



भारतीय रिज़र्व बैंक  
सी.बी.डी. बेलापुर

ई-निविदा आमंत्रण सूचना (एनआईटी)

(केवल ई-खरीद के माध्यम से)

महत्वपूर्ण जानकारी एवं निविदा की अनुसूची (एसओटी)

(RBI/Belapur Regional office/Estate/1/26-27/ET/74 [Facility Management Services])

कार्य का नाम:	बेलापुर स्थित बैंक के कार्यालय भवन, खारघर, नवी मुंबई स्थित प्राइमरी डेटा सेंटर (PDC) और बैंक की अधिकारी कॉलोनी परिसर में, विभिन्न सेवाओं के दैनिक संचालन और रखरखाव के लिए 'सुविधा प्रबंधन सेवाएं' (FMS) प्रदान करने हेतु ई-निविदा।
कार्य की अनुमानित लागत	272 लाख रुपये
ई-निविदा आमंत्रण की तिथि एवं समय	मई 08, 2026; 17:00 बजे से
बोली-पूर्व बैठक की तारीख और समय	मई 18, 2026; को 11:00 बजे (ऑफ़लाइन) स्थान: संपदा कक्ष, 2 मंजिल, भारतीय रिज़र्व बैंक, एचएच निर्मला देवी मार्ग, सेक्टर -10, सीबीडी बेलापुर, नवी मुंबई।
ऑनलाइन तकनीकी-वाणिज्यिक बोली और मूल्य बोली प्रस्तुत करने के लिए ई-निविदा शुरू होने की तिथि	मई 08, 2026; 17:00 बजे से
ई-निविदा प्रस्तुत करने की अंतिम तिथि	मई 29, 2026 को 14:00 बजे तक
ई-निविदा खोलने की तिथि और समय	मई 29, 2026 को 15:00 बजे तक

ई-प्रोक्योरमेंट वेबसाइट के माध्यम से ई-निविदा आमंत्रित - <https://www.mstcecommerce.com/eprocn>

यह नोटिस केवल सूचना के लिए प्रकाशित किया जा रहा है और इस सीमित निविदा में उद्धरण देने के लिए कोई निमंत्रण नहीं है। इस निविदा में भागीदारी केवल आमंत्रण द्वारा है और चयनित खरीद इकाई के पैनलबद्ध ठेकेदारों तक सीमित है। अनचाहे प्रस्तावों को नजरअंदाज किया जा सकता है। हालाँकि, जो ठेकेदार भविष्य में ऐसी निविदाओं में भाग लेना चाहते हैं, वे प्रक्रिया के अनुसार आरबीआई के साथ पैनलबद्ध के लिए आवेदन कर सकते हैं।



**Reserve Bank of India  
Estate Department  
Belapur, Navi Mumbai**

**NOTICE INVITING TENDER (NIT)**

**(RBI/ Belapur Regional Office/Estate/1/26-27/ET/74 [Facility Management Services])**

**E-Tender for Providing Facility Management Services (FMS) for carrying out day to day operations and maintenance of various services as per scope for the Bank's Office Building at Belapur, Primary Data Center (PDC) and Bank's Officer's Colony Premises at Kharghar, Navi Mumbai**

**Two Part Tender (E-Tender)  
Part- I (Techno-Commercial Bid)  
Part -II (Price Bid)**

**Name of Bidder:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Mobile** \_\_\_\_\_ **Email ID:** \_\_\_\_\_

e-Tender no	<b>(RBI/Belapur Regional Office/Estate/1/26-27/ET/74 [Facility Management Services])</b>
Date and time of e-Tender available for Downloading	May 08, 2026, 17:00 hrs
Date and time of Pre-bid meeting	May 18, 2026; 11:00 Hrs ( <b>Offline</b> ) Venue: Estate Department 2nd floor, Reserve Bank of India, H.H Nirmala Devi Marg, Sector - 10, CBD Belapur, Navi Mumbai.
Last date of Submission of e-Tender	May 29, 2026, 14:00 hrs
Date and time of opening of e-Tender (Part I opening)	May 29, 2026, 15:00 hrs
Part II opening	To be intimated by the Bank after scrutiny of documents



**RESERVE BANK OF INDIA  
ESTATE CELL, BELAPUR  
NAVI MUMBAI**

**NOTICE INVITING TENDER (NIT)**

**(RBI/ Belapur Regional Office /Estate/1/26-27/ET/74 [Facility Management Services])**

Reserve Bank of India, Belapur (hereinafter referred to as “the Bank”) invites open E-tender for **“E- Tender for Providing Facility Management Services (FMS) for carrying out day to day operations and maintenance of various services as per scope for the Bank’s Office Building at Belapur, Primary Data Center (PDC) and Bank’s Officer’s Colony Premises at Kharghar, Navi Mumbai”** at Reserve Bank of India, Estate Cell, Reserve Bank of India, 2nd Floor, Main Office Building, Plot No. 3, Sector-10, HH Nirmala Devi Marg, CBD-Belapur, Navi Mumbai - 400614 from eligible and willing Companies/Firms.

The estimated annual cost of tender is ₹2,72,24,000 /- (Rupees Two Crore Seventy-Two Lakh Twenty Four Thousand only) including GST. The initial period of Contract will be for one year from the date stipulated / specified in the Work Order and as per laid down contractual obligations. The contract agreement may be extended for further two years based on mutual agreement and contract conditions therefore.

2. This is an Open Tender. Only those firms which are registered on MSTC portal will be able to take part in the tendering process. The tender document for viewing /download will be available from 17:00 hrs onwards on May 08, 2026 from the website [www.mstcecommerce.com/eprocn/](http://www.mstcecommerce.com/eprocn/) and is also available on website [https://www.rbi.org.in/Scripts/BS\\_ViewTenders.aspx](https://www.rbi.org.in/Scripts/BS_ViewTenders.aspx) for download.

All interested / intended and eligible contractors must register themselves with MSTC Ltd. through the above-mentioned website to participate in the tendering process.

3. This is a two – part e-tendering process invited by public advertisements. In the first part (i.e. Part I Techno-Commercial Bid), the proof of EMD submission must be uploaded onto the MSTC portal along with the other required documents. The Part-I of the tender will contain the Bank’s standard technical and commercial conditions for the proposed work, which must be agreed to by the bidders. The Part-II (Price Bid) of the tender will contain the Bank’s schedule of quantities/services required and bidders’ price bid to be submitted online on MSTC portal. Part II of only those bidders who have submitted the EMD to the Bank and uploaded the proof in the first e-cover will be considered for opening.

4. The duly filled in tender documents shall be uploaded on MSTC website <https://www.mstcecommerce.com/eprocn/>. All Pre-Qualification (PQ) papers shall be uploaded only on MSTC portal and the same will be downloaded at the time of opening of the Part-I of the tender for examination by the Bank.

The timeline and other details of the tender are as follows:

A	E-tender no.	(RBI/Belapur Regional Office/Estate/1/26-27/ET/74 [Facility Management Services])
B	Name of Work	<b>“E- Tender for Providing Facility Management Services (FMS) for carrying out day to day operations and maintenance of various services as per scope for the Bank’s Office Building at Belapur, Primary Data Center (PDC) and Bank’s Officer’s Colony Premises at Kharghar, Navi Mumbai”</b>
C	Mode of tender	E-Procurement System through Public advertisement (Online Part I - Techno-Commercial Bid and Part II - Price Bid). The tendering would be done only through the e-Tendering portal of MSTC Ltd ( <a href="https://www.mstcecommerce.com/eprocn/">https://www.mstcecommerce.com/eprocn/</a> )
D	Estimated cost of the work (Annual Cost)	<b>₹2,72,24,000/- (Rupees Two Crore Seventy-Two Lakh Twenty-Four Thousand only) inclusive of GST.</b>
E	Earnest Money Deposit	<b>₹5,44,480/- (Rupees Five Lakh Forty Four Thousand Four Hundred and Eighty only) including GST by NEFT/ DD or in the form of BG on or before 01:00 PM on May 29, 2026.</b> In case of mode of payment being Demand Draft / Banker’s Cheque / Bank Guarantee, in addition to submission of proof of EMD in Part I, the <b>original EMD shall also be submitted</b> in sealed cover addressed to The Chief General Manager, Reserve Bank of India, Estate Cell, 2 <sup>nd</sup> Floor, Plot No.3, H.H Nirmala

		<p>Devi Marg, Sector-10, CBD Belapur, Navi Mumbai – 400614, so as to reach Estate Cell, CBD Belapur, Navi Mumbai- 400614 within the prescribed time.</p> <p><b>The details for NEFT is as under:</b></p> <p>Beneficiary Name: RBI Belapur  Beneficiary A/c No: 186003001  IFSC: RBIS0NMPA01  <b>(Fifth and Tenth characters in IFSC are Zero)</b></p>
F	Date of NIT available to parties to download (View Tender Time)	May 08, 2026 from 17:00 hrs onwards
G	Date and Place of Pre-Bid meeting	<p>Offline May 18, 2026 on 11:00 Hrs</p> <p>Venue: Reserve Bank of India, 2<sup>nd</sup> Floor, Conference Room Number 2, Estate Cell, CBD Belapur,  Navi Mumbai – 400 614</p>
H	Date of starting of online submission of e-tender (EMD, Techno-Commercial Bid and Price Bid) at <a href="https://www.mstcecommerce.com/eprocn/">https://www.mstcecommerce.com/eprocn/</a>	May 08, 2026 from 17:00 hrs onwards
I	Last date of proof of submission of EMD in Part I on MSTC portal and submission of original EMD document in the Bank in case of mode of payment being Demand Draft / Banker's Cheque / Bank Guarantee	Before <b>13:00 hrs of May 29, 2026</b>
J	Date of closing of online submission of e-tender (Techno-Commercial Bid and Price Bid)	May 29, 2026, 14:00 hrs
K	<p>Date and time of opening of Part -I (i.e. Techno-commercial bid).</p> <p>Date and time of opening of Part - II (i.e. Price Bid).</p> <p>Note: The tender Part I and Part II shall be opened in the presence of the authorized representative of the bidders who choose to be present.</p>	<p>May 29, 2026, 15:00 hrs (after verification of receipt of EMD as stated above)</p> <p>Part II (Price Bid) of only those bidders who qualified in Part – I (Techno-Commercial Bid) shall be opened on a subsequent date, and it would be intimated to qualified bidders through email.</p>

L	Bid Validity	Three months (90 days) from the date of opening of the Part I of the tender (Techno-Commercial Bid), the period of which may be extended by mutual agreement, and the bidder/s shall not cancel or withdraw the tender during this period.
M	Transaction Fee	Charged by MSTC (Metal and Scrap Trading Corporation) To be paid through MSTC Payment Gateway/NEFT/RTGS in favour of MSTC Limited.

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 any or all the tenders without assigning any reason thereof.

Any amendments / corrigendum to the tender, 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.

**Chief General Manager  
Reserve Bank of India  
CBD Belapur,  
Navi Mumbai**



**Reserve Bank of India  
Estate Cell  
CBD Belapur  
Navi Mumbai – 400 614**

**Part - I**

**E- Tender for Providing Facility Management Services (FMS) for carrying out day to day operations and maintenance of various services as per scope for the Bank's Office Building at Belapur, Primary Data Center (PDC) and Bank's Officer's Colony Premises at Kharghar, Navi Mumbai**

Name of Bidder:

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Postal Address with Pin code:

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Phone /Fax / Mobile No.:

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Email Address:

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### **DISCLAIMER**

The Reserve Bank of India, Belapur, Navi Mumbai (hereinafter referred to as “the Bank”) has prepared this document to give background information of the **E- Tender for Providing Facility Management Services (FMS) for carrying out day to day operations and maintenance of various services as per scope for the Bank’s Office Building at Belapur, Primary Data Center (PDC) and Bank’s Officer’s Colony Premises at Kharghar, Navi Mumbai** to the interested bidders / parties.

While the Bank has taken due care in the preparation of the information contained herein and believe it to be accurate / in order, neither the Bank 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 for Providing and rendering Facility Management Services (IFMS) for carrying out day to day operations and maintenance of various services like Electrical, Mechanical, Carpentry, Sanitary, Plumbing, Sewage Treatment Plant (STP), Water Treatment Plant (WTP), Electronic Private Automated Branch Exchange (EPABX), Building Management System (BMS), etc., under the supervision of specified manpower in respective trades, for Bank’s Office building at Belapur and Bank’s Officer’s Colony at Kharghar, Navi Mumbai”

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 and the Bank 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 bidder / party submitting the tender. No reimbursement of cost of any type will be paid to person (s) or bidder (s) submitting this tender for “E- Tender for Providing and rendering Facility Management Services (IFMS) for carrying out day to day operations and maintenance of various services like Electrical, Mechanical, Carpentry, Sanitary, Plumbing, Sewage Treatment Plant (STP), Water Treatment Plant (WTP), Electronic Private Automated Branch Exchange (EPABX), Building Management System (BMS), etc., under the supervision of specified manpower in respective trades, for Bank’s Office building at Belapur and Bank’s Officer’s Colony at Kharghar, Navi Mumbai”

In case of conflict of meanings between Hindi and English versions of the document, interpretation of English version will prevail.

## Section I

### Schedule of Tender (SOT):

The Schedule of e-Tender (SOT) is as follows:

Sl. No.	Item	Details
1.	E-tender no.	(RBI/Belapur Regional Office/Estate/1/26-27/ET/74 [Facility Management Services])
2.	Tender Inviting Authority	Chief General Manager Reserve Bank of India Estate Cell CBD Belapur Tel No.: 022 - 27523012 Email id: estatebelapur@rbi.org.in <a href="mailto:cgmbelapur@rbi.org.in">cgmbelapur@rbi.org.in</a>
3.	Name of Work	<b>E- Tender for Providing Facility Management Services (FMS) for carrying out day to day operations and maintenance of various services as per scope for the Bank's Office Building at Belapur, Primary Data Center (PDC) and Bank's Officer's Colony Premises at Kharghar, Navi Mumbai</b>
4.	Location of Work	Main Office Building, Reserve Bank of India, CBD Belapur, Annexe Building, Reserve Bank of India, CBD Belapur, Primary Data Centre (PDC) Building of the Bank at Kharghar and the Bank's Officer Colony Premises at Plot Number 01, Sector 5A, Rain Tree Marg, Kharghar, Navi Mumbai.
5.	Mode of tender	E-Procurement System through Public advertisement (Online Part I - Techno-Commercial Bid and Part II - Price Bid). The tendering would be done only through the e-Tendering portal of MSTC Ltd ( <a href="https://www.mstcecommerce.com/eprocn/">https://www.mstcecommerce.com/eprocn/</a> )
6.	Estimated annual cost of the tender (including Taxes).	<b>₹2,72,24,000/- (Rupees Two Crore Seventy-Two Lakh Twenty Four</b>

		<b>Thousand only) including GST</b>
7.	Earnest Money Deposit	<p><b>₹5,44,480/-</b> ( Rupees Five Lakh Forty Four Thousand Four Hundred and Eighty only) including GST by NEFT/ DD or in the form of BG on or before <b>01:00 PM on May 29, 2026.</b> In case of mode of payment being Demand Draft / Banker's Cheque / Bank Guarantee, in addition to submission of proof of EMD in Part I, the <b>original EMD shall also be submitted</b> in sealed cover addressed to The Chief General Manager, Reserve Bank of India, Estate Cell, 2<sup>nd</sup> Floor, Plot No.3, H.H Nirmala Devi Marg, Sector-10, CBD Belapur, Navi Mumbai – 400614, so as to reach Estate Cell, CBD Belapur, Navi Mumbai- 400614 within the prescribed time.</p> <p><b>The details for NEFT is as under:</b>  Beneficiary Name: RBI Belapur  Beneficiary A/c No: 186003001  IFSC: RBIS0NMPA01  <b>(Fifth and Tenth characters in IFSC are Zero)</b></p>
8.	Date of NIT available to parties to download (View Tender Time)	May 08, 2026 from 17:00 hrs onwards
9.	Date and Place of Pre-Bid meeting	<p><b>Offline May 18, 2026 on 11:00 Hrs</b>  Venue: Reserve Bank of India, 2<sup>nd</sup> Floor, Conference Room Number 2, Estate Cell, CBD Belapur,  Navi Mumbai – 400 614</p>
10.	Date of starting of online submission of e-tender (EMD, Techno-Commercial Bid and Price Bid) at <a href="https://www.mstcecommerce.com/eprocn/">https://www.mstcecommerce.com/eprocn/</a>	May 08, 2026 from 17:00 hrs onwards
11.	Last date of proof of submission of EMD in Part I on MSTC portal and submission of original EMD document in the Bank in case of mode of payment being Demand Draft / Banker's Cheque / Bank Guarantee	Before <b>13:00 hrs on May 29, 2026</b>

12.	Date of closing of online submission of e-tender (Techno-Commercial Bid and Price Bid)	May 29, 2026, 14:00 hrs
13.	Date and time of opening of Part -I (i.e. Techno-commercial bid).	May 29, 2026, 15:00 hrs (after verification of receipt of EMD as stated above)
14.	Date and time of opening of Part - II (i.e. Price Bid).	Part II (Price Bid) of only those bidders who qualified in Part – I (Techno-Commercial Bid) shall be opened on a subsequent date, and it would be intimated to qualified bidders through email. (The tender Part I and Part II shall be opened in the presence of the authorized representative of the bidders who choose to be present.)
15.	Bid Validity	Three months (90 days) from the date of opening of the Part I of the tender (Techno-Commercial Bid), the period of which may be extended by mutual agreement, and the bidder/s shall not cancel or withdraw the tender during this period.
16.	Transaction Fee	Charged by MSTC (Metal and Scrap Trading Corporation) To be paid through MSTC Payment Gateway/NEFT/RTGS in favour of MSTC Limited.

## **Section II**

### **Important instructions for e-procurement**

This is an e-procurement event of RBI. The e- procurement Service Provider/Contractor is the MSTC Limited.

You are requested to read and understand the Notice Inviting Tender and subsequent corrigenda if any, before submitting your online tender.

#### **1) Process of E-tender:**

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

SPECIAL NOTE: THE PRICE BID AND THE COMMERCIAL BID HAS TO BE SUBMITTED ON-LINE ONLY AT [www.mstcecommerce.com/eprocn/](http://www.mstcecommerce.com/eprocn/) (Version 3)

1) Vendors are required to register themselves online with <https://www.mstcecommerce.com/eprocn> Register as Vendor -- Filling up details and creating own user id and password Submit. For further details, go to Download Guide / Video / Registration- Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form. In case of any clarification, please contact RBI/ MSTC, (before the scheduled time of the e- tender).

#### **Contact person (MSTC) For Vendors:**

HO Central Help Desk: (For vendors)

Phone Number :07969066600

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

WRO Helpdesk:7651915418/02269856817/02269856800

Availability:

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

Contact person (MSTC, WRO)

Tanmoy Sarkar, Deputy Manager, Mobile: 8349894664

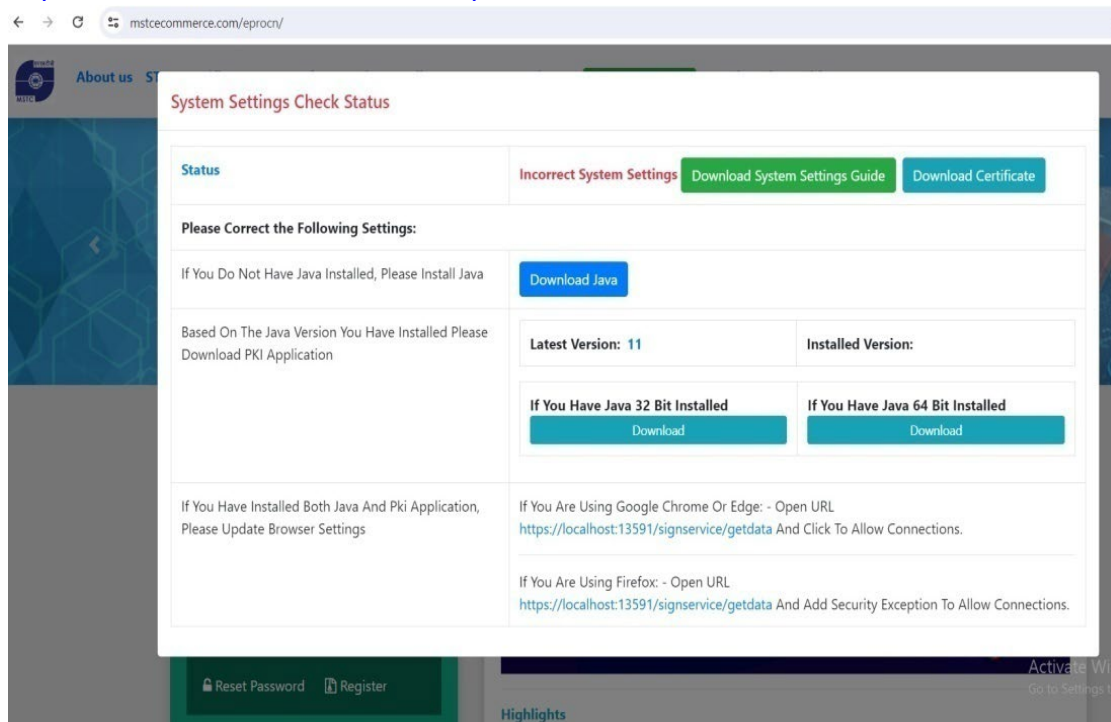
#### **Contact person at RBI, Belapur**

- (i) Smt. Sinny Paul, Assistant General Manager,  
Estate Cell, Reserve Bank of India, CBD Belapur  
Navi Mumbai – 400 614  
Tel: 022-27523012  
E-mail ID: [sinnypaul@rbi.org.in](mailto:sinnypaul@rbi.org.in);
- (ii) Shri Sahil Mittal, Manager,  
Estate Cell, Reserve Bank of India, CBD Belapur  
Navi Mumbai – 400 614  
Tel: 022-27523136  
E-mail ID [sahilmittal@rbi.org.in](mailto:sahilmittal@rbi.org.in);

## Guide for application process:

### 1. System Requirement:

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



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

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

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

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

**4.** E-tender cannot be accessed after the due date and time mentioned in NIT (Notice inviting tender).

### **5. Bidding in E-tender:**

Note: 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 and it will be deemed that the vendor has not submitted the

documents. For further assistance please follow instructions of vendor guide.

- a) Bidder(s) need to submit necessary EMD, E-Tender fees (If ANY) and Transaction fee separately for the e-tender. Transaction fees if any are non-refundable. No interest will be paid on EMD. EMD of the unsuccessful bidder(s) will be refunded by RBI.
- b) The process involves Electronic Bidding for submission of Techno Commercial Bid as well as Price Bid.

The bidder(s) who have submitted the above fees can only submit their Techno Commercial Bids and Price Bid through internet in MSTC website [www.mstcecommerce.com](http://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.

