिलाओं के यौन उत्पीड़न की रोकथाम का खंड ए) फर्म, बैंक के परिसर के भीतर अपने (फर्म के) कर्मचारी के खिलाफ यौन उत्पीड़न की किसी भी शिकायत के मामले में पूर्णतः जिम्मेदार होंगी, भारतीय रिज़र्व बैंक द्वारा क्षेत्रीय समिति के समक्ष शिकायत दर्ज की जाएगी और बैंक उस शिकायत के संबंध में उक्त अधिनियम के तहत उचित कार्यवाही की जाना सुनिश्चित करेगा। बी.) बैंक के किसी भी कर्मचारी के विरुद्ध फर्म के किसी भी कर्मचारी की तरफ से यौन उत्पीड़न होने की कोई भी शिकायत का बैंक द्वारा गठित क्षेत्रीय शिकायत समिति द्वारा संज्ञान लिया जाएगा। सी.) फर्म किसी भी मौद्रिक क्षतिपूर्ति के लिए जिम्मेदार होगा, जिसे फर्म के कर्मचारियों को शामिल करने वाली घटना में भुगतान करने की आवश्यकता हो सकती है, उदाहरण के लिए बैंक के कर्मचारी को कोई भी मौद्रिक राहत, अगर समिति द्वारा फर्म के कर्मचारी द्वारा यौन उत्पीड़न किया जाना साबित होता है।	15. <u>Clause of Prevention of Sexual Harassment at Work place:-</u> a) The firm shall be solely responsible in case of any complaint of sexual harassment against its employee within the premises of the Bank, the complaint will be filed before the Regional Committee constituted by the Reserve Bank of India and Bank shall ensure appropriate action under the said Act in respect of the complaint. b) Any complaint of sexual harassment from any aggrieved employee of the firm against any employee of the Bank shall be taken cognizance of by the Regional Complaint Committee constituted by the Bank. c). The firm shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the firm, for instance any monetary relief to Bank's employees, if sexual violence by the employee of the firm is proved. d) The firm shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues. e) The firm shall provide a complete and updated list of its employees who are

डी) फर्म कार्यस्थल पर यौन उत्पीड़न की रोकथाम और संबंधित मुद्दों के बारे में अपने कर्मचारियों को शिक्षित करने के लिए जिम्मेदार होगा। ई) फर्म बैंक परिसर में नियोजित अपने कर्मचारियों की पूर्ण एवं अद्यतन सूची उपलब्ध कराएगा।	deployed within the Bank's premises.
16. गैर-प्रकटीकरण खंड - ठेकेदार बैंक के बुनियादी ढांचे उपकरणों आदि के / प्रणालियों / बारे में प्रत्यक्ष या अप्रत्यक्ष रूप से किसी भी तीसरे पक्ष के साथ खुलासा नहीं करेगा, जो कि इस करार के संबंध में संविदात्मक दायित्वों के निर्वहन के दौरान ठेकेदार या उसके कर्मचारियों के ध्यान में या ज्ञान में आ सकता है, और हर समय उन्हें सख्त गोपनीय रखेगा। ठेकेदार करार के विवरण को निजी और गोपनीय मानेंगे, सिवा इस सीमा के कि जो इसके तहत दायित्वों को पूरा करने के लिए या लागू कानूनों का पालन करने के लिए आवश्यक है। ठेकेदार बैंक की पूर्व लिखित सहमति के बिना किसी भी व्यापार या तकनीकी पेपर या अन्य जगहों पर कार्य की विशेषताओं को प्रकाशित नहीं करेगा, न ही प्रकाशित करने की अनुमति देगा या उजागर नहीं करेगा। ठेकेदार किसी भी गोपनीय जानकारी के प्रकटीकरण के परिणामस्वरूप नियोक्ता को हुई किसी भी प्रकार की हानि के लिए नियोक्ता को क्षतिपूर्ति करेगा। उक्त का पालन करने में विफलता को ठेकेदार की ओर से अनुबंध को भंग करने के रूप में माना जाएगा और नियोक्ता नुकसान का दावा करने और कानूनी कदम उठाने का हकदार होगा। ठेकेदार इस बात को सुनिश्चित करने के लिए अपने कर्मचारियों के संबंध में सभी उचित कार्यवाही करेगा कि इस करार के तहत	16. Non-Disclosure clause: The Contractor shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure/systems/equipment etc., which may come to the possession or knowledge of the Contractor during the course of discharging its contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. The Contractor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Contractor shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Employer. The Contractor shall indemnify the Employer for any loss suffered by the Employer as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Contractor and the Employer shall be entitled to claim damages and pursue legal remedies. The Contractor shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The Contractor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.

