दिनांक: 02 नवम्बर 2026

भारतीय रिज़र्व बैंक, जम्मू में बाल सदन/दिन-देखभाल (क्रेच/डे-केयर) सेवाएँ प्रदान करने हेतु गैर-सरकारी संगठन (NGO) का चयन

भारतीय रिज़र्व बैंक, जम्मू द्वारा "रेल हेड कॉम्प्लेक्स, जम्मू स्थित भारतीय रिज़र्व बैंक के कार्यालय परिसर के भीतर बैंक कर्मचारियों के आश्रित बच्चों हेतु बाल सदन/ दिन-देखभाल केंद्र चलाने" के कार्य के लिए 01 जनवरी 2027 से 31 मार्च 2027 तक की अवधि हेतु द्वि-बोली पद्धति (तकनीकी एवं वित्तीय बोली) के अंतर्गत ई-निविदाएँ आमंत्रित की जाती हैं। ई-निविदा की प्रक्रिया Government eMarketplace (GeM) – Central Public Procurement Portal (CPPP) के ई-निविदा पोर्टल (https://etenders.gov.in) के माध्यम से सम्पन्न की जाएगी। सभी योग्य और इच्छुक NGOs को ई-निविदा प्रक्रिया में भाग लेने के लिए उपर्युक्त वेबसाइट के माध्यम से सीपीपी (CPP) पोर्टल पर पंजीकरण करना होगा। ई-निविदा की समय-सारणी निम्नानुसार है:

कार्य की अनुमानित लागत	₹11,00,000/- (केवल ग्यारह लाख रुपये) प्रति वर्ष
निविदा जारी करने की तिथि/ समय	02 नवम्बर 2026 (सोमवार), अपराह्न 12:00 बजे से
प्री-बिड मीटिंग की तिथि/ समय	30 नवम्बर 2026 (सोमवार), अपराह्न 03:30 बजे
ई-निविदा आवेदन प्रस्तुत करने की अंतिम तिथि/ समय	11 दिसम्बर 2026 (शुक्रवार), अपराह्न 12:00 बजे तक
आवेदन (भाग-I) खोलने की तिथि/ समय	14 दिसम्बर 2026 (सोमवार), पूर्वाह्न 11:30 बजे

2. अधिक जानकारी के लिए कृपया बैंक की वेबसाइट www.rbi.org.in के **"निविदाएं"** सेक्शन पर जाएँ।

3. बैंक के पास अधिकार है कि वह बिना कोई कारण बताए सभी या किसी भी निविदा को अस्वीकार कर दे।

क्षेत्रीय निदेशक
भारतीय रिज़र्व बैंक
जम्मू

भारतीय रिज़र्व बैंक

Reserve Bank of India

मानव संसाधन प्रबंध विभाग

Human Resource Management Department

जम्मू / Jammu

https://www.rbi.org.in

ई-निविदा हेतु सूचना/Notice Inviting E-Tender

FOR

भारतीय रिज़र्व बैंक, जम्मू में क्रेचे/डे केयर सेंटर चलाने के लिए एनजीओ का चयन

01 जनवरी 2027 – 31 मार्च 2027

Selection of NGO for running a Creche/ Day Care Centre at Reserve Bank of India, Jammu

January 01, 2027 till March 31, 2027

DISCLAIMER

Reserve Bank of India (hereinafter referred to as “the Bank”), Human Resource Management Department, Jammu, has prepared this document to give relevant information about the contract to the interested parties. Even though the Bank has taken due care while preparation of this document, neither the Bank, or any of its authorities or agencies or any of their respective officers, employees, agents or advisors give any warranty or make any representations, express or implied with respect to completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

2. The information contained in the document is not intended to be exhaustive and is being provided on the condition that it is non–binding on the Bank or any of its authorities or agencies or any of their respective officers, employees, agents, or advisors.

3. The Bank reserves the right not to proceed with the contract, or to change the configuration of the contract, or to alter the timetable reflected in this document, or to change the process or procedure for application/selection of bids. It also reserves the right to decline to discuss the matter further with any party expressing interest.

4. This document is neither an offer letter nor a legal contract, but an invitation for offer from prospective NGOs. No contractual obligation on behalf of the Bank whatsoever shall arise from the tender-process mentioned in this document unless and until a formal contract is signed and executed by duly authorized officers of RBI and the NGO.

5. The Bank shall not be liable for any costs incurred by the NGO in the preparation of the response to this tender. No reimbursement of cost of any type will be paid to persons or entities expressing interest.

Brief Information about the Tender

Offers are invited from reputed government approved NGOs duly registered under the Societies Registration Act for awarding contract to run Creche/ Day-care Center for wards of Bank employees within Office Premises of Reserve Bank of India, Rail Head Complex, Jammu - 180012.

Sr. No.	Specifications	Details
i)	E-tender No.	
ii)	Estimated Annual Value	₹11,00,000/- (Rupees Eleven Lakh Only)
iii)	Mode of tendering process	Online/E-Tender (via GeM-CPPP https://etenders.gov.in) Tender will consist of two parts: Part I - Technical Bid Part II - Financial Bid
iv)	Type of e-tender	Open Tender
v)	Tenure of Contract	The contract shall initially be entered for the period January 01, 2027, to March 31, 2027 (Contract may be further be renewed up to March 31, 2029, one year at a time, based on mutually agreed terms and conditions)
vi)	Date of NIT available to parties for download	November 02, 2026 (Monday) from 12:00 noon
vii)	Pre-bid meeting	Offline: November 30, 2026 (Monday) at 12:00 PM Venue: Conference Room, 2nd Floor Reserve Bank of India Rail Head Complex Jammu - 180012
viii)	Date of starting of e-tender for online submission of Technical Bid and Financial Bid on https://etenders.gov.in	November 02, 2026 (Monday) from 12:00 noon
ix)	Last date for online submission of Technical Bid and Financial Bid	December 11, 2026 (Friday) up to 12.00 noon
x)	Opening of Part I - Technical Bid	December 14, 2026 (Monday) at 11:30 am
xi)	Opening of Part II - Financial Bid	To be intimated separately to the tenderers shortlisted in Technical Bid.
xii)	Validity of the e-tender	90 days from the date of opening Part I - Technical Bid.

xiii)	Contact Details	**Reserve Bank of India, Jammu** i) **Smt. Mani Saini, AGM, HRMD** e-mail: manisaini@rbi.org.in Mob: 9818535958 Phone No.: 0191-2474886 ii**) Smt. Manisha Sapra, AM, HRMD** e-mail: manishasapra@rbi.org.in Mob: 8861847733 Phone No.: 0191-2474886
		GeM-CPPP: Visit **https://etenders.gov.in**