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

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

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

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

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

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

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

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

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

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

## Section III

### General Rules and Instructions to Bidders:

#### **Section III (a) - General Instructions to bidders**

1	<p><b>Bids in Two bid system</b></p> <p>i. The tender is in two bid system viz. the first e- cover shall contain proof of submission of EMD, duly filled tender part I (Techno-commercial bid), complete eligibility criteria, details, etc. and the second e-cover shall contain duly filled in tender part II (Price bid). The bidders are required to submit their bids (the two e-covers) electronically on the MSTC Portal, using valid Digital Signature Certificates.</p> <p>ii. The instructions given above under “Important instructions regarding e-tender” (<u>Section II</u>) are meant to assist the bidders in registering on the MSTC Portal, prepare their bids in accordance with the requirements and submitting their bids online on the MSTC Portal. The duly filled-in tenders, as above, can only be submitted on MSTC Portal not later than the date and time for receipt of tender (as specified in NIT / Schedule of e-tender). No tender will be received after the specified date and time for receipt of tender under any circumstances whatsoever.</p>										
2	<p><b>Documents Comprising Tender/ Bid</b></p> <p><b>Part I: (Techno-Commercial Bid)</b></p> <table border="1" style="width: 100%;"> <tr> <td style="width: 5%;">i)</td> <td>Form of Tender/Bid</td> </tr> <tr> <td>ii)</td> <td>Earnest Money Deposit (EMD)/ Bid Security in original in an 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>iii)</td> <td>Checklist</td> </tr> <tr> <td>iv)</td> <td>Power of Attorney (as per proforma annexed hereto) in favor of person signing the Bid</td> </tr> <tr> <td>v)</td> <td>Duly Filled-in tender document consisting of <b>Section I to Section VIII</b></td> </tr> </table> <p><b>Part II: (Price Bid)</b></p> <p>Schedule of Quantities, duly filled-in Price Bid</p>	i)	Form of Tender/Bid	ii)	Earnest Money Deposit (EMD)/ Bid Security in original in an 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 favor of person signing the Bid	v)	Duly Filled-in tender document consisting of <b>Section I to Section VIII</b>
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3	<p><b>Tender Fees</b></p> <p><b>Nil</b></p>										
4	<p><b>Clarifications and pre-bid meeting</b></p> <p>i. Bidders requiring any clarification of this document shall contact the Bank in writing at the email address mentioned in this document or raise queries during the pre-Bid meeting. The queries should be sent before the commencement of the pre-Bid meeting.</p> <p>ii. The bidders’ designated representatives are invited to attend a pre-Bid meeting on the date indicated in SOT. The purpose of the meeting will be to clarify issues and to answer queries which may be raised at that stage. Non-attendance at the pre-Bid meeting will not be a cause for disqualification of a bidder. However, no queries related to the tender may be entertained after the pre-bid meeting.</p> <p>iii. The minutes of the pre-bid meeting will be published on the RBI website and MSTC only and the same shall be binding on all the bidders. Any tender received with any deviation/ Condition is liable for rejection.</p>										

5	<b>Amendment to Tender document</b>	
	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/s, 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	<b>Lump sum Tender</b>	
	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 workforce /workplace / site 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	<b>Preparation of bid and Cost of bidding</b>	
	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	<b>Format to be used</b>	
	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	<b>Filling of Rates</b>	
	i)	Rates should be quoted for each services / work to be carried out in the said premises / colony both in figures and words incolumns 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 for award / scrutiny.
	iii)	No advice of any change in rate or conditions after the opening of the tender will be entertained.

10	<b>Earnest Money Deposit (EMD) / Bid security</b>	
	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 <b>cheque</b> .
	iv)	The Earnest Money Deposit paid by the successful bidder shall be held by the Reserve Bank of India as security for the execution and due fulfillment of the contract. No interest shall be paid on the said deposit.
	v)	<b>Forfeiture of EMD / Security deposit:</b> (a) if the bidder withdraws bid after opening of the Price Bid (or) (b) if the successful bidder fails to commence the work awarded to her/him within the prescribed time limit (or) (c) fails to execute the agreement or produce PBG (or) (d) if the bidder fails to abide with the terms and conditions of the contract.
11	<b>Signing of Bid, Power of Attorney</b>	
	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.
12	<b>Modification / substitution / Withdrawal of Bids</b>	
	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	<b>Bid Due Date</b>	
	Bids should be received on or before the stipulated time and date as specified in Schedule 'E'. The Reserve Bank of India may, in exceptional circumstances, and at its sole discretion, extend the Bid due date.	
14	<b>Late Bids</b>	
	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	<p><b>Opening of Bids</b></p> <p>a) 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.</p> <p>b) 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.</p> <p>c) The duly filled in e-tender-Part II (Price Bid), of those bidders, who are found qualified after scrutiny of Part I of the tender documents, 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 through email.</p>																
16	<p><b>Bid Validity</b></p> <p>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.</p>																
17	<p><b>Clarification &amp; Evaluation of Bids</b></p> <p>RBI would subsequently examine and evaluate bids as below:</p> <table border="1" data-bbox="260 999 1479 1861"> <tr> <td data-bbox="260 999 352 1043">i)</td> <td data-bbox="352 999 1479 1043">Price Bids of only those Bidders who are technically qualified shall be opened.</td> </tr> <tr> <td data-bbox="260 1043 352 1088">ii)</td> <td data-bbox="352 1043 1479 1088">Rates quoted for each item shall be considered during verification/ scrutiny.</td> </tr> <tr> <td data-bbox="260 1088 352 1167">iii)</td> <td data-bbox="352 1088 1479 1167">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.</td> </tr> <tr> <td data-bbox="260 1167 352 1279">iv)</td> <td data-bbox="352 1167 1479 1279">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.</td> </tr> <tr> <td data-bbox="260 1279 352 1480">v)</td> <td data-bbox="352 1279 1479 1480">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.</td> </tr> <tr> <td data-bbox="260 1480 352 1592">vi)</td> <td data-bbox="352 1480 1479 1592">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.</td> </tr> <tr> <td data-bbox="260 1592 352 1861">vii)</td> <td data-bbox="352 1592 1479 1861">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.</td> </tr> </table> <table border="1" data-bbox="260 1861 1479 2016"> <tr> <td data-bbox="260 1861 352 2016">viii)</td> <td data-bbox="352 1861 1479 2016">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.</td> </tr> </table>	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.
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18.	<p><b>Minimum Wages</b></p> <p>Rates quoted by the Bidders should be in accordance with the provisions of Contract Labour (Regulation and Abolition) Act, 1970 / Minimum Wages Act. The Successful Bidder shall ensure payment of minimum wages to the workmen employed by them. Payment should be made through NEFT to the Bank account/s of the workmen and Successful bidder shall maintain a register of wages and <b>shall issue a wage slip to every workman employed by them and obtain their signature or thumb impression on the wage slips.</b> In addition, they have to provide essential amenities like drinking water, first aid facility, uniforms, shoes, PPE, etc. to their employees as per Contract Labour (Regulation and Abolition) Act, 1970. Salary of the employees shall be disbursed through NEFT only to their bank account and a copy of the NEFT payment and bank details shall be produced with the bill to be submitted to the Bank for payment to the Vendor. No cash payment by the company/Successful Bidder shall be made to their employees and will not be treated by the Bank as payment made by the contractor to their workers.</p> <p>The total wages payable to the Highly skilled/ skilled/ semi-skilled/Unskilled labourers shall include Minimum Wages and Statutory dues (Basic + Variable Dearness Allowance), Bonus, Employees Provident Fund &amp; Employees state insurance corporation (ESIC), Labour fund, etc. The bidders shall follow Minimum Wages Act and all other applicable laws, rules and regulations, statutory requirements. Minimum wages and/ or Variable Dearness Allowance (VDA) will be revised as per the Notification issued by the Chief Labour Commissioner (Central), Ministry of Labour &amp; Employment from time to time with i.e., effective from <b>1st April and 1st October every year</b> and any other random revisions (if any) for 'Industrial Workers' – 'CONSTRUCTION OR MAINTENANCE OF ROADS OR RUNWAYS OR IN BUILDING OPERATIONS INCLUDING ..... ' for 'Area A'.</p> <p><b>The bidders shall keep in mind the latest wage structure while quoting / offering rates. (Present minimum wages w.e.f. April 01, 2026 is ₹1,094/-, ₹1,008/- and ₹827/- for Highly skilled, Skilled and Unskilled workers in 'A' Area.)</b></p> <p><b>Police Verification:</b> The contractor is responsible for getting the antecedent verification of all employees done by police authorities before their deployment for the work. A compliance report along with the details of all his employees needs to be submitted to the Bank for records. This exercise needs to be done periodically, whenever there is a change in the staff deployed, and also as and when required by the Bank.</p>
19	<p><b>Acceptance of Tender and Award of Work</b></p> <p>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 <b>fourteen days</b> 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.</p>
20	<p><b>Performance Guarantee</b></p> <p>a) The Contractor whose tender is accepted, will be required to furnish performance guarantee of <b>5% (Five Percent) of the contract amount</b> within the period specified in Annexure-3 valid for the <u>entire period of contract with additional claim period of three months</u>. This guarantee shall be from any Scheduled Bank as per the approved proforma annexed hereto.</p> <p><b>b) In addition to the above, Successful bidder is required to submit a Bank Guarantee (issued from any Scheduled Bank) amounting to ₹10,00,000/- (Rupees Ten Lakh only) to the Maharashtra Pollution Control Board (MPCB) on behalf of the Bank for Consent</b></p>

	<b>to Operate for STP operations valid for the entire duration of this contract. The all related expenditures shall be considered by the prospective bidders while offering / quoting the rates.</b>
21	<b>Taxes/ Duties/ Levies</b>
	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.
22	<b>Contract Period</b>
	The contract period is initially for one year <b>or as specified by the Bank in the final work order</b> . The contract may be further renewed for a maximum period of two years based on mutual agreement and satisfactory performance of the contractor at revised rates.
23	<b>Revision of the contract amount during the financial year:</b>
	For Labour Component, the Bank shall compensate the Contractor for any increase in Minimum wages as prescribed by the Chief Labour Commissioner (Central), Ministry of Labour & Employment from time to time and the associated liabilities like Bonus, PF, ESI, Labour welfare fund etc., components shall also be compensated accordingly. Initially, basis for increase of wages shall be considered as rates applicable as of April 1 <sup>st</sup> , 2026. <b>No decrease in minimum wages will be applicable by the Bank whatsoever is the circumstances.</b>
24	<b>Renewal of Contract</b>
	(i) For “ <i>Labour Component</i> ” mentioned under ‘ <b>Header I</b> ’, <b>Wage escalation-</b> The Contractor shall pay the revised wages and associated liabilities like ESI, EPF, Bonus, LWF components as soon as the wages are notified by the Central Government. Upon receiving request from the Contractor, the rates (as stated at <u>S. No. ‘1 to 13</u> of ‘Price Bid’ given in Part II of the tender) would be revised based only on the revision of Minimum Wages as prescribed by Central Government.
	(ii) For “ <i>Cost of Non labour component</i> ” mentioned under ‘ <b>Header II</b> ’, on renewal of contract, the revision of rates may be done on the basis of cost escalation. The percentage increase in cost may be calculated by using the below formula – <b>Ac = Ap x (70x(EPIc/EPIp) + 30 x (CPIc/CPIp)) x 1/100</b> where, Ac and Ap are revised price [current year] and present price [previous year], respectively and EPIc & EPIp are Wholesale Price Index for all commodities 6 months prior to the commencement date of contract for the current year & previous year respectively, CPIc and CPIp are Consumer Price Index for Industrial workers for all India for 6 months prior to the commencement date of contract for the current year & previous year, respectively.
	(iii) For “ <i>Service Charges /Profit</i> ” mentioned under Other Component (‘ <b>Header III</b> ’), shall remain constant during the currency of contract as well as during/ upon renewal of contract (if any), irrespective of the change in total labour cost and cost of consumables and overheads.
25	<b>Facilitating Service beyond Office hours:</b>
	Besides normal working hours, the Bank also functions, at times, on odd working hours. If required, the Contractor shall facilitate the maintenance service beyond office hours. <b>The working hours for the workers deployed during that period shall be informed separately by the Bank. Please note that the said arrangement shall be made by the Contractor within the manpower approved for this contract. No extra payment to the workers shall be made by the Bank.</b> The Bank will not provide any accommodation to the employee engaged by the Contractor. The Contractor must bear all liabilities of his/her

	employees including transportation costs even when the workers are called for duty on odd hours. <b>The Bank will not bear any liability towards conveyance charges and accommodation of the workers.</b>
26	<b>Employer's/Bank's right to accept or reject any or all the bids</b>
	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.

**Date:**

**Authorized Signatory (With Name/Designation and Seal)**

## **Section – III**

### **(b) Eligibility Criteria**

1. The firms which do not comply with the following eligibility criteria and/or do not submit EMD will not be considered for opening of their tender Part-II (Price Bid).

I. The intending bidder must possess minimum **05 years** of experience in providing similar nature of services viz., Providing Integrated Facility Management Services (IFMS), Facility Management Services (FMS) for various services like Carpentry, Sanitary-Plumbing, Electrical/Mechanical, Sewage Treatment Plant (STP), Water Treatment Plant (WTP), Organic Waste Converter (OWC), Telephone, Electrical infrastructure of premises, etc., by providing specified manpower /workers in respective / related works as on **March 31, 2026. AND**

II. Have successfully executed similar services i.e., Providing Integrated Facility Management Services (IFMS), Facility Management Services (FMS) for various services like Carpentry, Sanitary-Plumbing, Electrical/Mechanical etc. during the last 5 years (**Corresponding Work orders justifying relevant work / services experience must be completed on or before March 31, 2026**) individually costing as under:

a) One similar completed work costing not less than 80% of the estimated cost of the tender.

**OR**

b) Two similar completed works costing not less than 50% of the estimated cost of the tender.

**OR**

c) Three similar completed works costing not less than 40% of the estimated cost of the tender.

**AND**

III. Minimum yearly turnover of **100% of the estimated cost** during last three (3) financial years i.e., **2023-24, 2024-25, 2025-26** supported by audited financial statements and ITRs, etc.

**AND**

IV. Bidders Should submit the latest **Solvency Certificate issued by applicants' banker for the total amount of estimated cost of tender.**

**AND**

V. **Preferably should have proper office setup in Mumbai / Thane / Navi Mumbai / Pune / any other place situated around 150 KM vicinity** and shall submit documentary proof viz., Registration / Electricity bill/ Telephone bill / Rental /Lease agreement or any other document in support of having an office in Mumbai/Thane/Navi Mumbai issued by State / Central Govt.

**AND**

VI. Have the following valid Quality Assurance certifications obtained with undertaking for periodic renewals. OHSAS 18001:2007 Occupational Health and Safety Management, ISO 9001: 2008, Certificate in Quality Management System, ISO: 14001 Certificate in Environmental Management System.

**AND**

VII. Bidders should submit copies of valid GST, PAN, EPF, ESI registrations, Labour license, copy of registration under relevant act, power of attorney etc., as per the requirements mentioned in the tender.

**\*Similar works means Integrated Facility Management services, Facility Management Services, for the operations and maintenance of services like Carpentry, Sanitary, Plumbing, Electrical, Mechanical, STP, WTP, OWC, Telephone, Electrical Infrastructure of the premises, etc. by providing specified manpower / workers. At least one work should be executed prior by the prospective bidders for each type of services / works like plumbing & sanitary, carpentry, electrical/electro-mechanical, STP/WTP/OWC, etc.**

**NOTE:** Documents related to above pre-qualification criteria should be uploaded on MSTC portal along with checklist (Annexure 16) and tender document Part-I.

2. Following are the additional details, that needs to be submitted:

(a)	Composition of the firm	Full particulars (whether contractor is an individual, or a partnership firm, or a private limited, or a limited, or a Co-operative body etc.) of the composition of the firm of contractors in details should be submitted along with name(s) and address (es), of the partner's, copy of the Copy of Registration / Articles of Association / Certificate of Incorporation/ Partnership Deed/ Power of Attorney / such relevant document.
(b)	Work experience & Completion of similar works of specified value during the specified period	Copies of the <b>detailed work orders indicating date of award, value of awarded work, time given for completing the work etc.</b> and the corresponding <b>completion certificates</b> indicating actual date of completion and actual value of executed similar works should be enclosed in proof of the work experience. 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.
(c)	Turnover	<b>Audited financial statements</b> for last three financial years i.e., 2023-24, 2024-2025, and 2025-26 along with a <b>certificate of Chartered Accountant</b> indicating the turnover for these financial years.
(d)	Credit worthiness of the contractor and their turnover during the specified period	Copies of the Income Tax Clearance Certificates/Income Tax Assessment Orders along with the latest final accounts of the business of the contractor duly certified by a Chartered Accountant should be enclosed in proof of their creditworthiness and turnover for last three years.
(e)	Name(s) and address(es) of the Bankers and their present contact executives	Written Information about the names and addresses of their bankers along with full details, like names, postal addresses, e-mail IDs, telephone (landline and mobile/WhatsApp) nos., fax nos., etc. of the contact executives (i.e. the persons who can be contacted at the office of their bankers by the Bank, in case it is so needed) should be furnished.
(f)	Details of bank accounts	Full particulars of their bank accounts, like account no.type, when opened etc., should be given.
(g)	Name(s) and address(es) of the Clients and their present contact executives	Written information about the names and addresses of their clients along with full details, like names, postal addresses, e-mail IDs, telephone (landline and mobile) nos., fax nos. etc., of the contact executives (i.e. the persons who can be contacted at the office of their clients by the Bank in case it is so needed) should be furnished.
(h)	Details of completed works (Annex 8)	The client-wise names of work(s), year(s) of execution of work (s), awarded and actual cost (s) of executed work (s), completion time stipulated in the contract (s) and actual time taken to complete the work (s), Name(s) and full contact-details of the officers/authorities/departments under whom the work(s) was/were executed should be furnished.
(i)	Details of office setup	Address and contact details of the office set up and complaint escalation matrix.
(j)	Details of registration and copies of registration certificate/ documents for	Registration, PAN, GST, Labour license from Office of Labour Commissioner, if applicable etc.,

3. 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. 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.

4. 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.

**5. 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.

b. Banker's certificate as per format given in the tender from their banker/bankers. Solvency certificate required may not be submitted separately.

6. 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 Authorized Signatory of the Private Organizations shall also be considered if 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.**

7. 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.

8. 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.

9. 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.

**Place:**

**Date:**

**Authorized Signatory (With Name/Designation and Seal)**

## **Section III**

### **(c) Evaluation of Bids**

1. Tenders will be evaluated based on the eligibility criteria mentioned in Section III (b) after opening the first e-cover i.e., Part I (Techno-Commercial Bid), of only those bidders who have submitted the EMD and before the due date and uploaded the proof of the same in the first e-cover.

2. The bidders must submit all the requisite documents prescribed in the tender document in the first e-cover i.e., Part I (Techno-Commercial Bid). Only those tenders, which meet the eligibility requirements, shall be processed further. The correctness /legality and adequacy of information and supporting documents furnished will be verified /examined by the Bank.

**3. The price bids of unqualified bidders will not be opened, and communication will be sent in this regard.**

4. To assist in the examination, evaluation and comparison of the bids, the Bank may ask bidders individually for clarifications. Any clarification submitted by a bidder, that is not acceptable to the Bank shall not be considered. The Bank's request for clarification and the response shall be in writing/email. Communication, if any, in this regard shall only be made to the e-mail ids '[estatebelapur@rbi.org.in](mailto:estatebelapur@rbi.org.in)'. 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.

**5. If a bidder does not provide required clarification/s of its Tender by the date and time set in the Bank's request, his/her / their Tender shall be liable to be rejected.**

6. The second e-covers i.e., Part II (price bid) of all the bidders who qualified in Part - I (Techno-Commercial bid) will be opened for financial evaluation. **The eligible bidder / firm declare by the Bank as the Lowest Price (L1) firm / bidder shall be considered for the Award of Contract.**

7. In case the lowest tendered amount of two or more bidders is the same, then such lowest bidders may be asked to submit a revised offer quoting discount on their already quoted tendered amount in a sealed envelope. **The lowest tender shall be decided on the basis of the revised offer.** Further, if any such lowest bidder does not revise his / her bid on the lower side, his/her original bid shall remain valid for further processing. In case the revised offer amount is same for multiple bidders, the successful bidder will be decided based on the highest turnover during last financial years 2025-26.

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

I/We hereby declare that I/We have read and understood all the above instructions/conditions and agree to abide by them.

**Place:**

**Date:**

**Authorized Signatory (With Name/Designation and Seal)**

### **Section III**

#### **(d) Checklist of documents to be submitted with the Tender**

List of Documents duly signed and certified to be scanned and uploaded before the last date and time of submission given in NIT/SOT -

Sl. No.	Checklist	Submitted/ Not submitted	Remarks
<b>To be submitted in the first e-cover i.e., Part I (Techno-Commercial Bid)</b>			
1.	Submission of Earnest Money Deposit (upload scanned copy of proof of submission of EMD in first e-cover). Note: EMD in the form of Demand Draft/Banker's Cheque/Bank Guarantee shall be deposited in original to AGM(Administration) of Estate Department, Reserve Bank of India, Estate Cell, 2 <sup>nd</sup> floor, Sector-10, CBD Belapur-400614 on or before the due date of submission of EMD given in NIT/SOT.		
2.	Form of tender ( <a href="#">Annexure I</a> )		
3.	Format 1 of <a href="#">Annexure II</a> (duly signed and stamped)		
4.	Copy of registration certificate/ Memorandum/ Articles of Association/ Certificate of Incorporation/ Partnership Deed/ other relevant document in support of <a href="#">Item 1 of Section III(b)</a>		
5.	Power of Attorney in <a href="#">Annexure III</a>		
6.	Self-attested copy of GST registration.		
7.	Self-attested copy of EPFO registration		
8.	Self-attested copy of ESIC registration		
9.	Valid Labour License (if applicable)		
10.	Self-attested copy of the PAN card issued by the Income Tax Department		
11.	<a href="#">Format 2 of Annexure II</a> : Proof of past experience as per <a href="#">Item 2 of Section III(b)</a>		
12.	<a href="#">Format 3 of Annexure II</a> : Proof of eligible works as per <a href="#">Item 3 of Section III(b)</a>		
13.	Client certificate in <a href="#">Format 3A of Annexure II</a> as per <a href="#">Item 3 of Section III(b)</a>		

14.	Format 4 of <a href="#">Annexure II</a> duly signed by the bidder and certified by Chartered Accountant		
15.	Income Tax Assessment Orders and the latest final accounts of the business of the Contractor for the last 3 financial years up to FY 2025-26 duly certified by a Chartered Accountant		
16.	Format 5 of <a href="#">Annexure II</a> in the letter head of the bidder's bank		
17.	Details of Bidder's bank in <a href="#">Format 5A of Annexure II</a>		
18.	Letter of undertaking to Chief General Manager, RBI, Belapur ( <a href="#">Annexure -IV</a> )		
19.	Undertaking on Declaration of Debarment (in format given in <a href="#">Annexure VI</a> )		
20.	Signed Undertaking on Legal Actions / Litigation / Arbitration by the Bidder (in format given in <a href="#">Annexure VII</a> )		
21.	Undertaking / Declaration / Certificate by the Bidder regarding country sharing land border with India (in format given in <a href="#">Annexure XI</a> )		
22.	Tender documents signed and stamped (Part-I)		
23.	Any other document as specified in the NIT and tender.		
24.	Checklist of documents to be uploaded { <a href="#">Section III(d)</a> }		
25.	Any other information the bidder wishes to furnish.		