गोपनीय जानकारी के गैर प्रकटीकरण के-दायित्वों को पूरी तरह से संतुष्ट किया जा रहा है। गैर प्रकटीकरण और गोपनीयता के संबंध में- ठेकेदार के दायित्व किसी भी कारण से होने वाले इस करार की समाप्ति या समापन को बचायेेंगे।	
17. न्यूनतम मजदूरी अधिनियम : ठेकेदार लागू न्यूनतम मजदूरी अधिनियम व श्रम अधिनियम का अनुपालन करेंगे। किसी भी सांविधिक नियम / अपेक्षाओं के अनुसार जारी नोटिस / दंड, यदि कोई हो तो, का भुगतान ठेकेदार द्वारा बैंक से किसी दावे के बगैर किया जाएगा।	17. <u>Minimum Wages Act:</u> - Contractor shall comply with minimum wage act and labour act in force. Notices /penalty, if any, issued /imposed by any statutory norms/requirements shall be paid by the contractor, without any claim to the Bank.
18. कोविड -19 की वर्तमान महामारी की स्थिति में पालन किए जाने वाले प्रोटोकॉल, हिफाजती उपाय और सुरक्षा मानदंड : ठेकेदारों को कोविड -19 की वर्तमान महामारी की स्थिति के दौरान बैंक द्वारा निर्धारित सभी सुरक्षा, हिफाजती मानदंडों और मानक प्रोटोकॉल का पालन करना होगा जैसे कि मास्क पहनना, हैंड सैनिटाइज़र का उपयोग करना, नियमित रूप से साबुन डिस्पेंसर से हाथ धोना, हाथ के दस्ताने पहनना, केवल कार्य स्थल से संबंधित श्रमिकों की आवाजाही, नियमित सुरक्षा जाँच आदि। इसका उल्लंघन करने पर बैंक के शिष्टाचार व सुरक्षा अधिकारी द्वारा प्रत्येक अवसर पर जुर्माना लगाया जा सकता है, जो ठेकेदारों को देय भुगतान से वसूल किया जा सकता है।	18. <u>Protocols, safety measures and security norms of present pandemic situation of Covid-19 to be followed:</u> The contractors shall follow all security, safety norms and the standard protocol laid down by the Bank during the present pandemic situation of Covid -19 like wearing mass, using hand sanitizer, regularly washing hands with soap dispensers, wearing hand glases, movement of the workers only pertaining to the work place, regular security checks etc. The violation of the same may be entitled for penalty on each occasion imposed by the Bank's P & SO, which may be recovered from the payment due to the contractors.
19. संविदा की समाप्ति के कारण चूक के मामले में ठेकेदारों से वसूल की जाने वाली क्षतिपूर्ति : यदि कार्य/संविदा के पूरा होने से पहले किसी भी पार्टी द्वारा संविदा को समाप्त कर दिया जाता है। यह माना जाता है कि, ठेकेदार निर्धारित समय अवधि और स्वीकृत विस्तार में उपर्युक्त कार्य को पूरा करने में विफल रहे हैं। बचा हुआ या शेष कार्य सीधे बैंक द्वारा	19. <u>Compensation to be recovered from the Contractors in case of default on account of termination of contract:</u> If the contract is terminated from either of the party before completion of work/contract. It is treated that, the contractors are failed to complete the captioned work in stipulated time period and the approved extension. The left over or balance work will be carried out directly by the bank at the risk and cost of the contractors. Such risk and cost amount i.e.

