



भारतीय रिज़र्व बैंक/ Reserve Bank of India
मानव संसाधन प्रबंध विभाग / Human Resource Management Department
इम्फाल / Imphal

ई-निविदा सूचना / Notice Inviting Tender

भारतीय रिज़र्व बैंक, इम्फाल ई-निविदा के माध्यम से दो भागों में 'भारतीय रिज़र्व बैंक, इम्फाल के कार्यालय परिसर में रखरखाव और हाउसकीपिंग कर्मचारियों की आपूर्ति' के लिए निविदा आमंत्रित करता है, जिसकी प्रारंभिक अवधि एक वर्ष (01 अप्रैल 2026 से 31 मार्च 2027 तक) है, जिसे दो वर्षों तक, एक वर्ष के लिए बढ़ाया जा सकता है, अर्थात् 31 मार्च 2029 तक। कार्य की अनुमानित लागत **₹19 लाख (उत्तरीस लाख रुपये मात्र) प्रति वर्ष जीएसटी सहित** है।

2. यह एक खुली निविदा है। तथापि, केवल वे बोलीदाता/आपूर्तिकर्ता, जो निविदा में निर्दिष्ट पात्रता मानदंडों के अनुसार कार्य के लिए पात्र हैं, इस निविदा में भाग लेने के लिए पात्र होंगे। इसके अतिरिक्त, केवल वे फर्म, जो एमएसटीसी पोर्टल पर पंजीकृत हैं, निविदा प्रक्रिया में भाग ले सकेंगी। निविदा दस्तावेज़ वेबसाइट www.rbi.org.in पर डाउनलोड के लिए उपलब्ध है।

3. सभी पात्र और रुचि रखने वाली कंपनियों/एजेंसियों/फर्मों को ई-निविदा प्रक्रिया में भाग लेने के लिए उपरोक्त वेबसाइट के माध्यम से एमएसटीसी लिमिटेड के साथ पंजीकरण कराना आवश्यक है।

बोलीदाताओं को सूचित किया जाता है कि वे निविदा के लिए अपनी योग्यता के समर्थन में दस्तावेज़ <https://www.mstcecommerce.com/eproc/> पर अपलोड करें।

4. दिनांक 20 जनवरी 2026 (18:00 बजे से) से रुचि रखने वाली फर्मों द्वारा ऑनलाइन निविदा देखे/डाउनलोड किए जा सकेंगे। जो फर्म पात्रता मानदंडों का पालन नहीं करती हैं और/या निर्धारित तिथि और समय तक बयाना जमा राशि (ईएमडी) जमा नहीं करती हैं, उनके निविदा के भाग-II के खोलने के लिए विचार नहीं किया जाएगा।

5. इच्छुक निविदाकर्ताओं को बयाना जमा राशि (ईएमडी) के रूप में ₹38,000/- (रुपये अठतीस हजार मात्र) की राशि एनईएफ़टी/ नेट बैंकिंग के माध्यम से केवल भारतीय रिज़र्व बैंक, इम्फाल को भुगतान करनी होगी।

6. आवेदक जो आवेदन करना चाहते हैं, उन्हें बैंक को आवश्यक पात्रता रखने के समर्थन में दस्तावेज़ी साक्ष्य प्रस्तुत करके संतुष्ट करना होगा और यदि वे ऐसा नहीं करते हैं, तो बैंक के पास उनकी बोलियों को अस्वीकार करने का अधिकार सुरक्षित है। किसी भी परिस्थिति में ईएमडी के बिना ई-निविदा स्वीकार नहीं किए जाएंगे।

7. बैंक किसी भी निविदा को पूर्ण रूप से या आंशिक रूप से स्वीकार करने का अधिकार रखता है और सबसे कम दाम वाली निविदा स्वीकार करने के लिए बाध्य नहीं है। बैंक सभी निविदाओं को बिना किसी कारण बताए अस्वीकार करने का अधिकार भी रखता है।

8. भविष्य में यदि कोई संशोधन / शुद्धिपत्र जारी किया जाता है, तो उसकी सूचना केवल उपर्युक्त आरबीआई वेबसाइट और एमएसटीसी वेबसाइट पर दी जाएगी और समाचार पत्रों में प्रकाशित नहीं की जाएगी।

मुख्यमहाप्रबंधक
भारतीय रिज़र्व बैंक
इम्फ़ाल

भाग I

निविदा अनुसूची

ई-निविदा सं:	RBI/IMPHAL/HRMD/5/25-26/ET/873
ई निविदा का नाम	भारतीय रिज़र्व बैंक, इम्फाल के कार्यालय परिसर में रखरखाव और हाउसकीपिंग स्टाफ उपलब्ध कराने के लिए ई-निविदा
a) अनुमानित लागत	₹19,00,000/- (रुपये उन्नीस लाख मात्र)
b) ई-निविदा का मोड	ई-खरीदी प्रणाली (ऑन लाइन भाग I – तकनीकी बोली तथा भाग II- मूल्य बोली) www.mstcecommerce.com/eprochome/rbi के माध्यम से
c) ई-निविदा का प्रकार	खुली निविदा (दोहरी बोली प्रणाली)
d) निविदा आमंत्रण सूचना (एनआईटी) की तारीख पार्टियों के लिए डाउनलोड करने के लिए उपलब्ध है	20 जनवरी 2026 अपराहन 6:00 बजे
e) (i) बोली-पूर्व बैठक	ऑफ लाइन – 16 फरवरी 2026 पूर्वाह्न 11:00 बजे स्थान: भारतीय रिज़र्व बैंक, मणिपुर विधान सभा के विपरीत लीलाशिंग, खोनगंगखोंग इम्फाल -795001
(ii) बोली-पूर्व बैठक का कार्यवृत्त भारतीय रिज़र्व बैंक की वेबसाइट पर अपलोड करना	18 फरवरी 2026
f) (i) एनईएफ़टी / नेट बैंकिंग के माध्यम से बयाना जमा राशि (ईएमडी) जमा करें और वितरणी एमएसटीसी पोर्टल पर अपलोड करें। साथ ही, लेनदेन ब्योरा (यूटीआर नंबर) ई-मेल: hrrmdimphal@rbi.org.in पर भेजें।	₹38,000/- (रुपये अड़तीस हजार मात्र) का भुगतान केवल एनईएफ़टी/नेट बैंकिंग के माध्यम से किया जाए। लाभार्थी नाम: भारतीय रिज़र्व बैंक लाभार्थी खाता न: 186003001 आईएफ़एससी - RBIS0IMPA01 (5वां और 10वां अंक शून्य)

(ii) ई-निविदा शुल्क	शून्य
g) ईएमडी जमा करने की अंतिम तिथि । (अगर लागू हो, तो एनईएफ़टी विवरण की हार्ड कॉपी निविदा जमा करने की अंतिम तिथि से पहले या उस तारीख तक (दस्ती /पोस्ट/कूरियर द्वारा) जमा करनी होगी)	02 मार्च 2026 को पूर्वाह्न 11:00 बजे तक
h) https://mstcecommerce.com/eprochome/rbi पर ऑनलाइन तकनीकी बोली और मूल्य बोली जमा करने के लिए ई-निविदा शुरू होने की तारीख	09 फरवरी 2026 अपराह्न 02:00 बजे से
i) तकनीकी बोली और मूल्य बोली जमा करने के लिए ऑनलाइन ई-निविदा बंद होने की तारीख	02 मार्च 2026 को अपराह्न 02:00 बजे तक
j) भाग-1 (अर्थात तकनीकी बोली) खुलने की तारीख और समय । भाग II अर्थात मूल्य बोली खुलने की तारीख अलग से बताई जाएगी।	02 मार्च 2026 को अपराह्न 03:00 बजे
k) ई-निविदा की वैधता	भाग-1 तकनीकी बोली खुलने के 90 दिनों तक
l) लेनदेन शुल्क (वापस न करने योग्य) (ई-निविदा में भाग लेने के लिए निविदा देने वालों को एमएसटीसी ई-भुगतान गेटवे के ज़रिए एमएसटीसी को अलग से भुगतान करना होगा)	एमएसटीसी पोर्टल में विनिर्दिष्ट अनुसार लेनदेन शुल्क का भुगतान एमएसटीसी पेमेंट गेटवे/एनईएफ़टी/आरटीजीएस के माध्यम से एमएसटीसी लिमिटेड के नाम पर करें।



भारतीय रिज़र्व बैंक/ Reserve Bank of India
मानव संसाधन प्रबंध विभाग / Human Resource Management Department
इम्फ़ाल / Imphal

RBI/IMPHAL/HRMD/5/25-26/ET/873

ई-निविदा हेतु/ E-TENDER FOR

**भारतीय रिज़र्व बैंक, इम्फ़ाल में बैंक कार्यालय में रखरखाव एवं हाउसकीपिंग स्टाफ़ करने हेतु
अनुबंध के लिए ई-निविदा**

**E-Tender for Providing Maintenance and Housekeeping Staff at the Office
Premises of Reserve Bank of India, Imphal**

दावात्याग / DISCLAIMER

भारतीय रिज़र्व बैंक, इम्फ़ाल (जिसे बाद में बैंक कहा जाएगा)ने इच्छुक पक्षों को संविदा संबंधी पृष्ठभूमि सूचना देने के लिए इस दस्तावेज को तैयार किया है। भारतीय रिज़र्व बैंक द्वारा इस दस्तावेज के अंतर्गत अपेक्षित सावधानी के साथ सूचनाएं दी गई हैं तथा यह समझा जाता है कि सूचनाएं सही हैं; फिर भी, न तो भारतीय रिज़र्व बैंक और न ही उसका कोई प्राधिकारी या एजेंसी, न तो उससे संबंधित कोई अधिकारी, कर्मचारी, एजेंट या सलाहकार इस दस्तावेज में निहित सूचनाओं या इससे संबंधित प्रस्तुत की जाने वाली किसी सूचना की संपूर्णता या सटीकता के बारे में प्रत्यक्ष अथवा अप्रत्यक्ष रूप से किसी प्रकार की वारंटी देता और न ही उसका प्रतिनिधित्व करता है।

Reserve Bank of India, Imphal (herein after referred as the “**Bank**”), has prepared this document to give background information on the project to the interested parties. While Reserve Bank of India has taken due care in the preparation of the information contained herein and believe it to be in order, neither Reserve Bank of India nor any of its authorities or agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

यह सूचना व्यापक नहीं है। इच्छुक पक्षों से खुद ही पूछताछ करना अपेक्षित है तथा प्रतिवादी से अपेक्षित है कि वह उसे लिखित रूप में पुष्टि करेगा कि उन्होंने ऐसा किया है और वे निविदा प्रस्तुत करते समय केवल भारतीय रिज़र्व बैंक द्वारा निविदा में प्रदत्त सूचना पर आश्रित नहीं है। सूचना इस आधार पर प्रदान की गई है कि वह भारतीय रिज़र्व बैंक या उसके किसी प्राधिकारी या एजेंसी या उनके किसी संबंधित कार्यालय, कर्मचारी, एजेंट या सलाहकार पर बाध्यकारी नहीं होगी।

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

भारतीय रिज़र्व बैंक के पास परियोजना की प्रक्रिया प्रारंभ करने या परियोजना का स्वरूप बदलने, इस दस्तावेज में प्रदर्शित समय सारणी में परिवर्तन करने या लागू की जाने वाली प्रक्रिया या क्रियाविधि में परिवर्तन करने का अधिकार सुरक्षित होगा। उसे इच्छा प्रकट करने वाले किसी पक्ष से इस मामले में आगे किसी प्रकार की चर्चा न करने का भी अधिकार होगा। इच्छा प्रकट करने वाले व्यक्तियों या संस्थाओं को किसी प्रकार के खर्च की प्रतिपूर्ति नहीं की जाएगी।

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



भारतीय रिजर्व बैंक/ Reserve Bank of India
मानव संसाधन प्रबंध विभाग / Human Resource Management Department
इम्फ़ाल / Imphal

ई-निविदा सूचना / Notice Inviting Tender

Reserve Bank of India, Imphal invites tenders in two parts through e-tendering for 'Providing Maintenance and Housekeeping Staff' at the Office Premises of Reserve Bank of India, Imphal, for an initial period of one year (April 01, 2026, to March 31, 2027), extendable for two years, one year at a time, i.e. till March 31, 2029. The estimated cost of the work is **₹19 Lakhs (Rupees Nineteen Lakh only) per annum including GST.**

2. This is an Open Tender. However, only those bidders/vendors, who are qualified for the work as per eligibility criteria stipulated in the tender, are eligible to participate in this tender. Further, only those firms, who are registered on MSTC portal will be able to take part in the Tender process. The tender document is available on website www.rbi.org.in for download.

3. All eligible and interested companies/agencies/firms must register themselves with MSTC Ltd through the above-mentioned website to participate in the e-tendering process.

Bidders are advised to upload the documents at <https://www.mstcecommerce.com/eprocn/> in support of their eligibility for the tender during the submission.

4. Online tenders will be allowed to be viewed /downloaded by interested firms from January 20, 2026 (18:00 Hrs. onwards). The firms which do not comply with the eligibility criteria and/or do not submit EMD by the stipulated date and time will not be considered for opening of Part-II of their tender.

5. Intending tenderers shall pay a sum of **₹38,000/- (Rupees Thirty-Eight Thousand Only)** as Earnest Money Deposit (EMD) to be paid through NEFT/ Net banking only to Reserve Bank of India, Imphal.