**Place:**

**Date:**

**Authorized Signatory (With Name/Designation and Seal)**

**APPENDIX I**  
**SAFETY CODE**

1. First-aid appliances, including an adequate supply of sterilized dressings and cotton wool, shall be Maintained in a readily accessible place.
2. The injured person shall be taken to a public hospital without loss of time, in cases where the injury necessitates hospitalization.
3. Suitable and strong scaffolds should be provided for workers for all works that cannot safely be done from ground.
4. No portable single ladder shall be over 8 meters in length, the width between the side rails not less than 30 cm (clear) and the distance between two adjacent rungs shall not be more than 30 cm. When a ladder is used, an extra mazdoor shall be engaged for holding the ladder.
5. The excavated material shall not be placed within 1.5 meters of the edge of the trench or half of the depth of the trench, whichever is more. All trenches and excavations shall be provided with necessary minimum height shall be one meter.
6. Every opening in the floor of a building or a working platform shall be provided with suitable means to prevent the fall of persons or materials by providing suitable fencing or railing whose minimum height shall be one meter.
7. No floor, roof or other part of the structure shall be so over-loaded with debris or materials as to render it unsafe.
8. Workers employed on mixing and handling material such as asphalt, cement, mortar or concrete and lime mortar shall be provided with protective footwear and rubber hand-gloves.
9. Those engaged in welding works shall be provided with welder's protective eye- shields and gloves.
- 10.No paint containing lead or lead products shall be used except in the form of paste or readymade paint.
- 11.Suitable face masks should be supplied for use by the workers when the paint is applied in the form of spray or surface having lead paint dry rubbed and scrapped.
- 12.Hoisting machines and tackles used in the work, including their attachments, anchorage and supports shall be in perfect condition.
- 13.The ropes used in hoisting or lowering material or as a means of suspension shall be of durable quality and adequate strength and free from defects.

### **FIRE SAFETY CODE**

1. Cutting / drilling machine and other electrically operated equipment used at site shall be plugged into correctly rated electrical outlets.
2. Only ISI marked 3 pins plugs and other appliances, and equipment shall be used.
3. Electrical power cables/wires used shall not have any joints and shall be properly rated.
4. All electrical appliances, i.e., welding, drilling, cutting m, etc. shall be safely and securely earthed to prevent leakage current while in operation.
5. Before commencing the welding work for the first time on any day, fire section shall be informed and only after the site inspection by the Fire officers/Personnel, work shall be started.
6. Two buckets of water and sand shall be kept in an easily accessible area on the site.
7. Fire extinguishers recommended and issued by fire officers shall be kept on the site.
8. Used paint drums shall be stored in specified store only after closing them properly.
9. Personal protective equipment's such as safety shoes, hand gloves, welder's mask, ear plug etc. depending upon the requirement of the work shall be provided by the contractor to the workers to prevent occupational health hazards.
10. The safety belt shall be provided by the contractor and used by the workers while working from height for more than 10' from Ground level.
11. None of the passages near lift lobby and staircases shall be used for stacking / dumping any kind of materials/waste.
12. Both staircase doors shall be normally kept closed.
13. None of the fire extinguishers shall be removed/shifted from its designated location.
14. Power supply shall be switched off from the Centrals when equipment is not in use.
15. Wood-shavings and saw-dust generated from the work shall be collected on a daily basis, removed from site and stored at the designated place in proper manner.
16. Any debris generated from the work shall be collected on a daily basis, removed from site and stored at the designated place in proper manner.
17. Battery operated emergency light/torches shall be provided by the contractor to the workers while working beyond office hours.

I/We hereby declare that I/We have read and understood all the above instructions/conditions and agree to abide by them.

**Date:**

**Authorized Signatory (With Name/Designation and Seal)**

## Section- IV

### General and Specific Conditions of Contract:

#### a) Terms and Conditions of the Contract

Definitions	1.	<p>The <b>Contract</b> 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 Bank. All these documents taken together, shall be deemed to form one contract and shall be complementary to one another. A three sets / copies of this contract documents duly verified and signed by the AGM, Estate of the Bank and Contractor shall be prepared by the Bank and one copy will be given to the Contractor on award of work</p>
		<p>In the contract, the following expressions shall, unless the context otherwise requires, have the meanings, hereby respectively assigned to them: -</p>
	i)	<p><b>The expression "Service, or Services"</b> is defined by exception as any subject matter of procurement other than goods or works, except those incidental or consequential to the service, and includes physical, maintenance, professional, intellectual, training, consultancy and advisory services or any other service classified or declared as such by a procuring entity but does not include appointment of an individual made under any law, rules, regulations or order issued in this behalf. It includes 'Consultancy Services' and 'Other (Non-consultancy) Services.</p> <p><b>The expression works, or work shall,</b> refer to any activity, sufficient in itself to fulfil an economic or technical function, involving construction, fabrication, repair, overhaul, renovation, decoration, installation, erection, excavation, dredging, and so on, which make use of a combination of one or more of engineering design, architectural design, material and technology, labour, machinery and equipment. Supply of some materials or certain services may be incidental or consequential to and part of such works. The term "Works" includes (i) civil works for the purposes of roads, railway, airports, shipping-ports, bridges, buildings, irrigation systems, water supply, sewerage facilities, dams, tunnels and earthworks; and so on, and (ii) mechanical and electrical works involving fabrication, installation, erection, repair and maintenance of a mechanical or electrical nature relating to machinery and plants, as defined in Schedule 'F'</p>
	ii)	<p>The <b>Site</b> 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'.</p>
	iii)	<p><b>Employer</b> shall mean The Reserve Bank of India (as mentioned in schedule 'F') and shall include its assigns and successors</p>
	iv)	<p><b>The Bank</b> shall mean the Reserve Bank of India, Belapur having its Central Office at Shahid Bhagat Singh Road, Fort, Mumbai – 400001 and having its Regional Offices at various places.</p>

	v)	<b>Tender document</b> shall mean document named as such issued by the Employer to the Bidders inviting Bids for the Work.
	vi)	<b>Day</b> shall mean Calendar Day
	vii)	<b>Working day</b> shall mean the days when Employer's office is working i.e. Days excluding Public holidays, Saturdays and Sundays
	viii)	<b>Month</b> shall mean the calendar month.
	ix)	<b>Year</b> shall mean Calendar Year
	x)	<b>Bidder (s)</b> shall mean all parties participating in the bidding process pursuant to and in accordance with the terms of the Tender document.
	xi)	The <b>Contractor</b> 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)	<b>Sub-Contractor</b> 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 <b>Authorized representatives of Bank</b> means the Engineers / Caretaker / Officer deployed by the Bank and acting under the orders of the Employer who shall supervise day to day execution of work under the direction and guidance of Bank, issued instructions /orders.
	xv)	<b>Contract Price or Contract Amount</b> 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)	<b>Contract Period</b> 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)	<b>Contract Agreement</b> shall mean the agreement signed between the Contractor and the Employer for the execution of the Work / procurement of Services / goods.
	xviii)	<b>Notice in writing or written notice</b> 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)	<b>Act of Insolvency</b> shall mean any act of insolvency as defined by the Insolvency and Bankruptcy Code, 2016 or any Act amending such original.
	xx)	<b>Manufacturer</b> refers to a person or firm who is the producer and furnisher of the material or designer and fabricator of equipment.
	xxi)	<b>Contractor's Works or Manufacturer's Works</b> 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)	<b>Market Rate</b> shall be the rate as decided by the Bank 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)	<b>Net Rate/Price</b> - 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 <b>net price</b> 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 " <b>net rates</b> " or " <b>net prices</b> " when used with reference to the contract or accounts shall be held to mean rates or prices so arrived at.
<b>Sufficiency of Tender</b>	2.		The Contractor shall be deemed to have satisfied himself/herself before bidding as to the correctness and sufficiency of his/her tender for the works and of the rates and prices quoted in the Price Bid, which rates and prices shall, except as otherwise provided, cover all his/her obligations under the Contract and all matters and things necessary for the proper completion and maintenance of the works.
<b>Contract period</b>	3.		<p>(a) The Contract would initially be valid for one year from the date specified in the Work Order, unless earlier terminated in accordance with the termination clause.</p> <p>(b) This Contract may be considered for further renewal for maximum two years (for one year or lesser period at one time) on the same terms and conditions subject to satisfactory performance of the Contractor as assessed by the Bank and at the sole discretion of the Bank.</p> <p>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.</p>
<b>Performance Bank Guarantee</b>	4.		<p>(a) The Contractor shall submit an irrevocable Performance Bank Guarantee (PBG) from a Scheduled Bank in prescribed format (<u>Annexure-IX</u>) for successful execution of the Contract (having a validity <b>period of further three months from</b> the expiry of the Contract) within 14 days of receipt of 'Letter of Award' for an amount equal to five percent (5%) of the Contract Amount (inclusive of GST) as Bank Guarantee in favor of Reserve Bank of India, CBD Belapur.</p> <ol style="list-style-type: none"> <li>i. Time allowed for submission of PBG from the date of award of work – 14 days.</li> <li>ii. Maximum allowable extension of time for submission of PBG beyond the period specified in (i) above without penalty – 7 days.</li> <li>iii. Maximum allowable extension of time for submission of PBG beyond the period specified in (ii) above with late fee @ 0.1 per cent of the amount of Performance Guarantee per day – 7 days.</li> </ol> <p>(b) In addition to the above, Successful bidder is required to submit a Bank Guarantee of ₹ 10,00,000/- (Rupees Ten lakhs only) to the Maharashtra Pollution Control Board (MPCB) on behalf of the Bank for Consent to Operate for operations of the STP and DG sets valid for the entire duration of contract. The all relevant charges of the same is to be considered while quoting the rates.</p> <p><b>(c) Release of PBG:</b> The PBG shall be released without interest after six months of completion of the Contract Period only after being satisfied of the successful completion of the Contract and no liabilities from the Contractor or its employees. In case of any complaint or pending dues, the Performance Bank</p>

		<p>Guarantee will be treated as security deposit and shall be discharged only after adjusting all dues, liabilities, etc.</p> <p><b><u>(d) Forfeiture of PBG: PBG shall be forfeited in case of;</u></b></p> <p>(i) Non-commencement of work,</p> <p>(ii) non- performance of Contract obligations or failure to comply with any of the conditions of the Contract.</p> <p>(iii) Violation of Integrity Pact under the provisions of the Contract.</p> <p>(iv) in the event of the Contract being terminated under provision of any of the Clause/Condition of the agreement.</p>
<b>Contractor's Responsibility towards Deployed Personnel</b>	5.	<p>(a) The staff deployed by the Contractor for the <u>works/ services</u> mentioned in "Scope of Work" (<u>Section IV (a)</u>) shall be the employees of the Contractor for all intents and purposes and that the persons so deployed shall remain under the control and supervision of the Contractor and in no case, shall a relationship of employer and employee between the said persons and the Bank accrue/arise implicitly or explicitly. It will be the responsibility of the Contractor to ensure that no liability on this count should come on the Bank in respect of workers deployed by him/her.</p> <p>(b) The Contractor shall be solely responsible for employment, dismissal, termination and re-employment of its employees and shall keep the Bank informed of all development in this regard.</p> <p>(c) The Contractor shall pay all dues of its employees and keep the Bank absolved and indemnified from any liability in this respect.</p> <p>(d) The Contractor shall not permit or carry on any unlawful activity or create indiscipline in the Bank's premises.</p> <p>On expiry of the agreement, the Contractor shall be liable and responsible to make all statutory payments to its employees and make all other statutory obligation and liability and obtain suitable discharge in favour of the Bank, so that no liability or obligation devolve on the Bank.</p>
<b>All relevant Statutory Laws to be complied by the Contractor</b>	6.	<ul style="list-style-type: none"> <li>• The Contractor shall comply with the provisions of all relevant laws in connection with the said services / work as may be applicable viz. Contract Labour (Regulation and Abolition) Act, 1970 (including obtaining labour license).</li> <li>• Employees' State Insurance Act, 1948.</li> <li>• Employees' Compensation Act, 1923.</li> <li>• Payment of Wages Act, 1936.</li> <li>• The Employees' Provident Fund and Miscellaneous Provisions Act, 1952.</li> <li>• Payment of Bonus Act, 1965.</li> <li>• The Minimum Wages Act, 1948.</li> <li>• Employer's Liability Act, 1938.</li> <li>• Child Labour (Prohibition and Regulation) Act, 1986.</li> <li>• Maternity Benefits Act, 1961.</li> <li>• Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013</li> <li>• and/or any other Rules/Regulations and/or Statutes that may be applicable to them.</li> </ul> <p>(a) The <u>deployed staff/workers other personnel</u> shall be the employees of the Contractor and all statutory liabilities under the aforesaid Acts/ Rules/Regulations/ Statutes will be paid by the Contractor. The Contractor shall indemnify the Bank against all claims which may be made upon the Bank whether under the aforesaid statutes or any other statute in force during the currency of the Contract.</p>

		<p>(b) The Contractor should be registered with the concerned authorities of Labour Department under the Contract Labour (R&amp;A) Act 1970 (wherever applicable).</p> <p>(c) The Contractor shall abide by all the statutory provisions of the Contract Labour (Regulation and Abolition) Act, 1970 and all other applicable laws. The Contractor, as per the Child Labour (Prohibition and Regulation) Act 1986, shall not engage a person below the age of 18 years.</p>
<b>Compliance with PF and ESI Regulations</b>	7.	<ul style="list-style-type: none"> <li>• The Contractor shall pay the employer's contribution with regard to Provident Fund and Employee State Insurance Fund as per the provisions of the 'Employees Provident Fund and Miscellaneous Provisions ACT, 1952 and Employees State Insurance Act, 1948'. The Contractor must deposit the ESI and EPF contribution locally in Mumbai / Navi Mumbai only and he/she must ensure that all his/her employees are given ESI Card and EPF Card immediately. In any eventuality, if the Contractor fails to remit employee/ employer's contribution towards PF/ ESI subscription etc. within the stipulated time, the Bank will be entitled to recover the equal amount from any money due or accruing to the Contractor under this agreement or any other Contract with the Bank and remit the same to concerned authorities duly furnishing particulars of personnel deployed in the Bank.</li> </ul>
<b>Compliance with Laws/ Regulations on Minimum Wages</b>	8.	<p>(a) Minimum wages as prescribed by Central Government in the Minimum Wages Act, 1948 will be applicable. The Contractor shall ensure payment of minimum wages to the employees employed by them through NEFT or any other electronic mode to their bank accounts. Under no circumstances wages shall be paid in cash. The Contractor shall maintain a register of wages and shall issue a wage slip to every employee employed by them. Wages to the employees shall be disbursed only through electronic mode to their bank account and documentary evidence of payment such as a copy of the transaction record/ bank statement of the Contractor shall be produced with the bill to be submitted to the Bank for payment to the Contractor. <u>In addition, they have to provide basic amenities like drinking water, first aid facility, uniforms, shoes, PPE kit, etc. to their employees as per Contract Labour (Regulation and Abolition) Act, 1970.</u> The Contractor shall comply with or cause to be complied with the Labour regulations from time to time in regard to payment of wages, wage period deductions from wages, recovery of wages not paid and deductions unauthorized made, maintenance of wages book, wage slip, publications of scale of wages and terms of employment, inspection and submission of periodical returns.</p> <p>(b) In the event of default being made in the payment of any money in respect of wages of any person deployed by the Contractor for carrying out of this contract and if a claim therefore is filed in the office of the Labour Authorities and proof thereof is furnished to the satisfaction of the Labour Authorities, the Bank may, failing payment of the said money by the Contractor, make payment of such claim on behalf of the Contractor to the said Labour Authorities and any sums so paid shall be recoverable by the Bank from the Contractor.</p>

		(c) If any money shall, as the result of any instructions from the Labour authorities or claim or application made under any of the Labour laws, or Regulations, be directed to be paid by the Bank, such money shall be deemed to be payable by the Contractor to the Bank within seven days. The Bank shall be entitled to recover the amount from the Contractor by deducting the same from the amount payable to the Contractor or from the Performance Bank Guarantee.
<b>Levy / Taxes payable by Contractor</b>	9.	<p>(a) Goods and Service Tax, duties, levies and royalties levied by Central and State Governments or any other tax applicable in respect of this Contract shall be payable by the Contractor and the Bank will not entertain any claim whatsoever in respect of the same.</p> <p>(b) The Bank is not responsible for payment of GST for the service rendered by the Contractor. It is the responsibility of the Contractor to pay the GST to the tax authority. The Contractor shall strictly comply with submission of GST and other returns also. The documentary evidence should be submitted to the Bank as per extant instructions.</p> <p>(c) Income Tax, TDS on GST or any other taxes levied by the Government shall be deducted from the monthly bills payable to the Contractor as applicable and the Bank will not entertain any claim whatsoever in respect of the same.</p>
<b>Payment Terms</b>	10.	<p>a) The Contractor shall raise the bill on a monthly basis (first week of subsequent month) and the payment shall be made <b>within 30 days</b> through electronic mode (after deducting applicable taxes) from the date of submission of complete and correct bill with supporting documents as follows:</p> <ol style="list-style-type: none"> <li>i. Documentary proof of attendance</li> <li>ii. Wage Register duly signed by individual workers/ contract labours.</li> <li>iii. NEFT statement as evidence for remittance of wages to the deployed workers.</li> <li>iv. Statement evidence indicating the deposits such as ESI, EPF, Bonus and other statutory perquisite in favour of the workers deployed at the site.</li> <li>v. Bank Statement / ECS mandates.</li> <li>vi. Statement evidencing the deposit of GST.</li> </ol> <p>b) A declaration stating that compliance to all Statutory Acts have been made. The declaration shall be on the contractor's letter head duly signed by the authorised signatory along with the bill stating that <i>"All statutory payments have been made to the Govt. pertaining to the ongoing contract with the Bank and complete salary payment has been made in full to all the staff deployed at RBI locations as per the minimum wages act, 1948 and as per the contract. All Govt. rules and guidelines issued from time to time pertaining to employment of labourers are being adhered to."</i> Any other document as directed by the Bank is to be submitted along with the monthly bill / invoice. The Bank reserves the right to refuse to accept / pay the bill, if any of the documents as above are not submitted along with the bill. Before submission of the bill, the Contractor shall ensure that the payment of wages to people deployed by the Contractor has been made for the</p>

		<p>billed period. No request for making advance payment on any ground shall be entertained. Under no circumstances is the Contractor entitled to claim any charges over and above the charges prescribed in the terms of this Contract. Bills shall be settled after deducting all applicable statutory taxes <i>i.e.</i>, Income tax, GST etc. The TDS Certificate shall be issued every quarter in support of TDS deductions effected from the bills.</p> <p>c) The Bank 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/her under the Contract and found not to have been executed, the Contractor shall be liable to refund the amount of overpayment and it shall be lawful for the Bank to recover the same from the Contractor either from the due bills or from security deposit or in any other manner legally permissible; and if it is found that the Contractor was paid less than what was due to him/her under the Contract in respect of any work executed by him/her under it, the amount of such under payment shall be duly paid by the Bank to the Contractor, without any interest thereon whatsoever.</p> <p>d) The Bank will pay the agreed amount on performance basis, inclusive of all taxes based on monthly bills submitted by the Contractor. No other charges of any kind shall be payable. No separate travelling expenses will be paid by the Bank to any staff or Contractor's officials for visiting Office of the Bank at Belapur, Navi Mumbai. The TDS, if applicable, will be deducted by the Bank.</p> <p>e) In case of any complaint regarding non-compliance of any statutory payments, the same shall be withheld from the bill without prejudice to the Bank's right to terminate the Contract.</p>
<p><b>Escalation Clause (Revision of Rates)</b></p>	<p>11.</p>	<p><b>i) Header I: Wage escalation-</b> The Contractor shall pay the revised wages as soon as the wages are notified by the Central Government. Upon receiving request from the Contractor, the rates (as stated at <u>S. No. '1 to 4</u> of 'Price Bid' given in Part II of the tender) would be revised based only on the revision of Minimum Wages as prescribed by Central Government.</p> <p><b>(ii) Header II: Non labour component escalation-</b> The Contractor's Profit/ Service Charges and <u>any other component (as stated at S. No. 5 to 18 of 'Price Bid' given in Part II of the tender)</u> will be revised annually based on <b>Consumer Price Index and Wholesale Price Index</b> declared on the Bank's website at the time of renewal of the Contract. The percentage increase in cost may be calculated by using the below formula –</p> <p><b><math>V_{co} = V \times \{0.70 \times (WI - WIO)/WIO\} + 0.30 \times \{(CI - CIO)/CIO\}</math></b>  <math>V_{co}</math> = Variation in total amount component for the current year (Item nos. '5' to '15')  <math>V</math> = Total amount component for the previous year (Item nos.'5' to '15')</p>

		<p>WI = Average of Wholesale Price Index for all commodities 6 months prior to the commencement date of contract for the current year  Wlo = Average of Wholesale Price Index for all commodities 6 months prior to the commencement date of contract for the previous year  CI = Consumer Price Index for industrial workers 6 months prior to the commencement date of contract for the current year  Clo = Consumer Price Index for industrial workers 6 months prior to the commencement date of contract for the current year</p> <p><b>(iii) Header III: For Other component (viz., Tools &amp; Plants, Consumables, Service Charges, Charges for BG, Others etc.,) - shall remain constant during the currency of contract as well as during / upon renewal of contract (if any), irrespective of the change in total labour as well as non labour components.</b></p>
<b>Subletting of work</b>	12.	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 <u>or sublet without the prior written consent of the Bank</u> , 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 Contract.
<b>Penalty Clauses / Liquidated Damages</b>	13.	<b>The penalty clauses have been detailed in <u>Section IV (b)</u>.</b>
<b>Insurance in respect of damages to Persons and Property</b>	14.	<p>(a) The Contractor shall take following Insurance Policies with effect from the date on or before the start of work at site.</p> <ol style="list-style-type: none"> <li>i. Contractor's All Risk Policy (CAR Policy) for the full Contract Value, including Fire Risk.</li> <li>ii. Employees' Compensation Policy for all employees deployed at site.</li> <li>iii. Third Party Liability Policy - either through a separate policy or within CAR policy and having description as per the following details: <ol style="list-style-type: none"> <li>1. For injury to persons – Rs 5 Lakh per person per accident</li> <li>2. For damage to property – Rs 2 Lakh per accident with a ceiling of Rs 25 Lakh (1&amp;2) per annum</li> </ol> </li> </ol> <p>(b) <u>All insurance policies shall be taken in the joint names of the Reserve Bank of India, Belapur and the Contractor (name of the RBI, Belapur being placed first in the policy) against such risks and furnish such policies to the Bank before commencement of work (within 14 days of award of work).</u> For employees' compensation, the umbrella policy taken by the Contractor will not be acceptable.</p> <p>(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</p>