ठेकेदारों के जोखिम और लागत पर किया जाएगा। इस तरह की जोखिम और लागत राशि यानी ठेकेदारों की निविदा दरों के आधार पर लागत और कार्य पूरा करने के लिए बैंक द्वारा की गई नई संविदा की दरों के अनुसार प्राप्त राशि के बीच अंतर की गणना से प्राप्त राशि। यह जोखिम और लागत राशि बैंक द्वारा ठेकेदारों को देय किसी भी राशि जैसे अंतिम बिल की सकल राशि, निष्पादन बैंक गारंटी राशि, संविदा की अद्यतित परिवर्तित प्रतिभूति जमा (ईएमडी और आरएमडी) इसके अतिरिक्त सभी संपदा प्रकोष्ठों / कार्यालय यानी संपदा कार्यालय, फोर्ट, , भायखला कक्ष, बीकेसी कक्ष इत्यादि में लंबित किसी भी अन्य बिल / बिलों सहित के समक्ष देय राशि में से वसूल की जाएगी, जो कि संविदा की जबरन समाप्ति और कार्य को पूर्ण करने में व्यर्थ हुए समय के कारण बैंक द्वारा उठाया गया एक प्रत्यक्ष वित्तीय नुकसान है।	amount arrived by evaluating the difference of cost between cost based on tender rates of the contractors and as per the rates of new contract engaged by the Bank for completion of work. This risk and cost amount will be recovered by the bank, which is a direct financial loss incurred by the bank on account of forced termination of contract and against the time lost in completion of the work from any amount payable to the contractors such as gross amount of final bill, Performance Bank Guarantee amount, up to date converted Security Deposit (EMD and RMD) of the contract further including amount payable against any other bill/bills pending at all the Estate Cells/Office i.e. Estate office, Fort, Mumbai, Byculla Cell, BKC Cell etc.
इसके साक्ष में, नियोक्ता और ठेकेदार ने अपने विधिवत अधिकृत अधिकारी के माध्यम से इन विलेखों के लिए अपने भाग निर्धारित किए हैं एवं दो कथित डुप्लिकेट को निष्पादित किये जा सकते हैं, दिन और वर्ष पहले यहाँ ऊपर लिखें गये हैं। (यदि ठेकेदार एक साझेदारी या व्यक्तिगत स्वामित्व है) इसके साक्ष में, नियोक्ता ने अपने विधिवत अधिकृत अधिकारी के माध्यम से इन विलेखों के लिए अपने भाग निर्धारित किए हैं और ठेकेदार ने अपनी आम मुहर को यहां लगाया है और इसके बाद उसकी ओर से दो कथित डुप्लिकेट को निष्पादित किये जा सकते हैं, दिन और वर्ष पहले यहाँ ऊपर लिखें गये हैं।	IN WITNESS WHEREOF the Employer and the Contractor have set their respective hands to these presents and two duplicates hereof the day and year first hereinabove written. (If the Contractor is a partnership or an individual) IN WITNESS WHEREOF the Employer has set its hands to these presents through its duly authorized officials and the Contractor has caused its common seal to be affixed hereunto and the said two duplicates/has caused these presents and the said two duplicates hereof to be executed on its behalf, the day and year first hereinabove written. (If the Contractor is a Company)

**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
Estate Cell, Byculla,
Mumbai 400008

Dear Sir,

Name of Work: Providing Facility Management Services (FMS) for day to day maintenance of Bank's Premises (residential quarters and office building) in Mumbai for the various trades like Carpentry, Sanitary-Plumbing, Electrical/Mechanical etc. under supervision by providing trades under Estate Cell of Byculla, Mumbai: Cluster II:(Gokuldham, Santacruz, Sunpalazzo & Matunga Residential Colonies)

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

demand 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 –

Any forbearance, act or omission 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).