Important Instructions for the Tenderers/Interested Parties

1. The contract shall be awarded via e-tender/online tender.
2. The e-procurement service provider is GeM-CPPP.
3. Interested parties/vendors need to register themselves with GeM-CPP portal. Registration is free of cost.
4. Transaction fee for submission of online tender at GeM website shall be directly payable to GeM-CPPP via payment gateway. Transaction fee shall be non-refundable.
5. The Tender process shall comprise of two separate bids: Technical and Financial. Financial bids for only those tenderers shall be opened whose Technical bids are acceptable to the Bank as per laid down terms and conditions.
6. You are requested to read and understand this Notice Inviting Tender and subsequent Corrigendum, if any, before submitting your online tender. Tenders which are incomplete in any respect shall be summarily rejected.
7. The Bank reserves the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof.
8. No deviation of the terms and conditions of the tender document is acceptable. Submission of bid in the e-tender floor by any tenderer confirms his acceptance of terms & conditions for the tender. Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.
9. The responsibility of downloading the related corrigenda, if any, will be of the bidders only. No separate intimation in respect of corrigendum to this document (if any) will be sent to tenderer(s).
10. The tenderers are advised to offer their best possible rates. There would generally be no negotiations, hence please submit your most competitive prices while submitting the price bid.
11. Canvassing or offer of an advantage or any other inducement by any person with a view to influencing acceptance of a bid will lead to rejection of bid, in addition to other punitive/legal measures.
12. The Tenderers are advised to visit the Bank's Main Office Building and Annexe Building, at Reserve Bank of India, Railhead Complex, Jammu, and acquaint themselves of the site conditions before tendering.
13. All information, correspondence letters shall be submitted and addressed to the Regional Director, Reserve Bank of India, Rail Head Complex, Jammu – 180012.

Detailed Guidelines related to Tender Process

A. Registration

1. The interested tenderer must register with GeM-CPP portal. Registration is free of cost. The bid, both technical and financial, must be submitted electronically and can be done only after registration at the GeM e-procurement portal. tenderer are to make their own arrangement for bidding from a P.C. connected to the Internet. GeM-CPPP is not responsible for making such arrangement. To record the bid, the tenderer must possess Class-III Digital Signature.
2. Tenderers are required to register themselves online with **https://etenders.gov.in**
3. Tenderers will receive a system generated mail confirming their registration, at the email provided during filling the registration form.

Note: Tenderers who are already registered with GeM-CPPP, may directly proceed for recording their Technical Bid and Financial Bid at the following link **https://etenders.gov.in** → Tenders by Organisation → Reserve Bank of India

B. Submission of Tender

1. Last date of submission of bids on GeM-CPPP GeM-CPP portal is December 11, 2026 (Friday) up to 12.00 noon.
2. All the proformas, as given in Annex I to IV, complete in all respects and duly signed, should be mandatorily uploaded, along with duly attested supporting documents mentioned in Pre-Qualification Criteria.
3. The tenderer must use only the forms issued by the Bank or downloaded from the Bank's website to fill in the rates. If any of the documents is missing or unsigned, the tender may be considered invalid by the Bank at its discretion.
4. After scrutiny, if any of the tenderers are not found to possess the required eligibility, their tenders will not be accepted by the Bank for further processing.
5. All rates shall be quoted in Indian Rupees only, both in figures and words. The rates quoted shall be deemed to be for the entire service/work and shall be binding without any escalation whatsoever till one year. For any item, if the rate and amount do not tally with respect to the quantity, then the amount arrived based on quoted rates shall only be acceptable.
6. The Bank reserves the right to reject all or any bid without assigning any reason.

C. Tender Process

1. The tender shall comprise of two separate bids: Technical Bid and Financial Bid. For details refer to Part-I and Part-II respectively.

2. Technical Bid must be accompanied with following documents:
   i. Power of Attorney/authorization with the seal of the NGO in the name of the person signing the tender documents.
   ii. List of deviations, if any, in commercial terms and conditions.
3. Technical Bid will be opened electronically on the date and time specified at point no. (x) of the table on Page 03.
4. Financial Bid will be opened electronically of only those bidder(s) whose Technical Bid is found acceptable by RBI, Jammu as per Pre-Qualification criteria. Such bidder(s) will be intimated date of opening of Financial bid, through valid e-mail confirmed by them.
5. Each bidder shall submit only one tender either by himself or as a partner in joint venture or as a member of consortium. If a bidder or if any of the partners in a joint venture or any one of the members of the consortium participate in more than one bid, the bids are liable to be rejected.

D. Tender Fee and Other Deposits

1. Earnest Money Deposit (EMD)

   EMD @2% of the estimated tender value i.e, ₹11,00,000/- (Rupees Eleven Lakh Only) amounting to a sum of ₹22,000/- (Rupees Twenty-Two Thousand Only) shall be paid as earnest money by all the bidders in the following way:

   i. NEFT to be made in favour of RBI, Jammu, Current Account No. 186003001, IFSC Code: RBIS0JMPA01 (RBIS-zero-JMPA-zero one)
   ii. Bidders may please furnish the name of their NGO in “Remarks” while making NEFT payment

   No interest shall be payable on EMD amount. The amount deposited by the unsuccessful bidders would be refunded after award of tender. Tenders received without EMD will be rejected.

2. Security Deposit (SD)

   iii. The successful bidder shall be required to deposit interest free security deposit of 5% of the contract amount before issue of work order/award letter. Successful bidder can submit security deposit within fifteen days after the award of this contract service in one of the following ways:
      a. NEFT to be made in favour of RBI, Jammu, Current Account No. 186003001, IFSC Code: RBIS0JMPA01 (RBIS-zero-JMPA-zero one).

Note: Bidders may please furnish the name of their NGO in "Remarks" while making NEFT payment.

b. Demand Draft payable at Jammu, issued by a Scheduled Bank in favour of the Reserve Bank of India, Jammu.

c. Fixed Deposit Receipt, issued by a Scheduled Commercial Bank, pledged in the favour of Reserve Bank of India, Jammu.

d. Bank Guarantee for Security Deposit as per the proforma given in Annex V.

iv. The SD deposited by the successful bidder shall be liable to be forfeited or appropriated in the event of unsatisfactory performance of the bidder and / or loss/ damage if any sustained by the Bank on account of failure or negligence of the workers deployed by bidder or in the event of breach of the terms and conditions of the agreement. However, the issue of letter of acceptance/ work order by the Bank shall be construed as a binding contract, as though such an agreement has been executed and all the terms and conditions shall apply on this contract.

v. The bidder shall also submit SD in case the contract is extended, and the SD shall be valid for a period of 60 days beyond the date of termination of the renewed contract.

vi. On expiry of the contract successfully in all respects, the security deposit will be returned to the bidder/ NGO within 6 months of expiry of contract without any interest.

E. Opening of Tender

Part-I of the tender will be opened on December 14, 2026 (Monday) at 3.00 pm. Part-II of the tender of only those tenderers which meet the requirements of the Bank will be opened on the same date or on any subsequent date under advice to the tenderers.

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

ii. The written offer of contract issued to the successful bidder/NGO shall be accepted by the bidder in writing within three days from the date of issue of the offer letter. Failure to accept the offer within this period will result in forfeiture of the EMD.

iii. The successful bidder/NGO shall commence the services after formalities of acceptance of the Offer is complete. The failure, delay or evasion on the part of the successful bidder/ NGO to commence the services within the period

stipulated by Bank will also result in termination of the contract and forfeiture of the EMD.

F. Evaluation Criteria

Part I (Technical Bid)

1. The Evaluation shall be carried out based on the documents submitted by the bidder.
2. The tender will be evaluated out of a grand total of 100 marks. Total of 100 marks will consist of 60 marks for technical bid and 40 marks for financial bid. The technical part has been given higher weightage as the financial component in case of NGO may not significantly include any profit consideration.