		<p>the Bank.</p> <p>(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.</p> <p>(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.</p> <p>(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.</p> <p>(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.</p> <p>(h) 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.</p>
<b>Loss to Property of the Bank</b>	15.	<p>Any loss caused to any property of the Bank due to negligence of personnel so deployed shall be recoverable from the Contractor and the same shall be determined after giving due notice to the Contractor. Decision in this regard will be taken by the <u>Competent Authority (CA) who shall be Chief General Manager, Reserve Bank of India, Belapur</u>. However, the Contractor will have the right to appeal to the Regional Director whose decision shall be final in the matter.</p>
<b>Indemnity Clause</b>	16.	<p>(a) The Contractor shall keep the Bank and its officers, employees, directors and representatives indemnified against all claims (including third party claims), actions, losses, damages, costs, expenses, charges, including legal expenses which the Bank may suffer or incur on account of the default on the part of the Contractor due to:</p> <ul style="list-style-type: none"> <li>i. Violations of applicable laws, regulations, guidelines issued by the Government or other statutory authorities during the Contract period; or</li> <li>ii. Non-performance of the terms and conditions of the Contract; or</li> <li>iii. Breach of the representations and warranties made by the Contractor; or</li> <li>iv. Negligent or fraudulent act or omission by the Contractor; or any third party for reasons attributable to the Contractor.</li> <li>v. The Contractor shall also keep the Bank indemnified against any claim from the staff of the Contractor and it shall be the duty of the Contractor to clearly inform his/her own personnel / staff that they shall have no claim whatsoever against the Bank and they shall not raise any industrial dispute, either directly and / or indirectly, with or against the Bank, in respect of any of their service conditions or otherwise.</li> <li>vi. Further the Contractor shall at all times indemnify the Bank against all claims which may be made under the Employees' Compensation Act, 1923 or rules there under or under any law or rules of compensation payable in consequence of any accident or injury sustained by any</li> </ul>

		<p>person in its employment for the purpose of this agreement. The Contractor shall be solely responsible for the remuneration and other dues to its employees, as also for omissions / commissions done by them.</p> <p>(b) The Contractor shall keep the Bank indemnified against all claims whatsoever in respect of the employees deployed by the Contractor. In case any employee of the Contractor so deployed enters in dispute of any nature whatsoever, it will be the primary responsibility of the Contractor to contest the same. Further, the Contractor shall ensure that no financial or any other liability comes on the Bank, in this respect of any nature whatsoever and shall keep the Bank indemnified in this respect.</p>
<b>Non-Disclosure Clause</b>	17.	<p>a. The Contractor and the staff employed by him/her, directly or indirectly, within the Bank's premises, shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure / systems/ equipment's etc., which may come to the possession or knowledge of the Contractor during the course of discharging its Contractual obligations in connection with this Contract, to any third party and shall at all times hold the same in strictest confidence. The Contractor shall treat the details of the Contract, private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Contractor or its employees shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the prior written consent of the Bank. The Contractor shall indemnify the Bank for any loss suffered by the Bank as a result of disclosure of any confidential information by the Contractor or its employees. Failure to observe the above shall be treated as breach of Contract on the part of the Contractor and the Bank shall be entitled to claim damages/termination of the Contract and pursue legal remedies.</p> <p>b. 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.</p> <p>c. The Contractor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.</p>
<b>Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013</b>	18.	<p>a. The Contractor shall be solely responsible for full compliance with the provisions of "the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013". In case of any complaint of sexual harassment against its own employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor who shall ensure appropriate action under the said Act in respect to the complaint.</p> <p>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.</p> <p>c. The Contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employee of the Contractor, for instance any monetary relief to the Bank's employee, if sexual violence by the employee of the Contractor is proved.</p>

		<p>d. The Contractor shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.</p> <p>e. The contractor shall provide a complete and updated list of its employees who are deployed within the Bank's premises.</p>
<p><b>Termination of Contract</b></p>	<p>19..</p>	<p>a. Either party shall be at liberty to terminate the agreement by giving three clear calendar months' notice in writing. Any shortfall in meeting the notice period requirement on the part of contractor may lead to invocation of PBG and its partial / complete forfeiture at the Bank's discretion.</p> <p>b. Subject to other provisions contained in this clause, the Bank may, without prejudice to its any other rights or remedy against the Contractor in respect of any delay, any claims for damages and/or any other provisions of this Contract or otherwise, by <u>giving</u> notice in writing shall determine the Contract in any of the following cases:</p> <p>(i) If the Contractor has abandoned the Contract.</p> <p>(ii) If the Contractor has failed to commence the work, or has, without any lawful excuse under these Conditions, suspended the progress of the work after receiving the Bank's notice to proceed or has failed to proceed with work with such due diligence and failed to make such due progress as would enable the works to be completed within the time agreed upon.</p> <p>(iii) Has neglected or failed persistently to observe and perform all or any of the acts, matters or things by this Contract after written notice shall have been given to the Contractor requiring the Contractor to observe or perform the same.</p> <p>(iv) If the Contractor had secured the Contract with the Bank as a result of malafide or non-bonafide practices such as cartelization etc. or commits <u><i>breach of Integrity Pact or the Agreement</i></u>.</p> <p>(v) If the Contractor being an individual or a firm commits any 'act of insolvency' (as defined by the Insolvency and Bankruptcy Code, 2016) or shall be adjudged as bankrupt/insolvent or being an Incorporated Company shall have an order for compulsory winding up made against it or pass an effective resolution for winding up made against it or pass an effective resolution for winding up voluntarily or subject to the supervision of the Court/Tribunal and the Official Assignee or the Liquidator in such acts of insolvency or winding up, as the case may be, shall immediately serve notice to him/her/it requiring him/her/it to show to the reasonable satisfaction of the Bank that he/she/it is able to carry out and fulfill the Contract and to give security therefore, if so required by the Bank.</p> <p>(vi) If the Contractor (whether an individual, firm or incorporated company) suffers execution or other process of court / authority attaching property to be issued against the Contractor.</p> <p>(vii) If the Contractor suffers any payment under this Contract to be attached by or on behalf of any of the creditors of the Contractor or the Contractor charges or encumbers this Contract or any payments due or which may become due to the Contractor hereunder.</p>

		<p>(viii) If the Contractor assigns or sublets this Contract <u>without the prior written consent of the Bank.</u></p> <p>(ix) Then and in any of the said cases in Clause (b) the Bank may, notwithstanding any previous waiver, after <u>giving one-months' notice</u> in writing to the Contractor, terminate the Contract, but without thereby affecting the powers of the Bank or the obligations and liabilities of the Contractor, the whole of which shall continue in force as fully as if the Contract has not been so determined, as if the works subsequently executed had been executed by or on behalf of the Contractor. The Bank shall thereafter ascertain and certify in writing the expenses or loss which the Bank shall have been put to in procuring the works/services 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 Bank to the Contractor or by the Contractor to the Bank, as the case may be and the Certificate of the Bank shall be final and conclusive between the parties. The Bank shall also be entitled to forfeit the PBG.</p>
<b>Termination of Contract by Contractor</b>	20.	<p>If the payment of the amount payable by the Bank is in arrears and unpaid for 30 days after notice in writing, requiring payment of the amount as aforesaid have been given by the Contractor to the Bank, or if the Bank repudiates the Contract, or if the works be stopped for three months under the order of the Bank or by any injunction or other order of any Court of law, then and in any of the said cases the Contractor shall be at liberty to determine the Contract by giving notice in writing of 30 days to the Bank, and he/she shall be entitled to recover from the Bank, payment for all works executed / services provided. In arriving at the amount of such payment the net rates contained in the Contractor's original tender shall be followed. The Contractor shall however continue to discharge the Contractual obligation during the notice period unless dispensed by the Bank.</p>
<b>Termination of Contract in case of death of Contractor</b>	21.	<p>Without prejudice to any of the rights or remedies under this Contract, if the Contractor, being an individual/sole proprietor, dies, the Bank shall have the option of terminating the Contract without any liability for such termination and compensation to the Contractor.</p> <p>If the Bank's observed non-performance of the contract, breach of the contract, unsatisfactory services (being provided by the Contractor), etc. under this contract, then at the liberty of the Bank, contract will be terminated.</p>
<b>Force Majeure Conditions</b>	22.	<p>(a) Notwithstanding anything else contained in this document, neither party shall be liable for any delay in performing its obligations hereunder if such delay is caused by circumstances beyond its reasonable control including without limitation any delay caused by the acts of governments, acts of God, natural calamities, strikes, riots in any region, terrorist attack, war (declared and undeclared). However, upon the happening of any such event causing delay, the Contractor shall immediately give notice thereof in writing to the Bank. The Contractor is under obligation to take necessary steps to mitigate the effects of the force majeure event.</p> <p>(b) Neither party shall, by reason of such event, be entitled to terminate the Contract in respect of such performance of their obligations.</p> <p>(c) The obligations under the Contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. If the</p>

		performance of any obligation under the Contract is prevented or delayed by reason of the event beyond a period mutually agreed, either party may at its option, terminate the Contract.
<b>Settlement of Disputes and Arbitration</b>	23.	<p>All disputes arising under the Agreement shall be settled amicably through discussions between the parties. In the event of any dispute between the two parties where Integrity Pact is applicable, if, both the parties are agreeable, they may first try to settle dispute through mediation before the panel of IEMs in a time bound manner. In case, dispute remains unresolved even after mediation by the panel of IEMs, the Bank may take further action.</p> <p>The unresolved dispute then shall be referred to the sole Arbitrator mutually agreed by the parties. The arbitration proceedings shall be conducted through 'fast track procedure' laid down in Section 29B of the Arbitration and Conciliation Act, 1996, as amended from time to time. The award of the arbitrator so appointed shall be final and binding. During the arbitration proceedings the Contractor shall continue to discharge his contractual obligation under this agreement, unless dispensed by the Bank. This contract is subject to exclusive jurisdiction of courts at Mumbai / Navi Mumbai only.</p>
<b>Jurisdiction of Court</b>	24.	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 <b>Mumbai / Navi Mumbai</b> shall have jurisdiction to determine the same.

I/ We hereby declare that I/ We have read and understood all the above instructions / conditions and agree to abide by them.

**Place:**

**Date:**

**Authorized Signatory (With Name/Designation and Seal)**

## Section IV

### b) Penalty Clause / Liquidated Damages:

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

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

**3. Penalty for Operational Lapses:** List for operational lapses are as follows –

Sl. No.	Service Level Agreement (SLA)	Risk (high/medium/low)
	General	
1.	Not responding to emergency calls by the Bank's representative.	High
2.	Absence of Supervisor	High
3.	Absence of skilled manpower viz., Electrician, plumber, Carpenter, STP/WTP/OWC operator, etc.,	High
4.	Delay in procurement of material after the Bank's approval	High
5.	Complaint by residents about misbehavior, manhandling, Sexual harassment etc.	High
6.	Non availability of Police verification document / Incorrect reporting	High
7.	workers not using safety shoes / gloves / other PPEs, gum boots etc.	High
8.	Workers drinking alcohol, chewing gutka and paan masala while in colony.	High
9.	Theft by workers	High
10.	Delay of more than 4 hours beyond the prescribed time limit in fully resolving any complaint lodged by resident or caretaker	Medium
11.	Absence of Unskilled manpower i.e., Helper	Medium
12.	Workers engaged in private work during work hours	Medium
13.	Workers not wearing uniform	Low

*Tolerance Level for the above-mentioned Operational lapses is Zero.*

**Penalty for the above operational lapses is as under:**

The Bank reserves the right to impose a penalty of up to **0.25% of the monthly bill value per instance**, depending on the risk associated with the operational lapse and the time taken for rectification, subject to a maximum of 10% of the monthly bill value.

**Implementation:** The above-mentioned SLA are to be monitored by the Estate Department, Reserve Bank of India, Belapur and process the penalties, if any.

**4. Penalty for Statutory Compliance Lapses:** The penalty for Statutory Compliance Lapses are follows:

Sl. No	Statutory requirements	Risk
1.	Deploying the Workers without giving weekly-off.	High
2.	Failure to comply with the Applicable laws	High
3.	Statutory requirement for documents to be provided on time for PF/ESI along with the bill	High
4.	Failure to pay the salary by 10 <sup>th</sup> of each month	High

*Tolerance Level for the above-mentioned Operational lapses is Zero.*

**Penalty per month:**

The Bank reserves the right to impose a penalty of up to **0.25% of the monthly bill value per instance**, depending on the risk associated with the statutory compliance lapse and the time taken for rectification, **subject to a maximum of 10% of the monthly bill value.**

**5.** Contractor shall provide his own biometric attendance system or any other full proofed system for monitoring attendance (in/outs) of their staff by the Bank at each property, failing which recovery at **Rs 1,000/- per month per person per premises shall be recovered from contractor's dues** subject to a **maximum 10% of the monthly bill value.**

**Implementation:** The above-mentioned SLA are to be monitored by the Estate Department, Reserve Bank of India, Belapur and process the penalties, if any.

I/We hereby declare that I/We have read and understood all the above Instructions/conditions and agree to abide by them.

**Place:**

**Date:**

**Authorized Signatory (With Name/Designation and seal**

## Section V

### Scope of services to be provided by the successful bidder under this contract

#### 1.1 Description of installations and various services

This Facility Management Services is for Bank's Main Office Building at Belapur, Primary Data Center (PDC) and Bank's Officers Colony Premises at Kharghar, Navi Mumbai which includes all types of routine, preventive, corrective and break down maintenance works / services generally of the following nature:

- a) Supervision of all the contractual works (mostly ones being carried under this said FMS) in all premises under jurisdiction of Belapur office.
- b) Plumbing and sanitary installations /operations related works in all premises (finish material/ fittings/ fixtures will be provided separately by the Bank)
- c) Carpentry/Fabrication related services / works in all premises (raw material will be provided separately by the Bank)
- d) Electrical installations and day to day maintenance related work of 11/440 V substations, operation of DG sets, LT panels, UPS system, Solar system, lift, household appliances, EPABX, Telephone, Fiber optic and Data lines works etc., in all the premises.
- e) Operation and daily / periodic maintenance of Sewage Treatment plant (STP)
- f) Operation and daily / periodic maintenance of Water Treatment Plant (WTP) and Organic Waste Converter(OWC) (for OWC only at Kharghar Premises).
- g) Operation of Building Management System (BMS) system
- h) For electrical systems where separate CAMC is in vogue, lodging complaint and providing necessary support to keep the system in healthy operating condition.

**1.2 Details of Premises:** Details of office premises, flats and other areas (the details tabulated below covers almost all the places but still remains non-exhaustive as there are numerous areas) where work is to be carried out are as under –

S.No.	Premises at Belapur	Location	No. of Flats /Story /Type
1	Main Office Building (MOB) RBI Belapur	Belapur	G+3 /Office
2	Annex Building, RBI Belapur		G+2 /Office
3	PDC (Primary Data Centre), Kharghar	Kharghar	G+1 /Office
4	Officers' Colony Premises at Kharghar (9 Towers) G+11 – 4 towers – 176 flats G+10 – 5 towers – 179 flats		354 flats / Residential
5	ZTC, Hostel (G+8) building at Kharghar Officers' Colony Premises		82 flats / Residential
6	Academic Block (G+2) at Kharghar Officers' Colony Premises		G+2 / Institutional
7	Club House (G+1) at Kharghar Officers' Colony Premises		G+1 / Residential
8	Caretaker Block (G+1) at Kharghar Officers' Colony Premises		G+1 / Residential

### 1.3 Details of electrical and other installations in the said premises:

RMU, 11KV / 440V, 1000KVA Dry type Transformers, HT/LT panels, APFC panels, 500 KVA DG sets, AMF & ATS panels, ACBs, Feeder pillars, Meter panels, MCB DBs, Cabling and wiring, Lifts, Fire Alarm and PA system, Domestic water pumps, Sewage Treatment plant (STP), Water treatment plant (WTP), Rooftop solar power system, Solar water heating system, EPABX, Telephone instruments, CAT-6 and OFC, Inverter / UPS with batteries, split / cassette / Tower/ VRF AC units, AHU units, Kitchen appliances in hostel building, Gym equipments, TV units with FTTH/ DTH, Street lights, Boom barrier, Motorised gate, Fountain, Domestic appliances viz., Geysers, Chimney, Kitchen hob, Video door phone (VDP), Ceiling / Wall / Exhaust fan, LED light fittings, water purifier etc.,

Please note that the above list is neither exhaustive nor comprehensive, it is intended to be indicative of the general scope of work, including but not limited to all associated tasks required to complete the work.

### 2. Manpower Requirement:

a) Deployment of manpower is as under: -

Successful Contractor shall deploy minimum two (02) experienced and technically qualified supervisors (**having either Diploma in Civil/ Electrical Engineering with 3 years' experience or Graduate Degree in Civil/ Electrical Engineering with 1 years' experience in the related works / field of Civil/ Electrical Engineering**) along with other skilled/ semi-skilled/ unskilled manpower as stated here under. The supervisors shall carry 24/7 nactive mobile phone facility available at site for taking instruction from the Bank's Engineers / Caretakers /AMC Desk Officers/ Security Officers /Maintenance Desk or any person deputed by the Bank to supervise the work at site and shall also deploy **minimum** manpower as under-

S.No	Description	Highly Skilled	Skilled	Unskilled
1.	Site Supervisor	02	-	-
2.	Experienced Plumber (at least one plumber should be valid licensed)	-	03	-
3.	Experienced Carpenter (Minimum five years)	-	03	-
4.	Experienced Electrician with valid License	-	13	-
5.	Experienced Sewage Treatment Plant (STP) operator (Minimum five years)	-	01	-
6.	Experienced Organic Waste Converter (OWC) operator	-	01	
6.	Building Management System (BMS) operator (Minimum five years)	-	01	
7.	EPABX / Telephone, OFC and data lines Technician	-	01	-
8.	Experienced Water Treatment Plant (WTP) operator (Minimum five years)	-	01	-
9.	Helper to Plumber, Carpenter & Electrician, STP operator and Telephone technician	-	-	22
	<b>TOTAL</b>	<b>02</b>	<b>24</b>	<b>22</b>

**Note:** The above list is indicative, Bank reserve the right to seek additional workforce or reduce the workforce as indicated above whenever necessary. For additional workforce, Bank is liable to pay

additional wages fulfilling the minimum wages act.

### 3. Work Timing:

a) **Providing services** for FMS and to look after the Main Office Building and Colony premises, on all week days including Saturdays, Sundays and all Holidays from morning to evening (different timing schedules for different works) with lunch break and weekly off (for certain works) as decided by the Bank.

Timings	Minimum Workforce to be deployed as per the Bank's requirement and instructions									
	Supervisor (HS)	Carpenter (S)	Plumber (S)	Electrician (S)	WTP operator (S)	STP Operator (S)	OWC Operator (S)	EPABX / Telephone Operator (S)	BMS operator (S)	Helper (US)
<b>Bank's Office Premises, Substation at Belapur including PDC at Kharghar</b>										
General shift 9:30 am to 5:30 pm (All 7 days in a week)	1	1	1	3	-	-	-	-	-	5
1 <sup>st</sup> shift 6.00 am to 2.00 pm (All 7 days in a week)	-	-	-	1	-	-	-	-	-	1
2 <sup>nd</sup> shift 2.00 pm to 10.00 pm (All 7 days in a week)	-	-	-	1	-	-	-	-	-	1
3 <sup>rd</sup> shift 10.00 pm to 06.00am (All 7 days in a week)	-	-	-	1	-	-	-	-	-	1
<b>Sub Total (A)</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>8</b>
<b>Officer's Colony, Substation and ZTC including PDC at Kharghar</b>										
General shift 9.30 am to 5.30 pm (All 7 days in a week)	1	-	-	1	1	1	1	1	1	4
1 <sup>st</sup> shift 6.00 am to 2.00 pm (All 7 days in a week)	-	1	1	2	-	-	-	-	-	4
2 <sup>nd</sup> shift 2.00 pm to 10.00 pm (All 7 days in a week)	-	1	1	2	-	-	-	-	-	4
3 <sup>rd</sup> shift 10.00 pm to 06.00am (All 7 days in a week)	-	-	-	2	-	-	-	-	-	2
<b>Sub Total (B)</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>7</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>14</b>
<b>Grand Total (A+B)</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>13</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>22</b>

\* HS - Highly Skilled; S – Skilled; US- Unskilled

Note:-

- Keeping in view the size of the colony and distance among one premises to other, premises have been clubbed together as denoted in above table. Workers need to cater / deployed to two premises as clubbed above as per requirement and instruction of the Bank. The arrangement for conveyance and other need shall be done by the contractor. No additional charges for conveyance will be paid by the Bank.