- a) Our liability under these presents shall not exceed the sum of Rs. _____ (Rupees _____ only) .
- b) 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.
- c) This guarantee shall remain in force upto _____ (three 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.
- d) Our liability under these presents will terminate unless these presents are renewed as provided hereinabove on the _____ or on the day when our said constituents comply with their obligations, as to which a certificate in writing by the RBI alone is the conclusive proof whichever date is later. Unless a claim or suit or action is filed against us within ____

_____ or any extended period, all the rights of the RBI against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

In witness whereof I/We of the Bank have signed and sealed this guarantee on the ----- day of ----- (Month) **2023** 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

Witness 2

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 PERFORMANCE SECURITY DEPOSIT

(On Non-Judicial Stamp Paper of appropriate value)

Place: _____

Date: _____

The Regional Director
Reserve Bank of India,
Estate Cell, Byculla,
Mumbai 400008.

Dear Sir,

Name of Work: Providing Facility Management Services (FMS) for day to day maintenance of Bank's Premises (residential quarters and office building) in Mumbai for the various trades like Carpentry, Sanitary-Plumbing, Electrical/Mechanical etc. under supervision by providing trades under Estate Cell of Byculla, Mumbai: Cluster II:(Gokuldham, Santacruz, Sunpalazzo & Matunga Residential Colonies)

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 act, forbearance or omission 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 Contract period) provided that if so desired by the RBI, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.
- e. Our liability under these presents will terminate unless these presents are renewed as provided hereinabove on the _____ or on the day when our said constituents comply with their obligations, as to which a certificate in writing by the RBI alone is the conclusive proof whichever date is later. Unless a claim or suit or action is filed against us within _____ or any extended period, all the rights of the RBI against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

In witness whereof, I/We of the Bank have signed and sealed this guarantee on the -----
--- day of ----- (Month) **2025** 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

Witness 2

Signature

Signature

Name

Name

Address

Address

.....

.....

FORMAT FOR POWER OF ATTORNEY FOR AUTHORIZED SIGNATORY

(On Non-Judicial Stamp Paper of appropriate value)

To,

The Regional Director

Reserve Bank of India,
Estate Cell, Byculla,
Mumbai 400008

Dear Sir/Madam

Facility Management Service (FMS) - Providing Facility Management Services (FMS) for day to day maintenance of Bank's Premises (residential quarters and office building) in Mumbai for the various trades like Carpentry, Sanitary-Plumbing, Electrical/Mechanical etc. under supervision by providing trades under Estate Cell of Byculla, Mumbai: Cluster II:(Gokuldharm, Santacruz, Sunpalazzo & Matunga Residential Colonies)

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 bid for the captioned Project, including signing and submission of all documents and providing information / responses to the Reserve Bank of India (RBI), representing us in all matters before RBI, and generally dealing with RBI in all matters in connection with our proposal for the said tender.

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.

Signature/(s) of the Bidder

Name/(s)

Stamp/Seal of the Bidder

Note:

Power of Attorney should be properly stamped and notarized

Power of Attorney furnished by Contractor shall be irrevocable.

Proforma for providing input for NEFT Payment

RTGS/NEFT/ECS – MANDATE AUTHORISATION FORM

1. Supplier's / Vendor's Name:

[illegible]

2. Supplier's / Vendor's Name as per Bank Records:

[illegible]

3A. Supplier's Code				

--	--	--	--	--

3B. Supplier's PAN Number: #

[illegible]

Quoting PAN No. in all the e-returns has become 100% mandatory w.e.f. 14-02-2008, hence ensure to fill- up this and also send a photocopy of PAN duly self-attested. If there is any difference between the name given in the supplier's name and name given in the PAN card, then a note to explain the reason for the difference and the correlation between both.

4. Supplier's / Vendor's Complete Postal Address:

Door No.							Street:												
Location:							District:												
City:							State					PIN							

5. Supplier's / Vendor's E-mail ID:

[illegible]

6. Supplier's / Vendor's Telephone Number & Mobile Phone Number:

[illegible]

7. Name of the Bank:

[illegible]

8. Bank (Branch) Postal Address:

[illegible]

9. RTGS*/NEFT /MICR- Code of the Branch:**

[illegible]

RTGS* - "Real Time Gross Settlement", NEFT** - "National Electronic Fund Transfer". MICR-Magnetic Ink Recognition Character These "IFSC" Codes are unique numbers of each Branch – "Indian Financial Services Code". For some Branches both the codes are the same and some Banks, may maintain one Code No. for RTGS and another Code No. for NEFT. Hence, please fill-up both the rows, even if it is the same.