6. Applicants intending to apply will have to satisfy the Bank by furnishing documentary evidence in support of their possessing required eligibility and in the event of their failure to do so, the Bank reserves the right to reject their bids. E-tenders without EMD will not be accepted under any circumstances.

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

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

महाप्रबंधक (प्रभारी अधिकारी) / General Manager (OIC)
भारतीय रिजर्व बैंक / Reserve Bank of India
इम्फाल / Imphal

Table of Contents

SECTION I	8
Schedule of Tender	8
SECTION II	10
Important Instructions for e-Procurement	10
A. Process of E-Tender	10
B. System Requirement	10
C. Other Information	11
D. Special Note towards Transaction fee	12
E. Bidding in E-Tender	12
SECTION III	14
General Instructions to Bidders	14
A. General	15
1. Scope of Tender and General Information	15
2. Prohibited Practice	15
3. Eligibility Criteria	16
3.1 Registration	16
3.2 Experience	16
3.3 Minimum Value of each completed work	16
3.4 Annual Turnover	17
3.5 PAN/GST Registration	17
3.6 ESIC Registration	17
3.7 Earnest Money Deposit	17
3.8 Solvency Certificate	17
3.9 Undertaking / Declaration	17
B. Contents of Tender Document	19
4. Clarification of Tender Document / Pre-Bid Meeting	19
5. Amendment of Tender Document	19
C. Preparation of Tenders	19
6. Cost of Tendering	19
7. Earnest Money Deposit	19
8. Documents Establishing the qualifications of the Tenderer	20
9. Visit to Office Premises	20
10. Period of Validity of the Tender	20
11. Submission, Sealing and Marking of Tenders	20
D. Submission and Opening of Tenders	21
12. Deadline for submission of Tenders	21
13. One Bid per Bidder	21
14. Late Tenders	21
15. Tender Opening	21
E. Examination of Tenders	22

16.	Clarification of Tenders	22
17.	Bank's Right to Accept Any Tender, or to Reject Any/All Tender(s)	22
F. Award of Contract		22
18.	Award Criteria	22
19.	Notification of Award	22
20.	Signing of Contract	22
21.	Performance Security / Bank Guarantee	23
SECTION IV		24
Evaluation / Selection Criteria		24
A.	Technical / Financial Bid Evaluation	24
SECTION V		25
General and specific conditions of the Contract		25
A.	Details of Housekeeping Staff Required	25
B.	Scope of Work and Services – Cleaning Staff	26
1.	General Areas and Common Areas of Office Premises	26
2.	Washrooms/ Toilets in Main Office Building and Annex Building Premise	27
3.	Cleaning Materials	28
4.	Waste Disposal Management	28
5.	Other Conditions	29
C.	Scope of Work and Services – Gardener	30
1.	Area of Work	30
D.	Scope and Work and Services – Driver	31
E.	Scope of Work and Services – Caterer	33
F.	Terms and Conditions of the Contract	34
1.	Agreement	34
2.	Duration of the Contract & Review	35
3.	Earnest Money Deposit	35
4.	Performance Bank Guarantee	35
5.	Deductions from EMD / Performance Bank Guarantee	35
6.	Working Hours	35
7.	General Terms and Conditions	36
8.	Sexual Harassment	42
9.	Clarification	42
10.	Safety Precautions	42
11.	Arbitration	42
12.	Jurisdiction of Court	44
13.	Period of Contract	44
14.	Termination of Contract	44
15.	Payment to the Agency	45
16.	Subletting of Contract	46
17.	Non-Disclosure Clause	47
18.	Force Majeure	47
G.	Working Penalty Clause	48
1.	Withholding of Payments	48
2.	Deductions from Payments	48
3.	Operational Working Penalty	48
4.	Working Penalty (Statutory Compliance)	49

SECTION VI	51
Part I - Techno-Commercial Bid / Technical Bid	51
SECTION VII	56
Part II – Financial Bid	56
A. Calculation Sheet	56
B. Important Instructions regarding Price Bid / Financial Bid	58
ANNEXURE I	60
ANNEXURE II	62
ANNEXURE III	64
ANNEXURE IV	65
ANNEXURE V	66

Section I
Schedule of Tender

E-Tender No.	RBI/IMPHAL/HRMD/5/25-26/ET/873
E-Tender Name	E-Tender for Providing Maintenance and Housekeeping Staff at the Office Premises of Reserve Bank of India, Imphal
a) Estimated Cost	₹19,00,000/- (Rupees Nineteen Lakhs only)
b) Mode of e-Tender	e-Procurement System (Online Part I - Technical Bid and Part II - Price Bid) through www.mstcecommerce.com/eprochome/rbi
c) Type of e-Tender	Open Tender (Two Part Bid)
d) Date of NIT available to parties to download	January 20, 2026, at 06:00 PM
e) Pre-Bid Meeting	Offline – February 16, 2026, at 11:00 AM Venue: Reserve Bank of India, Opposite Manipur Legislative Assembly Lilashing, Khongnangkhong Imphal-795001
f) (i) Earnest Money Deposit (EMD) through NEFT / Net Banking and upload the details on the MSTC portal. Also, intimate/ forward the transaction details (UTR number) to e-mail: hcmdimphal@rbi.org.in	₹38,000/- (Rupees Thirty-Eight Thousand Only) paid through <u>NEFT/ Net Banking only</u> Beneficiary Name- Reserve Bank of India Beneficiary A/c No – 186003001 IFSC - RBIS0IMPA01 (5th and 10th digit is Zero)
(ii) E-Tender Fees	Nil
g) Last date of submission of EMD. (Hard copy of NEFT details must be submitted (by hand	March 02, 2026 up to 11:00 AM

/ post / courier) before or on the last date of submission of tender, if applicable)	
h) Date of Starting of e-tender for submission of on-line Technical Bid and price Bid at https://mstcecommerce.com/eprochome/rbi	February 09, 2026, 02:00 PM onwards
i) Date of closing of online e-tender for submission of Technical Bid & Price Bid.	March 02, 2026, up to 02:00 PM
j) Date & time of opening of Part-I (i.e. Technical Bid). Date of opening of Part II i.e. price bid shall be informed separately	March 02, 2026, at 03:00 PM
k) Validity of the e-Tender	90 days from the opening of Part-I – Technical Bid
l) Transaction Fee (Non-refundable) (To be paid separately by the tenderers to MSTC vide MSTC E-Payment Gateway for participating in the e-tender)	Payment of Transaction fee as mentioned in the MSTC portal 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 Reserve Bank of India, Imphal. The procurement service provider/contractor/vendor is MSTC Limited. Bidders are requested to read and understand the terms & conditions of this e-tender before submitting online tender.

A. 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 Technical Bid as well as Financial Bid will be done over the internet. The Vendor should possess Class III signing type digital certificate. Vendors are to make their own arrangement for bidding from a computer connected with Internet. MSTC /RBI is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).

Special Note: The Technical Bid and Financial Bid have to be submitted online only at www.mstcecommerce.com/eprhome/rbi

i) Vendors are required to register themselves online with www.mstcecommerce.com → e-Procurement → PSU/ Govt depts → Select RBI Logo → Register as Vendor -- Filling up details and creating own user id and password → Submit.

ii) 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 Persons - RBI, Imphal

Hrishikesh Deka
Manager (HRMD)
Mobile No. – 9706265427
E-mail – hrishikeshdeka@rbi.org.in

Hemant Kumar
Manager (P&S)
Mobile No. 9199941637
Email – hemantkumar@rbi.org.in

Contact Persons – MSTC Ltd.

Shri Arun Kumar,
Chief Manager
Mobile No. – 9004311440
E-mail - bmghymstc@mstcindia.in
MSTC Helpdesk No.

Shri Prashant Chitranjan
Manager
Mobile: 8592888286
Email: ghyopn2@mstcindia.in
0674-2544199/07969066600

B. System Requirement

- Windows 7 or above Operating System
- E-7 and above Internet browser.

- Signing Type Digital Signature
- Latest updated JRE 8 (x86 Offline) software to be downloaded and installed in the system.
- To disable “Protected Mode” for DSC to appear in The signer box following settings may be applied.
- Tools => Internet Options =>Security => Disable protected Mode If enabled- i.e., Remove the tick from the tick box mentioning “Enable Protected Mode”.
- Other Settings: Tools => Internet Options => General => Click On Settings under “browsing history/ Delete Browsing History” => Temporary Internet Files => Activate “Every time I Visit the Webpage”.
- To enable ALL active X controls and disable ‘use pop up blocker’ under Tools→ Internet Options→ custom level (Please run IE settings from the page www.mstcecommerce.com once)
- For more details, vendor may refer to Service Provider/Contractor/Vendor Guide and FAQ available at www.mstcecommerce.com/eprochome.

C. Other Information

- The Technical Bid and the Financial/Price Bid shall have to be submitted online at www.mstcecommerce.com/eprochome/rbi. E-tenders will be opened electronically on specified date and time as given in the E-tender.
- All entries in the e-tender should be entered in online Technical & Financial Formats without any ambiguity.
- E-Tender cannot be accessed after the due date and time mentioned in NIT.
- Any order resulting from this e-tender shall be governed by the terms and conditions mentioned therein.
- No deviation to the technical and Financial terms & conditions is allowed.
- The e-tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof.
- Vendors are requested to read the vendor guide and see the video in the page www.mstcecommerce.com/eprochome to familiarize themselves with the system before bidding.
- For technical assistance, MSTC officials may be contacted well in advance and bidders are advised to avoid any last-minute rush. In case of any technical assistance required from MSTC, Bidders must contact MSTC at least one day prior before the e-tender closing day and get all their queries resolved.

D. Special Note towards Transaction fee

The vendors shall pay the transaction fee using “Transaction Fee Payment” Link under “My Menu” in the vendor login. The vendors have to select the particular e-tender from the event dropdown box. The vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, the vendor shall generate a challan by filling up a form. The vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, the vendor shall have the provision of making payment using its Credit/ Debit Card/ Net Banking. Once the payment gets credited to MSTC’s designated Bank account, the transaction fee shall be auto authorized and the vendor shall be receiving a system generated mail.

Transaction fee is non-refundable.

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

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

E. Bidding in E-Tender

- Vendor(s) need to submit necessary documents as per eligibility criteria, EMD, e-tender fees and Transaction fees (if any) to be eligible to bid online in the e-tender.
E-Tender fees and Transaction fees are non-refundable. No interest will be paid on EMD. EMD of the unsuccessful vendor(s) will be refunded by the e-tender inviting authority.
- The process involves Electronic Bidding for submission of Technical and Financial / Price Bid.
- The vendor(s) who have submitted transaction fee can only submit their Technical Bid and Financial Bid through internet in MSTC website www.mstcecommerce.com → e-procurement → PSU/Government Departments. → Login under RBI → My Menu → Auction Floor Manager → Live Event → Selection of the Live Event.
- The vendor should allow running JAVA application. This exercise has to be done immediately after opening of Bid floor. Then they have to fill up Common Terms/Financial Specification and save the same. After that click on the Technical bid. If this application is not running, then the vendor will not be able to save/submit his Technical bid.

- After filling the Technical Bid, vendor should click 'save' for recording their Technical bid. Once the same is done, the Financial Bid link becomes active and the same has to be filled up and then vendor should click on "save" to record their Financial bid. Once both the Technical bid & Financial bid has been saved, then the vendor can click on the "Final submission" button to register their bid.
- Vendors are instructed to use Attach Doc button to upload documents. Multiple documents can be uploaded.
- In all cases, vendor should use their own ID and Password along with Digital Signature at the time of submission of their bid.
- During the entire e-tender process, the vendors will remain completely anonymous to one another and also to everybody else.
- The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.
- All electronic bids submitted during the e-tender process shall be legally binding on the vendor. Any bid will be considered as the valid bid offered by that vendor and acceptance of the same by the Buyer will form a binding contract between Buyer and the Vendor for execution of.
- It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.
- Buyer reserves the right to cancel or reject or accept or withdraw or extend the e-tender in full or part as the case may be without assigning any reason thereof.
- No deviation of the terms and conditions of the e-tender document is acceptable. Submission of bid in the e-tender floor by any vendor confirms his acceptance of terms & conditions for the e-tender.

Section III

General Instructions to Bidders

Table of Clauses

A. General

1. Scope of Tender and general information
2. Prohibited Practices
3. Eligible Tenderers / Eligibility Criteria

B. Contents of Tender Document

4. Sections of Tender Document
5. Clarification of Tender Document and Pre-bid meeting
6. Amendment of Tender Document

C. Preparation of Tenders

7. Cost of Tendering
8. Documents Comprising the Tender
9. EMD as Tender Security and Transaction Fee
10. Letter of Tender
11. Documents Establishing the Qualifications of the Tenderer
12. Visit to Department
13. Period of Validity of Tenders

D. Submission and Opening of Tenders

14. Submission and Marking of Tenders
15. Deadline for Submission of Tenders
16. One Bid per Bidder
17. Late Tenders
18. Tender Opening

E. Examination of Tenders

19. Confidentiality
20. Clarification of Tenders

F. Tender Evaluation and Comparison

21. Evaluation of Tenders
22. Qualification of the Tenderer
23. Bank's Right to Accept Any Tender, and to Reject Any or All tenders

G. Award of Contract

24. Award Criteria
25. Notification of Award
26. Signing of Contract
27. Performance Security

A. General

1. Scope of Tender and General Information

1.1 The Bank invites e-tender for providing Housekeeping Staff to Reserve Bank of India, Imphal Office for an initial period of one year (April 01, 2026 to March 31, 2027) as per laid down contractual obligations. However, the contract can be extended for a further period of two years, one year at a time, by the Bank, subject to satisfactory performance and adherence to contractual obligations by the concerned entity. The estimated value of contract per annum is ₹19,00,000/- (Rupees Nineteen Lakhs only).