Sr. No.	Technical Evaluation Parameter	Maximum Marks
1	**Legal status & registration** – Valid registration under Societies Registration Act, PAN, TIN/GSTIN, Employee State Insurance Act, PF registration, registration under labour laws etc.	15
2	**Relevant experience in crèche/daycare management** – Experience in managing/running crèche, daycare, childcare centre, preschool or similar facility Experience of 2-5 years: 10 marks Experience of more than 5 years: 20 marks	20
3	**Experience with Government/Public Sector/Financial Institutions/reputed institutions** Experience of 2-5 years: 5 marks Experience of more than 5 years: 10 marks	10
4	**Track record & performance** – satisfactory completion certificates, absence of termination/blacklisting, client references	15
	Technical Score	**60**

2. Only bidders securing a minimum of 50% of the Technical Marks, i.e. 30 out of 60 marks, shall be considered eligible for opening/evaluation of the Financial Bid.

Part II (Financial Bid)

1. The financial bid consists of the monthly fixed amount charged by the NGO for providing staff for managing and running Creche/Day Care Centre, where cost of manpower may include salaries as per GOI minimum wage circular notified from time to time, administrative cost, uniform, employer's statutory contributions including EPF/ ESI wherever applicable, insurance cost etc.

2. **Financial Score** = (Lowest Evaluated Financial Bid / Bidder's Evaluated Financial Bid) × 40

Final Score = Technical Score + Financial Score

In the scenario of a tie, the bank will give first preference to the tenderer having office in Jammu and/or who employ or have employed workers from Jammu. Further, in case of tie between two or more bidders having office in Jammu and who employ or have employed workers from Jammu, the preference will be given to the bidder with higher Technical Score.

TENDER FOR PROVIDING CRECHE/DAY CARE SERVICES AT RBI, JAMMU

PART – I

Technical Bid

Pre-Qualification Criteria

Eligibility Criteria / Pre-Qualification Criteria

The Bidder/ NGO shall meet the following minimum eligibility requirements:

1. **Legal Registration**: The NGO should be duly registered under the Societies Registration Act or the applicable Societies Registration law in force in UT of Jammu & Kashmir.
2. **Relevant Experience:** The NGO should have experience of managing/running at least one creche, day-care centre, child-care facility, pre-school or similar child development facility for a minimum of 02 years, preferably in an institutional/ organisational setting.
3. **Good Track Record**: The NGO should have a satisfactory track record of at least 05 years in undertaking social welfare, education, child development, community development or allied activities.
4. **Qualification of Staff Deployed:** The NGO shall deploy a Supervisor-cum-Teacher possessing a minimum Graduate degree along with B.Ed. qualification and having at least 02 years of relevant experience. The Attendant(s) deployed shall have passed at least 12^{th} standard and have at least 01 year of relevant experience. Age limit for both the categories shall be between 20 to 40 years at the time of appointment.
5. **No Debarment**: NGOs that are debarred or blacklisted by any Government Departments or any other organisation/Society whatsoever are not eligible to participate in the bidding process. An undertaking in this regard is to be submitted along with the bid by the bidders to the effect that they are not debarred or blacklisted by any Govt Department or private agency and neither any case is pending or is under investigation on charges of corruption, unfair trade practices, mishandling/abusing children. In the event of any false information or/and on revealing of any such fact later, even if work is awarded, it shall be withdrawn.

The tenderers should satisfy the following conditions and shall enclose the following documents in Part I for examining their credentials. Opening of Part II (Price Bid) will be subject to satisfying the prescribed eligibility criteria:

Sr. No.	Particulars	Description
a.	Composition of the NGO	Full particulars of the composition of the NGO in detail should be submitted along with the name(s) and address(es) of the governing body members etc.
b.	Registrations	Copy of various registrations such as PAN, TIN/GSTIN, registration under Societies Registration Act, Employee State Insurance Act, PF Registration, registration under labour laws must be submitted as documentary evidence. The NGO must have necessary license to engage labour under the labour laws. The NGO has to abide by all applicable laws/ rules of land including minimum wages, etc. The NGO will be solely responsible for any outcome of violation of any laws.
c.	Experience: Minimum 2 years of experience as on March 31, 2026 in providing childcare/pre-school related services in reputed organizations, public sector undertakings, multinational companies. Registration under labor laws must be submitted as documentary evidence.	Details of work experience shall be supported by work orders and completion certificates. The client-wise names of work(s), year(s) of execution of work (s) awarded, Date of Start and Finish of the work and actual cost(s) of executed work(s). Applicant should furnish their client reports showing the details of work carried out during the last 2 years and a list of present executives to whom a reference may be made. The details along with documentary evidence of previous experience if any, of carrying out works for the Reserve Bank of India at any centre should also be given
d.	Credit worthiness of the NGO.	Copies of the Income Tax Clearance Certificates/ Income Tax Assessment orders / IT Returns along with latest final accounts of the business of the NGO duly certified by a Chartered Accountant should be enclosed as proof of their credit worthiness and turnover for the last three years.
e.	Name(s) and respective address of the Bankers and their present contact executives	Written information about the names and addresses of their bankers along with full details like names, postal addresses, e-mail IDs, telephone (landline and mobile) Nos., Fax Nos., etc. of the contact executives (i.e., the persons who can be contacted at the office of their bankers by the Bank, in case it is so needed) should be furnished. Bankers' Certificate as per proforma in Annex III is also to be furnished.

f.	Details of bank accounts & undertaking for receiving payments through NEFT	Full particulars of their bank accounts, like account No., type, when opened, IFSC Code etc. should be given. Tendering NGOs should have current account in scheduled banks and should give an undertaking that they are ready to receive the payments through National Electronic Funds Transfer (NEFT)
g.	Name(s) and addresses of the office of RBI / PSU / MNC / Government Organizations / Private Companies with whom worked / services provided.	Enclose copy of work satisfactory certificate from at least two clients, as per proforma in Annex IV

Terms and Conditions for providing Creche/ Daycare Centre Services in Reserve Bank of India, Jammu

1. Estimated cost of contract:

i. The estimated annual cost of contract is ₹11,00,000/- (Rupees Eleven Lakh Only) per annum. This includes fixed component and variable component.

ii. Fixed component shall be guaranteed by the Bank. It shall comprise of the minimum wage to workers employed by the NGO, as per prevailing minimum wage rates and applicable statutory contributions including EPF, ESIC etc., wherever applicable. The minimum wages to the workers shall be paid by the Bank and shall be subject to revision, as and when the rates are revised by Government of India. *Note: The bidders are advised to give due consideration to this guaranteed payment to their workers, while quoting rates.*

iii. Variable component shall comprise of the managerial/ administrative cost borne by the NGO or any other component as indicated by NGO in its financial bid.

iv. The rates quoted in financial bid shall be final. During the period of contract with RBI, including renewals, if any, the tender value shall increase in accordance with the change in minimum wages, as notified by Government of India, from time to time. Any decision in this regard by the Bank shall be final and binding on the NGO.

2. Scope of Work/ Nature of services:

1. Subsequent to signing of the contract agreement, the NGO shall take charge of encumbrance's free site from RBI Jammu and shall nominate a responsible Supervisor/Executive/official for execution of the Creche activities under intimation to the RBI Jammu.
2. **Appointment & Scope of Services:** NGO shall provide the Services, together

with such modifications as RBI may from time to time stipulate in writing, together with all other obligations, functions and duties as more particularly described in the Agreement.

3. **Working Hours**: The Centre will remain open and be functional on all working days from Monday to Friday between 09:30 hrs. to 17:30 hrs.*, except on holidays as mentioned in para 4 below.

** These working hours may be modified as per the requirement, in consultation and with written consent of RBI.*

4. **Holidays:**
   i. The Centre will remain closed on all Saturdays and Sundays.
   ii. Further, the Centre shall remain closed on bank holidays and all the gazetted holidays as notified by the Jammu and Kashmir UT Administration under the Negotiable Instruments Act, 1881.
5. NGO will undertake the below mentioned activities, which shall be mutually agreed upon:
   i. NGO will ensure to depute staff of NGO as attendant for taking care of children and as supervisor-cum-teacher to guide children in their homework and age-appropriate education and learning at day care centre. *A teacher and an attendant will always be present irrespective of number of children staying at day care centre.*
   ii. The selected NGO should ensure to maintain required no. of manpower and also arrange a pool of reserve staff. In case any staff absents from the duty, the reliever of equal status shall be provided by the selected NGO from an existing pool of staff. *In the event the selected NGO fails to provide a suitable substitute/reliever for the period of absence, no payment shall be made in respect of the absent personnel for the corresponding period, and the amount payable for such period shall be deducted from the monthly bill of the NGO.*
   iii. The Centre shall have the children of the age group ranging from 4 months to 14 years or as per the local requirement and a maximum of 08 children can be accommodated in the Centre. The present requirement of one teacher and two attendants is in accordance with the space available in the Creche area and expected number of children therein. Subsequently, case of any expansion and requirement of additional staff from NGO shall be dealt separately.
   iv. NGO shall provide the services of the additional member within 15 days from the date of notice given by the Managing Committee formed by the

RBI (as per clause 14(v) of Terms & Conditions).

v. After hiring an additional member, in case there is a decrease in the number of children, RBI/ Managing Committee shall provide NGO with a one month notice period starting from the date of said notice.

vi. One or two members from the management team of NGO shall visit the Centre on a monthly basis to ensure smooth functioning of the Centre. In this regard, a register will be maintained at the day care centre for recording the visit by them.

vii. The staff provided by NGO shall provide their services in the Centre on a full-time basis and NGO shall pay their monthly wages ensuring compliance with the minimum wages as stipulated by GoI, from time to time.

viii. Food and nutrition to the children shall not be provided by NGO. Parents of the children availing the Day Care facility shall provide the same as per the need and requirement of their individual child. The food or milk provided by the parents may be re-heated before giving to the children. No cooking shall be done in the Centre.

ix. NGO is responsible to take care of the children during the time they are in the Centre:

a. Keep them occupied with age-specific games,
b. Provide pre-school learning and education,
c. Ensure food and nutrition is provided on time,
d. Keep the children neat and clean,
e. Ensure the Centre is neat and clean,
f. As per the age of the child, rest and sleep shall be ensured.
g. Hygiene to be maintained while feeding children.
h. NGO will prepare the day's schedule (including meal, rest, learning and play timings) for the children in consultation with their parents.

x. NGO shall undertake that its members (attendants/teachers) shall not, in any manner, cause any physical or mental harm to the children. In case of any such harm caused either accidentally or by negligence or otherwise, NGO shall be responsible and be liable for the same and shall keep RBI indemnified and safe at all times.

xi. NGO shall keep complete details of children, their parents including telephone number and residential addresses. The enrolment forms of children duly filled in by the parents should be available with the available staff in Creche. The Creche managing NGO will maintain basic

record/registers at their own cost which could be inspected any time during working hours (i) Admission/Enrolment Register for recording profile of children and their parents etc. (ii) Attendance Register of Children (iii) Attendance Register of functionaries (iv) Visitors' register for NGO staff (with in-time and out-time). The said records will be maintained properly and complete details will be provided by the NGO to RBI, Jammu by 5th of every following month.

xii. Any non-registered child coming on short term basis will be referred to as guest children or '*Atithi Balak'*. NGO shall maintain a register at the day care, indicating details of Atithi Balak viz.name, age, parent's details etc. on a daily basis so as to ascertain the staff strength requisite for handling the children at the center.

xiii. NGO shall be responsible for the training and capacity building of its staff and this shall be done regularly based on the feedback given by RBI.

xiv. RBI shall provide adequate contact details to the NGO staff deployed in Creche area, in case of an emergency, including medical requirements.

xv. In the event of closure of RBI Day Care Centre on temporary basis due to restrictions imposed by the Central/State Government or on account of unforeseen circumstances beyond the reasonable control of RBI, including terrorist activity, border disturbances, political uncertainty, security-related exigencies or pursuant to any order, notification or instruction issued by RBI, RBI shall continue to pay the agreed fee in respect of the staff deployed by NGO at the Day care Centre for a period of one month from the date of occurrence of such event or from the date of issuance of relevant notification, order or instruction by RBI, whichever is earlier. No fee will be paid after the aforesaid period till the centre reopens. The payment of the fee for the aforesaid period shall be subject to the other terms and conditions of the Agreement and shall not be construed as an obligation to make such payment beyond the period of one month.

6. The selected NGO shall be provided the fully furnished Crèche facility on an "as-is-where-is" basis. The Bank shall arrange/provide the required water and electricity connections and their availability, as well as telephone facility, at its own cost.
7. The first aid kits will be provided to the selected NGO by RBI, Jammu periodically.
8. The NGO will not carry out any such activity which is prejudicial to the existing rules, regulations and prevalent practices governing running of Creche facility.

In case anything is brought to the notice of RBI, Jammu, the contract/award of work would be terminated by giving notice of one month. In such a case, the SD shall also be forfeited in addition to initiation of suitable action as per applicable law.

9. The NGO will be responsible and accountable for its belongings and also for the entire premises along with infrastructure inclusive of all items of any kind provided by RBI, Jammu, accident, loss of money or theft or any personal accident etc. whatsoever. The NGO shall indemnify RBI, Jammu for all acts and deeds directly or indirectly performed for Creche. Any insurance required or considered appropriate by the NGO, the amount of premium or related expenditure will be borne by it and in no case RBI, Jammu would be responsible or liable for the same.
10. The Managing Committee of RBI, Jammu would be overall responsible to oversee the affairs of running of Creche. RBI, Jammu shall have the right to make inspection of the Creche premises and its functioning at any time.
11. As this work is being assigned with mutual coordination/cooperation and consent basis, in case of any disagreement or dispute concerning running of Creche, the same will be resolved amicably with mutual consent and in case the matter remains unresolved, it shall be resolved by an Arbitrator to be appointed for the purpose with mutual consent. The award of the arbitrator shall be final.
12. The bidder participating in this bidding process must not have a conflict of interest of any kind with any other party/bidder/individual, whatsoever.
13. Day-to-day cleaning (one time in a day before opening of the Centre) and maintenance/repairs related work will be undertaken by RBI. However, the regular cleaning and hygiene during the operating hours of the Day care shall be the responsibility of the staff deployed by NGO.
14. The selected NGO is responsible for all necessary permits and licenses.
15. RBI Jammu will not be liable to provide any accommodation to staff engaged by the selected NGO for management of the Creche/ Day care Centre.
16. The selected NGO and its deployed personnel shall immediately report to the Bank any accident, injury, incident, or untoward occurrence arising in connection with the services provided at the Crèche. The cause of all minor and or major accidents that occur in their job shall be reported and immediate remedial measures shall be taken to prevent recurrence and also the responsibility shall solely lie on the selected NGO.
17. Use of matchbox, lighters & smoking or other such acts, which may cause fire/

accident are strictly prohibited.

18. Photography/videography in the creche premises is prohibited unless approved by the Bank.
19. RBI Jammu shall not be responsible for any injury to the staff for the service provider caused in course of their performing duties or for payment of any compensation to this effect.

3. Sub-letting of Contract:

i. The NGO shall not sub-let the contract to other NGO or engage any agent for providing services. In case of violation, the Bank reserves the right to terminate the contract without any notice.
ii. The NGO shall not carry out in the said premises, any business other than the one stated in contract, unless authorized by the Bank. The NGO shall not make any changes, additions or alterations in the Bank's premises without prior permission of the Bank.

4. Statutory Requirements:

i. The NGO shall bear all the taxes, as levied by the Central or State Government.
ii. The NGO shall comply with the provisions of all relevant laws in connection with the work as may be applicable viz. Code on Wages, 2019, Industrial Relations Code, 2020, Code on Social Security 2020, Occupational Safety, Health, and Working Conditions Code, 2020 (OSHWC Code 2020), and/or any other act / law as applicable.
iii. The deployed staff/workers shall be the employees of the NGO and all statutory liabilities under the aforesaid Acts/ Rules/Regulations/ Statutes will be paid by the NGO. The NGO shall indemnify the Bank against all claims which may be made upon the Bank whether under the aforesaid Labour codes, statutes, or any other applicable law in force during the currency of the Contract.
iv. If any applicable law or act is amended, modified, substituted, or superseded by subsequent legislation, the amended, modified, substituted, or superseded provisions shall be deemed to apply in lieu of the existing provisions.
v. The NGO shall not engage 'Minors' for providing services in the Bank.
vi. The NGO must undertake that it shall make it clear to the staff employed, that they are the employees of the NGO, and it is the responsibility of the NGO to pay wages/salary and other allowances to the staff. The NGO should also supervise the staff employed to comply with the obligations under the contract and the staff of the NGO shall have no claims against the Bank.

5. Compliance with Laws / Code on Wages-

i. Minimum wages as prescribed by Central Government in the Code on Wages, 2019 will be applicable. The NGO shall ensure payment of minimum wages to the employees employed by them through NEFT or any other electronic mode to their bank accounts. Under no circumstances wages shall be paid in cash. The NGO shall maintain a register of wages and shall issue a wage slip to every employee employed by them. Wages to the employees shall be disbursed only through electronic mode to their bank account and the documentary evidence of payment such as a copy of the transaction record/ bank statement of the NGO shall be produced with the bill to be submitted to the Bank for payment to the NGO. In addition, they have to provide basic amenities like drinking water, first aid facility, etc. to their employees as per OSHWC Code 2020. The NGO shall comply with or cause to be complied with the Labour regulations from time to time regarding payment of wages, wage period deductions from wages, recovery of wages not paid and deductions unauthorized made, maintenance of wages book, wage slip, publications of scale of wages and terms of employment, inspection and submission of periodical returns.

ii. In the event of default being made in the payment of any money in respect of wages of any person deployed by the NGO for carrying out of this contract and if a claim therefore is filed in the office of the Labour Authorities and proof thereof is furnished to the satisfaction of the Labour Authorities, the Bank may, failing payment of the said money by the NGO, make payment of such claim on behalf of the NGO to the said Labour Authorities and any sums so paid shall be recoverable by the Bank from the NGO.

iii. If any money shall, as the result of any instructions from the Labour authorities or claim or application made under any of the Labour laws, or Regulations, be directed to be paid by the Bank, such money shall be deemed to be payable by the NGO to the Bank within seven days. The Bank shall be entitled to recover the amount from the NGO by deducting the same from the amount payable to the NGO or from the SD.

iv. In the event that any applicable law or act is amended, modified, substituted, or superseded by subsequent legislation, the amended, modified, substituted, or superseded provisions shall be deemed to apply in lieu of the existing provisions.

6. Police Verification: The NGO shall furnish the Police Verification Certificates (within one month of entering contract), in respect of all the staff engaged by the

NGO in the Bank's premises. It is the responsibility of the NGO to ensure that the staff engaged in the Bank's premises do not have any criminal background and are not involved in any anti-social/anti-national activity.

7. **Medical Check-up:** All the staff of the NGO is required to undergo a medical check-up through the government/municipal hospital once a year at the NGO's cost and submit medical reports and certificates to the Bank. The suggestions made by the Bank's Medical Consultant in the matter shall be scrupulously followed by the NGO.

8. **Insurance:**
   i. The NGO shall take "**employee compensation policy**" for the workers engaged in the work for the period of the contract, to be renewed thereafter if the contract is renewed by the Bank. The NGO shall indemnify the Bank for any loss or damage that occurs to person(s) or building or a third party during the period of contract, and take the requisite **Third Party Liability policy**, in this regard. If the NGO does not take out these policies, the Bank reserves the right to recover the cost of loss or damage together with penalty at the discretion of Bank, from the NGO. Copy of the insurance policy is to be submitted to the Bank within a month from award of contract, failing which, the Bank reserves the right to terminate the contract.
   ii. Bank shall not be responsible for any injury, accident, disability or loss of life to the any of the personnel of NGO, that may take place while on duty or otherwise. Any compensation or expenditure towards treatment of such injury, accident or loss of life shall be the sole responsibility of the NGO. The NGO must make its own arrangements towards health insurance, accidental and disability coverage and domiciliary treatments of all personnel engaged by it and submit a proof to this effect.

9. **Force Majeure:** Notwithstanding anything else contained in this document, neither party shall be liable for any delay in performing its obligations hereunder, if such delay is caused by circumstances beyond its reasonable control, including without limitation, any delay caused by the acts of governments, acts of God, natural or social calamities, strikes, riots in any region, network failure, terrorist attack, war (declared and undeclared), provided, however, that any delay by the supplier of the party, shall not relieve the party from liability for delay, except when such delay is beyond the reasonable control of the supplier concerned.

10. **Non-disclosure:** The NGO 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 NGO and/or its staff have obtained, except as authorized by the Bank, or as required by law. The NGO and its staff shall also not disclose directly or indirectly any information and details of the Bank's infrastructure/systems/equipment, etc, which may come to their possession or knowledge while discharging their contractual obligations in connection with this empanelment, to any third party and shall at all times hold the same in strictest confidence, except to the extent necessary to carry out the obligations under the contract or to comply with applicable laws. The NGO shall treat the details of the contract as private and comply with applicable laws. The NGO shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere, without written consent of the Bank. 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. This obligation on the part of the NGO and its staff shall apply during the term of agreement and indefinitely after the term of agreement.

11. **Sexual Harassment:** The NGO shall be solely responsible for full compliance with the provision of "the Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013"
    i. In case of any complaint of sexual harassment against its employee/s, the complaint will be filed before the Internal Complaints Committee constituted by the NGO and the NGO shall ensure appropriate action under the said Act in respect to the complaint.
    ii. Any complaint of sexual harassment from any aggrieved employee of the Bank against any employee/s of the NGO shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.
    iii. The NGO shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the NGO, for instance any monetary relief to Bank's employee, if sexual harassment/violence by the employee of the NGO is proved.
    iv. The NGO shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.

12. Terms of Payment:

i. The selected NGO will be entitled to seek reimbursement towards payment of wages for staff deployed at day-care centre & other applicable charges on monthly basis. Payment towards these expenses shall be paid by Bank on monthly basis, after receipt of the bill.

ii. For payment of minimum wages, the NGO shall first pay the wages to the staff employed, and then raise a bill, and submit the same to the HRMD, RBI, Jammu by the first week of the subsequent month. The payment shall be released through NEFT/RTGS channel only, within 07 working days from the date of submission of bill. The payment shall be made by transfer of funds in a bank account of the NGO, as per details provided to the bank. The bill should be complete in all respects as detailed below:

   a. Copy of invoice for the month
   b. Acquaintance (Wage) Register for the month, duly signed by the staff deployed
   c. Attendance Register of the month
   d. Proof of disbursement of wages
   e. ESI remittance challan for the month, with consolidated breakup details
   f. EPF remittance challan, as applicable, with consolidated breakup details

iii. All the payments to the staff must be made by the NGO through Bank transactions. Cash payment is strictly prohibited. Agreement with the NGO, which does not make payment to its staff through digital mode is liable to be terminated.

iv. NGO is required to issue pay slips to all its employees every month.

v. Income tax will be deducted at source and will be deposited with the appropriate authorities.

vi. While submitting the bill for a particular month, the NGO must also submit a certificate certifying the following:

   a. Wages of workers were credited to their bank accounts on ……(date). Further details of payment with bank account No. & wage sheet to be submitted.
   b. ESI Contribution relating to workers amounting to ₹……was deposited on____(date) (copy of form 7 and the challan enclosed)
   c. EPF Contribution relating to workers amounting to ₹……was deposited on …….(date) (copy of the Challan enclosed)
   d. Undertaking regarding compliance with all statutory Labour Laws including Minimum Wages Act.

vii. Apart from the above details, below pro-forma in respect of each of the staff member deployed, is also to be submitted by the NGO to RBI Jammu
   a. Employee Name
   b. Aadhaar No.
   c. Bank A/C No.
   d. PF / UAN No.
   e. ESIC Insurance No.
   f. No. of days worked during the month
   g. Total Amount Paid
   h. Remarks, if any:

viii. Any objection regarding the payment received by the NGO may be brought to the notice of the Bank within 30 days of the date of the payment. In case no such objection is received within the stipulated period, it will be deemed that there is no objection regarding the payment.

13. Settlement of Disputes:

i. In the event of any question, dispute/difference arising under the agreement or in connection herewith (except as to matters the decision of which is specially provided under the agreement), the same shall be referred to the sole Arbitrator mutually agreed by the parties.

ii. The award of the Arbitrator shall be final and binding on the parties. In the event of such Arbitrator to whom the matter is originally referred is being transferred or vacating his/her office or resigning or refusing to work or neglecting his/her work or being unable to act for any reason whatsoever, the parties shall mutually appoint another person to act as Arbitrator in place of the out-going arbitrator in accordance with the terms of the agreement and the persons so appointed shall be entitled to proceed with the reference form the stage at which it was left by his/her predecessor.

iii. The Arbitrator may give interim awards and/or directions, as may be required.

iv. Subject to the aforesaid provisions, the Arbitrator & Conciliation Act, 1996 and the rules made thereunder and any modification thereof from time to time being in force shall be deemed to apply to the arbitration proceedings under this clause.

v. In case a dispute arises and referred to Arbitration during the currency of the contract, the NGO shall continue to discharge its contractual obligations under this agreement, during the arbitration proceedings, unless dispensed by the Bank. This contract is subject to exclusive jurisdiction of courts at Union territory

of Jammu & Kashmir only.

14. Infrastructure/Facility to be provided by the Bank:

i. A child friendly space in Annexe Building of RBI Jammu shall be designated as Creche/Day Care centre. The space shall include facilities for indoor playing, education and learning, eating, sleep and rest, kitchen, toilet and washrooms.

ii. Adequate ventilation and light, fan/air conditioner, safe drinking water, etc. shall be ensured in the Centre.

iii. The space/ apartment maintenance expense, electricity and telephone charges, municipal and other taxes, if any, shall be borne by RBI.

iv. The Day care facility shall have all items of basic necessity such as refrigerator, microwave, induction, furniture and toys/activity related items for children. Any damage to such items due to negligence by NGO/ its members/ staff shall be made good by NGO.

v. RBI shall form a Managing Committee comprising representatives from RBI and parents of wards joining the Day Care Centre. The Committee shall meet periodically to review the functioning of the Centre and get the feedback from all concerned for its smooth functioning.

vi. RBI shall provide and maintain the necessary physical infrastructure required to run the Centre as and when needed.

vii. Whenever, changes are made to the number of children at the day-care centre, RBI will inform NGO about the changes in writing.

viii. RBI shall arrange emergency drills such as evacuations during fire and earthquake and any other emergencies for the staff and children of the centre, periodically.

ix. A provision of 30-minute break shall be made available to each staff, for having lunch. However, the lunch break shall be taken in such a way that the children shall not be left unattended at any time.

x. The Bank reserves the right to demand the change of any employee/worker if warranted. In case of leave taken by any personnel, it will be the responsibility of the NGO to ensure uninterrupted service/substitute arrangement in the Daycare Centre. However, frequent change in the personnel must be avoided.

Note: The bidders are advised to consider the facilities/infrastructure being provided by the Bank, while quoting their rates.

15. **Feedback:** The NGO shall keep a suggestion book provided by the Bank to record any suggestion/complaints on performance of services from the parents/employees of the Bank and produce the same to the Bank or its representatives for perusal during their visit to ensure that prompt action has been taken on such complaints and measures have been taken to avoid their recurrence. The NGO shall attend to all the complaints and address the same as early as possible to the satisfaction of the Bank.

16. **Show cause notice:** The selected NGO shall maintain the prescribed standards of service, discipline, safety and conduct in the operation of the Crèche facility, except where any failure is attributable to circumstances beyond the reasonable control of the NGO. In the event of any violation, deficiency, misconduct, or complaint relating to the services provided by the NGO or its deployed personnel, the Bank may issue a Show Cause Notice to the NGO, requiring it to submit its written explanation within 07 (seven) days from the date of receipt of such notice, or within such other period as may be specified by the Bank. The violations/deficiencies may include, but shall not be limited to, the following:
    a. Use of abusive language or behavior with Bank's staff in a manner demeaning to them
    b. Staff not wearing proper uniforms or wearing untidy uniforms
    c. Change of staff without intimation and approval of the Bank
    d. Non-maintenance of statutory and other registers/documents or non-submission of documents sought by the Bank
    e. Deployment of manpower in lesser number than stipulated in Agreement
    f. Non-payment of stipulated minimum wages to the workers
    g. Employment of Minors
    h. Non-adherence to Central/State Government Laws

Note: In case of repeated violations/complaints against the NGO, the Bank may terminate the contract after giving due opportunity to the NGO to explain its position. The final decision in this regard shall lie with the Regional Director/Officer-in-Charge of the Bank and shall be binding on the NGO.

17. **Notice for Termination of Contract:**
    i. Bank reserves the right to terminate the contract at any time during the currency of the contract period, by giving one month's prior notice in writing, without assigning any reason therefore. However, the NGO shall not be liable

for any compensation for premature termination.

ii. Also, the NGO may terminate the contract by giving three months' prior notice in writing, in case it decides to stop the services.

iii. In case of failure to provide the services for a minimum period of six months from the start of the agreement, the Bank has the right to forfeit the Security deposit of the successful bidder.

18. Agreement:

i. General instruction to the bidders and special conditions hereinbefore referred to shall be the basis of final contract to be entered with the successful bidder.

ii. On receipt of intimation from RBI regarding acceptance of the Tender, the successful tenderer shall be bound to implement the Contract from the date specified therein. The successful tenderer shall sign an agreement in accordance with the extant provisions. The successful tenderer shall be liable to pay the appropriate and required stamp duty amount on the said agreement in accordance with the Stamp laws in force in Jammu. Any pecuniary liability incurred by the Bank either as additional stamp duty, penalty or otherwise due to inadequacy or inappropriateness of the stamp duty paid by the NGO shall devolve on the NGO and the Bank shall be entitled to recover the amount from the security deposit or from the bills raised by the NGO or in any other lawful manner. Where the security deposit is utilized for the said purpose, the NGO shall immediately replenish the utilized amount. Failure so to do may amount to breach of a material term in the agreement and consequences thereof shall follow.

iii. The NGO shall bear the stamp duty on the original of the agreement to be executed (in duplicate) with Bank, and the Bank shall retain the original and the NGO shall retain the duplicate copy.

iv. The contract shall initially be valid from January 01, 2027 to March 31, 2027 unless terminated earlier in accordance with the termination clause. The contract may be renewed and extended at the discretion of the Bank for a period of one year at a time, for up to two subsequent years i.e. till March 31, 2029, subject to satisfactory services.

v. The agreement should not be construed to interpret as having got employment from the Bank or claim on Bank's property. On completion of the contract, or whenever the Bank decides, the NGO and its staff shall have to immediately and peacefully vacate the premises and handover the premises as well as other items earlier handed over to them by Bank.

vi. Notwithstanding the signing of the agreement, the written acceptance by Reserve Bank of a tender in itself shall not constitute a binding agreement between the Reserve Bank and the person so bidding, whether such contract is or is not subsequently executed.

vii. TDS, Surcharge & Education Cess (as applicable) and any other taxes levied by the Government from time to time will be deducted at source in terms of Income Tax Act. A requisite portion of the bill / whole of the bill amount shall be held up, till supporting documents are furnished, at the discretion of Bank.

RESERVE BANK OF INDIA

JAMMU

TENDER FOR PROVIDING CRECHE/DAY CARE SERVICES AT RBI, JAMMU

PART – II

FINANCIAL BID

The bidder shall quote the rates for deployment of manpower at the Day-care/Crèche strictly in accordance with the terms and conditions of the Tender Document. The quoted rates shall include **minimum wages payable to the deployed personnel, applicable employer's statutory contributions/benefits, uniform cost, and administrative/service charges** as specified below. GST, wherever applicable, shall be indicated separately.

S. No.	Particulars	Number of persons required	Daily Wages per head	Monthly Salary [26 days]
A	Supervisor-cum-Teacher (Skilled)	01	933	24,258
B	Attendants (Unskilled)	02	704	36,608
C	**Total labour cost (A+B)**			**60,866**
D	EPF Contribution @12.5% [12% EPF (including EPS) + 0.5% administrative charges] *(subject to maximum ceiling of ₹25,000.00 salary per month or any other amount specified by EPFO from time to time)*			7,608
E	Employer contribution of Employee State Insurance (ESI) including admin charges, if any @ 3.25% (*Not applicable if salary exceeds ₹21,000.00 or any other amount specified by ESIC from time to time)*			1,190
F	EDLI contribution @ 0.5% *(subject to maximum ₹75 per month per employee if monthly salary exceeds ₹15000)*			225
G	**Total Salary Component per month (C+D+E+F)**			69,889
H	**Administrative Cost @ ___ % (subject to a minimum of 3% and an upper ceiling of 10% of G) (***(to be quoted by the Bidder)*			
I	**Total Monthly Cost before GST (G+H)** *(to be quoted by the Bidder)*			
J	**GST, if applicable** *(to be quoted by the Bidder)*			
K	**Total monthly estimates (I+J)** *(to be quoted by the Bidder)*			
L	**Total Annual estimates (K*12)** *(to be quoted by the Bidder)*			
M	**Annual Uniform Cost (for unskilled staff)** *(to be quoted by the Bidder subject to a maximum of ₹3,000/- per unskilled staff for two pairs of uniform)*			
N	**Total Contract Value** *(to be quoted by the Bidder) (L+M)*			

Annex I

Providing Daycare Services at Reserve Bank of India, Jammu

PART - I (TECHNICAL BID)

(Details filled in this form must be accompanied by sufficient documentary evidence)

The Regional Director

Reserve Bank of India

Rail Head Complex

Jammu

Sr. No.	Particulars	Details to be filled
1.	Name of the establishment	
2.	Year of commencement of operations (With supporting documents)	
3.	Details of Registration	Registering Authority: _____ Registration Certificate (No.&Date): _____
4.	Name(s) & Designation of Proprietor/ Partners/ Directors/ Person-in-charge	
5.	Communication details of Registered Office	Address: _____ _____ _____ Tel.No.: _____ Mob.No.: _____ E-mail ID:_____
6.	Communication details of Local Office at Jammu	Address: _____ _____ _____ _____ Tel.No.: _____ Mob.No.: _____ E-mail ID:_____
7.	Contact details of authorized official	Name & Designation: _____ Tel.No.: _____ Mob.No.: _____ E-mail ID: _____

Sr. No.	Particulars		Details to be filled
8.	Statutory Registration and Licence Details		
i)	Permanent Account No.	Please enclose documentary evidence	
ii)	Registration No.		
iii)	Municipal Licence No.		
iv)	GST Registration No.	Please enclose documentary evidence	
v)	Labour License No. [Contract Labour (Regulation & Abolition) Act, 1970]		
vi)	EPF Registration No.		
vii)	ESIC Registration No.		
viii)	MSME Registration No. (if registered)		
9.	Average annual turnover of last three Financial Years		
10.	Audited Balance Sheets / IT Returns of last three years		Financial Year 2023-24
			Financial Year 2024-25
			Financial Year 2025-26
11.	Bank Details		i) Name in A/c: ii) A/c no.: iii) A/c. type: iv) Name of the Bank: v) Name of the Branch: vi) IFS Code of the Branch:
12.	Details of Experience (Please attach relevant experience certificates) *		

Sr. No.	Name of the establishment(s) for which crèche/ preschool/childcare services were provided	Experience with that establishment			Value of work (₹ in lakhs)	No. of staff deployed in establishment
		From	To	No. of years		
i						
ii						
iii						

13.	Number of employees engaged by the NGO at present	
14.	Whether any Civil Suit/ Litigation arisen in the contracts executed during the last 3 years/ being executed. If yes, please furnish the name of the work, employer and brief details of litigation.	

**Bank reserves the right to decide the cut-off duration of experience and right to call for proof/ verification of any of the above-mentioned particulars. The tenderer may submit an undertaking to the effect that a particular type of registration is not applicable to it, in reference to the list of registrations required at S.No. 8 of the table above.*

I/We hereby confirm that the information furnished herein above is true to the best of my/our knowledge and belief and if any information is found incorrect or false, I/we may be debarred from the tender process/being awarded the contract. You are free to call for confidential opinion from any one of my/our clients as also from my/our Banker as you deem fit. I/We also certify that, I/we have understood all the terms and conditions indicated in the tender document and hereby accept the same completely.

Date : _____

Place : _____

(Signature and Official Seal)

Annex II

(To be submitted on the letter head of the NGO & duly signed by authorised signatory)

The Regional Director
Reserve Bank of India
Rail Head Complex
Jammu

Dear Sir,

Providing Day-care Services at Reserve Bank of India, Jammu

Having examined the terms & conditions specified in the memorandum/ tender document herein set out and acquired the requisite information relating thereto as affecting the tender, I/we hereby offer to provide captioned facilities while strictly adhering to specified terms and conditions.

2. I/We warrant that I/we shall deploy suitably qualified, experienced and trained personnel as prescribed in the Tender Document and shall ensure that the required number of personnel are available at the Daycare during the stipulated working hours. We shall also make suitable arrangements for replacement/reliever staff in case of absence of any deployed personnel, in accordance with the terms of the contract.

3. I/We also agree that our bid will remain valid for acceptance by the Bank for a period of 90 days from the date of opening of the tender and this period of validity can be extended for such periods as may be mutually agreed upon between the Bank and us in writing. I/We also agree to keep the earnest money deposit valid during the entire period of validity of tender.

4. I/We understand that the Bank reserves the right to accept or reject any or all of the tenders either in full or in part without assigning any reason thereof.

5. Should this tender be accepted, I/we hereby agree to abide by and fulfil all the terms and provisions of the said Contract in so far as they may be applicable or in default thereof to forfeit and pay to the Reserve Bank of India the amount mentioned in the said conditions.

6. I/We have read the General Information, Scope of Work, Terms & Conditions explicitly mentioned in the notice inviting tender and accept the same to execute the contract, if awarded.

Yours faithfully,

_____

(Signature)

Name : _____

Designation : _____

Date : _____

Place : _____

Annex III

FORM OF BANKERS' CERTIFICATE FROM A SCHEDULED BANK

(To be furnished by the banker on its letter head)

Sr. No.	Particulars	
1	Name of the NGO	
2.	Turnover of the NGO during last three years (₹)	i) FY 2025-26: _____ ii) FY 2024-25: _____ iii) FY 2023-24: _____
3.	Credit / Overdraft facility	
4.	Nature of dealings and opinion thereof	
5.	Date since when the NGO has been banking with the bank	
6.	Other remarks	
7.	Opinion on whether the party is considered financially sound to be entrusted with the contract for works estimated to cost ₹15 lakh and above	

Signature with seal

(Authorised signatory of the branch)

Annex IV

CLIENT'S CERTIFICATE REGARDING PERFORMANCE OF NGO

(*On Client's Letter Head*)

Name & address of the Client:

Details of Works executed by Shri /M/s

1. Name of work with brief particulars:
2. Agreement No. and date:
3. Agreement amount:
4. Date of commencement of work:
5. Date of completion:
6. Gross amount of the work completed and paid:
7. Name and address of the authority under whom works executed:
8. Whether the NGO employed qualified Overseer during execution of work
9. i) Quality of work (indicate grading)
   ii) Amt. of work paid on reduced rates, if any
10. i) Did the NGO go for arbitration?
    ii) If yes, total amount of claim
    iii) Total amount awarded
11. Comments on the capabilities of the NGO
    a) Technical proficiency: Outstanding / Very Good / Good / Satisfactory / Poor
    b) Financial soundness: Outstanding / Very Good / Good / Satisfactory / Poor
    c) Mobilization of adequate T&P: Outstanding / Very Good / Good / Satisfactory / Poor
    d) Mobilization of manpower: Outstanding / Very Good / Good / Satisfactory / Poor
    e) General behavior : Outstanding / Very Good / Good / Satisfactory / Poor

Signature of the Reporting Officer* with Office seal

* Regarding performance report/clients certificate, for works carried out for Government/ public sector companies, the certificate should be signed by the concerned Competent Authority or an Officer in an equivalent or higher rank. For works carried out for Private companies, Copy of TDS has to be submitted for proving the credentials/contract amount.

** All columns should be filled in properly

Annex V

PROFORMA OF BANK GUARANTEE FOR PERFORMANCE SECURITY DEPOSIT/ RETENTION MONEY

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

Place: _____

Date: _____

The Regional Director
Reserve Bank of India
Rail Head Complex
Jammu

Dear Sir,

PROVIDING CRECHE/DAY CARE SERVICES AT RBI, JAMMU

Bank Guarantee for PERFORMANCE SECURITY DEPOSIT/ Retention Money

WHEREAS

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

AND Whereas the NGO is bound by the said Contract to submit to RBI a Performance Security for a total amount of ₹……./- (Rupees……) for the due fulfilment by the said NGO 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 NGO, do hereby undertake to pay to the RBI an amount not exceeding ₹……./- (Rupees……) as Performance Guarantee for due fulfilment of the terms and conditions of the contract.

NOW THIS GUARANTEE WITNESSETH

1. We _____(Name of the Bank) do hereby agree with and undertake to RBI, their Successors, Assigns that in the event of the RBI coming to the conclusion that the NGO 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 NGO; we shall on demand by the RBI, pay without demur to the RBI, a sum of ₹……/- (Rupees……) 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 NGO under the said Contract, provided, however, that our liability against such sum shall not exceed the sum of ₹……/- (Rupees……).

2. We also agree to undertake to and confirm that the sum not exceeding ₹……/- (Rupees……) 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 NGO in any suit or proceedings pending before any Court, Tribunal or Arbitrator/s relating thereto and the liability under this guarantee shall be absolute and unequivocal. We undertake to pay the amount claimed by the RBI within a period of one week from the date of receipt of the notice as aforesaid.

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

4. This guarantee shall not be revoked by us without prior consent in writing of the RBI.

We hereby further agree that –

a) Any forbearance or commission on the part of the RBI in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said Contract and/or hereunder or granting of any time or showing of any indulgence by the RBI to the NGO 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 NGO of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding ₹……/- (Rupees……).

b) Our liability under these presents shall not exceed the sum of ₹……./- (Rupees……).

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

d) This guarantee shall remain in force up to contract period provided that if so desired by the RBI, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.

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

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

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

Signature of authorized Bank official
Name:
Designation
Stamp/ Seal of the Bank

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

Witness 1

Signature: ……

Name : ……

Address : ……

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