10. Nature of the Account: (Tick whichever is applicable & put 'x' mark for the balance two accounts)

Saving Bank Account:		Cash Credit Account:		Current Account:	
----------------------	--	----------------------	--	------------------	--

11. Bank Account Number of the Supplier: ©

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

© Fill up from the 1st column. For the balance left out blank columns, please mention 'x' mark.
 We hereby declare that the particulars given above are correct and complete. If the transaction is delayed for reasons of incomplete or incorrect information, we would not hold RBI responsible.

Date: **Supplier's Seal:** **Authorized Signature of the Supplier:**
Certified that the particulars as per Serial Numbers 2, 7 to 11 are correct as per our records.

Date: Bank's Stamp Authorized Signature of the Officer of the Bank.

Proforma for Indemnifying the Employer Against Contract labour Rules/regulations

(On Non-Judicial Stamp Paper of appropriate value)

To,

The Regional Director
Reserve Bank of India,
Estate Cell, Byculla,
Mumbai 400008

Dear Sir/Madam

Providing Facility Management Services (FMS) for day to day maintenance of Bank's Premises (residential quarters and office building) in Mumbai for the various trades like Carpentry, Sanitary-Plumbing, Electrical/Mechanical etc. under supervision by providing trades under Estate Cell of Byculla, Mumbai: Cluster II:(Gokuldham, Santacruz, Sunpalazzo & Matunga Residential Colonies)

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

We also hereby fully indemnify and keep indemnified the Employer, i.e. Reserve Bank of India, against payments to be made to the contract labor and for the observance of the laws in this regard.

Yours faithfully,

For _____

Authorised signatory

Proforma for Indemnifying the Employer against Patent Rights

(On Non-Judicial Stamp Paper of appropriate value)

To,

The Regional Director
Reserve Bank of India,
Estate Cell, Byculla,
Mumbai 400008

Dear Sir/Madam

Providing Facility Management Services (FMS) for day to day maintenance of Bank's Premises (residential quarters and office building) in Mumbai for the various trades like Carpentry, Sanitary-Plumbing, Electrical/Mechanical etc. under supervision by providing trades under Estate Cell of Byculla, Mumbai: Cluster II:(Gokuldharm, Santacruz, Sunpalazzo & Matunga Residential Colonies)

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

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

Yours faithfully,

For _____

Authorised signatory

NAME AND ADDRESS OF THE CONTRACTOR:

SIGN & SEAL OF THE CONTRACTOR:

Date:

Place:

Declarations to be submitted along with each bill by the contractor on his letterhead

1. DECLARATION

I, Shri/Smt.being the owner/proprietor/ director of..... (name of the firm/establishment), do hereby declare that I have adhered to the rules and regulations stipulated in Contract Labour (Regulation and Abolition) Act, 1970 and Code on Wages, 2019 as amended from time to time, to the extent applicable to my firm/establishment. In this context, I also declare that I have paid wages to the workers/ labour engaged by me in connection with the work entrusted to me by the Bank, as per prevailing CLC rates.

I also confirm that ESI, EPF contributions on the part of employer in respect of this contract has been paid.

Place:
Contractor
Date:

Signature and seal of the

Name:
Address:
Email:
Mobile no.:

2. GST DECLARATION

I do hereby declare that the GST Registration Number of my/our firm/ company/ establishment is..... and the GST claimed in the bill will be paid duly to the Government of India after receipt of the same from the Bank.

I will inform the Bank in due time about the payment of GST to Government of India.