1.2 Details of number of housekeeping staff required is provided in **Section V**. The Bank reserves the right to increase/ decrease the number of housekeeping staff.

1.3 More details of Scope of Work and Services are detailed in **Section V**.

2. Prohibited Practice

2.1 The Bank requires that tenderers, suppliers, contractors, interested in having business relationship with the Bank, observe the highest standard of ethics during the period of contract / engagement.

2.2 In pursuance of this policy, the Bank defines, for the purposes of this provision, the terms set forth below as Prohibited Practices:

- i) "corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
- ii) "fraudulent practice" means any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
- iii) "coercive practice" means impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party; and
- iv) "collusive practice" means an arrangement between two or more parties designed to achieve an improper purpose, including influencing improperly the actions of another party;

2.3 The Bank shall reject a proposal for award if it determines that the tenderer recommended for award has engaged in prohibited practices in competing for the tender in question;

2.4 The Bank may declare a tenderer ineligible, either indefinitely or for a stated period, if, at any time, the Bank determines that the tenderer has engaged in prohibited practices in competing for, or in executing the contract;

2.5 Furthermore, tenderers shall be aware of the provisions stated in **Section V** (General and Specific Conditions of Contract).

3. Eligibility Criteria

3.1 Registration

The vendors/ agency/ firms/ company shall be registered with the Government authority and shall be in possession of a valid Certificate of Registration.

3.2 Experience

- i) The agency shall have minimum 05(five) years of experience in the field of undertaking similar works viz., providing housekeeping staff / services at building / complexes of residential / commercial / industrial / any other nature, up to the last day of the month previous to the month when tender was invited (i.e. December 31, 2025).
- ii) Tenderer shall furnish their client list showing the details of work carried out by them during the last 05 years as per specified format in [Annexure-IV](#). The tenderer should furnish their Client list showing the details of work carried out by them during the last 05 years. The list shall include details such as Name of the Client, Value of Work executed, Date of Start and Completion of the work, Reasons for delay, if any, etc. The Applicant should submit documentary evidence in support of minimum experience of 05 years, i.e. at least one completion certificate / work order / copy of agreement / any other document to be compulsorily uploaded on the MSTC portal to establish that the company is in the business of providing housekeeping staff / services on or before December 31, 2020.

3.3 Minimum Value of each completed work

- i) Experience of having successfully completed above mentioned works shall be of any of the following amount:
 - a) One similar work costing not less than 80% of the estimated cost;
 - Or
 - b) Two similar works each costing not less than 50% of the estimated cost;
 - Or
 - c) Three similar works each costing not less than the amount equal to 40% of the estimated cost.

- ii) Client reports for satisfactory completion/performance are to be uploaded as per [Annexure-II](#) towards establishing minimum eligibility.

3.4 Annual Turnover

Tenderers should have a minimum yearly turnover of 100% of the estimated cost (₹19 Lakh) during each of the last three (03) financial years ended March 2025 supported by audited financial statements.

3.5 PAN/GST Registration

The tenderer shall have valid PAN and GST registration.

3.6 ESIC Registration

The tenderer shall have valid ESIC registration.

3.7 Earnest Money Deposit

Intending tenderer has to deposit a sum of ₹38,000/- (Rupees Thirty-Eight Thousand Only) as EMD with the Reserve Bank of India, Imphal before 11:00 AM of March 02, 2026. The e-tender without the EMD will be rejected by the Bank.

3.8 Solvency Certificate

The Agency shall furnish the Financial Credibility Certificate / Solvency Certificate (as on December 31, 2025) issued by the applicant's banker, specifically for the work of providing housekeeping staff / services, for an amount equivalent to annual value of the work estimated to be ₹19 Lakh Only /- (Rupees Nineteen Lakh Only). Format for the same has been provided in [Annexure-III](#).

3.9 Undertaking / Declaration

The tenderer shall upload/ submit the Undertaking/ Declaration as specified in [Annexure-I](#) on the letter head of the agency/ company/ firm that there is no case / neither any charge under investigation/ enquiry/ trial against the agency/company/firm, nor it is convicted in a Court of Law or suspended/ blacklisted by any organization on any grounds. Concealment of facts and subsequent detections will lead to annulment of the contract/ rejection of the bid forthwith.

The tenderers shall invariably furnish documents as required in Section VI - Technical Bid to satisfy the Bank about their eligibility for participating in the tendering process. Further, the tenderers shall submit the originals of the documents to the Bank when demanded to qualify for further tendering process.

B. Contents of Tender Document

4. Clarification of Tender Document / Pre-Bid Meeting

- 4.1 The Pre-Bid meeting will be conducted on February 16, 2026 at 11:00 AM at Reserve Bank of India, Imphal. The authorized representative of the tenderers can participate in the pre-bid meeting.
- 4.2 Bidders may also get the issues clarified telephonically or through e-mail on or before the date of pre-bid meeting.

5. Amendment of Tender Document

- 5.1 At any time prior to the deadline for submission of Tenders, the Bank may amend this document by issuing amendments / corrigendum only on RBI website (www.rbi.org.in) and MSTC.
- 5.2 Any amendments / corrigendum issued shall be a part of this document.
- 5.3 To give prospective tenderers reasonable time to take any / all amendments / corrigendum into account in preparing their Bids, the Bank may, at its discretion, extend the deadline for the submission of Tenders.

C. Preparation of Tenders

6. Cost of Tendering

- 6.1 The tenderer shall bear all costs associated with the preparation and submission of its Tender, and the Bank shall not be responsible or liable for those costs, regardless of the conduct or outcome of the Tendering process.

7. Earnest Money Deposit

- 7.1 Intending tenderer need to submit EMD of ₹38,000/- (Rupees Thirty-Eight Thousand Only) as EMD with the Reserve Bank of India, Imphal before 11:00 AM of March 02, 2026.

Through NEFT System to the following A/c:

- Beneficiary Name: Reserve Bank of India, Imphal
- Beneficiary Ac No: 186003001
- IFSC: RBIS0IMPA01 (5th and 10th letter being zero)

Please write “EMD – E-Tender - RBI, Imphal” in narration.

7.2 No interest shall be paid on EMD. EMD of the unsuccessful vendor(s) will be refunded by the tender inviting authority after the award of this work. EMDs of successful bidder can be converted to Security Deposit and the balance of security deposit has to be deposited by the successful bidder. EMD can be returned to the successful bidder on submission of Performance Bank Guarantee of specified amount

7.3 Tenders without EMD shall not be accepted under any circumstances. MSE tenderers are also not exempted from depositing EMD.

7.4 EMD shall be forfeited if the bidder withdraws his bid during the period of tender validity or fails to execute the contract or award of work.

7.5 Transaction fee is non-refundable. A vendor will not have the access to online e-tender on MSTC website without making the payment of 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.*

8. Documents Establishing the qualifications of the Tenderer

To establish its qualifications to perform the contract in accordance with Section-III (Para 3), the tenderer shall provide the information in the format prescribed in the annexures.

9. Visit to Office Premises

The bidder is required to provide housekeeping services and is therefore advised to visit and acquaint himself / herself with the operational process. The costs of visiting shall be borne by the bidder. It shall be deemed that the agency has undertaken a visit to the Office premises and is aware of the operational conditions prior to the submission of the tender documents.

10. Period of Validity of the Tender

10.1 The validity of tender along with the prices shall be 90 days from the date of opening of the Part – I Bid i.e., Technical Bid.

10.2 In exceptional circumstances, prior to the expiration of the tender validity period, the Bank may extend the period of validity of the tender subject to feasibility of the MSTC ecommerce website. The request and the response shall be made in writing.

10.3 The Tenderer shall not cancel or withdraw the tender during this period or change the quoted rates.

11. Submission, Sealing and Marking of Tenders

11.1 Tenderers submitting the tenders electronically shall follow the electronic Tender submission procedures specified in the instructions regarding E-Tender.

11.2 The tenderers may submit their online Technical and Financial Bid (competitive rates) and upload the copies of necessary documents on MSTC portal. E-Tender with all information shall be submitted on or before the prescribed time and date. Incomplete Tenders shall be summarily rejected by the Bank.

11.3 The tenderers shall quote **Service Charge** as advised in **Section VII – Terms and Conditions of Financial / Price Bid**.

11.4 If desired / prescribed information is not submitted by the tenderer, the Bank reserves the right to reject the tender.

D. Submission and Opening of Tenders

12. Deadline for submission of Tenders

12.1 Tenders must be filled online through e-tendering process on MSTC portal mentioned in this document, not later than the date and time indicated in this document.

12.2 The Bank may, at its discretion, extend the deadline for the submission of tenders by amending the Tender Document.

13. One Bid per Bidder

13.1 Each bidder shall submit only one tender either by himself or as a partner in joint venture. If a bidder or if any of the partners in a joint venture participate in more than one bid, the bids are liable to be rejected.

14. Late Tenders

14.1 No Tender after the deadline shall be allowed on the website.

15. Tender Opening

15.1 The Bank shall open the Tender (Part-I – Technical Bid) electronically on the notified date. Part-II - Financial / Price Bid will be opened for those bidders who qualify in Part-I. Date of opening of Part-II will be notified by email only to the successful bidders on their valid email address provided in the tender documents.

15.2 The tender documents which do not comply with the conditions prescribed in the tender form shall be summarily rejected.

15.3 Conditional Bids will be summarily rejected.

E. Examination of Tenders

16. Clarification of Tenders

16.1 To assist in the examination, evaluation, comparison of the Tenders and qualification of the tenderers, the Bank may, at its discretion, ask any tenderer for clarification of its Tender, allowing a reasonable time for response. Any clarification submitted by a tenderer that is not in response to a request by the Bank shall not be considered. The Bank's request for clarification and the response shall be in writing.

16.2 If a tenderer does not provide clarifications of its Tender by the date and time indicated in the Bank's request for clarification, the Tender shall be liable to be rejected.

17. Bank's Right to Accept Any Tender, or to Reject Any/All Tender(s)

17.1 The Bank reserves the right to accept or reject any tender, or to annul the Tendering process or to reject all Tenders at any time without thereby incurring any liability to the tenderers or assigning any reason thereof. Further, conditional bids shall be rejected outrightly.

17.2 The Bank is not bound to accept the lowest tender and reserves the right to accept any tender either in full or in part.

F. Award of Contract

18. Award Criteria

18.1 The Bank shall shortlist the tenderer based on the evaluation/selection criteria detailed in **Section IV**.

19. Notification of Award

19.1 Until a formal contract is prepared and executed, the notification of award shall constitute a binding contract. The successful tenderer shall take over entire work on the date as specified by the Bank.

19.2 The Tenderers qualified in Part - I shall be in readiness to take over the work at short notice.

20. Signing of Contract

20.1 The successful tenderer shall execute an agreement with the Bank on Non-Judicial stamp paper of value as applicable within 07 days of the award of work. The stamp duty shall be borne and paid by the tenderer. However, the issue of intimation of award of work by the Bank shall be considered as binding contract, as though such an agreement has been

executed and all the terms and conditions shall apply to the contract. The agreement shall be initially valid for a period of one year or as specified by the Bank, and extendable up to two more years subject to the review of the performance of the agency(s) by the Bank and mutual consent.

21. Performance Security / Bank Guarantee

21.1 The successful tenderer shall furnish along with the contract the Performance Bank Guarantee (PBG) towards performance security of 5% of the contract value as per the format placed at **Annexure-V**.

21.2 This PBG shall be calculated for twelve months of tender value and shall be submitted by the bidder's banker with a validity of 03 (three) months more than the contract period. In the case of extension of contract, the PBG has to be resubmitted by the bidder for the renewed contract period.

21.3 Failure of the successful tenderer to submit the PBG or to sign the contract shall constitute sufficient grounds for the annulment of the award, forfeiture of the EMD and blacklisting of such tenderer.

21.4 The PBG shall be released without interest within 03 (three) months of completion of the contract period only after being satisfied of the successful completion of the contract and no liabilities from the agency or its employees. In case of any complaint or pending dues, the PBG shall be discharged only after adjusting all dues, liabilities, etc.

Section IV

Evaluation / Selection Criteria

A. Technical / Financial Bid Evaluation

- 1.1 Initially, the Part-I (Technical Bid) shall be evaluated. Tenderers shall furnish information for Technical Evaluation as per formats in Section VI. The tenderers shall invariably furnish documents mentioned in **Section VI - Technical Bid** and other sections of the tender document, to satisfy the Bank about their eligibility for participating in the tendering process. Further, the tenderers shall submit the originals of the documents as and when demanded by the Bank
- 1.2 The Bank shall scrutinize the information and documents submitted by the tenderer vis-à-vis eligibility criteria and evaluate the feedback from bankers, existing clients.
- 1.3 To assist in the examination, evaluation, comparison of the Tenders and qualification of the tender, the Bank may, at its discretion, ask any bidder for any clarification of its Tender, allowing a reasonable time for response. Any clarification submitted by a bidder, that is not reasonable to the Bank shall not be considered. The Bank's request for clarification and the response shall be in writing. No change in the prices or substance of the Tender shall be sought, offered, or permitted.
- 1.4 If a bidder does not provide clarification of its Tender by the date and time set in the Bank's request for clarification, the Tender shall be liable to rejection.
- 1.5 Financial bids of only the technically qualified firms/agencies/bidders will be opened for financial evaluation. The tenderer who qualifies in the Technical Evaluation and is L1 (lowest bid) with valid rates in Financial Bid shall be awarded the tender. The work will be awarded subject to the terms and conditions specified in the tender document.
- 1.6 In case of more than one L-1, the lowest bidder will be decided on the basis of highest value contract / credential of the bidder which carried out similar nature of work during the last 3 years.
- Further, in case the condition arises where the highest value contracts of the L-1 bidders are at par with each other, the work will be awarded to the firm incorporated earlier.

Section V

General and specific conditions of the Contract

A. Details of Housekeeping Staff Required

Housekeeping Staff Requirement	Male	Female	Place of Deployment
Cleaner / Sweeper	01	01	RBI, Imphal
Gardener	02		
Driver	01	00	
Caterer	01		

- a) The housekeeping staff are required to work in staggered shifts between 07:30 am and 06:30 pm on a day or any other shift not exceeding 08 Hours a day, as decided by the Bank.
- b) The staff deployed shall not be allowed to stay within the premises except duty hours.
- c) The housekeeping staff shall be required to work six days a week.
- d) The Bank reserves the right to increase or decrease the number of housekeeping staff.
- e) It may be noted that the Cleaner / Sweeper and Caterer will be categorized under Unskilled Category whereas Gardener will be categorized under Semi-Skilled Category and Driver will be categorized under Skilled Category, while paying wages under Minimum Wages Act (Central Rules), 1948.
- f) The agency shall engage trained and experienced men / women whose ages are preferably between 21 and 40 years, physically fit and mentally sound, with proper hygiene, duly experienced for the job and effectively perform their duties. Necessary Experience/ Medical / Police Verification / Fitness Certificate may be submitted to the Bank before deployment.
- g) The deployed personnel shall be adequately educated, possessing a minimum qualification of Class X from a recognized board. Documentary evidence in this regard may be submitted to the Bank before deployment.
- h) The agency shall ensure that the employees deployed in the Bank premises observe the standards of cleanliness, decorum, security, safety, good behaviour and general discipline laid down by the Bank.
- i) The bidder should note that he should execute his part of work without causing any damage to any part of the building and also without disturbing the existing occupants. Any damage so caused shall be made good at the cost & risk of the bidder.
- j) The successful bidder shall provide proper uniform to their staff deployed on the site for identification purpose, at their own cost.

- k) The agency shall use only approved materials.
- l) The staff should be courteous and polite.

B. Scope of Work and Services – Cleaning Staff

1. General Areas and Common Areas of Office Premises

- 1.1 Agencies shall be responsible for all cleaning work such as sweeping and mopping of general area in each floor, passages, and lobbies at all the buildings, cleaning of each cabin located in the at Main and Annexe Buildings, Cleaning /Dusting of Tables, Chairs, and Desks in each Department/Section of the Bank.
- 1.2 Sweeping and mopping of staircases, and lobbies in Office Building
- 1.3 Sweeping of frontal driveway, front parking, and complete peripheral area of the Bank.
- 1.4 Cleaning of Canteen, Record Room, Kitchen, etc., and all the departments of the Bank.
- 1.5 Cleaning of Conference Room and Storage Rooms as per the requirement of the Bank.
- 1.6 Carry out miscellaneous tasks in the canteen as per instructions of the Bank.
- 1.7 Cleaning activity in the morning shall start at 07:30 am or as decided by the Bank from time to time.
- 1.8 Special cleaning of specific areas in the peripherals / dusting of IT assets / Special Single Room Accommodations (SRA) for GM (OIC) or any other area as per the instructions of the Bank on Saturdays or holidays.
- 1.9 The passages / veranda and staircases of the buildings shall be washed weekly with Detergent, Lizol, Phenyl and others required cleaning materials. The sweeping and mopping shall be carried out both in the morning hours and afternoon. The Bank may increase the frequency of cleaning of these areas.
- 1.10 Removing the cobwebs, stains, dirt from wall, windows, ceiling, and such areas as required.
- 1.11 Cleaning of electrical fittings and fixtures (Ceiling Fans, Exhaust Fans, ACs, Lights etc.) as required.
- 1.12 Cleaning of areas around water dispensers/water purifiers installed at various locations in the Bank's premises.
- 1.13 Cleaning of windows, windowpanes, grills, doors, ventilators, ceiling, wall dado, plumbing and sanitary fittings & fixtures, glazed ventilators, etc.
- 1.14 The kitchen and dining area should be kept free of cockroaches, rodents, fruit flies, pantry pests etc. by taking adequate preventive measures including waste management.

- 1.15 Placing of water containers near water dispensers and hand-over / receipt of empty / new water containers from the vendor, as and when necessary, and arranging the containers at a suitable location to be identified by the Bank.
- 1.16 Sweeping and mopping of BMC and Dispensary Area, Porta Cabin, etc.
- 1.17 Collection of garbage from all the dustbins placed in the Main Office and Annexe Buildings and disposing them on daily basis. The agency has to liaison with the Municipal Corporation of Imphal for daily collection / disposal of garbage from the office premises.
- 1.18 Keeping the passages clean at all times.
- 1.19 Any special cleaning on Republic Day, Independence Day and Festivals to be carried out as per the instruction of the Bank, without charging any additional expenditure to the Bank
- 1.20 Continuous cleaning, maintenance of hygiene and mopping of floors and common area in the Bank to be done during office hours and in the afternoon so that it retains a clean and dry look. For cleaning of washrooms a daily chart will be maintained for monitoring.
- 1.21 Any damage or theft of fittings/fixtures will be brought to the notice of the Bank's Security Officer immediately.
- 1.22 Any other specific cleaning requirement, as directed by the Bank

2. Washrooms/ Toilets in Main Office Building and Annex Building Premise

- 2.1 The housekeeping staff shall be responsible for cleaning of all the washrooms/toilets, including toilet pots, seats/urinal pots, platform, sink, wash basins, tiles, floor, racks, glass mirrors, etc., in all the washrooms and toilets of the Main Office Building and Annexe Buildings with detergent, Lizol, Phenyl, Harpic and other required cleaning materials.
- 2.2 Cleaning of washrooms/general toilets and common area shall be conducted from 07:30 am to 06:30 pm (three (03) hours rest from 09:30 to 12:30 hours) on a regular hourly basis and on requirement basis in between with best and branded cleaning solutions, materials, mechanized scrubbing, etc. The toilets floor needs to be maintained dry during office hours. Display Board indicating cleaning in progress must be displayed while the cleaning is in progress.
- 2.3 Thorough sweeping, washing, mopping and scrubbing of the floor and wall inside the toilets. Washing of toilet floors and tiles with suitable ceramic tiles cleaning chemicals every day
- 2.4 Cleaning of walls of Washrooms/Toilets and keeping ceilings free from cobwebs, dirt, stains, etc.
- 2.5 Cleaning of windows, windowpanes, grills, doors, ventilators, ceiling, wall dado, plumbing and sanitary fittings and fixtures, glazed ventilators, etc.

- 2.6 Removing the cobwebs, stains, dirt from wall, ceiling, pelmet, and inaccessible spots.
- 2.7 Cleaning of accessories provided in the washrooms like Buckets/mugs/soap cases, etc.
- 2.8 The required frequency of cleaning the washrooms/toilets shall be once per two hours in a day (every hour during office hours) or as per need.
- 2.9 Flushing system of all toilets are to be checked at regular intervals every day.
- 2.10 Dustbins kept in the washroom and surrounding area shall be emptied on regular basis at designated places
- 2.11 Cleaning all the nickel parts of sanitary fittings, taps, etc., and always keep them in sparkling condition.
- 2.12 The soap dispenser in the washrooms shall be topped up regularly with good quality liquid soap (bearing ISI and Eco mark confirming to latest BIS Standard, to be provided by the Bank).
- 2.13 To ensure on a daily basis that all accessories/ equipment in the toilets like Taps /Sinks /Geyser/Flush /Shower / other sanitary fittings, etc., are in working condition and report any malfunction / defect to Estate, Imphal. Complaints regarding civil, electric, plumbing, etc., observed in the washrooms/ toilets must be resolved by reporting to Estate Imphal through the Protocol and Security Officer.
- 2.14 Scrubbing and cleaning of floors and walls; vacuum to be used, automatic mopper/scrubbing machine to be used at least once/ twice in a week.
- 2.15 Any other instructions issued by the Bank from time to time.

3. Cleaning Materials

- 3.1 Cleaning Materials (along with necessary Cleaning Equipment) of superior quality shall be supplied by the agency for meeting the cleaning requirements of the office.
- 3.2 The stock maintenance shall be the responsibility of the agency.
- 3.3 Adequate space for storage of the cleaning materials shall be provided by the Bank.

4. Waste Disposal Management

- 4.1 The agency shall ensure collection, segregation of dry and wet garbage in the earmarked area. The agency will also arrange to suitably transport and dispose garbage from the earmarked area in liaison with the Municipal Corporation.
- 4.2 The agency shall ensure collection of segregated dry and wet waste.
- 4.3 The agency shall deploy staff for the collection/ disposal of garbage.
- 4.4 The garbage shall have to be disposed of at least once a day.
- 4.5 The expenses incurred for waste disposal management has to be borne by the agency.

5. Other Conditions

- 5.1 Logbook/registers/records for the jobs carried out on daily, weekly and monthly basis shall be maintained by the supervisor and shall be countersigned by the Banks' Protocol and Security Officer / any authorized official at regular intervals and also at the end of each month.
- 5.2 Besides the activities mentioned above, if any work relating to housekeeping of the designated areas is required to be done, it shall be carried out as per the instructions of the Bank.
- 5.3 The cleanliness shall be periodically checked by the Protocol and Security Officer along with BMC of the Bank based on certain objective criteria and the agency has to abide by them. These are as follows:
- a) Shine level, presence of dust, pan and gutkha stains, spillage of water or other liquids, bird droppings etc. on floors, tiled walls, doors, windows
 - b) Dust, Dirt marks or cobwebs etc. on roof, window grills, etc.
 - c) Finger or palm marks, dust or any other stain on glass panes of windows or doors and mirrors.
 - d) Stain, cleanliness and odour in Wash-basin, WC Seats
 - e) Dryness and shine on floor
 - f) Cleanliness of sanitary fittings
 - g) Cleanliness of floor area in front and around washrooms
 - h) Cleaning of drinking water point and Aqua Guard Area
 - i) Cleanliness of office space and exterior peripherals
 - j) Overall cleanliness in general area and washrooms of the office premises
- 5.4 Any other cleaning as advised by the Bank related to sweeping/ cleaning / disposing of debris, etc.
- 5.5 The agency may be required to deploy housekeeping staff in case if there is work required to be performed on holidays.
- 5.6 The agency shall employ only reliable workers and furnish their complete details with their two photographs including police verification. In case of any dispute, default like theft or burglary on the part of worker, the agency shall be totally liable for recovery of related costs/ damages.
- 5.7 The minimum wages for labour as applicable should be paid as per Government rules.

5.8 The contractor shall be required to comply with provisions of various Acts/ rules framed by the Central government and State government and as applicable to the State of Manipur. Any violation of such provision/s shall be viewed seriously.

5.9 The agency shall submit necessary acknowledgement in printed format only.

C. Scope of Work and Services – Gardener

1. Area of Work

1.1 The work is for the Main Office Premises of RBI, Imphal, which includes all types of routine, preventive, periodical maintenance works generally of the following nature: (a) Maintenance of Landscaping, Gardening, Horticulture, Tree Cutting/Trimming (up to the admissible height) and Grass Cutting.

1.2 The agency shall be required to perform all the above-mentioned works during the period of the contract and it shall be responsible to replenish the dead plants free of cost during the maintenance period. During this period the agency shall take care of the plantation activity on day-to-day basis.

1.3 Ensure periodical watering, weeding, cleaning, machine cutting of lawn, providing fertilizers and spraying of pesticides, providing manure and red earth etc. at regular intervals for proper growth of the lawn, plants, tree etc. The specifications are as under:

- a) **Garden Earth/Soil:** It shall be loamy; all earth clods shall be broken uniformly, properly screened to suit the type of plant (coarse for trees and shrubs and finer for lawns etc.) containing adequate amount of humus, friable, free from perennial weeds, stones, pebbles etc. and free of deleterious substances.
- b) **Farmyard Manure:** It shall be well decomposed cow dung manure in dry condition and free from straws, soil or pebbles and deleterious substances
- c) **Lawn:** Lawn shall be maintained properly, levelling shall be in accordance to the contours and spot elevations.
- d) **Insecticides:** Insecticides of approved brand shall be applied for plants, trees, shrubs, creepers etc. in appropriate doses.

1.4 Removal of unwanted wild grass or growth or control by use of suitable environment friendly chemicals, pruning/cutting of unwanted/dead/broken/ branches of trees etc. and the removal from office premises including permission of Local Authority, wherever required, at least once a year or as and when required. If required additional man power may be deployed for all such works and cost for the same may be included while quoting the service charges in the price bid.

- 1.5 During any natural calamity/cyclone etc., if any tree falls, the cutting and disposal of the same in co-ordination with Protocol and Security Officer may be carried out. Approval required from the Government Authorities, if any, shall also form part of the scope and the bidder may include the cost for the same while quoting the price bid.
- 1.6 Removal of tree leaves / branches on the tin / roof of the building / parking shade on a half-yearly basis.
- 1.7 The bidder may employ additional manpower, if any required to attend the preventive/periodic maintenance works, with prior information to the Protocol and Security Officer and without making any additional claim to the Bank, as indicated in the scope of work.
- 1.8 The lower branches of trees/shrubs/bushes shall be pruned allowing them to grow above a particular height. After pruning the plants shall be mulched with manure and compost to establish new growth.
- 1.9 Making necessary pits, trenches and filling with suitable garden earth/soil, fertilizer, insecticide etc. for plats, shrubs etc. as and when required.
- 1.10 Colouring and numbering tree stems once in a year.
- 1.11 The agency must co-operate with any other agency appointed by the Bank so that the work shall proceed smoothly with least possible delay and to the satisfaction of the Bank's Officials.
- 1.12 The agency shall use his discretion and put every effort to ensure that the best quality material and workmanship is maintained throughout the contract period.
- 1.13 Removal of pruning/cutting material of tree, grass, surplus garden earth, stone, pebbles etc. and disposing out of the premises.
- 1.14 Will be in uniform.

D. Scope and Work and Services – Driver

- 1.1 The service of driver is required for 08 hours daily (excluding Sundays). The duty hour of driver will start from the actual time of reporting for duty intimated to him by authorised official of Bank and will end at the actual time of relieving from duty and will vary on day to day basis as per requirement of the Bank. However, if need be, **the driver can be called for duty at any hour and can be used beyond the daily limit of 08 hours and on Holidays/Saturday/Sundays, for which “Per Hour Rate” as Overtime Charges will be reimbursed to the agency comprising of the food charges at fixed rate of ₹120/hour.** The driver has to report at the place of duty at any location intimated to him

by the Bank's authorised officer. The location of reporting for duty may vary on day-to-day basis as per requirement of the Bank. Driver may be required to report for duty at another place during duty hours.

1.2 Overtime will be paid as per actual hours of duty performed by the driver.

1.3 Mandatorily provide alternate driver, whenever the regular driver deputed by the agency does not report for duty and/or is on leave.

1.4 The Driver provided by the agency can be deputed for Outstation Duty also, whenever required.

1.5 The agency is required to take Workmen Compensation Insurance Policy having adequate Sum Insured for the Driver deputed to cover any payment under Workman Compensation Act or any other Act and ensure that it will remain in force during the currency of the contract. Copy of the Insurance Policy for Driver is required to be submitted to the Bank.

1.6 The Driver should have a valid Driving License for driving four wheeler including for driving in hilly and difficult terrains. The driver should be physically fit. The Driver should always carry original valid Driving License with him whilst on duty and follow all the traffic rules strictly. In case any penalty is imposed by Police and Other Authorities for not carrying original valid Driving License by Driver or for violating the traffic rules, the penalty imposed will be borne by the Bidder/Tenderer.

1.7 The driver should have good eyesight along with no colour blindness. A medical fitness certificate about general fitness for driving along with eyesight check-up fitness certificate for drivers from eye specialist should be deposited to the Bank on an yearly basis.

1.8 The behaviour of the driver should be soft spoken, polite, cordial, obedient and not convicted in any Civil or Criminal Court/Law Agencies. The Bidder/Tenderer, on award of contract, shall have to give Undertaking in this regard to Bank. In case of any misbehaviour, in addition to taking legal action, the Tenderer will be penalized for the same and the decision of the competent authority of the company in this regard shall be final and binding on the Tenderer.

1.9 The driver, in addition to safe driving of the car, is expected receive the occupants in a very respectful manner and would obey the instructions of the occupants.

1.10 The driver would necessarily keep mobile phone switched on with a valid connection with him for 24 hours, and would attend the call. For purchase / maintenance of mobile instrument and mobile connection, there would not be any reimbursement.

1.11 The driver would wear well stitched and ironed uniform of company during duty hours to be provided by the Bidder/Tenderer treating it as a mandatory requirement.

1.12 The Driver is required to maintain/up-date Log Book on daily basis for use of the Vehicle provided by the Bank on the basis of duties given to him and produce the same to the through Protocol & Security officer to the Car desk of the Bank on a daily basis and for other purposes.

1.13 The driver will carry-out daily cleaning of the car provided to him for driving and maintain the same in a good presentable condition. The cleaning material will be provided by the bank.

E. Scope of Work and Services – Caterer

1.1 The caterer will be responsible for overall functioning of the kitchen and maintaining hygiene and cleanliness.

1.2 The caterer should be courteous and of polite demeanour.

1.3 The caterer shall ensure that all electrical, plumbing, furniture, etc. are always in proper order through constant checking and inform the Protocol and Security Officer regarding any issues.

1.4 The caterer shall be responsible for keeping the crockeries, kitchen equipment, etc. and maintain a stock register of utensils and other kitchen crockeries and produce to P&SO on monthly basis. in clean and hygienic conditions at all time.

1.5 The caterer should be well versed in preparing tea / coffee, etc. He / She should prepare and serve the tea or coffee etc. to all employees of the Bank in a clean and hygienic manner on their respective tables twice a day i.e. during the forenoon and afternoon. The timings for services shall be as informed by the Office. The Bank reserves the right to change the time.

The items required for preparation of tea / coffee shall be procured by the Bank.

1.6 The caterer should also serve High-Tea Snacks / Refreshments, which shall be procured by the Bank, during meetings, conferences, etc.

1.7 The items procured by the Bank for tea/coffee/snacks, etc. shall be properly maintained in a register to monitor the usage, which shall be countersigned by the AM/Assistant, OLDR Desk, on a daily basis.

1.8 The caterer should also keep water glasses ready along with adequate water jugs in the conference room / hall, during any meeting or conferences, well before the scheduled time.

1.9 The caterer should Refill/Clean Kettles/Thermos etc. with drinking water daily in the morning, provided by the Bank, in the cabins of the senior officers of the Bank.

- 1.10 The caterer would wear well stitched and ironed uniform during duty hours to be provided by the Bidder/Tenderer treating it as a mandatory requirement.
- 1.11 The agency shall also make arrangements for setting up a tea and coffee vending machine (on a leased basis) in the office. The caterer employed shall be well versed to operate and maintain (including cleaning) this tea and coffee vending machine. The agency may claim reimbursement on a monthly basis towards usage of the machine by the Bank, subject to prior approval of the cost to be charged.
- 1.12 The Bank reserves the right to uninstall the machine at any point of time without assigning any reasons thereof to the bidder.
- 1.13 All the items supplied by the Bank at its expense will be Bank's property for all intents and purposes. Any loss due to breakage / theft / damage or loss of any such materials / equipment / fixtures / furniture due to improper handling shall be recovered from the agency at full cost.
- 1.14 Regarding natural wear and tear of any such item, the decision of the Bank shall be final and binding on the agency. Records for damages/breakages due to normal wear and tear will have to be maintained by the agency for verification by the Bank from time to time.
- 1.15 The caterer shall report to the Bank on all working days of the Bank (excluding holidays under NI Act) and on Saturdays for deep cleaning of the cooking area and equipments.

Note: Interested Bidders are advised to visit the site for understanding the detailed scope of work before submitting their price bid and confirming to the terms and conditions.

F. Terms and Conditions of the Contract

1. Agreement

On receipt of intimation from the Bank regarding acceptance of tender, the successful Tenderer shall be bound to sign the formal Contract Agreement within 07 days, in accordance with the draft agreement and the Schedule of Conditions. However written acceptance by the Reserve Bank of India of a tender shall constitute a binding contract between the Bank and the person so tendering, whether such formal agreement is or is not subsequently executed within the stipulated period of 07 days. Unless the Contract Agreement is signed, no payment shall be entertained by the Bank. The agreement shall be executed in duplicate. One copy shall remain in the custody of Employer and the second set of copy shall remain in the custody of Agency. The Agreement shall be made

on necessary stamp paper and the cost of necessary stamp duty on both the documents shall be borne solely by the Agency.

2. Duration of the Contract & Review

Initially, the contract will be valid from April 01, 2026 to March 31, 2027. The contract may be renewed and extended on mutual terms and conditions for a period of one year at a time but not more than two years (i.e., till March 31, 2029) subject to the satisfactory services rendered by the agency.

3. Earnest Money Deposit

EMD of the successful Tenderer /Bidder shall be returned on receipt of the Performance Bank Guarantee and shall not carry any interest.

4. Performance Bank Guarantee

The Agency shall provide Performance Bank Guarantee in the form of irrevocable Bank Guarantee issued by a scheduled Bank in the prescribed proforma as given in [Annexure-V](#) of the tender document within 30 days of the award of the tender.

5. Deductions from EMD / Performance Bank Guarantee

All compensation or other sums of money payable by the agency to the Bank under the terms of this Contract may be deducted from the bills / dues payable / Performance Bank Guarantee if the amount so permits, and Agency shall, unless such deposit as become otherwise payable, within 10 days after such deduction make good the amount so deducted.

6. Working Hours

6.1 All the deployed staff shall report to the Bank's Protocol & Security Cell at office premise.

The working Hours of the Staff shall be for 08 hours per day (including 30 minutes lunch break) and are required to be staggered in shifts between 07:30 am and 06:30 pm in a day for 06 days in a week, 26 days in a month in consultation with the Bank and the Agency has to ensure that agreed number of staff is present at all times.

6.2 The agency is required to deploy their staff on all six working days of the week except Sunday and Holiday. Special Cleaning drives may be undertaken of other areas of the Bank in consultation with Protocol and Security Officer on Saturdays. The Bank reserves the right to seek deployment of agencies' staff on select holidays also, in case the need arises, with prior intimation. They shall be suitably compensated with additional amount equivalent to their extra work. In/out attendance shall be marked for the contract workers in the attendance register at the time of entry/exit, which is to be ensured by the Agency.

The register shall be put up to the Bank's Security Officers on a daily basis. However, Bank reserves the right to bring some variation in working hours for some workers if required. Also, in case of an emergency the workers shall have to continue to work till such time the emergency is over as per the directions issued by authorized person of the Bank.

6.3 The agency shall provide proper uniform with company name written/embossed to all housekeeping staff deployed at office premise.

7. General Terms and Conditions

7.1 The agency must deploy 06 trained and experienced Housekeeping Staff (02 Cleaning Staff (01 Male and 01 Female), 02 Gardener, 01 Caterer and 01 Driver). The Bank may increase/ decrease the number of housekeeping staff with other terms and conditions remaining same.

7.2 The personnel deployed or engaged by the agency shall be an employee of the agency and deputed to the Bank only for the purpose of providing services. The personnel deployed shall be in sole employment of the agency and the agency shall be solely and fully responsible for their acts, salaries, wages, remunerations and/or any other statutory or other payments. Under no circumstances, the Bank shall be liable for any payment or claim or compensation and in case any liability falls on the Bank for any reason, the agency shall keep the Bank indemnified against the same. In order to give effect to this, the agency shall incorporate suitable clause in the appointment letters to be issued to its employees that they are employees of agency, a copy of which should be given to the Bank for perusal and record.

7.3 The agency shall duly submit the following mandatory documents of the deployed housekeeping staff during the time of deployment, as follows:

- Government Issued Identity Proof (with date of birth)
- Police Verification Certificate
- EPF / ESI / Bank Account Details, etc.
- Medical Fitness Certificate – to be submitted every six months thereafter or whenever demanded by the Bank

7.4 Before changing the staff, the agency shall give prior information to the Bank. The agency needs to submit the above-mentioned documents in respect of the person replacing the outgoing.

7.5 The agency shall ensure that the staff deployed is medically fit and free from contagious diseases.

- 7.6 It is the responsibility of the agency to ensure that the agreed strength of staff is deployed on all days except Sundays and Holidays and whenever specifically instructed to do on holidays. In case any of the agency's personnel(s) deployed under the contract is (are) absent, substitute/s shall be provided by the agency immediately or the penalty may be imposed as specified in Section V – G (Working Penalty Clause).
- 7.7 The agency shall engage trained and experienced men/women whose age preferably be between 21 and 40 years, who are duly experienced for the job and are fit and able to perform their duties.
- 7.8 The agency shall ensure that the employees deployed in the Bank premises observe the standards of cleanliness, decorum, security, safety, good behaviour and general discipline laid down by the Bank or its authorized agents. The Bank shall be the sole judge as to whether or not the Agency and/or his employees have observed the same.
- 7.9 In case it is observed that the agency's personnel is / are repeatedly late in reporting for work or leave the premises without completing their work and before scheduled timings, the Bank reserves the right to impose a monetary penalty as per the penalty clause in Section V – G (Working Penalty Clause). The Bank may also advise the agency to replace such employee/s.
- 7.10 In case any complaint is received regarding misconduct/misbehaviour of agency's personnel, or of poor quality of work, penalty for each such incident shall be levied and the same shall be deducted from agency's pending/subsequent bill. Further it shall be obligatory upon the agency to remove the said personnel from the site immediately after being notified by the Bank.
- 7.11 Every employee so engaged by the agency shall wear company ID-Card, uniform having firm's name and logo, shoes/sandals, while on duty.
- 7.12 The Bank has the right to ask for the removal of any person of the agency, who is not found to be competent and orderly in the discharge of his/her duty.
- 7.13 The agency shall not engage any sub-agency or transfer the contract to any other person in any manner.
- 7.14 The agency shall submit the character and antecedents of its personnel and other details relating to age, educational qualifications, name, permanent address, and contact numbers along with their passport size photographs before engaging them for duty.
- 7.15 The Contractor shall submit Police Verification Certificate/Medical Certificate/Training Certificate/Aadhar Card of all employees deployed preferably at the time of deployment in the service of the Bank but not later than 30 days from the date of deployment.

- 7.16 The successful tenderer shall take Workmen Compensation Policy for the staff deployed, wherever applicable and other applicable Insurance policy under law. The insurance policy will be valid / co-terminus with the period of contract. The contractor shall indemnify the Bank for any loss or damage that occurs to persons or building or third party while executing the work.
- 7.17 Track record of a tenderer should be clean without any involvement in illegal activities or financial frauds. Proprietor in case of Proprietorship / Partners / Directors / Partnership firm / company respectively should not be convicted by the Police / Court / Regulatory authorities. The tenderer must not have been prosecuted or suffered any penalty for violation of any statutory laws by any Authority.
- 7.18 The agency and its staff shall take proper and reasonable precautions to preserve from loss, destruction, waste or misuse the areas of responsibility given to them by the Bank.
- 7.19 The agency shall be responsible to maintain all property and equipment of the Bank provided to it.
- 7.20 In the event of any loss occasioned to the Bank, as a result of any lapse on the part of the agency, the said loss shall be claimed from the agency up to the value of the loss. The decision of the Bank shall be final and binding on the agency.
- 7.21 Any liability arising out of any litigation, or any act of the agency's personnel shall be directly borne by the agency including all expenses/fines.
- 7.22 The agency shall be solely responsible for managing its staff/employees. In the event of any dispute between the agency and its staff, the agency alone shall be responsible for settlement of any claim and consequences that may arise out of any such dispute, whether statutory or otherwise. The staff so engaged by the agency shall not have any claim, whatsoever, for seeking permanent employment with Reserve Bank of India. There shall be no employer-employee relationship with the agency / staff deployed by the agency and Reserve Bank of India. The agency shall be wholly and solely responsible for the conduct of such hired manpower during the tenure of the contract as well as post expiry/ termination of the contract. It shall be the responsibility of the agency to ensure that no liability on this count shall devolve on RBI, Imphal in respect of workers deployed by him. **The agency shall obtain a declaration from the persons deployed of having understood the same and also undertaking that they shall not raise or make any such claims against RBI, Imphal, and submit the declaration and undertaking to the Bank.** The agency shall indemnify the Bank against any act of omission/ commission/ misconduct/dispute by such hired manpower during and after the expiry of the contract.

- 7.23 If as a result of post payment audit any overpayment is detected in respect of any work done by the agency or alleged to have been done by the agency under the Tender, it shall be recovered by the Bank from the agency.
- 7.24 In the event of any provisions of the contract requiring modification after the agreement has been signed, the same shall be made in writing and signed by the Bank represented by its authorised officer and the Agency or its authorized representative. Such modifications shall not be effective until the same have been signed by both the parties.
- 7.25 The Agency shall maintain a register in which day to day deployment of personnel shall be maintained. While raising the bill, the deployment particulars of the personnel engaged during each month, shift wise, if any, duly countersigned by the Protocol and Security Officer shall be shown and monthly attendance sheet shall be submitted with monthly bill. The agency shall give an undertaking regarding payment of wages as per Government Rules and laws in force.
- 7.26 The Bank shall not provide any office space / accommodation to the agency / deployed staff in its premises for any purpose.
- 7.27 In the event of termination of the contract for any reason whatsoever, the agency/ or persons employed by it shall not be entitled to any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.
- 7.28 The agency shall ensure payment of minimum wages to the staff employed by it through their bank accounts and obtain their signatures or thumb impressions on the wage statement. The wage disbursement summary record along with the copies of proof of credit of salary to the staff and the signed wage statement shall be submitted to the Bank after every payment is made to the staff. In addition, the agency shall provide essential amenities like first aid facility, etc., to its employees as per Contract Labour (Regulation and Abolition) Act, 1970.
- 7.29 The agency shall provide undertaking along with each bill that he undertakes to actually pay wages to all the labourer of all descriptions to be engaged by him for completion of that particular job/work at the rate which is not less than the rate prescribed under minimum wages under Contract Labour (Regulation and Abolition) Act, 1970 and / or under any other act/rule and also keep the Principal Employer indemnified against all the actions that may be initiated against the Principal Employer by the Statutory Authorities for his failure to pay such wages and provide the essential amenities.
- 7.30 The agency shall apply for registration / license as contemplated applicable under Contract Labour (Regulation and Abolition) Act 1970 or any other act/ rule/ law as

applicable, within 15 days from the award of work and submit a proof pertaining to the application. The agency shall obtain such registration / license within 90 days from the award of work, failing which the award of work shall be cancelled and the agency alone shall be responsible for actions/proceedings ensuring there to. The Bank shall not be held responsible for acts, commissions or omissions of the agency and shall in no way be made liable to the labourers engaged by the agency.

7.31 The agency shall indemnify and keep the Bank indemnified against all losses and claims, damages or compensation for breach of any provisions of the Payment of Wages Act, 1936, Minimum Wages Act, 1948, Contract Labour (Regulation and Abolition) Act, 1970, the Employees Provident Fund (and Miscellaneous Provisions) Act, 1952, Payment of Bonus Act, 1965 or any other rules/regulations/statute that may be applicable. The agency only shall be responsible for liabilities, if any, in this regard.

7.32 The Bank prefers that the agency shall ensure that housekeeping staff deployed in the Bank premises are having Saving Bank Accounts and shall pay its staff salary by 5th of every month without waiting for the clearance of the bill from RBI, Imphal and submit the proof of credit of salary to the staff along with monthly bills.

7.33 The Agency must submit a certificate every month that the Salary to all his staff deployed in the Bank have been paid complying all Government Rules and Regulations and according to Minimum Wages Act 1948 and /or any other applicable act/rule/law. Without this certificate, the bill payment will not be processed.

7.34 The agency must submit the proof of depositing employees' contribution towards PF/ESI/Salary, etc., of each employee on monthly basis (EPF/ESIC challans and /or any other proof) along with the monthly bills.

7.35 The payment to the agency for the work done/service provided shall be made on monthly basis subject to the following:

- The work has been satisfactorily executed, as per the Terms & Conditions of the contract, for the month for which the agency has raised the bill.
- The disbursement of the wages to the workers has already been done by the agency for the month for which the payment to the agency is under consideration.
- Proof of credit of salary to the staff has to be compulsorily submitted to the Bank along with monthly bills.

7.36 The Bank shall deduct Income Tax at Source under Section 194-C and / or any other applicable section of Income Tax Act., from the agency at the prevailing rates of such sum

as income tax on the income comprised therein. Any other statutory deductions, if required shall also be made as applicable.

7.37 The Agency shall comply with the provisions of the undermentioned statutes/acts:

- Factories Act, 1948
- Contract Labour (Regulation and Abolition) Act 1970
- Child Labour (Prohibition and Regulation) Act 1986
- Employees State Insurance Act 1948
- Workmen's Compensation Act 1923
- Employees Provident Fund and Miscellaneous Provisions Act 1952
- Employees Liability Act, 1938
- Minimum Wages Act 1948
- Payment of Wages Act 1936
- Payment of Bonus Act 1965
- Payment of Gratuity Act 1972
- Maternity Benefit Act 1961 and the Rules framed thereunder
- or any other laws /Rules/ Acts as applicable to the contract workmen from time to time

7.38 The Agency shall produce registers and records and comply with other directions issued by the Bank for compliance of the statutory provisions. The contractor shall be solely responsible for any violation of provision of any legislative enactments or any other statutory provisions and shall further keep RBI, Imphal indemnified from all acts of omission, fault, breaches and / or any claim, demand, loss, injury and expense arising out from the non-compliance of the aforesaid statutory provisions. Contractors' failure to fulfil any of the obligations hereunder and / or under the said Acts, rules/ regulations/ or any bye-laws or rules framed under or any of these, the Bank shall be entitled to cover any of such losses or expenses, which it may have to suffer or incur on account of such claims, demand, loss or injury, from the contractor's monthly payment.

7.39 The agency shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same. The agency shall submit copies of acknowledgements evidencing filing of returns and shall keep the Employer fully indemnified against liability of tax, interest, penalty, etc., of the agency in respect thereof, which may arise.

7.40 The agency shall rotate any or all housekeeping staff within and/ or outside the Bank premises at any point of time during the period of contract. Such rotation shall be intimated to the Bank in advance.

7.41 The Agency may be assigned additional area of the Bank for the purpose of providing Housekeeping Services on the rates and terms mutually acceptable.

8. Sexual Harassment

8.1 The Agency shall comply with the provisions of “The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013”. In the case of a complaint of sexual harassment against its employee within the premises are brought to notice of the Bank, the Bank shall undertake action that may deem fit, including criminal proceedings and Termination of contract/agreement.

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

8.3 The Agency shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the Agency, for instance any monetary relief to Bank’s employee, if sexual violence by the employee of the Agency is proved. The Agency shall be responsible for educating its employees about prevention of sexual Harassment at workplace and related issues.

9. Clarification

In all the cases of omissions and/ or doubts or discrepancies in any item or specification, a reference shall be made to the employer whose elaboration or decision shall be considered as authentic. The Agency shall be held responsible for any errors that may occur in the work through lack of such reference and precaution.

10. Safety Precautions

The Contractor / Agency shall take all the precautions towards the safety of its employees. The Bank will not be responsible for payment of any compensation for death of or injury or accident to any of the deployed Staff which may arise out of and in the course of their duties and employment. The Agency shall be liable to pay such damages or compensation to such housekeeping employees and their families.

11. Arbitration

10.1 Except where otherwise provided for in the contract all questions and disputes relating to the meaning of the Scope of Work, Terms & Conditions, herein before mentioned and as to

the quality of service or as to any other question, claim, right, matter or thing whatsoever in any way arising out of or relating to the contract, Scope of Work, Terms & Conditions, instructions, orders or otherwise concerning the works or the execution of/ failure to execute the same whether arising during the progress of the contract or after the completion thereof shall be referred to the sole arbitration of the GM (OIC), RBI, Imphal or to the sole arbitration of some other person appointed by GM (OIC), RBI, Imphal willing to act as such arbitrator. The case referred to arbitration shall be other than those for which the decision of the General Manager / Deputy General Manager (HRMD) is expressed in the contract to be final and conclusive. There shall be no objection, if the arbitrator so appointed an employee of the Bank and that he had to deal with the matters to which the contract relates and that in the course of his duties as such he had expressed views on all or any of the matters in dispute or difference. The arbitrator to whom the matter is originally referred being transferred by vacating his office or being unable to act for any reason, GM (OIC), RBI, Imphal shall appoint another person to act as arbitrator in accordance with the terms of the contract. Such person shall be entitled to proceed with the reference from the state at which it was left by his predecessor.

10.2 Subject as aforesaid the provision of the Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof and the rules made there under and for the time being in force shall apply to the arbitration proceeding under this clause.

10.3 It is a term of the contract that the party involved in arbitration shall specify the dispute or disputes to be referred to arbitration under this clause together with the amount or amounts claimed in respect of each such dispute.

10.4 The arbitrator(s) may from time to time with consent of the parties extend the time, for making and publishing the award.

10.5 The work under the Contract shall, if reasonably possible, continue during the arbitration proceedings and no payment due to be payable to the Agency shall be withheld on account of such proceedings.

10.6 The Arbitrator shall be deemed to have entered on the reference on the date he issues notice to both the parties fixing the date of the first hearing.

10.7 The Arbitrator shall give a separate award in respect of each dispute or difference referred to him.

10.8 The venue of arbitration shall be such place as may be fixed by the Arbitrator in his sole discretion.

10.9 The award of the arbitrator shall be final, conclusive, and binding on all parties to this contract. In case of any unresolved dispute between the Agency and the Bank, it shall fall in the jurisdiction of the District Court, Imphal West and High Court of Manipur.

12. Jurisdiction of Court

The contract is subject to jurisdiction of the District Courts, Imphal West and High Court of Manipur.

13. Period of Contract

13.1 The contract, if awarded shall be initially valid for a period of twelve months (April 01, 2026 – March 31, 2027) / as specified by the Bank in the work order

13.2 The Bank may extend the period of the contract for a further period of up to two years (one year at a time) on terms mutually agreed upon and subject to satisfactory performance of the housekeeping agency as assessed by the Bank.

14. Termination of Contract

14.1 Without prejudice to what is contained herein above, the Bank/Employer shall at its sole and absolute discretion, be entitled to terminate the contract forthwith by written notice of one month without assigning any reason and without payment of any compensation, if-

- In the opinion of the Bank/Employer (which shall not called in question by the successful tenderer/contractor / firm / company/ Agency and shall be binding on the successful tenderer/contractor / firm / company/ Agency) the successful tenderer/contractor / firm / company/ Agency fails or refuses to implement the contract to the Bank's satisfaction; and/or
- The successful tenderer/contractor / firm / company/ Agency commits a breach of any terms and conditions of the contract; and/or
- For any reason whatsoever, the successful tenderer/contractor / firm / company/ Agency becomes disentitled under any law to perform his obligation under the contract; and/or
- There is any variation in the ownership/partnership of the successful tenderer/contractor / firm / company/ Agency or its business without the prior permission in writing from the Bank; and/or
- The successful tenderer/contractor / firm / company/ Agency is adjudged an insolvent/bankrupt or a compromise is entered by it with its creditors or if distress or execution or other process is levied upon it or receiver is appointed for any part of the assets or property of the successful tenderer/contractor / firm / company/

Agency.

14.2 In the event of termination of the contract for any reason whatsoever, the successful tenderer/contractor / firm / company/ Agency or persons employed by it shall not be entitled for any sum or sums whatsoever from the Bank/Employer by way of compensation or damages.

14.3 In case, the Contractor wants to terminate the agreement for any reason, it may do so after giving three months' prior notice.

Note: *In the event of any failure on the part of the Agency, the Bank shall have the right, without any prejudice, to get the work done through any other alternate Agency at the risk and cost of the Agency. The additional cost, loss, if any incurred by the Bank shall be recovered from the Agency.*

In the event of exigencies arising due to the death, infirmity, insolvency of the contractor or for any other reason or circumstances, liabilities thereof of the contract shall be borne by the following on such terms and conditions, as the Bank may think proper, namely:

- Legal Heirs in case of Sole Proprietor
- The next Directors / Partners in the case of company or firm as the case may be.

The Bank may revoke the contract and shall reserve the right to settle the matter according to the circumstances of the case as it may think proper.

15. Payment to the Agency

15.1 The quoted Service Charges shall cover the cost of the services of manpower deployed and shall be payable on monthly basis subject to submission of invoice and associated mandatory documents. The payment thereon shall be made after the same is duly certified by the Bank's Protocol & Security Officer / other concerned Officer that the services provided have been satisfactory and after deducting all statutory dues/taxes, etc.

15.2 The payment would be made on monthly basis for actual shifts manned/operated by the personnel supplied by the contractor and based on the attendance sheets duly verified by the P&SO and other supporting documents. No other claim on whatever account shall be entertained by the Bank.

15.3 The Contractor will ensure that staff engaged by him must receive their entitled wages in time. In view of this, the following procedure will be adopted. The bills shall be submitted along with the following documents in respect of the contractual employees deployed at RBI Imphal, mandatorily:

- Current Month Invoice Copy
- Current month Wage Register (Form XVII [See rule 78(1) (a) (i) of The Contract Labour (Regulation and Abolition) Central Rules, 1971], duly signed by the

individual contract Labourers

- Current month Attendance Register.
- Current month ESI remittance challan (if applicable) with consolidated and breakup details
- Current month EPF remittance challan, as applicable, with consolidated and breakup details
- Bank Statement of the Agency duly authorized by Bank officials having details of salary Payment made to each employee
- Proof of any other payment (bonus etc.) made to the contractual employees.
- A Certificate by the Vendor declaring that they are adhering to the applicable forms under the Minimum Wages Act, 1948 (XI of 1948) and all the applicable rules under the Act issued by the Government of India from time to time, EPFO, ESIC (if applicable), Bonus and all other Act/Rules issued by the Government of India in connection with employment of labours

15.4 It is to be ensured that all payment have to be made only through bank accounts. No cash payment shall be made in any circumstances. The claims in bills regarding taxes and GST, if applicable, shall be necessarily accompanied by documentary proof pertaining to the concerned month's bill. A requisite portion of the bill / whole of the bill amount shall be held up till such proof is furnished, at the discretion of the Bank

15.5 The Agency shall raise the bill on completion of every month and the payment shall be made, through NEFT only, within 30 days from the date of submission of complete bill with all supporting documents. However, the company shall pay the wages to the deployed staff by 5th of every month for the previous month without waiting for clearance of the bill from RBI, Imphal.

15.6 Before submission of the bill, the agency shall ensure that the payment to persons deployed by the Agency has been made for the billed period. No request for making advance payment on any ground shall be entertained.

15.7 Under no circumstances the Agency is entitled to claim any charges over and above the charges prescribed in the terms of this contract.

15.8 Any future increase or decrease in these statutory rates like Minimum Wage, VDA, EPF, ESI, Bonus, GST, etc., by the appropriate authority shall be binding on both the parties and shall be paid by the Bank accordingly.

15.9 The service charge and uniform charge will remain fixed during the entire period of the contract.

16. Subletting of Contract

16.1 The agency shall not assign or sublet any portion of the Contract. The Contractor shall make all arrangements for carrying out the work as per the terms and conditions of the

contract; the employer shall not provide any kind of assistance in the form of men/ material. In case of breach of these conditions, the Bank may serve a notice in writing on the agency rescinding the contract whereupon the security deposit shall stand forfeited to the Bank, without prejudice to other remedies against the agency.

16.2 Each bidder is required to confirm and declare with his bid that no agent, middleman or any intermediary has been, or shall be, engaged to provide any services, or any other item or work related to the award and performance of this contract. If the Bank subsequently finds to the contrary, it reserves the right to cancel the contract immediately.

17. Non-Disclosure Clause

The agency and its staff shall not disclose, divulge, reveal or use for any purpose any information relating to the Bank, which would reasonably be considered to be private or proprietary to the Bank, the release of which could reasonably be expected to cause harm in any manner to the Bank, which the agency and/or its staff have obtained, except as authorized by the Bank or as required by law. This obligation on the part of the agency and its staff shall apply during the term of agreement and indefinitely after the term of agreement. The agency and its staff shall also not disclose directly or indirectly any information of [Annexure - I to V](#) and details of the Bank's infrastructure / systems/ equipment, etc., which may come to its possession or knowledge during the course of discharging its contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. It 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. It shall not publish, permit to publish, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Bank. It shall indemnify the Bank for any loss suffered by the Bank as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract and the Bank shall be entitled to claim damages and pursue legal remedies.

18. Force Majeure

If at any time during the currency of the contract, either party is subject to force majeure, which can be termed as civil disturbance, riots, strikes, tempest, civil commotion, local commotion of workmen, or lockout, affecting any of the trades employed on the work or serious loss/damage by fire, acts of God etc. which may prevent either party to discharge his obligation, the affected party shall promptly notify the other party about the happening of such an event. Neither party shall, by reason of such event, be entitled to terminate the contract in respect of such performance

of their obligations. The obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist.

G. Working Penalty Clause

1. Withholding of Payments

The Bank may withhold the payment to an extent that, it reasonably believes when, the Agency is in breach of the obligations as per this Agreement. If the breach is such that the same can be rectified, the Agency shall be given 07 (seven) days’ notice for rectification 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 earn any interest.

2. Deductions from Payments

The Bank may deduct from the Agency’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 Agency, etc., directly incurred by the Bank (‘The Direct Damages’) that arise from the negligence of the Agency. In case the Agency fails to rectify the breach, as mentioned, the Bank has the discretion, without further notice, to deduct such amounts from the Agency’s Bill, and this right is in addition to any other right available to the Bank under this Agreement.

3. Operational Working Penalty

Working penalty limiting to the operational requirements are specified as follows:

SN	Service Level Agreement (SLA)	Failure Tolerance Level	Risk	Penalty per Month
	General			
1	Misbehaviour by the deployed Staff with any employee / visitors, etc.	Zero	High	Minimum 2% to a Maximum of 10% of the monthly bill value
2	Misuse of the Bank property/ equipment	Zero	High	Minimum 2% to a Maximum of 10% of the monthly bill value
3	Service quality being not satisfactory	Zero	High	Minimum 2% to a Maximum of 10% of the monthly bill value

4	Failure to deploy the required number of personnel on any given day	Zero	High	Minimum 2% to a Maximum of 10% of the monthly bill value
5	Staff found Missing from the duty / Left Work Incomplete, Late Reporting, etc.	Zero	Medium	Minimum 1% to a Maximum of 7% of the monthly bill value
6	Not Wearing ID-Cards / Uniforms	Zero	Low	Minimum 0.5% to a Maximum of 5% of the monthly bill value
7	Failure to submit wage statements of the deployed staff	Zero	Low	Minimum 0.5% to a Maximum of 5% of the monthly bill value

4. Working Penalty (Statutory Compliance)

Working penalty limiting to the statutory compliances are specified as follows:

SN	Statutory Requirements	Failure Tolerance Level	Risk	Penalty per Month
1	Shall comply with the statutory requirement regarding maximum number of services of 8 hours per day	Zero	High	Minimum 2% to a Maximum of 10% of the monthly bill value
2	Failure to comply with the Applicable Contract Labour Laws / other Laws/ Acts and maintaining the documents related to such laws/act	Zero	High	Minimum 2% to a Maximum of 10% of the monthly bill value
3	Deploying the Staff / Employees without giving weekly-off	Zero	High	Minimum 2% to a Maximum of 10% of the monthly bill value

4	Non-production of proof of credit of salary to the staff along with monthly bills	Zero	High	Minimum 2% to a Maximum of 10% of the monthly bill value
5	Non-submission of Insurance Policy	Zero	Medium	Minimum 1% to a Maximum of 7% of the monthly bill value
6	Non-submission of Police verification of staff	Zero	Low	Minimum 0.5% to a Maximum of 5% of the monthly bill value
7	Statutory fulfilment documents (EPF/ESI payment, salary disbursement etc.) to be provided on time i.e., along with monthly bills	Zero	Low	Minimum 0.5% to a Maximum of 5% of the monthly bill value

Implementation: The above-mentioned penalty clauses shall be monitored by the P&S Cell, RBI, Imphal to process the penalties, if any. The decision to waive off the same shall lie with the Officer-in Charge of the Bank.

Section VI

Part I - Techno-Commercial Bid / Technical Bid

SN	Information / Documents required	Details	Uploaded File Name
1	Name of the company/ proprietorship / firm:		
	Address and telephone number and email of Registered Office/authorised official.		
	Address of the office through which work with RBI would be handled		
2	Type of Organization – (Whether company/proprietorship/firm) and date of establishment.		
3	Name of the Proprietor / Partners/ Directors of the organization and email ID		
	Attach Power of Attorney, if required, duly authorizing the person on behalf of the bidder to sign the tender related documents and also to deal with tender related matters.		
4	Date of Incorporation / Constitution		
5	Registration No. of the agency/ contractor (Upload the documentary evidence on MSTC portal)		
6	List of clients served by the agency/ contractor as per specified format in Annexure-IV as described in Part A - Para 3.2 of Section III (Upload the duly filled Annexure-IV on MSTC portal)		

(Signature & Seal)

7	Details of Client certificate(s) as per specified format in Annexure-II as described in paragraph Part A - Para 3.3 (ii) of Section III (Upload the duly filled Annexure-II on MSTC portal)		
8	PAN No. of Agency / Contractor (Upload the documentary evidence (PAN Card) on MSTC portal)		
9	Self-attested copy of Income-Tax Returns of the last 3 financial years i.e. for FY 2024-25, 2023-24 and 2022-23		
10	GST Registration Number of the Agency / Contractor (Upload the documentary evidence (registration certificate) on MSTC portal)		
11	GSTR Filing Details for the last one year		
12	Employee Provident Fund (EPF) registration number of the agency / contractor (Upload the documentary evidence on MSTC portal)		
13	Employees State Insurance Corporation (ESI) registration number of the agency / contractor (Upload the documentary evidence on MSTC portal)		
14	Number of Staff / Employees engaged by the Company/ Firm/ Agency at present for similar works (cumulatively)		
15	Of the above how many are:		
	a) Cleaner / Sweeper		

(Signature & Seal)

	b) Gardener / Mali		
	c) Driver		
	d) Caterer / Waiter		
16	Whether registered with Labour Department? (Yes/No)		
17	Registration No. and Date of Registration (attach the copy of registration certificate)		
18	Self-attested copy of Labour Licenses obtained for other clients		
19	Duly signed Letter of undertaking to GM (OIC), RBI, Imphal, containing acceptance to the general and specific terms and condition of the tender. (upload filled Annexure-I)		
20	CA Audited Balance Sheet (Asset-Liability Statement and P&L Statement) for last 3 years (FY 2024-25, 2023-24 and 2022-23)		
21	CA certified turnover and net profit for last 3 years (FY 2024-25, 2023-24 and 2022-23)		
22	Bankers Details of the Company/ Firm/ Agency: a) Bank Name b) Account Number c) Account Type d) IFS Code		

(Signature & Seal)

	e) Name of the bank's official, postal address and e-mail/ telephone no (Landline and Mobile numbers) (The above details may be submitted in the company's / agency's letter head)		
23	Financial Credibility/ Solvency Certificate from the Banker issued by the tenderer's banker specifically for this work for an amount of ₹19 Lakh or above (Annexure-III)		
24	Self-attested copies of litigations/civil suits/disputes, if any. Otherwise mention "NIL".		
25	Earnest Money Deposit (upload scanned copy of deposit slip/NEFT proof, UTR No.)		
26	Any other relevant Information regarding the Company/ Firm/ Agency.		

Note– Documentary evidence for the above as specified in the pre-qualification eligibility criteria must be uploaded on the MSTC Portal. The tenders without documentary evidence will not be considered by the Bank. The Bank reserves the right to call for proof / verify the information furnished by the tenderer.

The details of document (list is indicative and not exhaustive) to be uploaded are as below:

- a) Registration Certificate of the Company/ Firm/ Agency
- b) List of Clients served by the Company/ Firm/ Agency in [Annexure-IV](#) and Documentary Evidence / Work Orders / Agreements / etc.
- c) Client Certificates / Feedback as per the specified format given in [Annexure-II](#)
- d) Annual Turnover Statements of the Company / Firm/ Agency (for last three (03) financial years)
- e) Income Tax Return of the Company / Firm/ Agency (for last three (03) financial years)
- f) Profit and Loss Account of Company/ Firm/ Agency (for last three (03) financial years)
- g) Financial Credibility/Solvency certificate as per [Annexure-III](#)

- h) Registration Details of the Company / Firm / Agency under Contract Labour (Regulation and Abolition) Act, 1970
- i) Undertaking / Declaration on the letter head of the Company/ Firm/ Agency as per [Annexure-I](#)
- j) EMD Receipt / Acknowledgement Slip
- k) Any other documents to substantiate the information submitted in the above table

Declaration by the Bidder:

I/We before signing this e-tender have read and understood all the above terms and conditions contained herein and undertake myself / ourselves to abide by them in case the abovementioned contract is executed to me/us. I/We understand that the Bank reserve the right to accept or reject any or all the e- tender either in full or in part without assigning any reason thereof.

Date:

For and on behalf of M/S

Authorized Signatory (With Name/Designation & Seal)

Section VII

Part II – Financial Bid

A. Calculation Sheet

Price Bid Format - Annual Service Contract for providing Housekeeping Staff at RBI Office Premises located in Imphal (FY 2026-27)

SN	Description	Wage (per personnel)				Remarks	
		Sweeper	Gardener	Driver	Caterer		
1	A	Basic Minimum Wages plus VDA	-----	-----	-----	-----	As per Govt. Notification (subject to change)
2	B	Employer Contribution - EPF (including EDLI and Admin Charge) @ 13% of A	-----	-----	-----	-----	As per Rule (subject to maximum ceiling of ₹15,000/- or any other amount specified by EPFO from time to time)
3	C	Employer Contribution - ESIC @ 3.25% of A	-----	-----	-----	-----	As per Rule (Not applicable if salary exceeds ₹21,000/- or any other amount specified by ESIC from time to time)
4	D	Statutory Bonus at 8.33% of A	-----	-----	-----	-----	As per Rule (Not applicable if salary exceeds ₹21,000/- or any other amount updated by the concerned

(Signature & Seal)

56

							Act from time to time)
5	E	Cost Per Day	-----	-----	-----	-----	To be calculated by Office
6	F	Total Cost for 26 days	-----	-----	-----	-----	To be calculated by Office
7	G	Total Cost for 12 months for required number of personnel	-----	-----	-----	-----	To be calculated by Office
8	H	Service Charge @...% of G					a) Minimum Service Charge of 3.00% to be quoted b) To be quoted by the Bidder in percentage terms only b) To be Uniform for all category of personnel
9	I	GST @ 18% of H	-----	-----	-----	-----	To be calculated by Office
10	J	Total	W	X	Y	Z	To be calculated by Office
Grand Total			W+X+Y+Z				To be calculated by Office
<ul style="list-style-type: none"> Submit the service charge (in percentage terms only) at Sl. No. 8 in the excel sheet to be downloaded from the MSTC portal. The excel sheet may be reuploaded after the agency profit / service charge is entered (in Sl. No. 8) in the excel sheet. 							

- **A minimum service charge of 3% (three percent) to be quoted by the bidder at SN 8 (H) - Agency profit. Bids quoting below the required 3% is liable to be rejected.**
- The other information shall be filled in by the office.
- Cleaning Staff / Sweeper be categorized under Unskilled Category; Gardener and Caterer shall be categorized under Semi-Skilled Category and Driver shall be categorized under Skilled Category, while paying wages under Minimum Wages Act (Central Rules), 1948 (i.e. Basic Minimum Wages plus VDA).
- The agency is expected to apprise the deployed staff regarding the wages under the concerned rules and regulations, including employee's deductions towards EPF and ESIC.

B. Important Instructions regarding Price Bid / Financial Bid

- The statutory wages are subject to change by notifications of the corresponding statutory authorities.
- The monthly payment will be made as per the total manpower deployed (man-days) during the month.
- Any future increase or decrease in these statutory rates like Minimum Wage, VDA, EPF, ESI, Bonus, GST, etc., by the appropriate authority shall be binding on both the parties and shall be paid by the Bank accordingly.
- The vendors shall quote Service Charges in the price bid. Service Charges shall be quoted keeping in mind the expenses involved in providing managerial / supervisory / administrative services to get the work done through deployed housekeeping staff as mentioned in the detailed terms and conditions of the tender document. Agency Profit / Service Charge mentioned in the price/financial bid includes the following:
 - a) Service Charge for providing manpower
 - b) Any other miscellaneous charges i.e. contractor's profit & overhead, insurance, mobile charges, washing charges, transportation charges etc., or any other charges.
- The bidders shall quote/enter the service charge in percentage terms only. The service charge shall be uniformly quoted for all category of personnel.
- The service charges shall be exclusive of GST
- Service charge will remain fixed during the entire period of contract and subsequent renewals.

- A bidder being L1 merely by financial/price bid shall not be sufficient ground for becoming eligible for award of contract. In case bidders fail to quote the correct figures in line with latest statutory guidelines, their financial/price bids are liable to be rejected.
- The Bank shall establish the reasonableness of the rates in relation to the estimated rates, prevailing market rates, economic indices of the raw material/ labour and other input costs etc., Accordingly, the Bank may, at its discretion, ask any bidder to furnish the breakup and rationale based on which the quoted rates have been arrived.
- No extra amount shall be paid for posting a reliever.

Letter of Undertaking to be given on tenderer's letter head

To

General Manager (Officer In-Charge)

Reserve Bank of India

Lilashing Khongnangkong

Opp. Manipur Legislative Assembly

Imphal – 795001

**E-Tender for Providing Maintenance and Housekeeping Staff at the Office
Premises of Reserve Bank of India, Imphal**

In response to the above and in full agreement with the terms and conditions as stipulated by Reserve Bank of India, Imphal:

- I. I/ We certify that before signing/uploading this bid, I/ We have read and fully understood all the terms and conditions of the tender laid down in tender document both Technical and Financial Bids in general and specifically the schedule of tender (Section-I), instruction regarding e-tender (Section-II), general instructions to bidders (Section-III), Evaluation criteria (Section IV), requirement of housekeeping staff, scope of works, terms and conditions of the contract, the penalty clause (Section-V), Technical Bid (Section VI), and Financial Bid (Section VII) and agree to abide by them.
- II. I/We have understood the evaluation process to be followed by the Bank as mentioned in the tender document, the conditions mentioned Section III/IV and evaluation matrix of the tender document. I / We also understand that the General Manager (Officer In-Charge), Reserve Bank of India, Imphal has the right to accept or reject my/ our tender bid without assigning any reasons whatsoever and his decision shall be binding on me/us.
- III. I/ We understand the minimum wages shall be required to be paid as per the terms and conditions stipulated by the Central Government / Other Authorities concerned from time to time. In addition, I/We also understand that all statutory payments like EPF /ESI /Bonus /Gratuity, also need to be paid as prescribed under various statutes by me / us. I/We shall abide by all the statutory and obligatory requirements specified from time to time in various acts applicable in undertaking the service.
- IV. I/ We fulfil the statutory registration requirements with corresponding government authorities in respect of Employees Provident Fund/ Employees State Insurance, GST,

Labour Department, etc., to undertake the work and all the documents submitted/uploaded in this behalf are genuine and valid.

- V. I/ We have not been banned and de-listed by any Government Department/ Financial Institution/ Public sector undertakings/ Private Sector Undertakings/ MNCs and have not been convicted by any Court of Law/ have no case pending before the court of law/ Police authorities for the last 10 years.
- VI. If our bid is accepted, I/ We agree to deploy the housekeeping staff from the date of beginning of contract period.
- VII. I/We fully understand that the EMD amount can be forfeited in case of failure to perform the work if awarded.
- VIII. On receiving the award of contract, I/We shall furnish a Performance Bank Guarantee, as per [Annexure-V](#), in lieu of Security Deposit of the prescribed amount which shall be valid for 90 days beyond the expiry of contract.
- IX. I / We also understand that the Performance Bank Guarantee ([Annexure-V](#)), in lieu of security deposit, shall be invoked in the event of failure on my/ our part to duly execute the work as per the agreement or in case of any breach attributable to me/ us of the terms and conditions.

Yours faithfully,

Authorized Signatory (with name, designation and seal)

Date:

Client's Certificate regarding performance of Company/Agency/Firm providing housekeeping services

To

General Manager (Officer In-Charge)

Reserve Bank of India

Lilashing Khongnangkong

Opp. Manipur Legislative Assembly

Imphal – 795001

SN	Particulars	Comments
1	Name and address of the agency supplying housekeeping services	
2	Place (s) where service is/was availed	
3	Period of agreement and renewals, if any	
4	Maximum number of personnel deployed at any point of time during the contract	
5	Value of Service (Total/Year wise)	
6	Comments regarding adherence of terms and conditions of contract (Excellent/ Satisfactory/ Unsatisfactory)	
7	Any penalty imposed or deductions made or litigations pending for non-adherence to the terms and conditions of contract	

(Signature & Seal)

SN	Particulars	Comments
8	Overall Performance (Excellent/ Satisfactory/ Unsatisfactory)	
9	Any other information	

Date:

Name and Address of the Client:

Signature of the Client with Seal

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

Financial Credibility Certificate/ Solvency Certificate from the banker (On the Scheduled Bank's Letter Head)

To
General Manager (Officer In-Charge)
Reserve Bank of India
Lilashing Khongnangkong
Opp. Manipur Legislative Assembly
Imphal – 795001

Dear Sir

We certify that M/s (name and address of the applicant) is/are maintaining a Savings Bank Account/Current Account (strike off whichever is not applicable) No. with us since The said account is satisfactorily operated by (name of the applicant). Their financial position for business operations in providing Housekeeping staff/ services is good and they are capable of doing a turnover of ₹ (estimated contract amount) in providing Housekeeping Staff/ Services.

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

For the bank with Name, Designation & Seal

Turnover and Experience Certificate

Financial Year	Total Number of House-Keeping Staff / Services provided	Turnover from House-Keeping Service	Total Number of Personnel (House-Keeping Staff + all other) deployed	Total Turnover of the company (in Rs)	Net Profit	Remarks
2022-23						Upload self-attested IT return for each year and CA certificate
2023-24						
2024-25						

Client List

SN	Period of Work (Eg. 01/01/2021 to 31/12/2021)	Name, Address & Telephone Number of the Client (Govt. / Semi-Govt/ bank/ others)	No. of House-Keeping Staff Deployed	Value of Work from the housekeeping services (in ₹)	Remarks
					Upload Documentary Proof

(Signature & Seal)

Proforma for Performance Bank Guarantee

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

Place:.....

Date:.....

To
General Manager (Officer In-Charge)
Reserve Bank of India
Lilashing Khongnangkong
Near Manipur Legislative Assembly
Imphal – 795001

Dear Sir

**Contract for Providing Maintenance and Housekeeping Staff at the Office
Premises of Reserve Bank of India, Imphal**

WHEREAS Reserve Bank of India, having its Central Office at Shaheed Bhagat Singh Road, Mumbai, through its office at Reserve Bank of India, Imphal (hereinafter called “the RBI”) has awarded the Contract for the captioned work (hereinafter called the "Contract") to M/S (Name of the Contractor) (hereinafter called " the said Contractor", which expression shall include its successors and assigns).

AND

Whereas the Contractor is bound by the said Contract to submit to Reserve Bank of India, Imphal a Performance Bank Guarantee for a total amount of ₹..... (Rupees Only) 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 ₹..... (Rupees Only) as Performance Guarantee for due fulfilment of terms and conditions of the contract.

NOW THIS GUARANTEE WITNESSETH

- I. We (Name of the Bank) do hereby agree with and undertake to RBI, their Successors, Assigns that in the event of the RBI coming to the conclusion that the Contractor has not performed his obligations under the said conditions of the Contract or have committed a breach thereof, which conclusion shall be binding on us as well as the said Contractor; we shall on demand by the RBI, pay without demur to the RBI, a sum of ₹..... (Rupees Only) or any lower amount that may be demanded by the RBI. Our guarantee shall be treated as equivalent to the Performance Guarantee Amount for the due performance of the obligations of the Contractor under the said Contract, provided, however, that our liability against such sum shall not exceed the sum of ₹..... (Rupees Only).
- II. We also agree to undertake and confirm that the sum not exceeding ₹..... (Rupees only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the RBI on receipt of a notice in writing stating that the amount is due to them and we shall not ask for any further proof or evidence and the notice from the RBI shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. The bank shall pay to RBI any money so demanded notwithstanding any dispute/disputes raised by the Contractor in any suit or proceedings pending before any Court, Tribunal or Arbitrator/s relating thereto and the liability under this guarantee shall be absolute and unequivocal. We undertake to pay the amount claimed by the RBI within a period of one week from the date of receipt of the notice as aforesaid.
- III. 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.
- IV. This guarantee shall not be revoked by us without prior consent in writing of the RBI.

We hereby further agree that:

- I. 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).