- Facility Supervisors will oversee all the other staff in addition to his supervisory role (or as decided by Bank from time to time) for overall supervision and management. Contractor will be required to deploy supervisor when regular supervisor is not available at site and coordinate with all the deployed manpower for smooth functioning of activities as per scope of work.
- Staff posted at office /colony may be deputed to colony / Office 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 for supervisor as well as workers. Double duty or continuous duty of staff from one shift to next shift is not allowed (unless essential and stated otherwise in this contract)
- **Supervisor, Electrician, Carpenter, Plumber, Helper at all properties will attend duties on all days of the week including public holidays / national holidays (one day weekly off with suitable substitute and rates shall be quoted keeping substitutes for providing one weekly off. Supervisor and other manpower must be available at site in all conditions as in the absence of any manpower relevant equivalent substitute arrangements must be provided by the FMS vendor / Contractor.**

a) Contractor shall deploy able-bodied workmen and supervisor (below age of 60 years and above 18 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.

b) All FMS staff should report to the caretaker of respective Office / Colony. Monthly duty roster may be prepared and sent to Caretaker/concerned Banks Officer. FMS staff may take prior permission for their movements and keep the Banks official informed about their movement to Concerned Engineer/Caretaker/Contractor/Supervisor in case they are visiting outside for official work. Contractor shall provide his own biometric attendance system or any other system for monitoring attendance (in/outs) of their staff at each property, failing which recovery at **Rs 1000/- per month per person per premises shall be recovered from contractor's dues.** Monthly reports generated from biometric / system may be submitted along with monthly bill. The working hours shall be arranged in shift duty as mentioned above (actual working time will be finalized by the Bank after award of work and restricted for total 8.00 hrs. in a shift) for all 7 days in a week. 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.

c) The contractor shall also maintain a record of payment released to workmen and submit the record (viz., pay slips, bank statement etc.) to the Bank along with the monthly bill.

d) FMS staff deployed shall be covered under provident fund and ESI scheme.

e) 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, rawl plug, PVC insulation tape, waterproof insulation tape etc.,.

f) FMS staff deployed at site shall be provided with uniform duly labeled with the firms name, service and safety shoes.

g) 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.

h) During AMC, property wise monthly bills supported by attendance sheet must be submitted to the

office for payment by 10th of every succeeding month. Kindly note that attendance sheet should be signed by respective office / colony caretaker.

i) Cost of material replaced / used at site should be submitted by 10<sup>th</sup> of every succeeding 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 caretaker for vacant flats and common areas etc.

j) 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.

k) All workmen shall comply with safety protocol for preventing spread of various infections viz., corona virus etc., and in no case the infected/ suspected workmen shall be allowed to enter the premises.

l) Contractor should keep sufficient stock of essential materials at his store / custody such as LED bulbs / battens, switches, sockets, sanitary fittings, pipes etc. for attending complaints promptly. Any usage of new material has to be brought to the notice of the Bank's Caretaker / Bank's representative before installation. Rates/Amounts of such materials used may be approved by the Bank for all such materials supplied by the IFMS contractor/Vendor. Accordingly, separate Bill may be raised for payments.

#### 4. 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 / Caretaker 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 deploy only adults and Employment of child labour is banned and 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, grease, oil, waste cloth etc., Whenever any item is to be replaced, prior approval would be obtained from the Bank 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. Transportation, labour, loading, unloading etc., will not be considered separately. The rate claimed should be competitive, reasonable and justified from the current market price available in local market and supported with GST paid invoices.**

d) While attending the work in emergency case beyond the regular time exceedingly more than 8:00 hours, the genuineness and necessity shall be certified by the Bank or his representative before executing the work.

e) The rate shall include removal of debris generated due to related work and carting away from the Bank's colonies. 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.

f) It will be responsibility of the contractor to arrange for all type and size of the indoor FRP ladders required for internal works.

g) 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.

## 5. Works

### A) Role of Supervisors

1. Technically Qualified Supervisors shall supervise the IFMS Technical tasks of Plumbing & Sanitary installations related Work, Pump Operation Work, Carpentry Work/Fabrication Work and Electrical Work in Office and colony.
2. The supervisors will ensure timely attending of complaints (pertaining to IFMS works) lodged through Mobile App/Complaint Management System or in the complaint registers maintained at Caretaker's office or Colony gate. He will provide necessary help to the Bank's engineers/ Caretakers in taking measurements of various works.
3. While supervisors shall look after the IFMS works, on some occasions (based on requirement only) Bank's engineer or any other person deputed by the Bank might also assign them to supervise the works of other contractors in the office/ colony.
4. Deployment of all Supervisors shall be done on all days of a week including Saturdays, Sundays and Holidays (excluding one day off per supervisor as decided by the Bank) for attending day-to-day supervision jobs.

### **B) Plumbing and Sanitary works:**

1. Providing and making necessary arrangement to attend the plumbing and sanitary related operations / services like routine, periodic, preventive and 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 & submit / 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 will be attended promptly. After satisfactory completion, the signature shall be obtained from respective resident, concerned caretaker and as per the direction of the Bank 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, maintenance / operation related issues of plumbing connection in case of water heaters, geysers, coolers, electrical gadgets, whenever such electrical gadgets are required to be replaced/repaired.
5. Attending to defects and repairs in water supply mains, vertical stacks, sewerage, and waste lines, pumping lines etc. at all levels. For repairing the pipelines leakages and removing unwanted wild growth, etc. including necessary scaffoldings (Mild Steel / Bamboo wood), if any required for the same, shall be arranged by the contractor as per detail specifications mentioned in the price-bid. Alternatively, contractor may also used Jhula with proper safety belts etc. for executing minor works.
6. 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 as per the instruction of the Bank.
7. Maintaining all the installations/fixtures in each toilet/bathrooms/wash area etc. in operative/working conditions.
  - a. Removal of choking in all plumbing / sewerage lines, nahani traps, stacks at all levels, manholes fixing of grating, etc. Cleaning /servicing of filter bed of Rainwater harvesting (RWH) system.
8. Attending to the faults in main water supply / sewerage connections by liaising with concerned ward officials in Panvel Municipal Corporation (PMC) / Navi Mumbai Municipal Corporation / CIDCO

if necessary. The payment towards any statutory charges shall be paid by the contractor and the same shall be reimbursed by the Bank against submission of receipt of payment made to PMC/NMMC/Local Authority.

9. Monitoring of the water levels in the wells, sumps, overhead and underground tanks and keeping a record of the same on daily basis.

10. Attending to pre-monsoon works such as inspection and cleaning of storm water drains, rain water pipes, de-silting and through cleaning of storm water drains (every six months) for which water arrangement for necessary cleaning work shall be made by the Contractor at his own cost, , weep holes in the compound walls, removal of vegetation growth /wild growth surrounding the pipe lines or on the external façade surfaces / 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. This should be mandatorily done at least twice once on the onset of monsoon and next at the end of the monsoon and periodically as and when required and as per the instruction of the Bank.

11. Cementing of joints of various drainages lines, gaps between wash basins, sinks and the walls, including re- fixing the same with white cement.

12. 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.

13. 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.

14. Removal of debris collected to the plumbing work.

15. 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.

16. 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.

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 the Bank.

18. Checking and assisting in operation of Fire hydrant system

19. Daily operation and maintenance of STP, Water Treatment Plant (WTP) and OWC as per the recommendations of the OEM / system integrator.

SI.No	Items of work	Periodicity at which this work is to be attended to
i	Cleaning of surface drains, rain water pipes, terrace, chhajja Jallies and road gully, chambers and manholes. Removal of wild growth, plants etc.,	Once in a year, 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.	Once 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 a year
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

20. All the new materials used for attending repairing work or new work related to plumbing and sanitary work shall be with Bank's approved make of materials and the samples shall be got approved from the Bank's Engineer before using.

21. 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 / occupant of the office premises and work shall be carried out during day/nighttime in consultation with the Bank or its representative as per the shift. After satisfactory completion, the signature shall be obtained from respective resident / user and concerned caretaker.

**(D) Carpentry related work:**

Providing and making necessary arrangement to attend the carpentry related routine, periodic, preventive, maintenance, breakdown works in respect to Bank's Office premises and residential colonies. Maintaining the installation in serviceable, clean and hygienic conditions for proper habitation of Bank's offices and colonies such as oiling/repairing/replacement/polishing of doors/windows/wooden/metallic items, shutters / 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, curtain rods, modular furniture, any other carpentry related works as and when required without any extra cost.

a. Employing necessary experienced carpenter and helper mentioned in Bank's offices and respective residential complex as indicated in the tender.

b. All the new 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.

c. 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 / occupant of the office premises and work shall be carried out during day/nighttime in consultation with the Bank or its representative as per the shift. After satisfactory completion, the signature shall be obtained from respective resident / user and concerned caretaker.

d. 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.

e. The replacement of new fittings/ fixtures shall consist of tower bolts, AI-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.

f. 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.

## **(E) Electrical Maintenance works:**

### **1. Area of work:**

Bank's Main Office Premises at Belapur and Officers' Quarters at Kharghar which includes all types of routine, preventive, periodical, breakdown maintenance works of Electrical installations. Any addition/ alteration that will be done in the Premises in the future will also be covered.

### **2. Scope of services to be rendered under the contract shall broadly include the following items of Electrical Maintenance work:**

- a) Daily Checking and cleaning of Diesel Generator Sets, Transformers, Air / Vacuum circuit breakers and all Power Panels at the aforesaid premises for its proper functioning and maintaining the logbooks viz., diesel consumption register, Energy meter readings, Solar readings etc., registers.
- b) Attending of all day to day electrical maintenance and repair / rectification / restoration of 220 / 440 volt electrical and electromechanical systems as per Indian Electricity Rules at office / Colony premises which covers all departments, vaults, residential flat, community hall, caretaker office, street lights, Substation, Transformer & Fuse box, Meter panel, Gym, Inverters and battery installation, Common area, Dispensary etc. and any other work necessary inside the premises as assigned from time to time by Caretaker or Technical Staff.
- c) During power outage, necessarily follow up, lodging of complaint & liaison with electricity service provider (MSEDCL) must be taken for early restoration of power. The electricity service provider must be assisted during restoration of power supply inside premises.
- d) Visual inspection of earthing condition and pouring of water as and when required.
- e) Operation & monitoring of DG set during power failure. Also, arranging and ensuring stock of sufficient diesel as backup.
- f) General periodical preventive maintenance and visual check (once in every quarter) of all major Switch Gear equipment like MCCBs, SFUs, MCBs, RCCBs, Cable termination box, etc. and Condition Assessment of Meter box, Feeder panel etc. (once in every quarter) located at office and entrance of each residential building. The material required to keep the system healthy shall be supplied by the Bank.
- g) Daily Checking, recording and cleaning of Solar Power Plant etc. for its proper functioning
- h) Attending to day-to-day maintenance of electrical complaints received from Caretaker, Protocol and Security Officer, office staff and residents of quarters.
- i) Liaison with CAMC vendors of DG sets, Lifts, Solar power system, EPABX, AC etc., and other electromechanical works including lodging complaint and providing necessary manpower support required to facilitate the execution of CAMC work.
- j) Checking of all the water pumps, starter panels and motors at all the aforesaid premises for its proper functioning and repairing, if required.
- k) Checking of exhaust, wall mounted, pedestal and ceiling fans once in a year and repairing, if required.

- l) Quarterly Preventive maintenance of all the switches, MCBs, fuses, cable terminals. Meter panels, Sub Power Panels etc. in all the flats, staircase, streetlights, pump room etc. after thorough checking of the entire system including insulation. This includes the corrective measures in the defective/ loose terminals at office premises officers/staff quarters and shall be recorded in register.
- m) Maintenance of lights, fans, shoe polish machines, geysers, any other electrical gadgets etc. in the aforesaid four premises including pathway lights, common area lights, etc.
- n) Regular checking and cleaning of cables, ceiling / wall /exhaust fans, geysers, UPS and battery, energy meter panels etc. and repairing, if required.
- o) Checking and repairing the starter connection for tightness on routine basis.
- p) Checking and repairing of streetlights and periphery Lightings and make it good immediately. Arrangement of ladder for attending to streetlights has to be provided by the contractor.
- q) Checking of fountain motors, garden lights, streetlights, substation etc. Daily work of switching-on/off of lights in office building and colonies whenever required.
- r) The Successful Bidder shall be responsible for routine, preventive & breakdown maintenance of all installations at the aforesaid premises through the electricians. The electrician will attend the complaint which are not advised but required for safety after getting the prior approval from the Bank's officials.
- s) Whenever a particular equipment goes out of order, the fact shall be brought to the notice of the Bank's Electrical Engineer immediately. If the material is required to be replaced, material may be issued by Banks Electrical Engineer / Caretaker available in stock. The complaints at residential quarters shall be attended through shift wireman/ electrician as and when required.
- t) Removal of debris created due to electrical work to be taken and dumped in the Corporation Garbage bin or disposed of outside Bank's premises at appropriate place as per statutory norms.
- u) Inspection of premises and submitting the report of all major defects.
- v) To attend and rectify the defects in the Bank's electrical/ electromechanical installations at all locations inside the Bank's premises, staircase lights, dispensary, pump room, cooperative society, common area, gym room etc.,
- w) To check all the electrical connections, telephone, cable TV, AC etc. to ensure proper working condition for areas viz., VOF, THH, Single room accommodation etc., as applicable on daily basis.
- x) Daily recording of the electrical meter readings.
- y) To check the level of distilled water in the batteries of inverters / UPS and DG sets and all the electrical connections of Bank's inverter/ DG sets in the office. To refill the distilled water in the batteries and to clean the cabinet and batteries of inverter. These activities are to be carried out once in a month.
- z) To water the earth pits inside the premises every fortnight. To check all the earth stations and insulation resistance of cables and submit the test report for the same once in six months.
- aa) To clean all common area lighting fixtures/ wall fans/ ceiling fans/ exhaust fans/ chimney/ AC diffuser units/ AC grills once in a quarter.
- bb) To carry out regular/ periodical maintenance and tightening of electrical connections of SFU, floor panels, MCB DBs, RCCBs located at various floors, meter rooms, riser mains, panel rooms, pump room etc.
- cc) To keep all electrical installations in up-to-date condition and complaints of any individual/ employee should not be kept pending. To clean all the electric meter room with the help of broom / blower/ vacuum cleaner once in a month and keep meter room in hygienic condition.
- dd) To attend and rectify the emergency complaints after regular hours.
- ee) To check all the safety (electric and mechanical) of all the ceiling fans/ wall fans/ pedestal fans once in a quarter. To replace the faulty parts such as split pin, quarter pin, rubber bush, etc. (except fan motor and fan blade).
- ff) To maintain a register for preventive maintenance and daily visits/ complaints in consultation with Bank's Engineer.

- gg) To carry out electric preventive maintenance of DBs, panels, etc. in a month and submit the report duly signed and stamped.
- hh) Providing temporary electrical connection to the contractors/other service vendors through proper wiring with RCBO/ELCB protection etc. from the nearby power source.
- ii) To carry out the complete servicing of geysers, exhaust and ceiling fans once in six months / year as per the Bank's requirement.
- jj) To replace /install tube light fittings/ street light fittings/geysers/ceiling fans/exhaust fans/cabin fans/wall fans/pedestal fans/LED/PL or fluorescent tube light/PL and CFL lamps/ electrical switching materials (accessories) using required hardware like screw, plug, anchor fastener, cord wire etc. All electrical accessories required for the replacement in the Bank will be obtained prior approval by the Bank.
- kk) To assist the Bank's engineer in maintaining electrical stock book and also during dead stock reconciliation activity.
- ll) To obtain signature of complainant and caretaker in the complaint book after rectification of complaint. To write the reason for incomplete rectification of complaint in the remark column of the respective complaint in the complaint book.
- mm) To assist BSNL / MTNL official or other service providers viz. cable TV, intercom lines, FTTH lines etc. to install or rectify defects inside the Bank. To coordinate with BSNL/MTNL official to rectify long pending issues
- nn) Evacuation from lifts in case of trapping and lodging the complaints with respective vendor under breakdown. Close monitoring/ operating of the Bullion/ goods lift on daily basis.
- oo) To disconnect electric connection and remove the submersible pump-motor set in the underground tank, re-install it after rectification of work in it and to reconnect electrical connection to it by providing water-proof insulation tape on the joint after installation of submersible pump-motor set in the underground tank.
- pp) To clean all solar panels installed on roof top of the building before sunrise and after sunset once in a month. Daily recording of the energy generation of solar inverters installed in the Main Office Building premises. In case of solar inverter found not working, same is be brought to notice of Bank's Engineer.
- qq) Daily checking and operation of audio/ video systems of Conference room / Training hall and regular checking of PA system.
- rr) Regular checking and cleaning of all panels, loose connection, UPS, DG sets, transformers, circuit breakers, inverters, wet/ dry riser system, fire alarm system, solar panel and geysers, passenger lifts, water lifting pumps, PA system, intercom system, VDP system and electrical & mechanical equipment etc. for its proper functioning and healthy operation and maintenance.
- ss) Daily work such as operation of water pumps/ lifting of water, switching ON/OFF of streetlights and common area lights whenever required.
- tt) The vendor is to provide suitable liveries/uniform to their staff deputed at Bank with the name of the vendor/agency displayed on the front pocket and the profession (either Electrician or Helper) on the back. The bidder should also provide safety shoes, safety goggles, 1100V rated insulated gloves, fuse pullers and safety helmet to all his employees deputed and ensure of using the same while on duty.
- uu) Operation of DG sets, pumps, lifts, fire extinguishers etc. in case of any emergency.
- vv) The usual working hours for MOB electrical workers will be from 8AM to 4PM, 9:30AM to 05:30 PM & 10:30 AM to 06:30 PM (excluding daily break time) and 3 shifts of 8 hours each i.e., 6AM-2PM, 2PM-10PM & 10PM-6AM for substation duty on all weekdays including Saturday, Sunday and Holidays with one weekly off as decided by the Bank. The usual working hours for electrical workers in colonies will be in shifts where, 24 hours will be divided into 3 shifts of 8 hours each i.e., 6AM-2PM, 2PM-10PM & 10PM-6AM and rotation wise deployment will be there as per the manpower requirement table placed on the last page of this Scope of 'Electrical Works'. In case of manpower

deployment in colonies, replacement based one day weekly off, as decide by the Bank, shall be provided to each worker to follow statutory laws/ compliance, provided that allocated no. of workers remains same on any particular date & time.

ww) If required, the technicians may attend office on Sunday/holiday for attending works/complaints in office premises.

xx) The list is only indicative. Any maintenance work not specifically mentioned above but required for the healthy operation of the system concerned and for the satisfaction of the complainant/Bank's engineer will be considered in part of scope of work.

### Frequency of maintenance and servicing of electrical panel/ AMF panel/ Cables

S. No.	Description	Frequency
1.	Checking whether there is any abnormal temperature rise in any electrical panel.	Monthly
2.	Cleaning the Bus bar chamber for dust and other foreign materials, carbon deposits if any, loose connections, burning, checking the insulation for breakage /failure, tightening all the jumper connections etc.	Half yearly
3.	Megger testing of panel (phase to phase, phase to neutral as well as phase to earth)	Half yearly
4.	Megger testing of cable for insulation resistance between phases and phase to earth	Yearly
5.	Checking the load on the cable with ammeter/Tong tester	Yearly
6.	Checking of contactors and cleaning of contacts	Quarterly
7.	Checking of control wiring meters and protect system and battery charger	Monthly
8.	Cleaning of Ceiling / wall / exhaust fans in all flats, hostel building, ZTC, caretaker block, club house, substation, common area etc., using wet / dry cloth	Quarterly
9.	Cleaning of Chimney and its screen, oil collector tray, filters in all flats using necessary cleaning material viz., detergent or baking soda with hot water and scrubber and dry cloth	Monthly

### Other Electrical work is listed as below:

1.	Preventive Maintenance and physical inspection of the panels, bus bar chambers, switches, indicating lamps and cables. Checking high temperature. Tightening of the nuts bolts. Maintaining log of breakdown and parts replacement Physical Cleaning of the panels. Health check up of internal wiring of each flat / VOF / SRA / Community Hall / Dispensary/ Pump Room / Common areas/ Security Post with switchgear from respective source. Supply and fixing of minor burnt/defective parts of panels such as indicators, meters, control fuses, selector switches, terminal connectors, door locks and thimbles. Frequency – once in six months
2.	Breakdown maintenance of Street lighting. Checking of the street lighting and overhead lights on daily basis keeping record in register. Checking the control boxes of all the lights and repairing the same using all the material.

	Repairing the streetlights/ Tube light fitting/ flood light fitting during the day hours. The material such as lamps and drivers shall be provided by the Bank or will be paid as per prevailing market rates. Arrangement of ladder required for the streetlight repairing. Checking the earthing of the poles. Frequency – once in six months
3.	Attending to electrical complaints of office building during office hours as and when required by the Bank. All the complaints shall be lodged in the register provided by the Bank and same shall be attended immediately. The complaint register should be produced either daily or according to the requirement or when asked to do so by the Bank's Engineer or any official authorized by the Bank.
4.	Helping the Bank's staff in meeting fire emergencies if any.
5.	Evacuation from lifts (if available) in case of people trapping and lodging the complaints with the OEM in respect of lifts under breakdown.
6.	Monitoring the operations & maintenance of entire electrical installations including DG sets, water pumps, EPABX system, AC units, Fire alarm system, Domestic appliances and other equipment connected to power sources carefully. If any observations/fault findings, they have to log complaints to all CAMC/ AMC vendors, keeping all records by maintaining registers/ logbooks/ call sheets etc. in consultation with Banks' engineers / Caretaker as the case may be.
7.	Operation of water pumps, as per preset timings (Frequency – daily)

### 3. Special Conditions:

- a) If any staff is on leave or absent from the prescribed minimum strength, the Successful bidder should provide replacement immediately with equally qualified and experienced person.
- b) Service/ Maintenance Report/ Call Sheet shall be maintained in each case duly countersigned by user/ complainant followed by caretaker of the respective properties.
- c) The successful bidder's workforce should attend to the breakdown call immediately. Major/minor complaints shall be attended immediately. The firm has to depute staff/ technicians on all weekdays including Sunday/Bank holidays or in case of emergency/for very essential work/breakdown etc., without extra charges/payment.
- d) The Successful bidder shall depute electrician of proven capability with required HT/LT license. Successful bidder will be held responsible for any mischief / damages that may take place in the office / Residential colonies on account of workmen's negligence.
- e) The electrician's license/ Successful bidder's license copy, wherever applicable, and their contact Telephone Nos. and Cell Nos. shall be submitted to the Bank.
- f) The Successful bidder should visit the Bank's office and meeting may be held with the concerned authority at least once in a quarter or as and when required to sort out the problems faced by the Bank/Successful bidder/staff.
- g) The Successful Bidder shall be responsible for providing necessary tools required for day-to-day electrical maintenance at no extra cost.
- h) The bidder should provide a mobile handset with SIM card to the electricians working in shifts on which he is available round the clock and can be contacted 24 x 7 hrs. No extra charges shall be paid by the bank for mobile handset and recharge of SIM card.
- i) Electricians shall have duty timings as per the schedule or as directed by the Bank's Engineers time to time.
- j) The bidder shall furnish biodata along with passport size photograph of the person deployed for the work. In case of absence of regular electrician an alternative electrician shall be authorized by the bidder to carry out the maintenance work with the bidder's signature duly authenticated.
- k) The bidder should take the workman compensation policy for the actuals no. of electrician to be deployed at site in the joint names (Bank's name should be mentioned first) before commencement of work.

- l) The service contract charges will be inclusive of insurance charges etc.
- m) Bank will not be responsible for any additional claim i.e. tax/insurance charges/any charges raised due to accident/mishap.
- n) The amount claimed by the bidder for the service contract will be inclusive of liaison charges with State Electricity Board/ municipal body / BSNL / MTNL or any other statutory body for getting the electrical work clearance, if any, during the currency of the contract.
- o) Agency is required to give prompt service. Bidder shall attend the complaint lodged in complaint book/mobile/desktop application preferably within 1 hours from the time of lodgement of the complaint. However, for major electrical work, agency shall complete the job as directed by the Bank. In case of inordinate delay beyond the stipulated time, Bank has a right to levy a penalty for each unattended complaint.
- p) The Successful bidder shall furnish bio data along with the copy of HT/LT License, recent passport size photograph, mobile no. etc. of the person deployed for the work. In case of absence of regular technician/semiskilled/Unskilled Technician, the alternate person shall be authorized by the Successful bidder to carry out the maintenance work with the Successful bidder's signature duly authenticated. The Successful bidder will be required to work after obtaining necessary entry pass issued by the competent authority as appointed by the Bank. All such staff should have photo identify cards with address, duly signed by the authorized signatory of the Successful bidder.
- q) Attending personal electrical house-hold works / repairs of residents / allottee will not be considered part of the contract.
- r) Neat housekeeping at all times is the responsibility of the contractor. The debris / dust or any waste generated out of the work due to discharge of duties under this tender shall be cleaned as frequently as required and shall be removed from the Bank's Premises, as per the instructions of the Bank's Engineer. The tenderer shall remove all the debris stored at the specified place inside the Bank's premises and shift it to the approved waste dumping place as per Municipal regulations as and when the accumulated waste is around one truck load or earlier, if instructed by Bank's Engineer. The contractor shall be solely responsible for any penal action/ penalties levied by Municipal authorities for violation of their rules/ regulations in this regard.
- s) The bidder should note that the tender scope of work and other documents describing parameters of maintenance work are only indicative in nature and cannot be taken as complete in detail and finishes. It is expected that the bidder should understand the intent of the such tender documents and provide for materials, workmanship, finishes and accessories appropriately so as to deliver the service of high standards. Bank reserves the right to insist on selection of material, workmanship, detailing and finishes, which they consider are appropriate and suitable for the intended use. The contractor is not eligible to claim extra on this account. No claim from the contractor at a later date will be entertained for his failure to understand this condition. The decision of the Bank in respect of the quality of material, type of work, workmanship, finish etc. shall be final and binding on the contractor.
- t) Wearing of uniform and safety items: The successful bidder shall provide distinctive proper uniform and all safety items to his workmen engaged for the maintenance work.
- u) The Bank reserves the right to ask bidder to supply additional manpower as required by the Bank depending upon site requirement for execution of the work mentioned in the scope of work at the same rate as regular electricians.
- v) In case the Successful Bidder fails to ensure the same, the work will be got done by the Bank through its other agencies in the field at the risk and cost of the contractor and the cost so incurred by the Bank will be recovered from the monthly bills of contractor.
- w) **Work to be attended in case of Emergency:**
- a) Pre and post preparation arrangement in case of any disaster like cyclone etc.
- b) Services to be provided for any emergency, official exigency even in outside work time.

## # Duties of Electrician

### Providing services of experienced licensed Electrician (in the category of skilled/ unskilled)

on daily basis to attend day to day electrical complaints lodged through Mobile/desktop application or in the register kept in the Caretaker's office or at colony gate, maintaining electrical installations in serviceable, clean and hygienic conditions. The rate shall include the cost of all required tools & plants, all consumables like electric tape, nails, screws, PVC gutties, wooden gutties, wires up to 2.0 m length, etc. all complete as required at site or as directed by the Bank's Engineer or any other person deputed by the Bank.

**4. Details of Manpower-** Bidder shall deploy Licensed Electricians with active mobile phone available at site for taking instruction from Bank's officials/ colony caretaker and responsible for all the properties/works within this contract.

### Manpower Requirement Table

The estimated number of persons that needs to be deployed to undertake aforesaid work is tabulated below. However, the Bank reserves the right to increase or decrease the number of persons to be deployed before awarding the work or anytime during the currency of contract.

Location	Minimum Manpower Requirement	
	Electrician with License (Skilled)	Helper (Unskilled)
Main Office Building & PDC	3	3
Substation at Main office premises	3	3
Substation at Colony	3	3
Repairs and Maintenance of Electrical fittings / fixtures at Colony	4	4

### Note:

a) **Skilled Electrician / Wireman:** Should possess State / Central government approved Skill certificate / ITI / Diploma in Electrical with valid wireman license with at least 5 years of work experience in Banks, institutions, commercial buildings, private organisations, residential colonies, etc. (Work experience certificate from the employer, Licence from Statutory Authority should be submitted).

b) **Unskilled Helper to Electrician:** Should possess valid wireman license with work experience in Banks, institutions, commercial buildings, private organisations, residential colonies, etc. (Work experience certificate from the employer should be submitted).

c) Any material required for repair/replacement/maintenance of the electrical installation will be supplied by the Bank or cost of required material will be paid separately at market rates with allowable profit and overheads as per the extent guidelines of the Bank.

d) Electrician and his Helper need to attend to the work of office / colony / PDC as clubbed together in the above 'Manpower Requirement Table'. Contractor will have to arrange for their conveyance and other need to shuttle between. No additional charges for conveyance shall be paid by the Bank.

### (E) Sewage Treatment Plant (STP) and Water Treatment Plant (WTP) Operator(s):

a) The successful contractor shall be responsible for the smooth and uninterrupted operation & maintenance activities of the 660 KLD STP plant based on Moving Bed Bioreactor Technology (MBBR). The contractor shall carry out operation and maintenance activities through experienced and expert staff conforming to norms for safety. The contractor should arrange the tools and tackles necessary for carrying out operation & maintenance activities of STP. The contractor shall deploy minimum number of workforce detailed in the Tender document having

experienced technician(s) who has passed out of a state / central government approved ITI / Diploma / Skill Certification course and possessing Certificate / Diploma / in Mechanical / Civil / Electrical Engineering and a minimum working experience of 2 years in the relevant field and Helpers who has state / central government approved ITI certification in the field of Mechanical / Civil / Electrical Engineering and well-versed & capable to do the operations and maintenance of the STP & its allied equipment / installations, on all seven days of the week i.e., 24/7 basis (including deploying a substitute on the weekly-off days and in the absence of the regular technician / helper) throughout the year. The maintenance works and day-to-day up keeping shall be carried out as per original manufacturer's instructions & standards and as per the directives of Bank's Engineers. The technicians so deployed should be liable for the day-to-day operations, maintenance, upkeep and cleanliness of the STP and WTP & its allied equipment / installations, plant area and its surroundings and real-time reporting of any breakdown / malfunctioning of the STP and WTP & its allied equipment / installations to the authorized officials of the Bank and the contractor, for remedial measures / repairs / servicing. The technician shall also be liable for maintaining a 'logbook' in the plant, indicating therein the details of day-to-day operations / maintenance, break-down if any, remedial measures taken etc., daily and submit the same to the Estate Department of the Bank on a weekly basis and during inspections of the Bank's officials, for verification. Shifting the de-watered sludge, generated from the STP and stacking the at designated location(s) within the colony premises, for its use as manure shall also be the liability of the technician. The technician shall also be liable for maintaining the STP & its allied equipment / installations, accessories etc., as per the guidelines of the Maharashtra Pollution Control Board (MPCB) / CIDCO / Panvel Municipal Corporation (PMC) / Navi Mumbai Municipal Corporation (NMMC) and any other statutory body in force at any point of time. Operation of all electrical & mechanical machinery including electrical panels. He shall, check / test the quality of the treated sewage (both treated water and dewatered sludge output) to ensure that all the parameters of the treated sewage (both treated water and dewatered sludge output), shall be within the following permissible limits stipulated in the Consent to Operate (CTO) issued by Maharashtra Pollution Control Board (MPCB) / CIDCO / Panvel Municipal Corporation (PMC) / Navi Mumbai Municipal Corporation (NMMC) and any other statutory body in force at any point of time.

Treated water characteristics required (Filter water quality after softening and Ultra filtration):

<b>S.No</b>	<b>Parameters</b>	<b>Limiting Concentration not to exceed in mg/l, except for PH</b>
1.	pH	5.5-9.0
2.	BOD	10
3.	COD	50
4.	TSS	20
5.	NH4 N	5
6.	N-total	10
7.	Fecal Coliform	Less than 100

b) Inspection of the Sewage Treatment Plant (STP) and its allied equipment / installations, accessories, etc., once in every month and as and when found necessary by the Bank (whenever any defects / malfunction / deficiency of the system is noticed / reported), for diagnosing the defects / faults & rectifying the same. During the inspections each part / component of the Sewage Treatment Plant (STP), its allied equipment / installations, accessories etc., shall be thoroughly verified for any defects/ malfunctions / erosion / wear & tear etc. Routine performance checks & maintenance shall be carried out during the period in accordance with Bank's requirements and as instructed by the

Bank. All performance checks undertaken should be recorded in the 'logbook' to be maintained by the contractor in the plant. All mechanical parts of the plant shall be suitably greased / oiled to ensure friction free movements. Preparation & Dosing Chemical Solutions of required concentration and quantity. Clean / Preventive / minor the air filters on Air Blowers regularly. Change of air Filters periodically. Preventive maintenance of pumps, blowers, motors, panels etc., and other equipments. All the equipment/installation shall always be kept in good and trouble-free operating conditions.

c) Raw and treated sewage (both liquid portion and de-watered sludge) shall be periodically (once in a month or as and when required by the Bank's Engineer) tested from a laboratory accredited by NABL and approved by the Bank's Engineer. The testing charges shall be borne by the Contractor. The reports of such tests shall be submitted to the Estate Department of the Bank along with the contractor's bills

d) Any charges / penalties levied by such statutory bodies, on account of non-compliance of such stipulations / requirements shall be paid by the contractor on behalf of the Bank, failing which the Bank shall pay the same and debit the same along with additional penalties as it may deem fit.

d) The contractor shall be liable for providing required types and quantities of cleaning materials, tools, consumables, safety accessories, personal hygiene materials viz., hand gloves, safety shoes, masks, head gears, gum boots etc., and suitable uniform with the name of the contractor inscribed on it at her / his / their cost. All spares parts and materials shall be genuine and of same make and type as installed wherever applicable.

e) The sewage will be treated through the following main processes in STP.

1. Bar Screen to remove large size impurities.
2. Equalization and mixing of raw sewage by Coarse Bubble Aeration.
3. Anoxic system for nitrification & de nitrification to remove total nitrogen, kjeldahl nitrogen (TKN) & phosphorous.
4. Activated sludge process through fine bubble Aeration & MBBR media.
5. Secondary Settling Tank with lamella plate settler sludge recycle (if required) back to Aeration Tank & Anoxic tank.
6. Coagulation and Chlorination of supernatant clear water.
7. Settling Tank to remove all the suspended solids as far as possible.
8. Tertiary treatment through graded quartz Pressure Sand Filter and activated carbon filter.
9. Collecting the excess sludge in a sludge pit for further disposal once in a while or sludge thickening using centrifuge.

**(F) EPABX / Telephone instruments / Video Door Phones (VDP) / CAT 6 and OFC Operator:**

Operation and routine maintenance contract of the entire telephone system including telephone instruments, telephone lines, coil cord, line cord, tag block, MDF system, junction boxes, modem, Wi-Fi, etc. installed in all the premises.

**The scope of services to be provided for Telephone /EPABX etc,**

- i. The Contractor shall execute operation and maintenance services only through the qualified manpower as described in the tender document. Attending day-to-day complaints of the telephone instruments, telephone lines including intercom, direct lines, STD lines, fax lines, data lines (of BSNL or any other service provider, provided by Estate Department) etc. in all properties of the Bank. Complaints should be thoroughly checked and rectified. Reporting to and coordinating with the service providers like BSNL, Tata, Airtel, Reliance Jio etc. for resolving the complaints related to the telephone/data lines/Hotlines of the respective service providers.
- ii. Daily checking of telephone instruments, lines and Modem of areas like VOFs, THHs, ZTC, Hostel

building etc.,.

- iii. Shifting of telephone within the premises as per the requirement of the Bank on the instructions of Estate department.
- iv. Minor repairing of non-working telephone instruments.
- v. Maintaining of registers with complaint date & time, Flat no, time of attending the complaint etc.
- vi. Maintaining the telephone exchange room in good condition by regular cleaning of the MDF tag blocks, exchanges, ensuring the cooling in the room etc.
- vii. Reporting to/ coordinating with the Exchange (EPABX) OEM for resolving the complaints related to the telephone exchange and mini exchanges installed in the premises.
- viii. Liaison with the utility companies/service providers like BSNL, Airtel, Reliance Jio, Tata etc. for activating/ disconnecting, new/old STD connections/ lines.
- ix. Preventive maintenance and repairs of all telephone lines, CAT 6 / OFC lines, MDF tag blocks etc. including dressing of loose wires, terminals, and junction boxes.
- x. A firm should deploy skilled technicians with at least 5 years of experience.
- xii. A firm should give weekly holidays to the workers/technicians and helpers and if required relievers should be deployed.
- xiii. Bank may decide to call the technician on meetings etc. on Saturday/Sunday/Holiday without any additional cost. Technicians may be required to stay beyond office hours during such meetings etc. The contractor should consider this while quoting rates for the same. All labor components are to be provided by the contractor and the same shall be included in the quoted rates for the operation contract.

**(G) Specification for Various works Non Labour Component:**

**1) Half yearly Periodical cleaning of Underground and overhead Tanks:**

Cleaning of the water storage tanks at Banks various properties as per the High pressure cleaning system techniques. The work includes emptying the water tanks manually as well as mechanical means, thoroughly cleaning the water tanks all sides, base, ceiling etc. with high pressure jet water, removing the dirty water so collected along with the sludge with the help of vaccum/ suction pump & disposing off the same. After cleaning the tank spraying by mechanical sprayers with antibacterial sterilizing agent on all the cleaned area, allowing the same for specific time as per manufacturers requirement, rinse the tank with the fresh & clean water using high pressure water jets and removing out all the dirt water out of the tank with vaccum/suction pump. Then clean and dry the walls with clean mops etc. Finally sterilize the water tank by using the ultraviolet radiator for the sufficient time as per requirement.

The quoted rate shall include cost of all materials, working tools & equipment's, machines, pumps, labour of all descriptions, all operations whether or not they are detailed here but are required to be done at site for satisfactory completion of all the above items of work in all respect, sundries, all lead & lift, taxes/levies, transportation, contractors profit & overheads etc. complete and the rate shall be deemed to have been quoted for finished item of works as per the specifications & as suggested by the Bank.

**2) Terrace Cleaning:**

- a. The terraces may be got cleaned properly before the rains.
- b. The debris and disposable items may be got removed from terrace.
- c. The jallies of rainwater pipes may be got cleaned and it may be ensured that pipes are fully cleaned.

- 3) Sewer and drainage line cleaning including chamber various premises: - The jallies on the roads and the drains/pipes may be got cleaned thoroughly.
- 4) Storm water drainage including chamber various :
- 5) Cleaning of filter chamber of Rainwater Harvesting:

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

**The bidders are advised to visit all the sites and acquaint themselves of the site conditions before submitting the bid.** The bidders can visit the bank's Offices and Residential property from 11.00 hrs. to 16.00 hrs. on all working days except the day of the e-tendering.

**Note:**

I/We hereby declare that I/we have read the detailed scope of work explicitly mentioned above and understood the above information and accept the same to execute the contract, if awarded.

**Place:**

**Date:**

**Authorized Signatory (With Name/Designation and seal)**

## Annexure -I Form of Tender

Place:

Date:

To  
The Chief General Manager,  
Reserve Bank of India,  
2<sup>nd</sup> Floor, Estate Cell,  
H.H Nirmala Devi Marg,  
CBD Belapur  
NAVI MUMBAI-400 614

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

NIT No./E-Tender no.		
Description of work		<b>E- Tender for Providing Facility Management Services (FMS) for carrying out day to day operations and maintenance of various services as per scope for the Bank's Office Building at Belapur, Primary Data Center (PDC) and Bank's Officer's Colony Premises at Kharghar, Navi Mumbai</b>
Estimated annual cost of the Tender	:	<b>₹ 2,72,24,000/- (Rupees Two Crore Seventy-Two Lakh Twenty Four Thousand only)</b>
Earnest Money (EMD)	:	<b>₹ 5,44,480/- (Rupees Five Lakh Forty-Four Thousand Four Hundred and Eighty only) (Only in the form of irrevocable bank guarantee or NEFT).</b>
Performance Guarantee (for successful bidder)	:	Bank Guarantee from any scheduled Bank for an amount equal to 5% of the Contract value on award of Contract valid for the entire duration of contract with a claim period of additional three months.
Contract Period	:	The Contract would initially be valid for the period of one year from the date specified in the Work Order

2. We agree to keep the tender open for the validity period specified in Schedule III (a) 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 ₹ **5,44,480/-** (Rupees Five Lakhs Forty Four Thousand Four Hundred and Eighty only) mentioned as **Earnest Money Deposit** in NIT/SoT is hereby submitted in the form specified therein and its proof is uploaded in first e-cover on MSTC portal. 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 in Section III (a), 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.
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 Bank shall be free to forfeit the entire amount of Earnest Money Deposit/Performance Guarantee.
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. Details of our bankers as given as per format 5A.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 20XX.

For and on behalf of M/s \_\_\_\_\_

\_\_\_\_\_  
(Signature with seal)

Name \_\_\_\_\_

Designation \_\_\_\_\_

Place \_\_\_\_\_ Date \_\_\_\_\_

(Certified true copy of the Power of Attorney in the prescribed format as per Annexure III of this tender should be uploaded).

**Signatures and addresses of witnesses**

	Signature	Address
(i)		
(ii)		

**Annexure II - Shortlisting / Eligibility Criteria Formats**  
**Format 1 Basic Information (To be read with Item 1 of Section III(b))**

a)	Name of the Company/firm	
b)	Details of registration of the firm: whether Sole Proprietorship/ Partnership firm /Private Limited/ Limited or Co-operative Body etc.	
c)	Name and address of the Proprietor/Partners/ Directors of the Company	
d)	Registered Address of the Company/firm	
e)	Address for correspondence	
f)	Contact Person	
g)	Designation	
h)	Mobile no.	
i)	FAX/Tele-fax	
j)	e-mail id	
k)	GST Registration details and no.	
l)	Labour License Details	
m)	EPFO Registration No.	
n)	ESIC Registration no.	
o)	In case the company is subsidiary, the involvement, if any, of the Parent Company in the Bank's proposed work	
p)	Was the bidder 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.	
q)	Has the bidder or any constituent partner in case of partnership firm, ever abandoned the awarded works before their completion? If so, give name of the work and reasons for abandonment.	
r)	Has the bidder 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	

s)	Has the bidder or any constituent partner in case of partnership firm, ever been convicted?	
t)	Whether the bidder is involved in frequent civil suit /litigations in the Contracts being executed now. If yes, please furnish the details.	

Sl no	Name of the work 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.

**Place:**

**Date:**

**Authorized Signatory (With Name/Designation and Seal)**

**Format 2 – Previous Work Experience (To be read with item no. 2 of Section III(b))**

**List of important similar works executed by the Bidder / Firm:**

Sl n o	Name of similar work and location	Nature of work / items of work involved in the Contract	Name of the client. Also indicate whether Government or Semi- Government or Private Body with full postal address.	Cost of work		Period of completion			Reason for delay, if any	Whether work was left incomplete, or Contract was terminated from either side?	Litigation/ Arbitration , if any with details.	Any other relevant informati on.
				Contract Amount ( ₹ lakh)	Actual value of work done ( in ₹ lakh)	Date of commence ment of work	Scheduled date of completion	Actual date of completi on				
1.	2.	3.	4.	5 a	5 b	6a	6b	6c	7	8	9	10

Please attach supporting documents, wherever applicable.

**Place:**

**Date:**

**Authorized Signatory (With Name/Designation and Seal)**

**Format 3 Works qualifying Eligibility (To be read with Item 3 of Section III(b))**

**Details of similar work/s (qualifying) completed during five years during the period ending March 31, \_\_\_\_\_ 2022, to \_\_\_\_\_ 2026**

Sl no	Name of similar work and location	Nature of work (brief description) of work involved in the Contract.	Name of the client. Also indicate whether Government or Semi-Government or Private Body with full postal address.	Name, e-mail ID, telephone (land line and mobile) nos., Fax no. of the contact executive (the person of Tenderer's client who can be contacted by the Bank in case it is so needed).	Cost of work		Period of completion			Reason for delay if any	Whether work was left incomplete, or Contract was terminated from either side?	Litigation/ Arbitration, if any with details.	Any other relevant information.
					Contract Amount (₹ lakh)	Actual value of work done (in ₹ lakh)	Date of commencement of work	Scheduled date of completion	Actual date of completion				
1.	2.	3.	4.	5.	6 a	6b	7a	7b	7c	8	9	10	11

**(The work/s costing equal or above the minimum value specified in eligibility criteria)**

**Place:**

**Date:**

**Authorized Signatory (With Name/Designation and Seal)**

**Format 3A**

**Client's Certificate Regarding Performance of their Contractor (On Client's Letter Head) (To be read with item no. 3 of Section III (B))**

Name and address of the Client :

Details of Works executed by Shri /M/s :

<b>S. No.</b>	<b>Name of Work</b>	
1	Brief particulars of the work	
2	Agreement No. and date	
3	Agreement amount	
4	Date of commencement of work	
5	Stipulated date of completion	
6	Actual date of completion	
7	Details of compensation levied for delay (indicate amount) if any	
8	Gross amount of the work completed and paid	
9	Name and address of the authority under whom works executed	
10	Whether the Contractor employed qualified _____staff /Overseer during execution of work?	
11	i) Quality of work (indicate grading)	Outstanding/ Very Good/ Good/ Satisfactory/ Poor
	ii) Amt. of work paid on reduced rates, if any.	
12	i) Did the Contractor go for arbitration?	
	ii) If yes, total amount of claim	
	iii) Total amount awarded	
13	Comments on the capabilities of the Contractor.	

	a) Technical proficiency	Outstanding/ Very Good/ Good/ Satisfactory /Poor
	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
	f) After sales Service	Outstanding/ Very Good/ Good/ Satisfactory/ Poor

**Date:**

**Authorized Signatory  
(With Name/Designation and Seal)**

**Format 4**  
**Financial Status (To be read with item 4 of Section III(b))**

Sr.No.	Details	Financial Year		
		April 1, 2023, to March 31, 2024 ₹ in lakh	April 1, 2024, to March 31, 2025 ₹ in lakh	April 1, 2025, to March 31, 2026 ₹ in lakh
1	Annual financial turnover certified by Chartered Accountant.			
2	Income Tax returns for the year			

**Note:**

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 Returns for the years viz. 2023-24, 2024 - 25, 2025-26.

**Place;**

**Date:**

**Authorized Signatory (With Name/Designation and Seal)**

**Format 5 : Form of Bankers' Certificate from a Scheduled Bank  
(On Bankers' Letter Head) (To be read with Item 5 of Section III(b))**

To,  
Chief General Manager,  
Reserve Bank of India,  
2<sup>nd</sup> Floor, Estate Cell ,  
CBD Belapur  
Navi Mumbai

Date:

This is to certify that to the best of our knowledge and information M/s..... having marginally noted address, a customer of our bank are/is respectable and can be treated as good for any engagement up to a limit of Rs.....(Rupees .....).

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

For the bank with Name, Designation and Seal

Note:

1. Bankers' certificates should be on letter head of the bank, addressed to Chief General Manager, Reserve Bank of India, 2<sup>nd</sup> Floor, Estate Department, H.H Nirmala Devi Marg, Sector-10, CBD Belapur, Navi Mumbai -400614.
2. In case of partnership firm, certificate to include names of all partners as recorded with the Bank

**Format 5A:**  
**Details of Bidder's Banker (To be read with Item 5 of Section III(b))**

1	Name and full Address of the Banker	
2	Name of contact executives, Email ID, contact numbers (land line and mobile), Fax number etc.	
3	Type of Account and Account No.	
4	The period from which the service provider has been banking with the Banker	
5	Any other information which the service provider may like to furnish about its Bankers	
6	IFSC code of the Branch	

**Date:**

**Authorized Signatory (With Name/Designation and Sign)**

**Annexure -III**  
**Format for Power of Attorney for Authorized Signatory**  
(On Non-Judicial Stamp Paper of appropriate value)

**To**  
**The Chief General Manager**  
**Reserve Bank of India,**  
**2<sup>nd</sup> Floor, Estate Cell, CBD Belapur**  
**Navi Mumbai – 400 614**

Dear Sir/Madam

**E- Tender for Providing Facility Management Services (FMS) for carrying out day to day operations and maintenance of various services as per scope for the Bank's Office Building at Belapur, Primary Data Center (PDC) and Bank's Officer's Colony Premises at Kharghar, Navi Mumbai.**

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.

**Annexure – IV**  
**Letter of Undertaking on Bidder's Letter Head**  
**(On a Non Judicial Stamp Paper of appropriate value)**

To,  
Regional Director  
Reserve Bank of India  
2<sup>nd</sup> Floor, Estate Cell  
CBD Belapur,  
Navi Mumbai - 400614

Name of the bidder \_\_\_\_\_

Name of the tender \_\_\_\_\_ Due date: \_\_\_\_\_

Sir,

1. I/We hereby agree to abide by all terms and conditions laid down in tender document.
2. This is to certify that I/We before signing this bid have read and fully understood all the terms and conditions and instructions etc. contained therein and undertake myself/ourselves abide by the same.
3. I/We abide by the provisions of Minimum Wages Act, Contract Labour Act and other statutory provisions like Provident Fund Act, ESI, Relieving Charges, Uniform and Allowance thereof and any other charges applicable from time to time.
4. I/We will pay the wages to the personnel deployed as per Minimum Wages Act as amended by the Government from time to time and shall be fully responsible for any violation.
5. I/We do hereby undertake that complete \_\_\_\_\_ *(the objective of work /services may be added here)* as any other Points considered by our Agency.

(Signature of the Bidder)

Name and Address of the Bidder.  
Telephone No.

## ANNEX V

### Undertaking regarding declaration of debarment by public institution(s) (To be submitted by the tenderer on their letter head)

**Name of Work:** E- Tender for Providing Facility Management Services (FMS) for carrying out day to day operations and maintenance of various services as per scope for the Bank's Office Building at Belapur, Primary Data Center (PDC) and Bank's Officer's Colony Premises at Kharghar, Navi Mumbai

1. I / We \_\_\_\_\_ (Name of the bidder) declares that,
- a) I / We or any of our allied firm\* is / or not debarred / suspended / blacklisted by any public institution / entity in India or any other country as on \_\_\_\_\_ (last date of submission of bid).
- b) I / We or any of our allied firm\* have not made any transgression in respect of the code of integrity (as mentioned in the tender) with any public institution / entity in India or any other country in last three years as on \_\_\_\_\_ (last date of submission of bid).
- c) We will inform the Bank in writing, in case, I / We or any of our allied firm\* is / are debarred / suspended / blacklisted by any public institution / entity in India or any other country on or before award of work for the captioned work.

2. I / We \_\_\_\_\_ (Name of the bidder) declares that, I / We or any of our allied firm\* \_\_\_\_\_ (Name of the allied firm(s)) \* is / are debarred / suspended / blacklisted by \_\_\_\_\_ (Name and address of the public institution in India or any other country) and the same effective up to \_\_\_\_\_ (date). A copy of such letter is attached for your information and record.

(Seal and Signature of the bidder)

Date:

Place:

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

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

**Annexure VI**

**Format for Undertaking on Legal Actions / Litigation / Arbitration by the Bidder  
[On the Letter head of the Bidder]**

Date:

To,  
Chief General Manager,  
Reserve Bank of India,  
2<sup>nd</sup> Floor, Estate Cell,  
CBD Belapur  
Navi Mumbai- 400614

Name of Work: E- Tender for Providing Facility Management Services (FMS) for carrying out day to day operations and maintenance of various services as per scope for the Bank's Office Building at Belapur, Primary Data Center (PDC) and Bank's Officer's Colony Premises at Kharghar, Navi Mumbai

Sir,

1. I/We ..... (Name of the bidder) declare that no legal action(s) have been / is being taken against us for any cause in any legal jurisdiction. /

1. I/We ..... (Name of the bidder) declare that the followings legal action(s) have been/ is being taken against us:

..... (detail of the legal action, project under consideration, legal authority involved etc.)  
.....

However, we affirm that the above legal action does not affect our ability to deliver the requirements of the Bank as per the Application for Empanelment.

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

2. Further, we ..... also declare that no cases of civil lawsuits / litigation / arbitration etc. have been initiated in any in any of our executed projects.

2. Further, we ..... also declare that the following civil lawsuits / litigation / arbitration cases were/are initiated in our executed projects:

..... (detail of the project and type of action etc.) .....  
.....

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

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

Date:

Place:

## Annexure VII

### Proforma for Bank Guarantee in Lieu of Earnest Money Deposit

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

Place: \_\_\_\_\_

Date: \_\_\_\_\_

The Chief General Manager,  
2<sup>nd</sup> Floor, Estate Cell  
Reserve Bank of India  
CBD Belapur,  
Navi Mumbai-400614

Dear Sir,

**E- Tender for Providing Facility Management Services (FMS) for carrying out day to day operations and maintenance of various services as per scope for the Bank's Office Building at Belapur, Primary Data Center (PDC) and Bank's Officer's Colony Premises at Kharghar, Navi Mumbai - Bank Guarantee for Earnest Money Deposit**

Ref.: NIT/Advt.No. \_\_\_\_\_ date \_\_\_\_\_

WHEREAS

The Reserve Bank of India, having its Central Office at Shahid Bhagat Singh Road, Mumbai through its office at Reserve Bank of India, 6, Sansad Marg, New Delhi (hereinafter called "the Bank") 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 bidder shall furnish a Bank Guarantee for a sum of ₹ \_\_\_\_\_ (Rupees \_\_\_\_\_ only) as Earnest Money Deposit (EMD).

M/s. (Name of the Bidder) \_\_\_\_\_, (hereinafter called as "the 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 the Bank in respect of the said sum of ₹ \_\_\_\_\_ (Rupees \_\_\_\_\_ only) in respect of EMD.

NOW THIS GUARANTEE WITNESSETH

1. We \_\_\_\_\_ (Name of the Bank) do hereby agree with and undertake to the Bank, their Successors, Assigns that in the event of the Bank coming to the conclusion that the Bidder 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 Bidder; we shall on demand by the Bank, pay without demur to the Bank, a sum of ₹ \_\_\_\_\_ (Rupees \_\_\_\_\_ only) or any lower amount that may be demanded by the Bank. Our guarantee shall be treated as equivalent to the Earnest Money Deposit for the due performance

of the obligations of the Bidder under the said Conditions, provided, however, that our liability against such sum shall not exceed the sum of ₹ \_\_\_\_\_ (Rupees \_\_\_\_\_ only).

2. We also agree to undertake to and confirm that the sum not exceeding ₹ \_\_\_\_\_ (Rupees \_\_\_\_\_ only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the Bank 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 Bank 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 Bank within a period of one week from the date of receipt of the notice as aforesaid.

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

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

a) Any forbearance or commission on the part of the Bank 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 Bank to the Bidder 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 Bidders of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding ₹ \_\_\_\_\_ (Rupees \_\_\_\_\_ only).

b) Our liability under these presents shall not exceed the sum of ₹ \_\_\_\_\_ (Rupees \_\_\_\_\_ only).

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

d) This guarantee shall remain in force up to \_\_\_\_\_ (six months from the last date of receipt of tender) provided that if so desired by the Bank, 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 Bank 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 Bank against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

Yours faithfully,

For and on behalf of \_\_\_\_\_ Bank.

Authorized Official (with seal)

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

## ANNEXURE-VIII

### Proforma of Performance Bank Guarantee

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

Place: \_\_\_\_\_

Date: \_\_\_\_\_

The Chief General Manager  
Reserve Bank of India  
2<sup>nd</sup> Floor, Estate Cell  
CBD Belapur,  
Navi Mumbai - 400614

Dear Sir/Madam,

**E- Tender for Providing Facility Management Services (FMS) for carrying out day to day operations and maintenance of various services as per scope for the Bank's Office Building at Belapur, Primary Data Center (PDC) and Bank's Officer's Colony Premises at Kharghar, Navi Mumbai – Performance Bank Guarantee**

WHEREAS

The Reserve Bank of India, having its Central Office at Shahid Bhagat Singh Road, Mumbai, through its office at Reserve Bank of India, H.H Nirmala Devi Marg, Sector-10, CBD Belapur, Navi Mumbai-400614 (hereinafter called "the RBI") has awarded the Contract for the captioned work (hereinafter called the "Contract") to M/s \_\_\_\_\_ (Name of the Contractor) (hereinafter called "the said Contractor" which expression shall include its successors and assigns).

AND Whereas the Contractor is bound by the said Contract to submit to the RBI a Performance Guarantee for a total amount of ₹ \_\_\_\_\_ (Rupees \_\_\_\_\_ only) (Amount in figures and words) for the due fulfilment by the said Contractor of the terms and conditions contained in the Contract.

We, \_\_\_\_\_ (Name of the Bank), (hereinafter called "the Bank"), at the request of M/s \_\_\_\_\_, the Contractor, do hereby undertake to pay to the RBI an amount not exceeding ₹. \_\_\_\_\_ as Performance Guarantee for due fulfilment of the terms and conditions of the Contract.

NOW THIS GUARANTEE WITNESSETH

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

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

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

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

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

(Rupees \_\_\_\_\_ only).

b) Our liability under these presents shall not exceed the sum of ₹. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) .

c) Our liability under this agreement shall not be affected by 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 \_\_\_\_\_ (entire period of contract with additional claim period of three months) 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 six months from expiry date of the Bank Guarantee or any extended period, all the rights of the RBI against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

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

For and on behalf of \_\_\_\_\_ (Name of the Bank)

Signature of authorized Bank official

Name:

Designation

Stamp/ Seal of the Bank

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

Witness 1

Signature .....

Name .....

Address .....

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

## ANNEXURE IX: DRAFT ARTICLES OF AGREEMENT

(On Non-Judicial Stamp Paper of appropriate value)

ARTICLES OF AGREEMENT made on this \_\_\_\_\_ day of \_\_\_\_\_ 2026 between the Reserve Bank of India, H.H. Nirmala Devi Marg, Sector-10, Navi Mumbai-400614 having its Central Office at Shahid Bhagat Singh Marg, Fort, Mumbai 400001 (hereinafter called "the Employer" or "the Reserve Bank" or "the Bank") represented by..... Which expression shall unless repugnant to the context or meaning thereof deemed to include its affiliates, successors and assigns of the one part And M/s. \_\_\_\_\_, having its office at \_\_\_\_\_(hereinafter referred to as "the Contractor") which expression shall unless it is repugnant to the context or meaning thereof deemed to include his heirs, representatives, administrators and assigns of the other part.

WHEREAS the Successful Bidder is carrying on the business of **"Providing Facility Management Services (FMS) for carrying out day to day operations and maintenance of various services as per scope for the Bank's Office Building at Belapur, Primary Data Center (PDC) and Bank's Officer's Colony Premises at Kharghar, Navi Mumbai"**

AND WHEREAS the Bank is desirous of availing services of the Successful Bidder for the above purposes as indicated in detail in letter no. \_\_\_\_\_ dated \_\_\_\_\_

AND WHEREAS the Bank and Successful Bidder are desirous of recording the terms and conditions under or upon which the said services are to be rendered by the Successful Bidder.

### NOW IT IS HEREBY AGREED AS FOLLOWS

1.	This agreement will come into effect from _____ and will remain in force up to _____ or until it is terminated as per the terms herein after contained.
2.	In considerations of the said Contract Amount to be paid at the times and in the manner set ESTATE CELL, Forth in the said Conditions, the Contractor shall upon and subject to the said Conditions execute and complete the work described in the said Scope of work and the Schedule of Quantities.
3.	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.
4.	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.
5.	The said conditions and various sections and 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.
6.	The agreement and documents mentioned herein shall form the basis of this Contract.

7.	This Contract is a Lump sum contract to provide Complete Facility management (technical services) for Bank's Residential Premises and officebuildings to be paid for at the rate contained in the Schedule of rates and asprovided in the said Conditions.
8.	The Contractor shall afford every reasonable Complete Facility for thecarrying out of all works relating to carpentry works, installation of sanitary work and fittings, electrical installations, fittings and other ancillary works in the manner laid down in the said conditions and shall make good and damage done to premises, persons and properties (including the properties of the Occupant) etc.,
9.	The Employer reserves to itself the right of altering the nature of the work by adding to or omitting any items of work or having portions of the same carried out without prejudice to this contract.
10.	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 the works as specified in the scope of work as per the said conditions.
11.	All payments by the Employer under this Contract will be made only at Navi Mumbai after providing satisfactory services as per scope of works. Please note that the minimum wages as notified by the Central Government is applied for the said contract.
12.	All disputes arising out of or in any way connected with this agreement shall be settled in accordance with provisions of General Conditions of Contract and be deemed to have arisen at Mumbai and Courts in Mumbai shall have exclusive jurisdiction to determine the same.
13.	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.
14.	<p><b>Renewal of Contract:</b></p> <p>(i) <b>Wage escalation-</b> For "<i>Labour Component</i>" mentioned under '<b>Header I</b>', The Contractor shall pay the revised wages and associated liabilities like ESI, EPF, Bonus, LWF components as soon as the wages are notified by the Central Government. Upon receiving request from the Contractor, the rates (as stated at <u>S. No. '1 to 13</u> of 'Price Bid' given in Part II of the tender) would be revised based only on the revision of Minimum Wages as prescribed by Central Government. If the wages already being paid are sufficient to meet the revised minimum wages requirement, no further increase will be effected in respect of payments to deployed staff.</p> <p>(ii) For "<i>Cost of Non labour component</i>" mentioned under '<b>Header II</b>', on renewal of contract, the revision of rates may be done on the basis of cost escalation. The percentage increase in cost may be calculated by using the below formula –</p> <p><b>Ac = Ap x (70x(EPIc/EPIp) + 30 x (CPIc/CPIp)) x 1/100</b></p> <p>where, Ac and Ap are revised price [current year] and present price [previous year], respectively and EPIc &amp; EPIp are Wholesale Price Index for all commodities 6 months prior to the commencement date of contract for the current year &amp; previous year respectively, CPIc and CPIp are Consumer Price Index for Industrial workers for all India for 6 months prior to the commencement date of contract for the current year &amp; previous year, respectively.</p> <p>(iii) For "<i>Service Charges /Profit</i>" mentioned under Other Component ('<b>Header III</b>'), shall remain constant during the currency of contract as well as during/ upon renewal of contract</p>

	(if any), irrespective of the change in total labour cost and cost of consumables and overheads.	
15.	<b>Penalty:</b>	
	(i) <b>Penalty for Operational Lapses:</b> List for operational lapses are as follows –	
<b>Sl. No.</b>	<b>Service Level Agreement (SLA)</b>	<b>Risk (high/medium/low)</b>
	<b>General</b>	
1.	Not responding to emergency calls by the Bank's representative.	High
2.	Absence of Supervisor	High
3.	Absence of skilled manpower viz., Electrician, plumber, Carpenter, STP/WTP/OWC operator, etc.,	High
4.	Delay in procurement of material after the Bank's approval	High
5.	Complaint by residents about misbehavior, manhandling, Sexual harassment etc.	High
6.	Non availability of Police verification document / Incorrect reporting	High
7.	workers not using safety shoes / gloves / other PPEs, gum boots etc.	High
8.	Workers drinking alcohol, chewing gutka and paan masala while in colony.	High
9.	Theft by workers	High
10.	Delay of more than 4 hours beyond the prescribed time limit in fully resolving any complaint lodged by resident or caretaker	Medium
11.	Absence of Unskilled manpower i.e., Helper	Medium
12.	Workers engaged in private work during work hours	Medium
13.	Workers not wearing uniform	Low
<p><b>Penalty for the above operational lapses is as under:</b></p> <p>The Bank reserves the right to impose a penalty of up to <b>0.25% of the monthly bill value per instance, depending on the risk associated with the operational lapse and the time taken for rectification, subject to a maximum of 10% of the monthly bill value.</b></p> <p><b>(ii) Penalty for Statutory Compliance Lapses:</b> The penalty for Statutory Compliance Lapses are follows:</p>		
<b>Sl. No</b>	<b>Statutory requirements</b>	<b>Risk</b>
6.	Deploying the Workers without giving weekly-off.	High
7.	Failure to comply with the Applicable laws	High

	<table border="1"> <tr> <td data-bbox="343 112 502 2069">8.</td> <td data-bbox="502 112 1098 2069">Statutory requirement for documents to be provided on time for PF/ESI along with the bill</td> <td data-bbox="1098 112 1471 2069">High</td> </tr> <tr> <td data-bbox="343 206 502 264">9.</td> <td data-bbox="502 206 1098 264">Failure to pay the salary by 10<sup>th</sup> of each month</td> <td data-bbox="1098 206 1471 264">High</td> </tr> </table> <p data-bbox="242 309 1145 340"><i>Tolerance Level for the above-mentioned Operational lapses is Zero.</i></p> <p data-bbox="242 385 513 416"><b>Penalty per month:</b></p> <p data-bbox="242 461 1481 573">The Bank reserves the right to impose a penalty of up to 0.25% of the monthly bill value per instance, depending on the risk associated with the statutory compliance lapse and the time taken for rectification, subject to a maximum of 10% of the monthly bill value.</p> <p data-bbox="242 618 1481 766">(iii) Contractor shall provide his own biometric attendance system or any other system for monitoring attendance (in/out) of their staff at each property, failing which recovery at <b>Rs 1,000/- per month per person per premises shall be recovered from contractor's dues</b> subject to a <b>maximum 10% of the monthly bill value.</b></p>	8.	Statutory requirement for documents to be provided on time for PF/ESI along with the bill	High	9.	Failure to pay the salary by 10 <sup>th</sup> of each month	High
8.	Statutory requirement for documents to be provided on time for PF/ESI along with the bill	High					
9.	Failure to pay the salary by 10 <sup>th</sup> of each month	High					
16.	<p data-bbox="274 810 1455 887"><b>Prevention of Sexual Harassment of Women (Prevention, Prohibition and Redressal) Act 2013 at work place:</b></p> <p data-bbox="274 896 1455 1482">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”. 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 the Bank shall ensure appropriate action under the said Act in respect of the complaint. Any complaint of sexual harassment from any aggrieved employee of the contractor against any employee of the Bank shall be taken cognizance of by the Regional Complaint Committee constituted by the Bank. The contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the contractor, for instance any monetary relief to Bank’s employees, if sexual harassment by the employee of the contractor is proved. The contractor shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.</p>						
17.	<p data-bbox="274 1482 619 1514"><b><u>Non disclosure clause:</u></b></p> <p data-bbox="274 1523 1455 2069">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 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.</p>						

	<p>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.</p> <p>The Contractor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.</p>	
18.	<p><b><u>Indemnity Clause:</u></b> The bidder agrees to indemnify and to keep RBI and its officers, employees, directors and representatives indemnified against all claims (including third party claims) actions, losses, damages, costs, expenses, charges including legal expenses which the RBI may suffer or incur on account of default on the part of bidder due to:</p> <ul style="list-style-type: none"> <li>a) Violations of applicable laws, regulations, guidelines issued by the Govt. or other statutory authorities during the contract period; or</li> <li>b) Breach or non performance of the terms and conditions of the contract or</li> <li>c) Breach of the representatives and warranties made by the bidder; or</li> <li>d) Negligent or fraudulent act or omission by the bidder; or any third party for reasons attributable to the bidder.</li> </ul> <p>The Bidder shall also keep the Bank indemnified against any claim from the staff of the bidder and it shall be the duty of the bidder to clearly inform his own personnel/staff that they shall have no claim whatsoever against the Bank and they shall not raise any industrial dispute, either directly and/or indirectly, with or against the Bank in respect of any of their service conditions or otherwise.</p> <p>Further, the bidder shall at all times indemnify the Bank against all claims which may be made under the Workmen's Compensation Act, or rules thereunder or under any law or rules of compensation payable in consequence of any accident or injury sustained by any person in its employment for the purpose of this agreement. The bidder shall be solely responsible for the remuneration and other dues to its employees, as also for omissions/commissions done by them.</p>	
	<p><b><u>Debarment Clause:</u></b> As per the Contract document.</p>	
	<p><b><u>Termination Clause:</u></b> As per the Contract document.</p>	
	<p>IN WITNESS WHEREOF the Employer and the Contractor have set their respective hands to these presents the day and year first hereinabove written.</p>	<p>If the contractor is a partnership or an individual.</p>
	<p>IN WITNESS WHEREOF the Employer has set its hands to these presents through its duly authorized official and the Contractor has caused its common seal to be affixed hereunto and has caused these presents to be executed on its behalf, the day and year first hereinabove written.</p>	<p>If the contractor is a company.</p>

Signature Clause

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

Shri \_\_\_\_\_  
(Name and designation)

In the presence of  
(1) \_\_\_\_\_  
Address

\_\_\_\_\_  
\_\_\_\_\_

(2) \_\_\_\_\_  
Address

\_\_\_\_\_  
\_\_\_\_\_

SIGNED AND DELIVERED by	If the party is partnership firm or an individual should be signed by all or on behalf of all the partners.
In the presence of	
(1)	
Address	
(2)	
Address	
Witness	
THE COMMON SEAL OF	
Was hereunto affixed pursuant to the resolutions passed by its Board of Directors at the meeting held on _____ in the presence of	
(1)	
(2)	
Directors who have signed these presents in token thereof in the presence of	If the Contractor signs under its common seal, the signature clause should tally with the sealing clause in the Articles of Association.
(1)	
(2)	
SIGNED AND DELIVERED BY the Contractor by the hand of Shri _____ and _____ duly constituted attorney.	If the Contractor is signing by hand of power of Attorney, whether a company or individual.

**ANNEXURE X: PROFORMA FOR UNDERTAKING / DECLARATION / CERTIFICATE BY THE BIDDER REGARDING COUNTRY SHARING LAND BORDER WITH INDIA**

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

To,  
The Chief General Manager  
Reserve Bank of India  
2<sup>nd</sup> Floor, Estate Cell,  
CBD Belapur,  
NAVI MUMBAI 400614

**Name of Work:** Providing and rendering Facility Management Services (IFMS) for carrying out day to day operation and maintenance works of various services for Bank's Office building at Belapur and Bank's Officer's quarters at Kharghar, Navi Mumbai.

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 fulfills 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 XI: An indicative list of Tools & Plants, Consumables etc., to be used**

All kinds of tools, equipment, machineries, cotton waste etc. required for the execution of the work shall be arranged by the Successful Bidder/Contractor.

### **A. For Plumbing Services:**

Standard quality washers of bib cock/ angle cock/flush cock, teflon tape and all the tools ( like Wrenches set, Elanke set, manual vacuum pump) regular/recurring consumables, etc., as required at site.

### **B. For Sanitary Services :**

Standard quality perishables items such as spun yarn, putty, cotton thread, washers, regular/recurring consumables etc., as required at site.

### **C. For Pump Operations of Pumps, WTP, STP, OWC:**

Standard quality of all types of consumables oil, grease, cotton waste, regular/recurring consumables etc., as required at site.

### **D. Carpentry and Fabrication**

Standard quality tapes, nuts, nails, bolts, glands/ thimbles, lead wires, regular/recurring consumables etc. Work shall be carried out at all height; no extra payment shall be paid for scaffolding etc.

### **D. Electrical Works**

All required tools & plants, testing instruments viz., multimeter, clamp meter, megger, earth tester, test lamp, screwdriver set, plier, wrench set, spanner set, hydraulic crimping tool set, wire cutter/ stripper, drill machine with bits, standard quality consumables like electric tape, nails, screws, PVC gutties, wooden gutties, wires up to 2.0 m length, cable tie, grease, air blower, hand held vacuum cleaner, regular/recurring consumables, 11KV grade hand gloves, earthing rod, OFC splicing machine, network cable tester (RJ 45/RJ 11), ladder for attending to streetlights, cotton waste etc., as required at site.

### **F. Overheads**

Cost of stationary, uniform to personnel engaged, cost towards taking insurance policies, transportation costs, mobile charges to supervisor, transportations, PPE kit, shoes, & all other overheads etc.

The list is not exhaustive. The Bank may require more/less quantities and any other materials/items required for execution of the all the works within the scope of works as mentioned in the tender document.

**Place:**

**Date:**

**Authorized Signatory  
(With Name/Designation and Seal)**

## **Annexure XII : List for Non-Labour Component works under Header II:**

### **I. Main Office Building and Annex Building:**

- a) RCC Overhead tank:**
  - (i) 1,45,000.00 Liter
  - (ii) 14,500.00 Liter
  - (iii) 5000.00 Liter PVC Tank
  - (iv) 10000.00 Liter PVC Tank
- b) RCC Underground tank:**
  - (i) 1,75,000.00 Liter
  - (ii) 20,000.00 Liter
- c) Open rainwater sump:**
  - (i) 31350.00 Liter
  - (ii) 17000.00 liter

### **II. Primary Data Center Kharghar:**

- (a) RCC Overhead Tank**
  - (i) 20,000.00 Liter
  - (j) 5000.00-liter PVC tank
- (b) RCC Underground tank**
  - (i) 61500.00 liter
  - (j) One 1,50,000 liter Rainwater Collection Pit including filters and valves,
  - (k) 2 Rainwater Collection Tanks (50,000 liters each ) including filters and valves.
  - (l) Weekly cleaning and operation of Fountain areas.
  - (m) Yearly cleaning of three septic tanks

### **III. Bank's Officers' colony and ZTC, Kharghar**

- (a) RCC Overhead Tanks:**
  - (i) Tower -1 D/E-6000.00 liter
  - (ii) Tower -2 B/C-11000.00 liter
  - (iii) Tower -3 B/C-11000.00 liter
  - (iv) Tower -4 B/C-11000.00 liter
  - (v) Tower -5 B/C-11000.00 liter
  - (vi) Tower -6 A-12000.00 liter
  - (vii) Tower -7 A-12000.00 liter
  - (viii) Tower -8 A-12000.00 liter
  - (ix) Tower -9 A-12000.00 liter
  - (x) Tower -10 Dining Kitchen-17000.00 Liter
  - (xi) Tower -11 Caretaker Block- 1000.00 Liter PVC tank
  - (xii) Tower -12 Academic Block-4000.00 Liter
  - (xiii) Tower -13 Club House-14500.00 Liter
- (b) RCC Flushing Overhead Tanks (OHT):**
  - (i) Tower -1 D/E-3000.00 liter
  - (ii) Tower -2 B/C-5500.00 liter
  - (iii) Tower -3 B/C-5500.00 liter
  - (iv) Tower -4 B/C-5500.00 liter
  - (v) Tower -5 B/C-5500.00 liter
  - (vi) Tower -6 A-6000.00 liter
  - (vii) Tower -7 A-6000.00 liter
  - (viii) Tower -8 A-6000.00 liter
  - (ix) Tower -9 A-6000.00 liter
  - (x) Tower -10 Dining Kitchen-5000.00 liter
  - (xi) Tower -11 Caretaker Block- 500.00 Liter PVC tank
  - (xii) Tower -12 Academic Block-3500.00 Liter

(xiii) Tower -13 Club House-11500.00 Liter.

**(c) RCC Fire Purpose Overhead Tanks (OHT):**

- (i) Tower -1 D/E-5000.00 liter
- (ii) Tower -2 B/C-5000.00 liter
- (iii) Tower -3 B/C-5000.00 liter
- (iv) Tower -4 B/C-5000.00 liter
- (v) Tower -5 B/C-5000.00 liter
- (vi) Tower -6 A-5000.00 liter
- (vii) Tower -7 A-5000.00 liter
- (viii) Tower -8 A-5000.00 liter
- (ix) Tower -9 A-5000.00 liter
- (x) Tower -10 Dining Kitchen-5000.00 liter
- (xi) Tower -11 Caretaker Block- 10000.00 Liter
- (xii) Tower -12 Academic Block-10000.00 Liter
- (xiii) Tower -13 Club House-25000.00 Liter

**(d) RCC Underground tanks**

- (i) Raw Water-2,33,000.00 Liter
- (ii) Raw Water-2,33,000.00 Liter
- (iii) Raw Water-2,33,000.00 Liter
- (iv) All Rain Water Harvesting Pits including filters and valves
- (v) Weekly cleaning and operation of Fountain areas.
- (vi) Periodic upkeeping of natural pond.

**I. Terrace Cleaning**

- a) RBI Belapur Premises (MOB, Annex Building, ISS, Gate Goomty and Substation) -@ 4403.00 Sq.mt.
- b) PDC Kharghar (MOB, Goomty, HT/LT substation)- @ 2528.00 Sq.mt.
- c) Kharghar Colony (Tower 1,2,3,4,5,6,7,8,9,10,11,12 and 13) - @ 8694.00 Sq.mt

**II. Sewer and drainage line cleaning including chamber various premises indicative quantities as under**

- a) RBI Belapur Premises -226.00 Rmt.
- b) PDC Kharghar -196.00 Rmt.
- c) Kharghar Colony – 945.00 Rmt

**III. Storm water drainage including chamber various premises indicative quantities as under.**

- a) RBI Belapur Premises -322.00 Rmt.
- b) PDC Kharghar -338.00Rmt.
- c) Kharghar Colony - 1000 Rmt (Roadside drain)
- d) Kharghar Colony – 508 Rmt (Hill side Storm water Nallah)

**IV. Cleaning of Rainwater Harvesting Tanks /Pits including filter chambers, valves, of Rainwater Harvesting Pits / systems.**

- a) RBI Belapur Premises -1.00 Nos

**V. Weekly cleaning and operation of Fountain areas.**

**Place:**

**Date:**

**Authorized Signatory  
(With Name/Designation and Seal)**

**Annexure XIII**  
**HEALTH AND SANITARY ARRANGEMENTS FOR WORKERS EMPLOYED BY**  
**CONTRACTOR**

<b>1</b>	<b>Definition</b>	
	Work place means the place where the contract work is to be executed.	
<b>2</b>	<b>FIRST-AID Facilities</b>	
	<b>(i)</b>	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.
	<b>(ii)</b>	The first-aid box shall be distinctly marked with a red cross on white background and shall contain the following equipment: -
	<b>1)</b>	6 small sterilized dressings.
	<b>2)</b>	3 medium size sterilized dressings.
	<b>3)</b>	3 large size sterilized dressings.
	<b>4)</b>	3 large sterilized burn dressings.
	<b>5)</b>	1 (30 ml.) bottle containing a two per cent alcoholic solution of iodine.
	<b>6)</b>	1 (30 ml.) bottle containing Sal volatile having the dose and mode of administration indicated on the label.
	<b>7)</b>	1 snakebite lancet.
	<b>8)</b>	1 (30 gms.) bottle of potassium permanganate crystals.
	<b>9)</b>	1 pair scissors.
	<b>10)</b>	1 bottle containing 100 tablets (each of 5 gms.) of aspirin.
	<b>11)</b>	Ointment for burns.
	<b>12)</b>	A bottle of suitable surgical antiseptic solution.
	<b>iii)</b>	Adequate arrangements shall be made for immediate recoupment of the equipment when necessary.
	<b>iv)</b>	Nothing except the prescribed contents shall be kept in the First-aid box.
	<b>v)</b>	The first-aid box shall be kept in charge of a responsible person who shall always be readily available during the working hours.
	<b>vi)</b>	A person in charge of the First-aid box shall be a person trained in First-aid treatment.
<b>3)</b>	<b>Compliance to any other instructions issued by statutory authority</b>	
	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.	

**Place:**

**Date:**

**Authorized Signatory**  
**(With Name/Designation and Seal)**

**Annexure XIV : LIST OF DOCUMENTS TO BE MAINTAINED AT SITE**

<b>S. No.</b>	<b>Description of the Document</b>	<b>Remarks</b>
1	Contract Agreement.	Certified true copy of the contract
2	Site staff attendance register	To record attendance of the site staff.
3	Complaint Register	To record complaints by the residents/ Bank's staff
4	Material kept/usage Register	To record the material received and issued by the contractor
5	File for keeping delivery challans and Tax invoices	For all materials delivered at site
6	Wage register	To keep a record of wages paid to the workers at site along with supporting documents (Bankstatement etc.)

**Place:**

**Date:**

**Authorized Signatory  
(With Name/Designation and Seal)**

**Annexure-XV : Wage Analysis**

**(It is for illustrative purpose only and the same should not be submitted with Techno-Commercial Bid. It should be submitted at Online Portal under Section-Price Bid)**

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(1)/2025-LS-II dated March 30, 2026, applicable w.e.f. April 01, 2026).

Highly skilled : Rs.1094 per day

Skilled : Rs. 1008 per day

Unskilled : Rs 827 per day

**Wage Analysis for calculation of Minimum wages**

S.No	Particulars	Minimum number of workforce (a)	Minimum Wages (CLC) (b)	ESI @3.25% on minimum wages (c)	EPF @13% on minimum wages (d)	Bonus @ 8.33% on minimum wages (e)	Labour welfare fund @ 150/- for workforce / month (f)	No. of days (g)	Total wages for all workers per month {h = ((b+c+d+e)*a*g)+f}	Reliever Charges (1/6xTotal wages for all workers) (I=hx1/6)	Total Amount per month (j=h+I)	Gross Total Wages for all workers per Annum (j*12)
1	Supervisor (Highly skilled)	2	1,094	35.56	142.22	91.13	25.00	26	70,896.07	11,816.01	82,712.08	9,92,544.99
2	Plumber, Carpenter, Electrician, Operators, etc., (Skilled Workmen)	24	1,008	32.76	131.04	83.96	300.00	26	7,83,898.23	1,30,649.71	9,14,547.94	1,09,74,575.27
3	Helper to Plumber, Carpenter, Electrician, Operators, etc., (Unskilled)	22	827	26.88	107.51	68.88	275.00	26	5,89,593.22	98,265.54	6,87,858.75	82,54,305.01

**Un-Price Bid  
(Schedule of Quantities)**

**(Price should not be quoted here and should only be quoted online in MSTC portal)**

**Name of the Work:** Providing and rendering Facility Management Services (FMS) for carrying out day to day operation and maintenance works of various services for Bank's Office building at Belapur and Officer's quarters at Kharghar, Navi Mumbai.

**Name of the Firm:**

**Address:**

**Contact Details:**

S.No	Description (a)	Category (b)	Qty (c)	Unit (d)	*Minimum Wages / person/day (e)	ESI @3.25 % (f)	EPF @13 % (g)	Bonus @ 8.33% (h)	LWF @150/- per person/year (i)	Days (j)	Total wages for all workers per month (k)	Reliever Charges (1/6xTotal wages for all workers) (l=kx1/6)	Total Amount per month (m=k+l)	Total Amount per Annum (m*12)
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**Header I: Labour Component (Excluding GST)**

Rates quoted must be for one year and inclusive of all incidental charges and taxes including GST @18% on the applicable components. Tenders having quoted rates below the prescribed minimum statutory provisions (viz., Minimum wages, ESI, EPF, Bonus and Maharashtra Labour welfare fund) under Header 'I' (even if it is less by ₹1/-) will be rejected. The bidder must quote prices as per format prescribed here in Part II as available in MSTC portal.

1	Supervisor	Highly Skilled	2	Nos	Rate to be quoted by the bidders in Price bid (Part II) in MSTC portal	Rate to be quoted by the bidders in Price bid (Part II) in MSTC portal	Rate to be quoted by the bidders in Price bid (Part II) in MSTC portal	Rate to be quoted by the bidders in Price bid (Part II) in MSTC portal	Rate to be quoted by the bidders in Price bid (Part II) in MSTC portal	26	Auto Caculated	Auto Caculated	Auto Caculated	Auto Caculated
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							MSTC portal	MSTC portal						
2	Plumber (at least one with valid license)	Skilled	3	Nos .	same as S.No.1	same as S.No.1	same as S.No.1	same as S.No.1	same as S.No.1	26	Auto Caculate d	Auto Caculate d	Auto Caculate d	Auto Caculate d
3	Carpenter	Skilled	3	Nos .	same as S.No.1	same as S.No.1	same as S.No.1	same as S.No.1	same as S.No.1	26	Auto Caculate d	Auto Caculate d	Auto Caculate d	Auto Caculate d
4	Electrician / Wiremen with valid License	Skilled	13	Nos .	same as S.No.1	same as S.No.1	same as S.No.1	same as S.No.1	same as S.No.1	26	Auto Caculate d	Auto Caculate d	Auto Caculate d	Auto Caculate d
5	STP operator	Skilled	1	Nos .	same as S.No.1	same as S.No.1	same as S.No.1	same as S.No.1	same as S.No.1	26	Auto Caculate d	Auto Caculate d	Auto Caculate d	Auto Caculate d
6	OWC operator	Skilled	1	Nos .	same as S.No.1	same as S.No.1	same as S.No.1	same as S.No.1	same as S.No.1	26	Auto Caculate d	Auto Caculate d	Auto Caculate d	Auto Caculate d
7	EPABX / Telephone , OFC and data lines technician	Skilled	1	Nos .	same as S.No.1	same as S.No.1	same as S.No.1	same as S.No.1	same as S.No.1	26	Auto Caculate d	Auto Caculate d	Auto Caculate d	Auto Caculate d
8	BMS operator	Skilled	1	Nos .	same as S.No.1	same as S.No.1	same as S.No.1	same as S.No.1	same as S.No.1	26	Auto Caculate d	Auto Caculate d	Auto Caculate d	Auto Caculate d
9	WTP operator	Skilled	1	Nos .	same as S.No.1	same as S.No.1	same as S.No.1	same as S.No.1	same as S.No.1	26	Auto Caculate d	Auto Caculate d	Auto Caculate d	Auto Caculate d

10	Helper to Plumber,	Un-skilled	3	Nos	same as S.No.1	same as S.No.1	same as S.No.1	same as S.No.1	same as S.No.1	26	Auto Caculate d	Auto Caculate d	Auto Caculate d	Auto Caculate d
11	Helper to Carpenter,	Un-skilled	3	Nos	same as S.No.1	same as S.No.1	same as S.No.1	same as S.No.1	same as S.No.1	26	Auto Caculate d	Auto Caculate d	Auto Caculate d	Auto Caculate d
12	Helper to Electrician,	Un-skilled	13	Nos	same as S.No.1	same as S.No.1	same as S.No.1	same as S.No.1	same as S.No.1	26	Auto Caculate d	Auto Caculate d	Auto Caculate d	Auto Caculate d
13	Helper to STP operator,	Un-skilled	1	Nos	same as S.No.1	same as S.No.1	same as S.No.1	same as S.No.1	same as S.No.1	26	Auto Caculate d	Auto Caculate d	Auto Caculate d	Auto Caculate d
14	Helper to Organic Waste Converter (OWC) operator	Un-skilled	1	Nos	same as S.No.1	same as S.No.1	same as S.No.1	same as S.No.1	same as S.No.1	26	Auto Caculate d	Auto Caculate d	Auto Caculate d	Auto Caculate d
15	Helper to Telephone operator	Un-skilled	1	Nos	same as S.No.1	same as S.No.1	same as S.No.1	same as S.No.1	same as S.No.1	26	Auto Caculate d	Auto Caculate d	Auto Caculate d	Auto Caculate d

**\*Minimum wages based on CLC w.e.f 01.04.2026 vide order dated 30/03/2026**

<b>Total Amount of Header I per Annum(Sum of 1 to 15)(A)</b>													Auto Caculate d
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**Header II: Non -Labour component [EXCLUDING GST]**

Description of Item	Qty	Unit								Rate / Instance (Qty)	Total Gross Amount per annum
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16	<p>Offering professional cleaning of all the Overhead &amp; Underground water tanks <b>once in six months</b> strictly in consultation with the Bank's Caretaker/Engineer by deploying required additional manpower. Rate to be quoted considering the details of both O/H and UG water tanks are as per Annexure - XII.</p> <p>Note:  (i)The half yearly rates shall be quoted for such cleaning for all the tanks <b>twice in a year.</b>  (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</p>	2	Job												
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**Rate per unit / instance to be quoted by the bidders in Price bid (Part -II) in MSTC portal**

**Rate to be quoted by the bidders in Price bid (Part -II) in MSTC**

colony wise as given below.  
(iv)The bills of the same shall be claimed as per the frequency mentioned in respective items.

17

Offering cleaning of surface/ storm water drains, rain water pipes, terrace, Jallies and road gully, chambers, manholes **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. Rate to be quoted considering the details mentioned in Annexure -XII.**Note:** i) The rates shall be inclusive of all tools, tackles, machinery etc. ii) Operation required lessoning with PMC/ NMMC/ CIDCO, 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

<p>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 as and when required as per site conditions. (c)Considering above scope of works please quote rates individually for Office and colony as given below(d)Vendors shall claim bills as per frequency mentioned against respective items.</p>												
<p>I. Terrace Cleaning at RBI Belapur Premises, PDC and Bank's Officer's Colony, Kharghar</p>	<p><b>1</b></p>	<p><b>Job</b></p>									<p><b>Rate per unit / instance to be quoted by the bidders in Price bid (Part -II) in</b></p>	<p><b>Rate to be quoted by the bidders in Price bid (Part -II) in MSTC</b></p>





	per their assessment. Bidders quoting zero cost of Tools & plants, consumables will be rejected.												
19	Service Charge, Overheads and Profit NOTE: Bidders are free to quote any non-zero amount as per their assessment. Bidders quoting zero cost of Service charge and Profit will be rejected.												Rate to be quoted by the bidders in Price bid (Part -II) on MSTC portal
20	Charges for submitting a Bank Guarantee on behalf of the Bank to Maharashtra Pollution Control Board (MPCB) for Consent to operate STP with a validity till the completion of contract. The BG amount shall be ₹ 10,00,000/- (Rupees Ten lakhs) or as indicated by MPCB from time to time.												Rate to be quoted by the bidders in Price bid (Part -II) on MSTC portal
<b>Total amount for Header-III per annum i.e., Sum of 18 to 20 (C)</b>													Auto Calculated

21	<b>Total Amount (Total of Header I + Total of Header II + Total of Header III) per annum excluding taxes (A+B+C)</b>	Auto Caculate d
22	<b>Labour Cess @ 1% on total of item no.21</b>	Auto Caculate d
23	<b>GST @18% on sum of item no.21 and 22</b>	Auto Caculate d
<b>Total Amount per annum including taxes (Grand Total i.e., Sum of 21 to 23)</b>		Auto Caculate d

**Mandatory Terms Conditions & Important Instructions**

- a) The Contractor shall ensure the payments of Minimum Wages, Employer Contribution of Employee State Insurance (ESI) (currently @ 3.25 %), Employer Contribution of Employee Provident Fund (EPF), (currently @ 13%), Prevailing Bonus (currently @ 8.33%), Prevailing Maharashtra Labour Welfare Fund Act 1953 (currently @ 150/- per person/ annum) to their worker and submit the proof to the Bank.
- b) **Please quote your amount including GST @18% on the applicable components.**
- c) **Tenders having quoted rates below the prescribed minimum statutory provisions (viz., minimum wages, ESI, EPF, Bonus, Labour welfare fund etc.,) under Header 'I' will be rejected.**
- d) Cost of Tools & Plants, Consumables and other miscellaneous charges must be quoted equal to or more than two percent (2%) of the Total Amount of Header I and Header II. Tender of the **Bidders quoting below this amount of Tools & Plants, Consumables and other miscellaneous charges will be rejected.**
- e) Contractor's Service Charge, Overheads and Profit must be quoted equal to or more than three percent (3%) of the Total Amount of Header I and Header II. Tender of the **Bidders quoting below this amount of Service charge and Profit will be rejected.**
- f) **All the rate quoted (including statutory payments) should be rounded off to the higher rupee.**
- g) No conditions, separate conditional notes etc. should be added / attached in part- II.
- h) No charges other than the total bid amount quoted above will be paid by the Bank.
- i) The workforce mentioned in the tender are indicative only. The Bank reserve the right to seek additional workforce or reduce the workforce as indicated above whenever necessary.
- j) The bidders are advised to visit the site to acquaint with the site conditions / understand the scope of work prior to submit their Price Bid.
- k) All the terms and conditions as mentioned in Technical Bid (Part-I) will be part and parcel of the Price Bid. Therefore, the bidders are advised to quote their rates accordingly.

**Place:**

**Date:**

**Authorized Signatory  
(With Name/Designation and Seal)**