Place:
Contractor
Date:

Signature and seal of the

Name:
Address:
Email:
Mobile no.:

Water Tank Details (Cluster II colonies)

SI No.	Property location	Type of tank	No of tanks	Capacity of UG Tank (in Litres)	Capacity of OH Tank (in Litres)	Total Capacity (in Litres)
1.	Gokuldham Colony	RCC	8	-	46381.4	3,71,051.5
		UG tank RCC	8	25479.3		2,03,834.8
2.	Santacruz colony	RCC	7	-	12348.0	86,436.0
		RCC	8	-	13658.6	1,09,269.0
		RCC	16	-	19533.9	3,12,542.0
		RCC	1	196520.6	-	196520.6
		RCC	1	92607.1	-	92607.1
3.	Matunga colony	HDPE	4		5000	20000
		RCC	1	17000		17000

Performa 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
Estate Cell, Byculla,
Mumbai 400008

Name of Work: Providing Facility Management Services (FMS) for day to day maintenance of Bank's Premises (residential quarters and office building) in Mumbai for the various trades like Carpentry, Sanitary-Plumbing, Electrical/Mechanical etc. under supervision by providing trades under Estate Cell of Byculla, Mumbai: Cluster II:(Gokuldharm, Santacruz, Sunpalazzo & Matunga Residential Colonies)

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

2. Based on the definitions mentioned in the above referred order and its subsequent revisions regarding the bidder, I / We certify that (Name of the bidder) is not from a country sharing land border with India, or is from a country sharing land border with India and has been registered with the Competent Authority, the certificate of which is enclosed, or is from a country sharing land border with India where Government of India has extended lines of credit, or is from a country sharing land border with India where Government of India is engaged in developmental projects.

(Strikeout whichever of the above is not applicable).

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

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

Signature and name of the authorized signatory of the firm with Rubber Stamp

Date:

Place:

Annexure 12

(Ref: Clause 34 of GCC)

TENDERER'S UNDERTAKING ADDRESSED TO THE BANK

I / we hereby undertake that I/we shall comply with the provisions of "The Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013".

Signature of Tenderer with seal

Note:

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

- a) The contractor shall be solely responsible for full compliance with the provisions of "the Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013". In case of any complaint of sexual harassment against its employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the contractor and the contractor shall ensure appropriate action under the said Act in respect to the complaint.
- b) Any complaint of sexual harassment from any aggrieved employee of the contractor against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.
- c) The contractor shall be responsible for any monetary Compensation that may need to be paid in case the incident involves the employees of the tenderer, for instance any monetary relief to Bank's employee, if sexual violence by the employee of the tenderer is proved.
- d) The contractor shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.
- e) The contractor shall provide a complete and updated list of its employees who are deployed within the Bank's residential premises.

Authorised signatory

NAME AND ADDRESS OF THE CONTRACTOR:

SIGN & SEAL OF THE CONTRACTOR:

Date:

Place:

Annexure-13 : Wage Analysis

Services shall be provided as per the requirements mentioned in the tender document and complying with all statutory requirements.

Under Notification No. S.O. 188(E) dated 19th January, 2017 of the Ministry of Labour and Employment,
Central Government notification no. (File No.1/6(3)/2025-LS-II dated Sept, 2025, applicable w.e.f. Oct 01, 2025).

Highly skilled : Rs.1065 per day

Skilled : Rs. 981 per day semi

skilled : Rs 893 per day

Unskilled : Rs.805 per day

Wage Analysis for calculation of Minimum wages

S.No	Particulars	Days	Rate per day (CLC)	Number of workers	Total Amount in Rs.	EPF @ 12.00% of minimum wage or ₹15,000 /-, whichever is lower	EDLI and Admin Charges { @1% (i.e., 0.5%+0.5%) on ₹15,000/- }	ESI @ 3.25% of minimum wages (applicable for max salary of ₹21,000/-)	Bonus @ 8.33% (applicable for max salary of ₹21,000/-)	Total Wages	Total Wages for all workers	Reliever Charges (1/6*Total wages for all workers)	Gross Total Wages for all workers per one month
1	Highly Skilled												
2	Skilled												

Part -II (Price Bid)

RESERVE BANK OF INDIA ESTATE CELL BYCULLA, MUMBAI

TENDER

FOR

Providing Facility Management Services (FMS) for day to day maintenance of Bank's Premises (residential quarters and office building) in Mumbai for the various trades like Carpentry, Sanitary-Plumbing, Electrical/Mechanical etc. under supervision by providing trades under Estate Cell of Byculla, Mumbai: Cluster II:(Gokuldham, Santacruz, Sunpalazzo & Matunga Residential Colonies)

Name of Bidder _____

Address _____

Date of Pre-Bid meeting

(at Estate Cell, 1st floor,

RBI Byculla, Mumbai-8): **Offline 12.00 PM on 19.12.2025**

Due date of Submission

of e-Tender on MSTC portal: 02:00 PM on 31.12.2025

e-tender no. RBI/Mumbai Regional Office/Estate/105/25-26/ET/629



**RESERVE BANK OF INDIA
ESTATE CELL, BYCULLA, MUMBAI**

Providing Facility Management Services (FMS) for day to day maintenance of Bank's Premises (residential quarters and office building) in Mumbai for the various trades like Carpentry, Sanitary-Plumbing, Electrical/Mechanical etc. under supervision by providing trades under Estate Cell of Byculla, Mumbai: Cluster II:(Gokuldham, Santacruz, Sunpalazzo & Matunga Residential Colonies)

UNPRICED SCHEDULE OF QUANTITY			
Item No.	Description of Item of Works	Qty	Unit
		(A)	
1	Providing Complete Facility Management Services for day to day maintenance work of Bank's given residential quarters located in Mumbai for the various technical trades like Carpentry, Sanitary-Plumbing, Electrical/ Mechanical etc. under supervision by providing specified manpower in respective trades and as per the specified detailed scope of work in Part - I of the tender along with deploying regularly and intermittently required manpower according to the terms and conditions of contract as mentioned in Section II for the following Residential premises of the Bank in Mumbai. In addition to the above maintenance works, the engaged manpower shall carry-out inspection of terraces and common areas about their conditions in respect of the seepages/leakages etc. and reporting the same to the Bank's Engineer at least once in quarter and frequently during monsoons as and when required. Note: (i) The quoted rates shall be suitably inclusive of all tools, tackles, machinery, all leads and lifts etc. (ii) Operating liasoning with BMC (Local Civic Body).		

	(iii) Stacking and carting out the generated debris out of the Bank's Colony Premises etc., all complete done in workmanlike manner and as directed by the Bank's Engineer. Special Note: a) Attendance of deployed workers and supervisory staff shall be strictly recorded with Biometric systems. Therefore, installation of approved biometric system at each location is mandatory by the successful tenderer before commencement of work. b) The rate shall be inclusive of workers weekly off by Relievers. c) Bills shall be submitted monthly along with the details of deployed workers EPF, ESI & Payment evidence etc.		
A	Sunplazzo & Matunga Colony Carpenter-01 Plumber-01 Electrician-01 Helper-01	12	Month
B	Santacruz Residential Colony Supervisor-01 Carpenter-02 Plumber-02 Electrician-03 Helper-05	12	Month
C	Gokuldharm Residential Colony Supervisor-01 Carpenter-02 Plumber-02 Electrician-03 Helper-05	12	Month
	TOTAL of 1 (A+B+C)		

2	Offering professional cleaning of all the Overhead & Underground water tanks once in six months strictly in consultation with the Bank's Caretaker/Engineer by deploying required additional manpower. Note: (i) The rates shall be quoted for such cleaning for all the tanks twice in a year. (ii) Water tank capacities and numbers are mentioned in the schedule are indicative. Firms are requested to check the same by physically inspecting the colonies and ensure the actual numbers and their respective capacities. (iii) The rate shall be individually quoted colony wise as given below. (iv) The bills of the same shall be claimed as per the frequency mentioned in respective items.		
A	Matunga Residential Colony (a) Overhead tanks: i) HDPE Tank 4 Nos x 5000 Litres each (b) Underground tank: i) 1x 17,000 Litres	2	Per job
B	Gokuldharm Residential Colony: (a) Overhead tanks: i) 8 Nos x 46381.4 Litres each (b) Underground tank: i) 8x 25480 liters.	2	Per job
C	Santacruz Residential Colony (a) Overhead tanks: 7Nos x 12348.0 litres, 8 Nos x 13658.6 litres, 16 Nos x 19533.9 Litres (b) Underground tank: 1 Nos x 196520.6 litres, 1 Nos x 92607 Litres	2	Per job
3	(a) Offering cleaning of surface/ storm water drains, rain water pipes, terrace, Jallies and road gully, chambers, manholes once in six months and once prior to Monsoons and as and when required as per site conditions strictly in consultation with the Bank's Caretaker/Engineer by deploying required additional manpower. Note: i) The rates shall be inclusive of all tools, tackles, machinery etc. ii) Operating required liasoning with BMC, iii) Stacking & carting out the debris out of Bank's colonies etc., all complete as directed by Bank's Engineer.		

	Special Note a) Data with respect to the Sewer and Storm water lines and manholes given below indicative and the firms shall verify/check the total quantum and actual numbers by inspecting physically before quoting the rates. (b) Removal of sludge from manholes, sewer lines and trap chamber including carting away the same immediately away from the Bank's premises in twice in a year and as and when required as per site conditions. (c) Considering above scope of works please quote rates for individual colonies as given below from A to D (d) Vendors shall claim bills as per frequency mentioned of respective items.		
A	Matunga Residential colony (a) Sewer and storm water line: 225 RM, (b) Manholes: 16 Nos, © No. of buildings:1	2	Per job
B	Gokuldham Residential colony (a) Sewer and storm water line: 630 RM, (b) Manholes: 86 Nos © No. of building: 8	2	Per job
C	Santacruz Residential Colony (a) Sewer and storm water line: 1350 RM (b) Manholes: 248 Nos © No. of building: 15	2	Per job
4	Attending to pre-monsoon works such as inspection and cleaning terraces, cleaning weep holes in the compound walls, removal of vegetation growth surrounding the pipe lines or on the terraces, sunshades and also removal of dry leaves / any other waste accumulated in the terrace or on the roof of car sheds / scooter sheds etc. and keeping the rain water Gutter/outlet free of any obstructions for free flow of rain water etc. (To be carried out twice a year)		
A	Matunga Residential colony	2	Per job
B	Gokuldham Residential colony	2	Per job
C	Santacruz Residential Colony	2	Per job
5	Offering additional manpower for Quarterly servicing of Kitchen Chimney (Four Times a year) and as and when required as per site requirements; using hot water/liquid soap or any other suitable chemical recommended by chimney manufacturers all complete as directed by Bank's	1,472 services	Per service

	engineer. In addition to regular servicing, any number of breakdown complaints needs be attended. The cost of bulb replacement included. (Santacruz-91, Gokuldharm-220, Sunplazzo-45, Matunga-12) Total=368 Chimney, Total services for whole year 368X4 = 1472		
	Total		
	<u>SGST@9%</u>		
	<u>CGST@9%</u>		
	GRAND TOTAL		

Note: 1. Tenderers may please note that, the base rates shall be quoted exclusive of GST and the applicable GST shall be included separately in respective rows. Failing of which the bids are liable to be rejected without any further correspondence. In case the bidders are having any partial or full exemption from payment of GST, the same should be supported by applicable certificate issued by competent authority. Further, the evaluation of bids shall be on base rate only.

2. The Bank reserves the right to add or delete any properties from the scope of work depending on requirement of the Bank. The vendor must deploy manpower accordingly. Payment under the revised scope of work within the contract period shall be made only for the manpower deployed by them as per Bank's requirement. For any deletion of Properties, no manpower shall be accommodated under any circumstances during the period of contract.

3. The Supervisor deployed shall be fully responsible to execute the required work from the given manpower for effective maintenance work, monitoring of site-maintained documents keeping up to date daily records of challans, measurements, work call sheets etc. Duties & working timing of Supervisor details mentioned in Scope of work/Section-II.

Signature and seal of the Tenderer

Date:

Name:

Place:

Address:

Email:

Phone:

Mobile no.: