



भारतीय रिज़र्व बैंक  
मानव संसाधन प्रबंध विभाग  
कोलकाता

**भारतीय रिज़र्व बैंक के (ए) कोलकाता में स्थित मुख्य कार्यालय परिसर (बी) 13 और 15, एन एस रोड, कोलकाता में एनेक्स बिल्डिंग (सी) आरबीआई म्यूज़ियम और आंचलिक प्रशिक्षण केंद्र 8, काउंसिल हाउस स्ट्रीट, कोलकाता में (डी) पांच आवासीय कॉलोनियां आदि के लिए एकीकृत सुविधा प्रबंधन सेवाओं के लिए ई-निविदा**

भारतीय रिज़र्व बैंक (इसके बाद इसे आरबीआई कहा जाएगा), मानव संसाधन प्रबंध विभाग, कोलकाता 01 अप्रैल 2026 से 31 मार्च 2027 तक बारह (12) महीनों की अवधि के लिए (ए) कोलकाता में स्थित मुख्य कार्यालय परिसर (बी) 13 और 15, एनएस रोड, कोलकाता में एनेक्स बिल्डिंग (सी) आरबीआई म्यूज़ियम और आंचलिक प्रशिक्षण केंद्र 8, काउंसिल हाउस स्ट्रीट, कोलकाता में (डी) पांच आवासीय कॉलोनियां आदि के लिए एकीकृत सुविधा प्रबंधन सेवाओं के लिए ई-निविदा आमंत्रित करता है।

2026-27 के लिए कार्य की अनुमानित लागत (जीएसटी सहित)	2026-27 के लिए बयाना जमा राशि (अनुमानित लागत का 2%)
₹10,00,00,000/-	₹20,00,000/-

ई-निविदा जमा करने की अंतिम तिथि 17 मार्च 2026 को 13:00 बजे तक है। अन्य जानकारी के लिए कृपया भारतीय रिज़र्व बैंक की वेबसाइट <https://www.rbi.org.in> पर "निविदा/टेंडर" को देखें तथा निविदा (टेंडर) अपलोड करने के लिए कृपया एमएसटीसी की वेबसाइट <https://www.mstcecommerce.com> पर जाकर पंजीकरण करें। कृपया नोट करें कि इस संबंध में कोई भी परिशिष्ट /शुद्धिपत्र केवल भारतीय रिज़र्व बैंक की वेबसाइट पर प्रकाशित किया जाएगा।

स्थान: कोलकाता  
दिनांक: 24 फरवरी 2026

क्षेत्रीय निदेशक  
भारतीय रिज़र्व बैंक  
कोलकाता

निविदा आमंत्रण सूचना  
(केवल ई-खरीदी के माध्यम से)  
निविदा की अनुसूची (एसओटी)

1	कार्य का विवरण	<p>भारतीय रिज़र्व बैंक के (ए) कोलकाता में स्थित मुख्य कार्यालय परिसर (बी) 13 और 15, एनएस रोड, कोलकाता में एनेक्स बिल्डिंग (सी) आरबीआई म्यूज़ियम और आंचलिक प्रशिक्षण केंद्र 8, काउंसिल हाउस स्ट्रीट, कोलकाता में (डी) पांच आवासीय कॉलोनियां:</p> <p>(i) अलीपुर (ii) उल्टाडांगा (iii) एस. पी. कॉलोनी (iv) दम दम (v) सॉल्ट लेक</p> <p>और आवश्यकता पड़ने पर भारत सरकार टकसाल, अलीपुर और रॉयड स्ट्रीट, कोलकाता सहित कोलकाता में अन्य संपत्तियां आदि में एकीकृत सुविधा प्रबंधन सेवाओं के लिए ई-निविदा</p>
2	अनुमानित लागत	<b>₹10,00,00,000/-</b>
3	बयाना जमा राशि	<p><b>₹20,00,000/-</b> (अनुमानित लागत का 2%)</p> <p>[भारतीय रिज़र्व बैंक कोलकाता के पक्ष में एनईएफ़टी द्वारा जमा किया जाए खाता सं: 186003001 आईएफ़एससी कोड RBIS0KLP01 एनईएफ़टी लेनदेन टिप्पणी में कंपनी/ वेंडर के नाम का उल्लेख किया जाए अथवा भारतीय रिज़र्व बैंक कोलकाता के पक्ष में डिमांड ड्राफ्ट द्वारा जमा किया जाए।</p>
4	उद्धृत दरों की वैधता	प्रारंभ में 1 (एक) वर्ष के लिए (एक बार में एक वर्ष की अवधि के लिए पारस्परिक नियमों और शर्तों पर नवीनीकृत और विस्तारित किया जाना है, लेकिन तीन साल से अधिक नहीं)।
5	बैंक गारंटी	<b>₹50,00,000/-</b> (अनुमानित लागत का 5%) (सफल बोलीदाता द्वारा प्रस्तुत किया जाएगा)
6	निविदा का माध्यम	ई-खरीद प्रणाली <a href="https://www.mstcecommerce.com">https://www.mstcecommerce.com</a> द्वारा (ऑनलाइन भाग-I तकनीकी बोली तथा भाग-II वाणिज्यिक बोली)
7	ई-निविदा सं:	<b>आरबीआई/कोलकाता क्षेत्रीय कार्यालय/एचआरएमडी/9/25-26/ईटी/1047[आईएफ़एमएस]</b>

8	पार्टियों द्वारा डाऊनलोड (निविदा को देखने) करने के एनआईटी की उपलब्धता की तिथि	24 फरवरी 2026 को 15:00 बजे
9	लेनदेन शुल्क	शुल्क एमएसटीसी <a href="https://www.mstcecommerce.com">https://www.mstcecommerce.com</a> पर जमा किया जाए।
10	बोली पूर्व ऑफ लाइन बैठक के लिए निर्धारित तारीख	02 मार्च 2026 को 16:00 बजे मानव संसाधन प्रबंध विभाग, 5वीं मंजिल, भारतीय रिज़र्व बैंक, 15, एनएस रोड, कोलकाता 700001.
11	एमएसटीसी वेबसाइट पर ऑन लाइन ई-निविदा जमा करने के लिए तिथि का प्रारम्भ	24 फरवरी 2026 को 15:00 बजे
12	भारतीय रिज़र्व बैंक कोलकाता को ईएमडी प्रस्तुत करने की अंतिम तिथि	14 मार्च 2026 को 23:59 बजे
13	ऑन लाइन ई-निविदा के लिए तकनीकी और वाणिज्यिक बोलियाँ प्रस्तुत करने की अंतिम तिथि और समय	16 मार्च 2026 को 13:00 बजे
14	भाग-I यथा तकनीकी बोली को खोलने की तिथि और समय	16 मार्च 2026 को 15:00 बजे
15	भाग-II यथा वाणिज्यिक बोली को खोलने की तिथि और समय	यथा समय सूचित किया जाएगा



**Reserve Bank of India  
Human Resource Management Department  
Kolkata**

**E – Tender for Integrated Facility Management Services for the Reserve Bank of India’s (a) Main Office Premises located at Kolkata (b) Annex Building at 13 & 15, N.S. Road, Kolkata (c) The RBI Museum & Zonal Training Centre at 8, Council House Street, Kolkata (d) Five Residential Colonies**

Reserve Bank of India (hereinafter referred to as RBI), Human Resource Management Department, Kolkata invites e-tender in two parts ( part I & II) for providing Integrated Facility Management Services for the Bank’s (a) Main Office Premises located at Kolkata (b) Annex Building at 13 & 15, N.S. Road, Kolkata (c) The RBI Museum & Zonal Training Centre at 8, Council House Street, Kolkata (d) Five Residential Colonies from eligible firms/ companies etc. fulfilling the pre-eligibility criteria, initially for the period from April 01, 2026 to March 31, 2027 (12) months.

<b>Estimated cost of the work for 2026-27 (Inclusive of GST @ 18%)</b>	<b>Earnest Money Deposit for 2026-27 (2% of Estimated Cost)</b>
<b>₹ 10,00,00,000/-</b>	<b>₹ 20,00,000/-</b>

The last date for submission of e-tender is March 17, 2026 **up to 13:00 hrs.** For further details, please visit “Tender” Section at RBI’s website <https://www.rbi.org.in> and for uploading the tender please visit and register on MSTC website at <https://www.mstcecommerce.com>. Please also note that further Addendum / Corrigendum will only be published on RBI website.

**Place: Kolkata**

Date: February 24, 2026

**Regional Director  
Reserve Bank of India  
Kolkata**



## DISCLAIMER

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2. The information is not intended to be exhaustive. Interested parties are required to make their own inquiries and respondents will be required to confirm in writing that they have done so and they do not rely only on the information provided by Reserve Bank of India in submitting the Tender. The information is provided on the basis that it is non – binding on Reserve Bank of India or any of its authorities or any of their respective officers, employees. Reserve Bank of India reserves the right not to proceed with the work or to change the scope of the work, to alter the time table reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest. No reimbursement of cost of any type will be paid to persons or entities expressing interest.



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### IMPORTANT INSTRUCTIONS FOR E-TENDER

This is an e-procurement event of Reserve Bank of India, Kolkata. The e-procurement service provider is MSTC limited.

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

#### **1. Process of e-Tender:**

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

#### **SPECIAL NOTE:**

BOTH THE TECHNICAL BID AND COMMERCIAL BID HAVE TO BE SUBMITTED ON-LINE at [www.mstcecommerce.com/](http://www.mstcecommerce.com/)

1) Vendors are required to register themselves online with [www.mstcecommerce.com](http://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.

2) Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form.

In case of any clarification, please contact MSTC, before the scheduled time of e-Tender.

Contact person (MSTC Ltd):

MSTC Help desk number: 07969066600

1.	Shri. Sabyasachi Mukherjee (ERO)	<a href="mailto:smukherjee@mstcindia.co.in">smukherjee@mstcindia.co.in</a>	7278030407
2.	Shri Amit Kumar	<a href="mailto:kkkumar@mstcindia.co.in">kkkumar@mstcindia.co.in</a>	9174009882

#### B) System Requirement:

- I. Windows 7 or above Operating System
- II. IE-7 and above Internet Explorer



- III. Signing type digital signature
- IV. Latest updated JRE 8 (x86 Offline) software to be downloaded and installed in the system

To disable “Protected Mode” for Digital Signature Certificate (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 <https://www.mstcecommerce.com> once).

2. The Technical Bid and the Commercial Bid shall have to be submitted online at [www.mstcecommerce.com/eprochome/rbi](http://www.mstcecommerce.com/eprochome/rbi). Bids will be opened electronically on specified date and time as given in the Tender.
3. All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity.

#### **Special Note towards Transaction fee:**

4. The vendors shall pay the transaction fee using “Transaction Fee Payment” Link under “My Menu” in the vendor login. The vendors have to select the particular tender from the event dropdown box. The 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.
5. 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 tender so as to give themselves sufficient time to submit the bid.

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



**E-Tender cannot be accessed after the due date and time mentioned in Notice Inviting tender.**

**Bidding in e-Tender:**

- a) Vendor(s) need to submit necessary EMD and Transaction fees to be eligible to bid online in the e-Tender. Transaction fees are non-refundable. No interest will be paid on EMD. EMD of the unsuccessful vendor(s) will be refunded by the tender inviting authority (Reserve Bank of India, Kolkata).

**The process involves Electronic Bidding for submission of Technical and Commercial Bid.**

- b) The vendor(s) who have submitted transaction fee can only submit their Technical Bid and Commercial Bid through internet in MSTC website [www.mstcecommerce.com](http://www.mstcecommerce.com) → e-procurement → PSU/Govt depts → Login under RBI → My menu → Auction Floor Manager → live event → Selection of the live event.
- c) The vendor(s) 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/Commercial specification and save the same. After that click on the Technical bid. If this application does not run then the vendor will not be able to save/submit / their/ his Technical bid.
- d) After filling the Technical bid, vendor(s) should click 'save' for recording his/ their Technical bid. Once the same is done, the Commercial bid link becomes active and the same has to be filled up and then vendor(s) should click on "save" to record his/ their Commercial bid. Then once both the Technical bid and commercial bid have been saved, the vendor(s) can click on the "Final submission" button to register their bid.
- e) Vendor(s) is/ are instructed to use Attach Doc button to upload documents. Multiple documents can be uploaded.
- f) In all cases, vendor(s) should use his/ their own ID and Password along with Digital Signature at the time of submission of bid.
- g) During the entire e-Tender process, the vendor(s) will remain completely anonymous to one another and also to everybody else.
- h) The e-Tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned. All electronic bids submitted during the e-Tender process shall be legally binding on the vendor(s). Any bid will be considered as valid bid offered by that



vendor and acceptance of the same by Reserve Bank of India will form a binding contract between Reserve Bank of India and the Vendor for execution of supply.

- i) It is mandatory that all the bids are submitted with Digital Signature Certificate, otherwise the same will not be accepted by the system.
- j) Reserve Bank of India reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.
- k) No deviation of the terms and conditions of the tender document is acceptable. Submission of bid in the e-Tender floor by any vendor confirms his acceptance of the terms & conditions of the tender.
- l) Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.
- m) The tender inviting authority has the right to cancel this e-Tender or extend the due date of receipt of bid(s) without assigning any reason thereof.
- n) Vendor(s) are requested to read the vendor guide and see the video in the page <https://www.mstcecommerce.com/eprchome> to familiarize him/ them with the system before bidding.



**NOTICE INVITING TENDER**  
(Only through e-procurement)  
**SCHEDULE OF TENDER (SOT)**

1	Description of Works	E – Tender for Integrated Facility Management Services for the Reserve Bank of India at 13 & 15, N.S. Road, Kolkata (a) Main Office Premises located at Kolkata (b) Annex Building (c) The RBI Museum & Zonal Training Centre at 8, Council House Street, Kolkata (d) Five Residential RBI Staff/ Officers’ Quarters at: (i) Alipore (ii) Ultadanga (iii) S. P. Colony (iv) Dum Dum (v) Salt Lake and other properties at Kolkata including Indian Government Mint, Alipore and Royd Street, Kolkata as and when required.
2	Estimated Cost	<b>₹ 10,00,00,000/-</b>
3	Earnest Money Deposit	<b>₹ 20,00,000/-</b> (2% of Estimated Cost) [To be deposited through NEFT in favour of Reserve Bank of India, Kolkata in the A/c No. - 186003001, IFSC – RBIS0KLPA01 mentioning Name/ Company Name of the vendor in NEFT transaction remarks] or through DD in favour of RBI Kolkata.
4	Validity of Quoted Rates	Initially for 1 (one) year (to be renewed and extended on mutual terms and conditions for a period of one year at a time but not beyond three years).
5	Bank Guarantee	<b>₹ 50,00,000/-</b> (5% of Estimated Cost) (to be submitted by successful bidder)
6	Mode of Tender	e-Procurement System (Online Part I – Technical Bid and Part II - Commercial Bid) through <a href="https://www.mstcecommerce.com">https://www.mstcecommerce.com</a>
7	E – Tender No.	<b>RBI/Kolkata Regional Office/HRMD/9/25-26/ET/1047[IFMS]</b>



8	Date of NIT available (viewing of Tender) to parties for download	February 24, 2026 at 15:00 hrs
9	Transaction Fees	Fees will be submitted to MSTC <a href="https://www.mstcecommerce.com">https://www.mstcecommerce.com</a>
10	Schedule of offline Pre-bid meeting	March 02, 2026 at 16:00 hours at Human Resource Management Department, 5th Floor, Reserve Bank of India, 15, N.S Road, Kolkata 700001.
11	Date of Starting of e-Tender for Online submission on MSTC website	February 24, 2026 at 15:00 hrs.
12	Last Date of Submission of EMD to RBI, Kolkata	March 14, 2026 at 23:59 hrs
13	Date of Closing of Online e-tender for submission of Technical & Commercial Bid	March 16, 2026 at 13:00 hrs.
14	Date and Time of Opening of Part I i.e. Technical bid	<b>March 16, 2026 at 15:00 hrs.</b>
15	Date & Time of Opening of Part II i.e., Commercial Bid	<b>Will be communicated in Due course.</b>



**PART I**

**E – Tender for Integrated Facility Management Services for the Bank’s (a) Main Office Premises located at Kolkata (b) Annex Building at 13 & 15, N.S. Road, Kolkata (c) The RBI Museum & Zonal Training Centre at 8, Council House Street, Kolkata (d) Five Residential Colonies and other properties at Kolkata**

Name of the Tenderer: \_\_\_\_\_

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

Date of pre-bid meeting: **March 02, 2026 (16:00 hrs.)**

Date of online submission: **February 24, 2026 (15:00 hrs) to March 16, 2026 (13:00 hrs)**

Date of opening of Tender (Part-I): **March 16, 2026 (15:00 hrs.)**



## Pre-Eligibility Criteria

Criteria	Requirement
1. Duration of Past experience	<p>(a) Tenderer should have minimum 5 years of experience of executing similar works in providing Integrated Facility Management Services, wherein housekeeping and cleaning operations, supply of cleaning materials, and provision of skilled firemen for safety and emergency response are collectively undertaken. (during last 5 years from December 31, 2025). Applicant should furnish their Client list showing the details of work carried out by them during the last 5 years. The list shall include details such as Name of the Client, Value of work executed, Date of Start and Finish of the work, Reasons of delay, if any ,etc. The Applicant should submit documentary evidence in support of minimum experience of 5 years</p> <p>(b) The Tenderer should be providing services in any of the following segments (i) Four Star Hotels or above, (ii) International/ Domestic Airports, (iii) Metro Railway Stations, (iv) Luxury Shopping Malls, (v) Reputed/Public/Private Sector banks/enterprises. Tenderer should produce the copies of work orders from clients mentioned above.</p>
2. Minimum value of each completed work (qualifying)	<p>Experience of having successfully completed similar works in providing Integrated Facility Management Services, wherein housekeeping and cleaning operations, supply of cleaning materials, and provision of skilled firemen for safety and emergency response are collectively undertaken, during last 5 years from December 31, 2025 should be either of the following:</p> <ul style="list-style-type: none"> <li>i) Three similar completed works* each costing not less than the amount equal to 40% of the estimated cost.</li> <li>ii) Two similar completed works* each costing not less than the amount equal to 50% of the estimated cost.</li> <li>iii) One similar work* costing not less than the amount equal to 80% of the estimated cost.</li> </ul> <p>* Similar work may be defined as providing Integrated Facility Management Services, wherein housekeeping and cleaning operations, supply of cleaning materials, and provision of skilled firemen for safety and emergency response are collectively undertaken.</p>



3. Yearly Turnover	Should have an average annual turnover of 100% of the Estimated Cost or more during the last three financial year ended March 31, 2025. A Certificate from Chartered Accountant (CA), along with the Balance Sheet, duly certified must be mandatorily submitted along with the tender. Any tender document without the Balance sheet and a CA certificate regarding the turnover will be rejected.
4. Service Set up	Certificate in support of having a full-fledged local service set up in the state of West Bengal for the job specified in the Tender documents should be uploaded. (To be uploaded in e-tendering portal)
5. Details of Company/ Firm/ Agency	The full particulars of the Company/Firm/Agency/ in details are required to be submitted. In case of a company, the certificate of registration, Memorandum and Article of Association of the Company and other relevant documents and particulars of all the directors and responsible officials are required to be submitted. In case of a partnership firm, the partnership deed, power of attorney, if any and particulars of all the partners constituting the firm and in case of an agency, the particulars of the individual/individuals involved therein along with the names(s) and address(es) etc. are to be submitted.
6. Credit worthiness of the Agency	Copies of the Income Tax Clearance Certificates / Income Tax Assessment Orders along with creditworthiness certificate from the bankers with a copy of the latest final accounts of the business of the bidder duly certified by a Chartered Accountant should be <b>uploaded</b> in proof of their creditworthiness and turnover for last three years. <b>(To be uploaded in the e-tendering portal)</b>
7. Name and Address of the Banker and their present contact details of executive	Written information about the names and addresses of the bankers of tenderers along with full details, like names, postal addresses, e-mail IDs, telephone nos. (Landline and mobile), fax nos., etc., of the contact executives (i.e. the persons who can be contacted at the office of their banker by RBI in case it is so needed) should be <b>uploaded</b> . <b>(Annex-I to be filled and uploaded in the e-tendering portal)</b>
10. Details of Bank Accounts	Full particulars of the bank accounts of the tenderers like the bank branch address, IFS Code, account no and type, when opened, etc., should be submitted (uploaded).



11. Names and Addresses of the Clients and their present contact executives	Written information about the names and addresses of the clients like e-mail IDs, telephone numbers, fax numbers, etc., should be uploaded.
12. Details of Work	The Client wise type of the work executed, awarded, actual cost of executed work, names, addresses and contact details of officers/ authorities/ departments under whom the work was executed should be furnished/ uploaded.
13. Solvency Certificate	Should furnish solvency certificate issued by the Applicant's banker for an amount equal to the estimated cost of the tender, specifically for the purpose of this work.
14. Other Eligibility	<p>(a) Must be ISO certified</p> <p>(b) Should have applicable registrations/licenses (PAN, Service Tax, ESI, PF etc.) supported by documentary evidence.</p> <p>(c) Should have sound financial credentials and should not be a defaulter to any financial institution.</p> <p>(d) The bidder shall submit all other statutory certificates, licenses, registrations, and compliances as required under the applicable Central and/or State Government laws, rules, regulations, and guidelines, as amended from time to time.</p>
15. Documents to be submitted	<p>a) Audited or Chartered Accountant certified statement of accounts for the last 3 accounting years.</p> <p>b) Copies of Income Tax Return filed with the Income Tax Department for the last three years.</p> <p>c) Copies of applicable tax registrations. viz PAN, TIN, GST etc.</p> <p>d) Copies of Registration Certificates of the Company/ firm/ agency issued by the relevant authority.</p> <p>e) Copies of E.P.F.O Registration Certificate and E.S.I.C registration certificates.</p> <p>f) Solvency Certificate issued by the tenderer's bankers specifically for this work for an amount equivalent to the estimated cost of the present work, indicating financial soundness of the tenderer.</p> <p>g) Details of the Bank Account held by them in a scheduled bank in India as per the Annex I of the Tender Document.</p> <p>h) Copy of certificate regarding the Licensed Liftman to be deployed from any Govt. institution or Govt. recognized institution.</p> <p>i) <b>Details of current and previous clients during the last 05 years (from December 01, 2020 onwards).</b> Client list showing the details of work carried out by them during the last 5 years. The list shall include details such as Name of Client, Value of Work executed etc. The Tenderer should submit</p>



	<p>documentary evidence in support of minimum experience of 5 years.</p> <p>j) Power of Attorney/ authorisation with the seal of the company/firm in the name of the person signing the tender documents.</p> <p>k) Name of the Partners/ directors etc. of the Organization with designation, and address, mobile number, email ID etc. One self-attested recent passport size photograph of each authorized person of the firm/agency along with a copy of Officially Valid Document.</p> <p>l) Registered office, address, e-mail ID, Fax and Telephone Number and Local Office address (Kolkata) through which the work will be handled.</p>
14. List of Deviation- Technical, if any	
15. List of Deviation – Commercial, if any	

RBI has appointed following Independent External Monitor (IEM) in the tendering process-

- a. Shri Nageshwar Rao Koripalli, IRS (Retd)  
Address: 38, The Trails, Manikonda, R. R. District, Hyderabad-500089 Mob- 09788919555, 08985970045  
Email: [knageshwarrao@gmail.com](mailto:knageshwarrao@gmail.com)
  
- b. Shri Pramod Shripad Phalnikar, IPS (Retd.)  
Address: A-2, 602, Phase-I, Aditya Shagun, CHS, NDA-Pashan Road, Bavdhan, Pune, Maharashtra- 411021  
Mob- 09011943674  
Email: [pramodphalnikar@gmail.com](mailto:pramodphalnikar@gmail.com)

**Note:**

1. RBI shall obtain reports on the past performance of the tenderer from his/ their clients and shall evaluate the said reports as per the evaluation criteria before opening of the Part- II of the tenders. If any tender is not found to possess the required eligibility for participating in the tendering process at any point of time and /or his/ their performance reports received from his/ their clients and /or his bankers' report are found unsatisfactory, RBI reserves the right to reject his tender offer.
2. RBI is not bound to accept the lowest tender and reserves the right to accept either in full or in part any tender and also reserves the right to reject all the tenders without assigning any reasons thereof.



## INSTRUCTIONS TO TENDERERS

### 1. Pre- Bid Meeting (Offline)

- a) Tenderers requiring any clarification regarding this document shall contact RBI in writing at the mentioned email address provided in this document or raise enquiries during the pre-Bid meeting.
- b) The tenderers' designated representatives are invited to attend a pre-bid meeting on **March 02, 2026** at 16:00 hrs. at Human Resource Management Department, 5<sup>th</sup> Floor, Reserve Bank of India, 15, N.S Road, Kolkata 700001. The purpose of the meeting will be to clarify issues and to answer questions raised at that stage.
- c) The tenderers shall submit queries, if any, by sending e-mail, to RBI's email address mentioned in this document, not later than one day before the date of the pre-Bid meeting.
- d) Absence from the pre-Bid meeting will not be a cause for disqualification for a tenderer.

### 2. Documents comprising the Tender

The Tender shall comprise of the following:

- Notice Inviting e-tender
- Technical Bid Details
- Commercial Bid Details
- Earnest Money Deposit (EMD) through NEFT to following A/c:

A/c Number	186003001
IFS Code	RBIS <u>0</u> KLPA <u>0</u> 1 @

Format of Performance Bank Guarantee to be furnished after award of contract by the successful bidder.

- Format of Agreement to be entered into between the successful bidder and the RBI.
- **@ 0 = Zero**

### 3. Period of Validity of Tenders



- a) The tender shall be valid for a period of Ninety (90) days from the date of opening of tender.
- b) In exceptional circumstances, prior to the expiration of the tender validity period, RBI may request tenderers to extend the period of validity of their tender. The requests and the responses shall be made in writing.

#### **4. Submission, Sealing and Marking of Tenders**

- a) Tenderers submitting tenders electronically shall follow the electronic tender submission procedures specified in the instructions regarding E-Tender.
- b) The tenderers shall submit their technical bid as well as the commercial bid in prescribed format along with copies of necessary documents as indicated in the tender document. E-Tender with all information shall be submitted on or before the prescribed time and date.
- c) If desired / prescribed information is not submitted, RBI will assume no responsibility for rejection of tender.

#### **5. Deadline for Submission of Tenders**

- a) Tenders must be filled online through e-tendering process mentioned in this document, not later than the date and time indicated in this document.
- b) RBI may, at its discretion, extend the deadline for the submission of e-tenders by amending the Tender Document.

#### **6. Late Tenders - No Tender after the deadline shall be allowed on the e-portal.**

7. Tenderers shall mandatorily factor in the labour cost as prescribed by the Government of India, Ministry of Labour & Employment, Office of the Chief Labour Commissioner (Central), and/or any other applicable statutory laws, rules, notifications, or guidelines in force from time to time, while quoting their rates.

#### **8. Tender Opening**

RBI shall open the tender electronically on the notified date. Part - I (Technical Bid) of the tender will be opened in the presence of those tenderers/ their authorized representatives who choose to be present. Part-II (Commercial Bid) only will be opened of those tenderers who qualify/ are found suitable after scrutiny of Part-I (Technical Bid) by RBI on a subsequent date which will be intimated to all the eligible tenderers in advance by Courier/ E-mail/ Telephone call. The decision of RBI in this regard will be final.

#### **9. Bid Evaluation Criteria**



The Technical Bids shall be evaluated based on the available documents submitted by the bidder on MSTC.

(Note: Information relating to the evaluation of tenders shall not be disclosed to tenderers or any other persons not officially concerned with such process.)

## 10. Clarification of Tenders

a) To assist in the examination, evaluation, comparison of the tenders and qualification of the tenderers, RBI may, at its discretion, ask any tenderer for a clarification regarding its tender, allowing a reasonable time for response. Any clarification submitted by a tenderer that is not in response to a request by RBI shall not be considered. RBI 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, except to confirm the correction of arithmetic errors discovered by RBI in the evaluation of the tenders.

b) If a tenderer does not provide clarifications regarding its tender by the date and time set in the RBI's request for clarification, its tender shall be liable to be rejected.

## 11 Signing of Contract

The successful tenderer shall execute an agreement with RBI on Non-Judicial stamp paper of value not less than ₹100/- within 14 days of award of work. The stamp duty shall be borne by the successful tenderer. However, the issue of intimation of award of work by RBI shall be considered as a binding contract, as though such an agreement has been executed and all the terms and conditions shall apply on this contract.

## 12 Bank Guarantee

a) The successful tenderer shall furnish along with the execution of the contract, a Bank Guarantee (BG) of ₹50,00,000/- (Rupees Fifty Lakhs only) in accordance with the Performa given in [Annex-III](#). The BG should be valid for a period of Sixty (60) days after the expiry of contract period. The EMD of successful bidder will be returned on receipt of the Bank Guarantee.

b) Failure of the successful tenderer to submit the Bank Guarantee of ₹50,00,000/- (Rupees Fifty Lakhs only) in or to sign the Agreement shall constitute sufficient ground for the annulment of the award, forfeiture of the EMD and blacklisting of such tenderer.

c) The Bank Guarantee shall be released without interest after two months of expiry of the contract period only after being satisfied of the successful completion of the contract and no liabilities from the successful tenderer or its employees. In case of any complaint or pending dues, the Bank Guarantee will be treated as security deposit and shall be discharged only after adjusting all dues, liabilities, etc.

## 13. Integrity pact

The bidder shall be required to enter into an agreement called **Integrity Pact (IP)** with the Bank. The IP envisages an agreement between the Bank and the bidders as per the approved proforma given in [Annexure VI](#), committing the persons/ officials of both sides not to resort to corrupt practices in any aspect/ stage of the Contract. The IP shall be



applicable from the stage of invitation of the tender. The tender of those bidders which do not contain the IP in the approved proforma shall be liable for rejection. Integrity pact as per the format at [Annexure VI](#) shall be executed in non-judicial stamp paper appropriate values in accordance with the Stamp laws in force in Kolkata. The cost of the stamp paper shall be borne by the bidder.

#### **14. Disclaimer**

Though adequate care has been taken while preparing this document, the tenderers shall satisfy themselves that the document is complete in all respects. Intimation of any discrepancy shall be given to RBI immediately. If no intimation is received from any tenderer within seven (7) days from the date of notice inviting e-tender, it shall be considered that this document is complete in all respects.

- a) RBI reserves the right to modify, amend or supplement this document including all formats and Annex.
- b) While this document has been prepared in good faith, neither RBI nor its employees or advisors will make any representation or warranty, express or implied, or accept any responsibility or liability, whatsoever, in respect of any statements or omissions herein, or the accuracy, completeness or reliability of information, and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this document, even if any loss or damage is caused by any act or omission on their part.

**Note-** The tenderers may visit the site before quoting the rates to assess the quantum of wor



**PART I – TECHNICAL BID**

From,

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To

Regional Director  
Reserve Bank of India  
15, N.S. Road  
Kolkata – 700001

<b>Sl. No.</b>	<b>Particulars</b>	<b>Details to be filled in by the Tenderer</b>
1	Name of the Tenderer	
2	(a) Type of Company/Agency/Firm – (whether Partnership / LLP / Pvt. Ltd./ Ltd. Company, etc. ) (b) Date of Establishment (c) Details of Registration (Firm, Company etc.), Registering Authority, Date, Number etc. Please enclose relevant documents in support of the same	
3	Name of the partners/ directors of the Tenderer with designation	
4	Regd. Office/ Business Address of the Tenderer along with Telephone No., Mobile No., Fax No. and e-mail.	
5	(a) Whether having own office in Kolkata (b) Address of the local office at Kolkata. (c) Name of the authorised official and his/ her telephone number. Please enclose relevant documents in support of the same.	



6	Work Experience – Details of work experience as per the requirement in the Pre-Eligibility Criteria and Terms and Conditions supported by work orders, documents and certificates. The details along with documentary evidence of previous experience, if any, of similar services at any office of Reserve Bank of India or Government/ Semi – Government/ Public Sector Undertakings/ Banks/ MNCs should also be given.	
7	Whether average annual business turnover of last three financial years is 100% of the estimated cost of the work. Supporting documents should be enclosed in proof of turnover.	
8	Income Tax Returns of last three Financial years – F.Y. 2022 – 23, F.Y. 2023 – 24 and F.Y. 2024 – 25 (Self-Attested Copy to be submitted)	
9	Whether registered with Labour Department under the Contract Labour ((Regulation and Abolition) Act, 1970 and Contract Labour (Regulation and Abolition) Central Rules, 1971. (If yes, copy of certificate to be uploaded)	
10	Names and Addresses of the bankers. The bankers Certificate regarding creditworthiness of the tenderer is to be given by the banker on their letter head through e-mail as per format attached with this tender document. <a href="#">(Annex – I)</a>	
11	Names and Addresses of the existing clients along with their full details. The feedback from top three existing clients is required to be uploaded as per format attached with this tender document (Annex-II).	
12	The Bank Account (IFS Code and Account Number) where payments would be received by the organisation of the tenderer.	

Copies of Documents required to be submitted for Technical Bid:

1. Audited annual financial statements (for F.Y. 2022-23, F.Y. 2023-24 and F.Y. 2024-25).
2. Income Tax Returns for last three financial years (for F.Y. 2022-23, F.Y. 2023-24 and F.Y. 2024-25).



3. Copies of the PAN, TIN and GST Registration wherever applicable.
4. Copies of Registration Certificates of the Company/ firm/ agency issued by the relevant authority/ Incorporation documents.
5. Copies of E.P.F.O Registration Certificate and E.S.I.C registration certificates.
6. Solvency Certificate issued by the tenderer's bankers specifically for this work for an amount equivalent to the estimated cost of the present work, indicating financial soundness of the tenderer.
7. Details of the Bank Account held by them in a scheduled bank in India as per the Annex I of the Tender Document.
8. Copy of certificate regarding the Licensed Liftman to be deployed from any Govt. institution or Govt. recognized institution.
9. Details of current and previous clients, including a list of works executed during the last five (5) years and earlier, along with the respective period of execution. The list shall include details such as Name of Client, Value of Work executed etc. The Tenderer should submit documentary evidence in support of minimum experience of 5 years. Further, tenderer should submit feedback from clients as per Annex II of the tender.
10. Power of Attorney/ authorisation with the seal of the company/firm in the name of the person signing the tender documents.
11. Name of the Partners/ directors etc. of the Organization with designation, and address, mobile number, email ID etc. One self-attested recent passport size photograph of each authorized person of the firm/agency along with a copy of Officially Valid Document.
12. Registered office, address, e-mail ID, Fax and Telephone Number and Local Office address (Kolkata) through which the work will be handled.
13. **Copy of certificate regarding the Licensed Liftman to be deployed from any Govt. institution or Govt. recognized institution.**
14. Any other document/s required to be submitted, as mentioned above or as demanded by the Bank.

**The Bank reserves the right to call for proof/ verification of any or all of the above mentioned particular.**



## DECLARATION

**(To be submitted in the Technical Bid on the Letter head of the tenderer, duly signed by its authorised signatory)**

1. The information provided by me/us is/ are true to the best of my/ our knowledge and if any information is found incorrect or false, I/ we may be debarred from the tender process/ being awarded the contract.
2. I/ We agree to abide by the terms and conditions stipulated by RBI as mentioned in the tender documents.
3. I/ We also agree that our tender will remain valid for acceptance by the RBI for a period of 90 days from the date of opening of the tender and this period of validity can be extended for such further periods as may be mutually agreed upon between RBI and us in writing. I/ We also agree to keep the earnest money valid during the entire period of validity of tender.
4. I/ We understand that RBI, Kolkata reserves the right to accept or reject any or all of the tenders either in full or in part without assigning any reason thereof.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2026

Signature:

Name:

Seal of the Tenderer



## DETAILED SCOPE OF WORK

### 1. Licensed Liftman -

#### (i) WORKING HOURS

- a. The successful bidder is required to deploy their five Licensed Liftman on working days and deployment may be on requirement basis on non-working days. Duty hours of the Licensed Liftmen shall be settled by the Bank as per requirement.
- b. The Licensed Liftman should be available for duty as and when required by the Bank during the working hours.

#### (ii) GENERAL TERMS & CONDITIONS

- a. The Reserve Bank of India, Kolkata intends to invite e-tenders from reputed Companies/Firms for undertaking deployment of five Licensed Liftmen at RBI Museum situated at 8, Council House Street, Kolkata – 700001.
- b. Intending applicants will have to satisfy the Bank with 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 application.
- c. The service providers should have complete information on the Licensed Liftman engaged by them.
- d. If a Licensed Liftman is unable to attend duty due to sickness/ill health, the Agency shall provide suitable substitute with same capabilities and competent Licensed Liftman.
- e. The service provider shall be responsible for and make good any loss or damage, caused by any act or default, on their part or on the part of their employees/agents to the Bank's property.
- f. **The service provider and the Liftman deployed at the Bank shall be under direct supervision and control of the Protocol & Security Cell, RBI, Kolkata.**
- g. The service provider shall furnish certificate of registration/license of liftman from the competent Government authorities. RBI will not be liable for breach of any prevalent laws. Necessary documents, if any, are to be furnished.
- h. The successful bidder shall ensure that the entire workforce deployed are courteous and having good etiquette and good behaviour and are well groomed and having good communication skills and maintain personal hygiene and should project an image of utmost discipline.
- i. Licensed Liftman so engaged by the successful bidder shall wear uniform having firm/company's etc. name and logo, shoes/ sandals and a badge bearing his /her name, while on duty.
- j. The successful bidder shall along with other relevant particulars arrange to obtain Police Verification Report on character and antecedents of its personnel to be deployed. The successful bidder shall submit their passport size photographs before engaging them for duty in RBI's Main Office Building including Annex Building, RBI Museum and ZTC, Kolkata. Only able bodied, physically fit, well trained, literate, well mannered, disciplined and honest personnel preferably between the ages of 21-60 years shall be deployed as



Licensed Liftman. A certificate to the effect that Police Verification of all employees deployed in the services of the RBI has been done and are available with the successful bidder, needs to be submitted within two months of coming into effect of contract to RBI. RBI can verify these at any point of time during the continuation of contract.

- k. The Successful bidder should ensure that all the Licensed Liftman are adequately insured, for which no extra payment will be made by RBI.** RBI will not be liable for any damages/ injuries to the persons deployed by the successful bidder as a part of execution of this contract. All liabilities arising out of any accident or death while on duty shall be borne by the successful bidder.
- l.** Full and complete information may be provided, and a separate sheet of paper duly signed, may be used if necessary.
- m.** The Bank shall not be responsible for any injury or accident that may take place during the duty hours and will not be liable for paying compensation for injury to the Licensed Liftman.
- n.** The Licensed Liftman deployed by the service provider for the services mentioned above shall be the employees of the service provider for all intents and purposes and that the persons so deployed shall remain under the control and supervision of the service provider and in no case, shall a relationship of the employer and employee between the said persons and the RBI, Kolkata shall accrue/arise implicitly or explicitly. It will be the responsibility of the Service provider to ensure that no liability on this count should devolve on RBI, Kolkata in respect of workers deployed by him. The service provider shall be responsible for the compliance of law relating to the employment etc and other law as applicable from him to his employees. It shall be the responsibility of the service provider to provide meals/Tiffin/tea/coffee/accommodation to the Liftman.
- o.** Medical emergency support for the Licensed Liftman will be provided by the service provider.
- p. The service provider will provide a mobile set to the Licensed Liftman with adequate balance. The number should be shared with the P & S section of the Bank.**

**2. Maintenance Staff/ Housekeeping Staff and Durwans-**

i. The aim and objective are to provide a high level of a clean, hygienic and presentable look to the entire area. The contractor and his management team will supervise the awarded work. The Contractor has to ensure that the staff deployed is dressed in neat and clean uniform approved by the Bank. The Housekeeping staff will be responsible for cleaning of Office Premises including corridors, lift lobbies, staircases, entire compound area, vehicle parking area, internal roads and internal area along the perimeter wall, ISS (Reception), CRDS, Annex Building, adjoining areas and all security guard posts located along the perimeter wall along with cleaning/ maintenance of washrooms/toilets located in the entire premises of the Bank.

**ii. Detailed Scope of works:**

1.	Area to be covered	(a) Main Office Premises located at 15, NS Road, Kolkata - 700001 (b) Annex Building at 13 & 15, N.S. Road, Kolkata
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		<p>(c) The RBI Museum &amp; Zonal Training Centre at 8, Council House Street, Kolkata</p> <p>(d) Five Residential RBI Staff/ Officers' Quarters at:</p> <p>(i) Alipore - <b>RBI, Senior Officers' Quarters, 7, New Road, Kolkata – 700027</b></p> <p>(ii) Ultadanga – RBI Officers Quarters, CIT Scheme VII M, Ultadanga, Kolkata - 700067</p> <p>(iii) SP Colony - 16/5, Dover Lane, Kolkata – 700029</p> <p>(iv) Dum Dum - <b>Phase I &amp; II, 1B, B. K. Paul Lane, Kolkata - 700030</b></p> <p>(v) Salt Lake- Sector – III, Salt Lake, Kolkata and other properties at Kolkata as and when required.</p>
2.	Working Hours	<p>(a) The working hours of the Staff deployed are required to be staggered in shifts between 07:00 am and 05:30 pm in consultation with RBI's Care Taker &amp; Security Managers and the successful bidder has to ensure that full consignment of staff is present on a particular day.</p> <p>(b) The successful bidder is required to deploy their staffs on all five working days of the week except on Sundays and Holidays and on Saturdays as per requirement at MOP. For RBI Museum it may be six working days of the weeks except on Mondays and on January 26, August 15, and October 2. For the residential colonies, the successful bidder will deploy their staff six days in a week. RBI reserves the right to seek deployment of the staff of the successful bidder on select holidays also, in case the need arises, with prior intimation and the right to deploy them at any of the RBI properties as deemed necessary.</p>



3.

**I. Scope of Work for General Areas/Common Areas/OLDR of Main Office Premises Including Annex Building:**

- c) Contractors shall be responsible for all cleaning works such as sweeping and mopping of general area in each floor, passages and lobbies at all the floors, cleaning of each cabin located in all the floors at Main Office Building. Cleaning of tables, chairs and Desks in each departments/Section. Periodicity of this job will be reviewed and determined by the Bank.
- d) Daily cleaning, sweeping, moping and wiping of floors, staircase from (Date & time will be determined by Bank). Cleaning activity shall start in the morning at 07:00 AM so as to complete all the dusting/ cleaning/ moping work before 9:00 AM.
- e) Fortnightly cleaning of windows, window panes, grills, doors, ventilators in all floors of the main office building, Annex building & ZTC building.
- f) Fortnightly cleaning of glass panels used in building / infrastructure. Proper arrangements on the cost of agency to be done by contractor to clean all glass panels on regular basis.
- g) Fortnightly removal of beehives and cobwebs/honey webs from the office building and its premises.
- h) Daily cleaning and sweeping of open area including balconies and roof tops with brooms.
- i) Lifting, carrying and disposing of dead bird's animals, rats and insect etc. if found in and around office premises.
- j) Fortnightly cleaning of store rooms, book vaults etc. of all the departments of the Bank.
- k) Daily cleaning of Conference Rooms and Board Room as per the requirement of the Bank.
- l) Daily cleaning of Officers Lounge and Dining room located at the 9<sup>th</sup> & 10<sup>th</sup> floor. Periodical cleaning the floor/table tops/ countertops/kitchen/ washbasins in Officers' Lounge and carry out miscellaneous tasks in the lounge as per instructions of the Bank.
- m) Daily sweeping and moping of the floor of the canteen area including the kitchen, washrooms and wash basins located in the Annex Building.
- n) Daily sweeping of frontal drive way, front parking area, rear parking area and complete peripheral area of the Bank.
- o) Daily cleaning of areas around water dispensers/water purifiers installed at various locations in the Bank's premises.
- p) Special cleaning of specific areas in the Security Area as per the instructions of the Bank.
- q) Any special cleaning on Republic Day, Independence Day and Festivals to be carried out as per the instruction of the Bank.
- r) Continuous cleaning, maintaining hygiene & mopping of floors and common area in the Bank to be done during office hours so that it retains a clean and dry look.
- s) Clean and prepare lunch tables and to serve lunch at OLDR.
- t) Serve drinking water and collect empty jars.
- u) Serve tea, water and refreshments and cleaning of utensils used at meetings.
- v) Serve tea/coffee, snacks etc on fifth floor.
- w) For various maintenance related work at MOP.
- x) Any other work assigned by the Officials of the Bank from time to time.



**II. Scope of Work for Washrooms/ Toilets in Main Office Premises Including Annex Building & ZTC, Museum Building:** The housekeeping staff shall be responsible for cleaning of the washrooms/toilets to include 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 Annex Building.

- a. Cleaning of washrooms in the Banking Hall in the ground floor daily every hour or as advised by Protocol and Security Cell.
- b. Cleaning all washrooms (gents and ladies) in all the floors including the washrooms daily every hour as specified above.
- c. Cleaning all wash basins/buckets and mugs/mirrors and wall tiles in the wash rooms daily every hour.
- d. Removal of waste from all the washrooms daily every hour.
- e. Removal of cob-webs in the washrooms as and when found necessary.
- f. Cleaning of all washrooms with bleaching powder/bleaching water daily..
- g. Any new/addition of toilet in MOP, Annex Building & ZTC building will be included in the scope of work without any additional costs
- h. Thorough cleaning of all toilets using required cleaning and disinfectant material and by putting urinal cubes and air purifier in all urinals, wash basins and WC area.
- i. Restock toiletries including liquid hand wash soap, toilet rolls, air fresheners, odonil, sanitary/urinal cubes, naphthalene balls in toilets, etc. after daily check-ups in the morning, afternoon, evening and on call basis during day time.
- j. The required frequency of cleaning of toilets would be hourly in a day in the MOP including Annex building and ZTC. It is to be on a continuous basis for all the toilets in the RBI Museum during working hours.
- k. Any other work assigned by the Officials of the Bank from time to time.  
Display board indicating cleaning in progress must be displayed while the cleaning is in progress.

**III. Detailed Scope Of Work for General Maintenance of Staff/ Officers' Quarters**

**a. RBI, Senior Officers' Colony, 7, New Road, Kolkata – 700027**

According to the scope of work, the Contractor shall provide services for all blocks of Alipore Officers' Quarters, situated at 7, New Road, Kolkata – 700 027.

**DAILY CLEANING (7 days in a week – Outside areas)**

- Sweeping, Swabbing, mopping of all common area including stair cases. (with Lizol)
- Cleaning of common toilets (Acid cleaning) using branded products.
- Cleaning of road and passage surrounding the blocks.
- Cleaning of cobwebs, cleaning of fixture and fitting of common area.
- Cleaning of Parking Area, drainage etc.
- Cleaning of dispensary
- Cleaning and maintenance of Gymnasium

**MONTHLY CLEANING (Once in a month – Outside areas)**

In addition to the daily work schedule as above, the contractor shall carry out a special



monthly cleaning of all the above areas with liquid soap and water.

- **Supply of set of Garbage Bags (environment friendly) for dry and wet garbage (one each) to all the occupied flat on piece rate basis.**

#### **DEPLOYMENT OF SWEEPING/CLEANING AND MAINTENANCE PERSONNEL AND DUTY HOURS**

- The contractor shall deploy adequate numbers of sweepers/cleaners including reliever at the above site i.e. Alipore for performing the total job satisfactorily.
- **Weekly cleaning** of toilets/bathroom of officers flat situated at Alipore Senior Officers' Colony
- **Quarterly cleaning** of cobwebs, inaccessible spots, netlon mesh, fans, window panes (inside and outside) four times in a year at an interval of three months
- **Yearly cleaning** of all rooms once in a year. This work should be carried out in all the occupied flats apart from the quarterly cleaning
- **Cleaning of flats** (Before handing over to allottee – as and when required (piece rate basis).
- **Cleaning and maintenance of Gymnasium.** Opening and closing of Gymnasium, clean the floor and fitness equipment on daily basis and to take care for equipment etc. (Morning and Evening shift).

#### **b. RBI, Ultadanga Officers' Quarters**

According to the scope of work, the Contractor shall provide services for all blocks of Ultadanga Officers' Quarters.

#### **DAILY CLEANING (7 days in a week – Outside areas)**

- Sweeping, Swabbing, mopping of all common area including stair cases. (with Lizol)
- Cleaning of common toilets (Acid cleaning) using branded products
- Cleaning of road and passage surrounding the blocks.
- Cleaning of cobwebs, cleaning of fixture and fitting of common area.
- Cleaning of Parking Area, drainage etc.
- Cleaning of dispensary
- Cleaning and maintenance of Gymnasium

#### **MONTHLY CLEANING (Once in a month – Outside areas)**

In addition to the daily work schedule as above, the contractor shall carry out a special monthly cleaning of all the above areas with liquid soap and water.

- **Supply of set of Garbage Bags (environment friendly) for dry and wet garbage (one each) in all the occupied flat on piece rate basis**

#### **DEPLOYMENT OF SWEEPING/ CLEANING AND MAINTENANCE PERSONNEL AND DUTY HOURS**

- The contractor shall deploy adequate numbers of sweepers/cleaners including



reliever at the above site i.e. Ultadanga for performing the total job satisfactorily.

- **Weekly cleaning** of toilets/bathroom of officers flat situated at Ultadanga Officers' Quarters
- **Quarterly cleaning** of cobwebs, inaccessible spots, netlon mesh, fans, window panes (inside and outside) four times in a year at an interval of three months
- **Yearly cleaning** of all rooms once in a year. This work should be carried out in all the occupied flats apart from the quarterly cleaning (
- **Cleaning of flats** (Before handing over to allottee – as and when required (piece rate basis).
- **Cleaning and maintenance of Gymnasium.** Opening and closing of Gymnasium, clean the floor and fitness equipment on daily basis and to take care for equipment etc. (Morning and Evening shift).

**c. RBI, Dover Lane Staff Quarters, (presently 09 persons are working under the vendor)**

According to the scope of work, the Contractor shall provide services for all blocks of SP Colony Staff Quarters, situated at 16/5, Dover Lane, Kolkata – 700029.

**DAILY CLEANING (7 days in a week – Outside areas)**

- Sweeping, Swabbing, mopping of all common area including stair cases (with Lizol).
- Cleaning of common toilets (Acid cleaning) using branded products
- Cleaning of road and passage surrounding the blocks.
- Cleaning of cobwebs, cleaning of fixture and fitting of common area.
- Cleaning of Parking Area, drainage etc.
- Cleaning of dispensary
- Cleaning and maintenance of Gymnasium

**MONTHLY CLEANING (Once in a month – Outside areas)**

In addition to the daily work schedule as above, the contractor shall carry out a special monthly cleaning of all the above areas with liquid soap and water.

- **Supply of set of Garbage Bags (environment friendly) for dry and wet garbage (one each) in all the occupied flat on piece rate basis.**

**DEPLOYMENT OF SWEEPING/CLEANING AND MAINTENANCE PERSONNEL AND DUTY HOURS**

- The contractor shall deploy adequate numbers of sweepers/cleaners including reliever at the above site i.e. at 16/5, Dover Lane, Kolkata for performing the total job satisfactorily.
- **Weekly cleaning** of toilets/bathroom of officers flat situated at Dover Lane Quarters
- **Quarterly cleaning** of cobwebs, inaccessible spots, netlon mesh, fans, window



panes (inside and outside) four times in a year at an interval of three months

- **Yearly cleaning** of all rooms once in a year. This work should be carried out in all the occupied flats apart from the quarterly cleaning
- **Cleaning of flats** (Before handing over to allottee – as and when required (piece rate basis).

**d. RBI, Dum Dum Staff Quarters, Phase I & II, 1B, B. K. Paul Lane, Kolkata - 700030.**

According to the scope of work, the Contractor shall provide services for all blocks of RBI Staff Quarters, Bir Para, Paikpara, Dum Dum, Kolkata - 700030

**DAILY CLEANING (7 days in a week – Outside areas)**

- Sweeping, Swabbing, mopping of all common area including stair cases (with Lizol).
- Cleaning of common toilets (Acid cleaning) using branded products
- Cleaning of road and passage surrounding the blocks.  
Cleaning of cobwebs, cleaning of fixture and fitting of common area.
- Cleaning of Parking Area, drainage etc.
- Cleaning of dispensary
- Cleaning and maintenance of Gymnasium

**MONTHLY CLEANING (Once in a month – Outside areas)**

In addition to the daily work schedule as above, the contractor shall carry out a special monthly cleaning of all the above areas with liquid soap and water.

- **Supply of set of Garbage Bags (environment friendly) for dry and wet garbage (one each) in all the occupied flat on piece rate basis.**

**DEPLOYMENT OF SWEEPING/CLEANING AND MAINTENANCE PERSONNEL AND DUTY HOURS**

- The contractor shall deploy adequate numbers of sweepers/cleaners including reliever at the above site for performing the total job satisfactorily.
- **Weekly cleaning** of toilets/bathroom of officers flat situated at Dover Lane Quarters
- **Quarterly cleaning** of cobwebs, inaccessible spots, netlon mesh, fans, window panes (inside and outside) four times in a year at an interval of three months
- **Yearly cleaning** of all rooms once in a year. This work should be carried out in all the occupied flats apart from the quarterly cleaning
- **Cleaning of flats** (Before handing over to allottee – as and when required (piece rate basis).

**e. Scope of Work for the General Maintenance of RBI, Salt Lake Staff Quarters and Quarters at Main Office Premises, 15, NS Road, Kolkata:**

The Contractor shall provide services for all blocks of Salt Lake Staff Quarters, situated at Sector – III, Salt Lake, Kolkata and Main Office Premises, 15, NS Road, Kolkata - 700001.



### **DAILY CLEANING (7 days in a week – Outside areas)**

- Sweeping, Swabbing, mopping of all common area including staircases.
- Cleaning of common toilets (Acid cleaning)
- Cleaning of road and passage surrounding the blocks.
- Cleaning of cobwebs, cleaning of fixture and fitting of common area.
- Cleaning of Parking Area, drainage etc.
- Cleaning of dispensary
- Cleaning and maintenance of Gymnasium

### **MONTHLY CLEANING (Once in a month – Outside area)**

In addition to the daily work schedule as above, the contractor shall carry out a special monthly cleaning of all the above areas with liquid soap and water.

The Contractor will supply each occupied flat, with environmentally friendly garbage bags—one for dry waste and one for wet waste on a monthly basis.

### **DEPLOYMENT OF SWEEPING/CLEANING AND MAINTENANCE PERSONNEL**

- **Quarterly cleaning** of cobwebs, inaccessible spots, netlon mesh, fans, windowpanes (inside & outside) four times in a year at an interval of three months.
- **Weekly cleaning** of toilets/bathroom of flats situated at RBI Staff Quarters Salt Lake (occupied flats only).
- **Yearly cleaning** of all rooms once in a year. This work should be carried out in all the occupied flats apart from the quarterly cleaning.
- **Cleaning of flats** (Before handing over to allottee – as and when required).
- **Cleaning and maintenance of Gymnasium** - (01) person will be deployed for opening and closing of Gymnasium, clean the floor and fitness equipment on daily basis and to take care for equipment etc. (Morning and Evening shift).
- The contractor shall deploy adequate numbers of sweepers/cleaners including reliever at RBI, Salt Lake Staff Quarters for performing the total job satisfactorily.

The above said cleaning work consists of washing, scrubbing, cleaning the floor and wall dado of Toilet, bathroom, water closet, sanitary wares, fittings / fixtures (without damaging their shine) including flush tank, common wash basin area, toilet mirror, etc. by using the nylon brush with approved cleaning materials like detergent, toilet cleaner, oxalic acid etc. and outside wash basin



and wall dado area).

To ensure on a daily basis that all the accessories/ equipment in the toilets like Taps /Sinks /Geyser/Flush /Shower / other sanitary fittings, etc., are in working condition and if not, then report it to Care Taker. Complaints regarding civil, electric, plumbing, etc., observed in the wash rooms/ toilets must be resolved by reporting to Care Taker /AMC persons/Estate Department.

**iii. The following jobs are to be carried out weekly (on Saturdays):** All Saturdays will be used for special cleaning exercise of the toilets/ washrooms and other areas in the Bank premises.

a. Thorough cleaning/sweeping/washing/mopping with disinfectant cleaners of all floors, staircases and toilets. Scrubbing of all floors and ceramic tiles base.

b. Thorough cleaning of pantries, sinks, exposed areas as well as behind/corner/niches under the furniture and fixtures.

c. Cleaning of sanitary fittings, toilet drain pipes, wash basin drain pipes, etc. with standard cleaning material.

d. Cleaning of all window glasses with glass cleaners

e. All floors in common area, including staircases shall be cleaned thoroughly with floor scrubbing machine with soap and water to remove all stains etc.

f. Total office area floors to be cleaned with floor scrubbing machine, wherever required as per directions of P&SE/ Asst. Caretaker.

NOTE: The Contractor shall ensure that the first cleaning of the washrooms is completed before the start of the working hours of the office. The contractual staff deployed shall report to the Caretaker of the Bank and shall be available at a specified place in the premises to take instructions.

iv. In case the services are not found satisfactory, the Bank shall be at liberty to withhold any payment/s that may be due to the successful bidder, till such time such services are rendered to the satisfaction of the Bank.

v. The bidder should possess or procure needful infrastructure, gadgets and other material required for smooth housekeeping services. No additional cost towards this will be borne by organization.

vi. The successful bidder must provide a dedicated mobile phone number of its supervisor (with active SIM card). This mobile phone will remain with the Supervisor on duty (in shift). The same mobile number will be circulated in the office.

**vii. Guidelines for cleaning works:**

a. High standard of cleanliness should be maintained by using modern equipment and materials

b. Cleaning works are to be undertaken at the time specified by the Bank, taking into consideration the volume and nature of work, without compromising on the quality of the



work.

- c. Periodical cleaning of fans, lighting fixtures exhaust fans, etc.
- d. Cleaning of platform and toilet pots, seats/urinal pots, sink, wash basins, tiles, racks, glass mirrors.
- e. Thorough sweeping, washing, mopping and scrubbing the floors and wall dado inside the toilets.
- f. Cleaning of floor, walls and ceiling and removing dirt, dust and stains from them. It should also be made free of cobwebs including removing them from inaccessible places by using appropriate tools.
- g. Cleaning includes plumbing and sanitary fittings & fixtures, etc., without causing damage to sensors.
- h. Cleaning of windows, window panes, grills, doors, ventilators, etc., without causing any damage to the installed blinds.
- i. Cleaning of accessories provided in the wash rooms like buckets/mugs/soap cases etc.
- j. All the cleaning material and equipment will be provided by the service provider / contractor firm.
- k. The cleaning material used shall be of standard quality (of eco-friendly and non-toxic variety) to avoid damage to CP fixture/tiles/flooring, etc.
- l. The Contractor shall provide the workers with hand gloves where ever necessary.
- m. Any additional work as and when required has to be attended to.

**viii. Timings for Housekeeping work:**

The Contractor has to provide labour force in to maintain the buildings as required and quality to ensure workmanship of the degree specified in the job order and to the satisfaction of the Bank. **Deployment/re-appropriation of the number of housekeeping staff and their timings may change as per requirement of the RBI.**

ix. The contractor shall depute sufficient number of labourers for the work. No minor shall be appointed. Any additional work shall be carried out on holidays if required by the Bank.

x. All labourers should report to the P&SO/caretaker of the Main Office Premises/ZTC and Museum and residential colonies. The working hours shall be 8 working hours (including 30 minutes lunch break), 5 working days in a week at the Main Office Premises, Annex Building. At ZTC Kolkata, RBI Museum and residential colonies, the working hours shall be 8 working hours (including 30 minutes lunch break) for Six days at with a weekly off. However, in the case of emergency, the workers will have to continue to work till the emergency is over as per the directions issued by authorized person of the Bank. Weekly holiday should be given to the workers with an alternative arrangement as per Statutory Requirement without affecting services. No extra payment will be considered other than rates quoted by the firm. Contractor shall maintain a record



of payment to the workers, which shall be submitted along with the bill. Electricity and water shall be given to the agency at nearest available point, free of cost by the Bank, but all the other arrangements have to be made by the contractor on their own.

xi. The above described job descriptions are only indicative. In case of any exigencies, the persons should be prepared to perform any other jobs assigned to them.

xii. The dust bins shall be washed, and garbage bags need to be placed in all garbage bins to avoid stains and clear them when it is full.

xiii. Contractor will arrange manpower for special VIP visits at no extra cost and provide full support and cooperation when Bank's conducts any special meeting and also rearranging/shifting of furniture viz. conference chairs, tables, office furniture, chairs, sofas, computer etc. from one place to another place in the office premises.

xiv. **Housekeeping Monitoring and Control**

For better management and smooth services, the following monitoring mechanism will be adopted by the Contractor: -

**xv. Toilets Checklist:**

a.) This is to be attached on the back of the toilet door. It is to be filled up by the Housekeeping staff on regular basis.

**b.) Management / Housekeeping Service Requirements/ Complaints Report:**

This is to be filled up by the management and administrative staff of the Contractor who receive/observe the complaints/requirements for any of the services. All suggestions, complaints related to services or staff deployed by the Contractor will be registered at site and should be reported to Asst. Caretaker or P&SE department officials. The Contractor will take immediate action to resolve the same failing which the Penalty Clause will be invoked.

xvi. **TERRACE CLEANING:** The Contractor shall clean the terraces of MOP, Annex & ZTC building and five residential colonies periodically as per instruction of the Bank. The Contractor's quoted rates should be inclusive of this item. No extra payment what so ever will be made on this account.

xvii. The cleanliness will be periodically checked by the officials of the Bank based on certain objective criteria which are decided to measure level of cleanliness and the agency has to abide by those criteria. These are as follows:

- i) Shine level, presence of dust, pan and gutkha stains, spillage of water or other liquids, bird droppings etc. on floors, tiled walls, doors, windows.
- ii) Dust, Dirt marks or cobwebs etc. on roof, window grills etc.
- iii) Finger or palm marks, dust or any other stain on glass panes of windows or doors and mirrors.
- iv) Stain, cleanliness and odour in Wash-basin, WC Seats.
- v) Dryness and shine on floor.
- vi) Cleanliness of sanitary fittings
- vii) Cleanliness of floor area in front and around washrooms



- viii) Cleaning of drinking water point and Aqua Guard area
- ix) Cleanliness of passage corridors, stairs, lifts and office space
- x) Over all cleanliness in general area and washrooms of the office premises.

**xviii. Further, successful bidder will deploy 2 Lady Durwans and 2 Male Durwans for frisking of women and men, respectively, who are entering and coming out of Cash Area of Issue Department. Everyone entering / exiting security area should be thoroughly frisked by Durwans every time. A separate enclosure has been provided for the frisking of female employees/ visitors. Durwans will have to follow the instructions given to them by Issue Department/ Protocol and Security Cell from time to time. The services of the aforementioned staffs may be utilised by the Bank for other works at its discretion from time to time. Additionally, the contractor shall deploy one semi-skilled durwan for manning the turnstile gate between the Main Office Building and annexe building.**

**xix. Semi-skilled Pressman – Pressman will have to follow the instructions given to him/her by the Museum Cell. The services of the said staff may be utilised by the Bank for other works at its discretion from time to time.**

xx. Lifting and Carrying Dead Birds/Animals: The maintenance staff shall be responsible for immediately lifting, removing and properly disposing of any dead birds, animals, rodents or insects found in the colony premises, office buildings or any associated areas. The staff must ensure that the removal is carried out safely using protective equipment and with due care to avoid any health hazards, contamination or foul smell. Proper sanitization of the affected area shall also be undertaken immediately after the removal.

xxi. Rotation/Transfer of Maintenance Staff The firm shall ensure that rotation or transfer of maintenance workers is carried out within different colony and office premises to maintain transparency, efficiency and discipline in service delivery. Such rotation shall be implemented after completion of one year at a specific location, unless otherwise instructed by the office. This practice is aimed at preventing familiarity-based irregularities and promoting equal workload distribution among the staff.

Cleaning of IT assets:

- (i) Weekly cleaning of IT assets installed at VOFs, THHs, Caretaker rooms, security guard rooms and dispensary of staff colonies
- (ii) Weekly cleaning of all IT assets installed at MOP, Annexi Building and ZTC
- (iii) Weekly cleaning of IT Cell server room and switch rooms in the presence of IT Cell staff.

### **3. Firemen**

- (i) The selected bidder will have to deploy 4 (Four) Highly Skilled Fired Supervisors and 32



(Thirty-two) Skilled Fireman at Bank's Main Office Premises, Reserve Bank of India, Kolkata as well as at Museum & ZTC Building, 8, Council House Street, Kolkata – 700 001 and at Five residential colonies of the Bank. This number may be changed (increase or decrease) as per requirement of the Bank.

ii) Duty hours of the Fire Supervisors and Fire Fighters will be settled by the Bank as per requirement. However, the Company/Firm shall deploy Fire Supervisors & Fire Fighters in eight hours shift and should work round the clock in three shifts (06:00 am to 02:00 pm; 02:00 pm to 10 pm and 10:00 pm to 06:00 am) everyday i.e. 365 days providing fire safety, manning the fire control rooms, holding and maintaining fire safety equipment like fire alarm, hydrants, wet/dry riser system, fire extinguishers, training of general staff, liaison with local fire brigade etc. No individual fire staff will be on duty for more than 8 hours continuously. Any shortfall of manpower due to illness/other reasons will be made up by the Company/Firm on ad-hoc basis. Absence of deputed person longer than 10 days will be treated as replacement.

iii) The Fire Supervisors and Fire Fighters should be available for duty as and when required by the Bank during the working hours. They shall be adequately trained in Fire Safety and Security measures including First Aid, emergency responses and fire-fighting operations.

iv) If a Fire Supervisor/Fire Fighter is unable to attend duty due to sickness/ill health, the Agency shall provide suitable substitute with same capabilities and competent Highly Skilled Fire Supervisor/Skilled Fire Fighters.

v) General Scope of Work:

a) Manning of Fire Control Room round the clock.

b) Checking all fire equipment for serviceability at laid down periodicity.

c) Supervising the work done by the AMC service provider of all firefighting equipment.

d) Conducting periodic training of Bank staff on fire fighting.

e) Fighting the fire at the incipient stage and assist the fire brigade as and when they arrive.

f) Conducting regular fire-fighting drills.

g) Functioning under the Security Manager in-charge of Fire on all aspects of work and administration.

h) Assisting in fire audit as and when carried out.

i) Regular inspection of entire premises / residential colonies for identifying fire hazards and removing/taking steps to protect against fire and building code violations.

j) Checking all escape routes and fire lanes daily and ensure they are free of obstacles.

k) Assisting in search and rescue & salvage operations in case of an incident.

l) Assisting physically challenged employees/visitors as and when required.

m) **The Company/Firm shall provide two pairs of uniform at his own cost to the persons**



**deployed for this work and will also include fluorescent jacket – inscribed as FIRE SAFETY at the back, Fire helmet, Safety shoes, Socks, Lanyard with whistle, Jersey for winter, Rain coat/umbrella/gumboot for rainy season, loaded torches and batons at all the posts. Reserve Bank of India, Kolkata shall have no liability whatsoever on this account. The uniform shall be approved by the Regional Director, RBI, Kolkata.**

**n) No accommodation facility or medical facility will be provided by the Reserve Bank of India, Kolkata.**

o) The Bank shall not be responsible for any injury or accident that may take place to any of the Fire Staffs during the duty hours and will not be liable for paying compensation for death or injury to any of the Fire Staffs.

p) The service providers should have complete information on the Skilled Fire Supervisors & Skilled Fire Fighters engaged by them.

**q) The Fire staff posted at MOP/ZTC/Residential colonies, shall be under direct control and supervision of the Protocol & Security Cell, RBI, Kolkata.**

#### **WORKING HOURS**

a. The successful bidder is required to deploy their Highly Skilled Fire Supervisors & Skilled Fire Fighters on all days.

b. Duty hours of the Skilled Fire Supervisors & Skilled Fire Fighters will be settled by the Bank as per requirement.

r) Constant monitoring of electrical temperature display units of two servers room located at Fire console room. If temperature increases the threshold level at displays, then it has to be informed to the fire officer or Security officer.

s) The Supervisor/Fireman shall go around the Bank's premises to check firefighting arrangements in place and their functioning before the start of their shift duty and before relieving the present fire staff on duty and at regular intervals and before finishing their shift duty. Proper handing taking over on shift change along with records of serviceability of firefighting equipment shall be maintained and put up to Security Manager on a daily basis.

t) Check all fire equipment for serviceability at laid down periodicity. Responsible for all firefighting arrangement in respect of the said premises including Fire Alarm System, Wet Riser System, Fire Hydrants and Fire Fighting Extinguishers and other fire related equipment.

u) Ensure that the reserve water tank of Hydrant system is full at all times.

v) Update knowledge of the latest fire-fighting equipment and techniques and to remain aware of current developments in fire services.



- w) The Agency's Fire Staff shall perform duties according to the detailed Standard Operating Procedures and Fire Orders prepared by the Security Manager of the Bank.
- x) The Fire Staff shall be governed by the Bank's system to monitor their attendance.
- y) Any other related duty assigned by the Bank.

**4. Scope of Work for Upkeep and Maintenance as well as providing catering services to Governor's Flat / VIP Guest House / VOFs at Alipore Senior Officers' Quarters; VOF/THH/Medical Flat/Trainee Flats at RBI Staff Quarters, Salt Lake and THH/Trainee Flats and Gymnasium at RBI Staff Quarters, Dum Dum, Kolkata**

**VOF Site No. 1 : Governor's Flat (01) / VIP Guest House (03) / VOFs (06) at Alipore Senior Officers' Quarters (By deploying 9 persons for providing catering and maintenance service round the clock including Night-shift)**

- Upkeep, maintenance, housekeeping and supervision of Governor's Flat, VIP Guest Houses, Visiting Officers' Flats (VOFs), Dining Hall, Common rooms and Kitchen viz. looking after reception, daily sweeping/cleaning of floors, walls, toilets, bathrooms, electrical equipment and fitting and other accessories, filling up of soap dispensers, maintaining visitor's register and other stock registers, recovery of charges from the visitors etc., maintaining other details as prescribed by the Bank from time to time, and providing necessary assistance to the Guests.
- Receiving the guests, porting of luggage on arrival and departure and providing them accommodation and other facilities.
- \* Cooking and serving of all major meals and snacks (food served will be of North / South Indian, Continental and Chinese) in dining hall or Guest room.
- \*\* Change of linens, towels on change of occupancy or after every two days and keeping rooms and beds in a state of "Ready for Occupation".
- Supply of Welcome kits, mineral water, newspapers, tea/coffee etc.
- Providing laundry services to the guests on payment basis at the rate agreed upon by the Bank.

**VOF Site No. 2**



**VOFs (14) /THH (04) /Medical Flat (02) /Trainee Flats (14) / Gymnasium (01) at RBI Staff Quarters, LB Block, Sector – III, Salt Lake (By deploying 13 persons for providing catering and maintenance service round the clock including Night-shift))**

- Upkeep, maintenance, housekeeping and supervision of Visiting Officers' Flats (VOFs), Transit Holiday Homes (THHs), Medical Flat, Trainee Flats, Gymnasium, Dining Hall, Common rooms and Kitchen viz. looking after reception, daily sweeping/cleaning of floors, walls, toilets, bathrooms, electrical equipment and fitting and other accessories, filling up of soap dispensers, maintaining visitor's register, trainee registers and other stock registers, recovery of charges from the visitors etc., maintaining other details as prescribed by the Bank from time to time, and providing necessary assistance to the Guests & Trainees.
- Receiving the guests and trainees, porting of luggage on arrival and departure and providing them accommodation and other facilities.
- \* Cooking and serving of all major meals and snacks (food served will be of North / South Indian, Continental and Chinese) in dining hall or Guest rooms.
- \* Cooking of all major meals and snacks (as per the menu) for the trainees in the trainee flats.
- \*\* Change of linens, towels on change of occupancy or after every two days and keeping rooms and beds in a state of "Ready for Occupation".
- Supply of Welcome kits, mineral water, newspapers, tea/coffee etc.
- Providing laundry services to the guests on payment basis at the rate agreed upon by the Bank.

**VOF Site No. 3**

**THH (8) /Trainee Flats (25)/Medical Flat (02) and Gymnasium (04) at RBI Staff Quarters, B. K. Paul Lane, Dum Dum, Kolkata (By deploying 11 persons for providing catering and maintenance service round the clock including Night-shift)**

- Upkeep, maintenance, housekeeping and supervision of Transit Holiday Homes (THHs), Trainee Flats, Gymnasium, Dining Hall, Common rooms and Kitchen viz. looking after reception, daily sweeping/cleaning of floors, walls, toilets, bathrooms, electrical equipment and fitting and other accessories, filling up of soap dispensers, maintaining visitor's register, trainee registers and other stock registers, recovery of charges from the visitors etc., maintaining other details as prescribed by the Bank from time to time, and providing all other necessary assistance to the Guests & Trainees.
- Receiving the guests and trainees, porting of luggage on arrival and departure and providing them accommodation and other facilities.
- \* Cooking and serving of all major meals and snacks (food served will be of North / South Indian, Continental and Chinese) in dining hall or Guest rooms.
- ^ Cooking of all major meals and snacks (as per the menu) for the trainees in the trainee flats.
- \*\* Change of linens, towels on change of occupancy or after every two days and keeping rooms and beds in a state of "Ready for Occupation".
- Supply of Welcome kits, mineral water, newspapers, tea/coffee etc.



- Providing laundry services to the guests on payment basis at the rate agreed upon by the Bank.
- Day to day cleaning/upkeep of Gymnasium rooms and equipments including opening and closing the doors/window shutters etc. (excluding the technical maintenance of the exercise machines).

**Note: In all the above sites, the vendor has to deploy adequate number of manpower for satisfactory completion of the work.**

- \* The charges for tea, meals, snacks and laundry services would be paid by the Guests themselves on actual basis at the rates accepted by the Bank.
- ^ The number of trainees and period of training would be informed by Bank's Zonal Training Centre, Kolkata and the cost of tea, meals and snacks (as per the menu) would be borne by the Bank on actual basis.
- The cost of Welcome kits, newspapers and other materials required at VOF/ THH, etc. would be reimbursed by the Bank on actual basis **(the cost should not be added in the price bid)**. The composition of Welcome kit and newspaper would be decided by the Bank.
- \*\* The cost of washing of linens, curtains and towels would be reimbursed by the Bank on actual basis **(the cost should not be added in the price bid)**.
- Maintenance of electrical, plumbing and carpentry installations in the rooms and kitchen/dining hall will be done by the Bank.
- Bank shall not provide LPG/cooking gas connection. Cost of LPG refilling/monthly bill of pipeline gas, raw materials will be borne by the vendor. However, storage space, utensils, crockery items, electricity will be provided by the Bank.

### Provision of Welcome Kit

Welcome Kit should contain the below items:

Sr. No.	Name of item	Minimum Cost (₹)	Quantity per Guest	Indicative Brand
1	Tooth Brush		1	Colgate, Oral B etc.
2	Tooth Paste		1	Colgate, Pepsodent etc.
3	Bath Soap		1	Dove, Pears
4	Toilet Soap		1	Dettol, Savlon etc.
5	Detergent Powder		1	Surf
6	Hair Oil		1	Parachute etc.
7	Comb		1	Good Quality
8	Shaving Cream (Brushless) / Shaving Foam		1	Godrej, Gillette, Old-Spice etc.



9	Disposable Shaving Razor		1	Gillette
10	Shampoo pouch		1	Sunsilk, Head & Shoulder etc.
11	Disposable tissue hand towel		1	Good Quality
12	Shoe Shiner		1	Good Quality
13	Mineral Water		2 bottles (1 litre x 2) per booking per day during occupancy. Bisleri, Aquafina, Himalayan etc.	
14	Four Sachets of sugar, tea, coffee & milk		Additional sachets may be provided on request by the guests.	
15	Powder			
16	One English Newspaper			
16	Other items as advised by the Bank to be provided at the VOF			

**Note: The items mentioned in the Welcome Kit either will be provided by the Bank or will be reimbursed separately; therefore, their cost should not be added in the price bid.**

**Food and Beverages:**

**a) For Guests in Guest House/ VOFs/ THHs/ Medical Flats at Alipore, Salt Lake and Dum Dum:**

The indicative menu for breakfast, lunch and dinner is appended below. However, the Bank will fix the menu in consultation with the Overall-in-charge and cook provided by the vendor. Lunch/dinner/breakfast order will be taken from guests and food served to them at appropriate times. The charges for all the above will be collected by the in-charge/cook from the guests. **NO ALCOHOLIC DRINKS ARE PERMITTED TO BE MADE AVAILABLE TO THE GUEST BY THE VENDOR.**

**Indicative Menu for which the vendor has to indicate price in the price bid for Guests in Guest House/ VOFs/ THHs/ Medical Flats at Alipore, Salt Lake and Dum Dum:**



(i)	Breakfast	:	Bread (4 pieces) with butter, jam, jelly and Omlette (2 boiled eggs) with sauce or Stuffed Paratha (2 pieces) with <b>branded curd viz. Amul, Mother Diary etc. (in sealed cups)</b> or South Indian dishes viz. Vada sambhar, Idli, Uttapam etc./+ Tea /Coffee
(ii)	Lunch (Veg.)	:	Chapatti, Rice, Dal, one dry vegetable, one vegetable with curry, papad, curd, pickle, salad, one sweet and one fruit.
(iii)	Lunch (Non-Veg.)	:	Mutton or Fish or Chicken (125 -150 gms) or Egg (2 pieces) + chappati, rice, dal, dry vegetable, curd, salad, one sweet and one fruit.
(iv)	Dinner (Veg and Non-veg.)	:	As per lunch items but Dal will be replaced by Tadka Dal
(v)	Tea in tray	:	2 cups with separate milk, sugar etc.
(vi)	Items on request of the guest	:	To be decided on actual basis

**b) For Trainees in Trainee flats at Salt Lake and Dumdum:**

The indicative menu for breakfast and dinner is appended below. However, the bank may change the menu in consultation with the overall in-charge and cook provided by the vendor. **NO ALCOHOLIC DRINKS ARE PERMITTED TO BE MADE AVAILABLE TO THE TRAINEES BY THE VENDOR.** The cost of breakfast/dinner would be borne by the Bank and paid on actual basis on monthly basis on submission of bills.

Indicative Menu for which the vendor has to indicate price in the price bid.

(i)	Breakfast	:	<ul style="list-style-type: none"> <li>i. Bread, Butter, Jam / Sandwich</li> <li>ii. Omelette of choice /boiled Egg</li> <li>iii. Milk &amp; Corn flakes or similar ready-made breakfast cereal</li> <li>iv. One fruit (Apple/Banana)</li> <li>v. One South India item viz. Dosa of choice (plain/masala) / Idli / Bara / Upma with sambar and chatni, etc.</li> <li>vi. One North/West/East Indian item viz., Aloo Paratha with curd and pickle/ Puri sabzi/ Pao bhazi/ Chola bhature/Poha or sabudana khichdi/ etc.</li> <li>vii. Tea/Coffee/Juices</li> </ul>
(ii)	Dinner	:	<ul style="list-style-type: none"> <li>i. Rice</li> <li>ii. Chapati</li> <li>iii. Papad</li> <li>iv. One veg. fry item (Veg. pakora/ Potato fry / Bhindi fry etc.)</li> <li>v. One seasonal sabzi</li> </ul>



		<p>vi. One extra veg item for vegetarians (Paneer/Kofta curry etc.) vii. Khatta dahi viii. Choice of seasonal fruits (Papaya/Pine Apple/ Tarmuz etc.) at least two varieties ix. One sweet item (Khir/custard) x. Saunf/Mouth fresehner Non-veg xi. One non-veg item (Chicken /Fish /Mutton) xii. Egg may be available on all days for eggetarian xiii. Soup</p>
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#### **WORKING HOURS FOR THE STAFF DEPLOYED AT VOF/ THH/ MEDICAL FLATS:**

- a. The successful bidder is required to deploy their staffs round the year (on all days).
- b. The working hours of the Staff deployed are required to be staggered in shifts in consultation with RBI's Care Taker & Security Managers and the successful bidder has to ensure that full consignment of staff is present at all times.

#### **5. Scope of Work for Deployment of Tea/Coffee Machine Operators**

- i) The selected bidder will have to deploy 10 (Ten) Tea/Coffee Machine Operators at the Bank's Main Office Premises and Zonal Training Centre, 8, Council House Street, Kolkata – 700 001 and at any other places as desired by the Bank. This number may be changed as and when required by the Bank.
- ii) Duty hours and days of the Tea/Coffee Machine Operators will be settled by the Bank as per requirement.
- iii) The Tea/Coffee Machine Operators should be available for duty as and when required by the Bank during the working hours (including Saturdays or other holidays, if required).
- iv) If a Tea/Coffee Machine Operator is unable to attend duty due to sickness/ill health, the Agency shall provide a suitable substitute having the same level of skill and competency, without any disruption in services.
- v) The Tea/Coffee Machine Operators shall serve Tea/Coffee and other beverages **at least twice daily** to the staff members on the respective floors/offices as per the schedule fixed by the Bank, and also **as and when called upon** by any officer or authorized staff.
- vi) The Operators shall be responsible for the **operation, upkeep, and cleanliness** of the Tea/Coffee Vending Machines at all times. They shall ensure that the machines are functional, adequately stocked with required ingredients (such as milk, tea, coffee, sugar, etc.), and promptly report any malfunction or requirement of maintenance/refilling to the concerned authority or service engineer.



vii) The Operators shall maintain **proper hygiene and cleanliness** in and around the area where the Tea/Coffee Machines are installed and shall strictly adhere to hygiene and safety standards prescribed by the Bank.

viii) The Operators shall be **properly uniformed, courteous, and disciplined** while on duty. Any misconduct, negligence, or unsatisfactory service on their part shall render them liable for replacement at the discretion of the Bank.

ix) The Agency shall ensure that all deployed Operators are **well-trained in handling Tea/Coffee Vending Machines** and in basic troubleshooting for smooth and uninterrupted service.

x) The Agency shall be responsible for the **supervision and control** of its personnel and shall ensure that services are rendered without interruption during Bank's working hours.

#### **TERMS & CONDITIONS -**

- a. The successful bidder has to deploy adequate number of manpower in all the above sites for satisfactory completion of the work.
- b. The successful bidder shall deploy its personnel only after obtaining RBI's security approval by duly submitting details of these personnel and after taking necessary security clearance.
- c. The successful bidder should ensure that the staff deployed are medically fit and free from contagious diseases.
- d. It is the responsibility of the successful bidder to maintain the minimum required staff strength deployed on all days and whenever specifically instructed.
- e. The successful bidder shall engage personnel whose age shall be between 21-60 years and who are duly trained for the job and are fit and able to perform their duties.
- f. The successful bidder shall ensure that the entire workforce deployed are courteous and having good etiquette and good behaviour and are well groomed and having good communication skills and maintain personal hygiene and should project an image of utmost discipline.
- g. The contractor should ensure that the entire workforce should be observe cleanliness, maintain hygiene by wearing proper apparels and gear and are properly dressed in clean uniform during their entire hours of work.



- h. In case any of the personnel(s) deployed by the successful bidder under the contract is (are) absent, a substitute shall be provided immediately. In case of absence without providing substitute(s), RBI reserves the right to impose penalty equal to the daily wages of the absent personnel and the same shall be deducted from the successful bidder's bills.
- i. In case it is observed that the personnel deployed by the successful bidder is/ are repeatedly late in reporting for work or leave the premises without completing their work before scheduled timings, RBI reserves the right to impose monetary penalty as deemed fit.
- j. The RBI has the right to ask for removal of any personnel deployed by successful bidder on sufficient ground.
- k. The successful bidder shall not engage any sub-agency or transfer the contract to any other person in any manner.
- l. The successful bidder shall along with other relevant particulars arrange to obtain Police Verification Report on character and antecedents of its personnel to be deployed. The successful bidder shall submit their passport size photographs before engaging them for duty in the above sites of RBI. Only able bodied, physically fit, well trained, literate, well mannered, disciplined and honest personnel preferably between the ages of 21-60 years shall be deployed. A certificate to the effect that Police Verification of all employees deployed in the services of the RBI has been done and are available with the successful bidder, needs to be submitted within one month of coming into effect of contract to RBI. RBI can verify these at any point of time during the continuation of contract. **This is an important condition of the tender.**



- m. **The Successful bidder should ensure that all persons deployed are adequately insured, for which no extra payment will be made by RBI.** RBI will not be liable for any damages/injuries to the persons deployed by the successful bidder as a part of execution of this contract. All liabilities arising out of any accident or death while on duty shall be borne by the successful bidder.
- n. The successful bidder and its staff shall take proper and reasonable precautions to preserve from loss, destruction, waste or misuse of the areas of responsibility given to them by RBI and shall not knowingly lend to any person or company any of the effects of RBI under its area of responsibility.
- o. The successful bidder shall be responsible for maintaining all property and equipment of RBI provided to it. Any damage or loss caused by its persons to RBI in whatever manner would be recovered from the successful bidder.
- p. In the event of any loss caused to RBI, as a result of any lapse on the part of the successful bidder, the said loss will be claimed from it up to the value of the loss. The decision of the Regional Director, RBI, Kolkata in this regard will be final and binding on the successful bidder.
- q. Any liability arising out of any litigation or any act of successful bidder's personnel shall be directly borne by it including all expenses/fines. The successful bidder's personnel shall attend court as and when required.
- r. 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 RBI in connection with the contract to be entered into between RBI & the successful bidder, such money shall be deemed to be payable by the successful bidder to RBI within fifteen days of such instructions. RBI shall be entitled to recover this amount from the successful bidder by deduction from money due to it.
- s. The Vendor shall indemnify and hold RBI harmless from and against all claims, damages, losses and expenses arising out of, or resulting from the work/services under the contract provided by the successful bidder.
- t. RBI shall not be under any obligation to provide employment to any of the personnel deployed by successful bidder after the expiry of the contract. No



right of any employment in RBI shall accrue or arise, by virtue of engagement of personnel for any assignment under the contract.

- u. If as a result of post payment audit any overpayment is detected in respect of any work done by the successful bidder or alleged to have been done by the successful bidder under the tender, it shall be subsequently recovered by RBI from the successful bidder.
- v. In the event of any provisions of the contract requiring modification after execution of the agreement, the same shall be made in writing and signed by RBI represented by its authorised officer and the successful bidder or its authorized representative. Such modifications in the contract will not be effective until the same has been signed by both the parties.
- w. The successful bidder will maintain a register in which day to day deployment of personnel will be recorded. While raising bills, the deployment particulars of the personnel engaged during each month, shift wise, signed by supervisor and duly countersigned by Care Taker and Security Manager of RBI should be shown. The successful bidder has to give an undertaking regarding payment of wages to the personnel deployed in RBI as per Govt. rules and laws in force.
- x. RBI will not provide any accommodation to the successful bidder or its personnel in RBI premises.
- y. In the event of termination of the contract for any reason whatsoever, the successful bidder / or persons employed by it or its agents shall not be entitled for any sum or sums whatsoever from RBI by way of compensation, damages or otherwise.
- z. The Bank reserves the right to request additional manpower or decrease the manpower from the Contractor, subject to usual terms and conditions or due to changes in operational requirements, as the case may be.

**IMPORTANT:** Every care has been taken to cover all important scopes, aspects, areas requiring Housekeeping services, these are, however, not exhaustive and if deemed fit, the Bank may add additional scope of work, for which no additional payment whatsoever on any account will be made.

I/We hereby declare that I/We have read and understood the above instructions/scope of work for the guidance of the quotation/tender. I/we hereby agree to abide and fulfil the above terms & conditions/instructions.



**Tools and equipment:** All Cleaning Machines like Wet and dry vacuum cleaners, Dry vacuum cleaners, Suction and mechanical sweepers for internal roads, Floor scrubbing machine, Injection extraction machines, Foam generator machines for carpet cleaning and upholstery fabric etc may be used. Vacuum cleaning shall be done for cleaning cobwebs /dust inside the office. Contractor must submit a certificate stating that all tools to be used are in order.

Contractor should keep/provide stock of cleaning materials/ machines for use to ensure state of the art. Any deviation in the house keeping tools quality & quantity and other resources as mentioned above will invoke penalty as decided by the Bank. In case the contractor has not provided the sufficient amount of equipment, tools and tackles and requisite materials even after levy of penalty, the Bank may procure it and deduct the cost from the bills of the contractor.

I/We hereby declare that I/we have read and understood the above instructions for guidance of tenderers` and will abide by the same.

Date:

Place:

Seal & signature of the contractor:

Contractor should keep/provide stock of cleaning materials/ machines for use to ensure state of the art. Any deviation in the house keeping tools quality & quantity and other resources as mentioned above will invoke penalty as decided by the Bank. In case the contractor has not provided the sufficient amount of equipment, tools and tackles and requisite materials even after levy of penalty, the Bank may procure it and deduct the cost from the bills of the contractor.

I/We hereby declare that I/we have read and understood the above instructions for guidance of tenderers` and will abide by the same.

Date

Place:

Signature & Seal of the Contractor



## GENERAL TERMS & CONDITIONS -

1. **PERIOD OF CONTRACT** - The contract would initially be valid for a period of twelve (12) months unless earlier terminated in accordance with the termination clause. 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 three years.

2. The successful bidder shall deploy contractual staff as furnished below:

Sr. No.	Manpower	Highly Skilled	Skilled	Semi-Skilled	Unskilled
1	Firemen	4	32	0	0
2	Liftmen	0	0	5	0
3	General Maintenance of RBI Officers Quarters, Alipore	0	0	0	9
4	General Maintenance of RBI Officers Quarters, Ultadanga	0	0	0	11
5	General Maintenance of RBI Staff Quarters, SP Colony	0	0	0	10
6	General Maintenance of RBI Staff Quarters, Salt Lake	0	0	0	12
7	General Maintenance of RBI Staff Quarters, Dumdum	0	0	0	16
8	Tea/ Coffee Machine Operator	0	0	0	13
9	Housekeepers at MOP	0	0	0	63
10	Housekeepers at ZTC/ Museum	0	0	0	25
11	Upkeep, maintenance and providing catering services to Governor Suite/VIP Suite and VOFs at RBI, Senior Officers Quarters, Alipore	0	0	3	6
12	Upkeep, maintenance and providing catering services to VOFs/ THHs/ Trainee Flats at RBI Staff Quarters, Salt Lake	0	0	5	8
13	Upkeep, maintenance and providing catering services to THHs and Trainee Flats at RBI, Staff Quarters, Dumdum	0	0	5	6



14	Cook at Officers Lounge and Dining Room at Main Office Premises	0	0	1	0
15	Durwans at MOP	0	0	5	0
16	Pressman at RBI Museum, Kolkata	0	0	1	0
17	Supervisor	0	3	0	0
	Total Staff	4	35	25	179
	Grand Total	243			

The bidders shall, however, survey the area & assess the manpower requirement at their own. The bidder must employ adult & experience labour only. However, the above number can be increased or decreased at the discretion of the Bank, based on the requirement. The Bank reserves the right to request additional manpower from the Contractor, subject to usual terms and conditions due to changes in operational requirements, as the case may be.

3. The successful bidder shall deploy its personnel only after obtaining RBI's security approval by duly submitting details of these personnel and after taking necessary security clearance. Before replacing any staff, the Vendor shall give prior information and seek permission of RBI to do so.
4. Police Verification Certificate is a must for the contractual staffs deployed at various properties of the Bank by the successful bidder and the police verification reports shall be made available to RBI, Kolkata prior to their deployment.
5. The successful bidder should ensure that the staff deployed are medically fit and free from contagious diseases.
6. It is the responsibility of the successful bidder to maintain the minimum required staff strength deployed on all days except Sundays and Holidays and whenever specifically instructed on holidays.
7. The successful bidder shall engage men/women whose age shall be between 21-60 years and who are duly trained for the job and are fit and able to perform their duties.
8. The successful bidder shall ensure that the entire workforce deployed are courteous and having good etiquette and good behaviour and are well groomed and having good communication skills and maintain personal hygiene and should project an image of utmost discipline.
9. In case any of the personnel(s) deployed by the successful bidder under the contract is (are) absent, a substitute shall be provided immediately. In case of absence without providing substitute(s), RBI reserves the right to impose penalty equal to the daily wages of the absent personnel and the same shall be deducted from the successful bidder's bills.



10. In case it is observed that the personnel deployed by the successful bidder is/ are repeatedly late in reporting for work or leave the premises without completing their work before scheduled timings, RBI reserves the right to impose monetary penalty as deemed fit.
11. Every employee so engaged by the successful bidder shall wear uniform having firm/ company's etc. name and logo, shoes/ sandals and a badge bearing his /her name, while on duty. These are to be provided by the successful bidder and on production of proper documentary evidence for providing the same to staff the amount concerned will be reimbursed by RBI, Kolkata.
12. The RBI has the right to ask for removal of any personnel deployed by successful bidder on sufficient ground.
13. The successful bidder shall not engage any sub-agency or transfer the contract to any other person in any manner.
14. The successful bidder shall along with other relevant particulars arrange to obtain Police Verification Report on character and antecedents of its personnel to be deployed. The successful bidder shall submit their passport size photographs before engaging them for duty in RBI's Main Office Building including Annex Building and The RBI Museum & Zonal Training Centre. Only able bodied, physically fit, well trained, literate, well mannered, disciplined and honest personnel preferably between the ages of 21-60 years shall be deployed. A certificate to the effect that Police Verification of all employees deployed in the services of the RBI has been done and are available with the successful bidder, needs to be submitted within two months of coming into effect of contract to RBI. RBI can verify these at any point of time during the continuation of contract. This is an important condition of the tender.
15. The Successful bidder should ensure that all persons deployed are adequately insured, for which no extra payment will be made by RBI. RBI will not be liable for any damages/ injuries to the persons deployed by the successful bidder as a part of execution of this contract. All liabilities arising out of any accident or death while on duty shall be borne by the successful bidder. The successful bidder and its staff shall take proper and reasonable precautions to preserve from loss, destruction, waste or misuse of the areas of responsibility given to them by RBI and shall not knowingly lend to any person or company any of the effects of RBI under its area of responsibility.
16. The successful bidder shall be responsible for maintaining all property and equipment of RBI provided to it. Any damage or loss caused by its persons to RBI in whatever manner would be recovered from the successful bidder.
17. In the event of any loss caused to RBI, as a result of any lapse on the part of the successful bidder, the said loss will be claimed from it up to the value of the loss. The decision of the Regional Director, RBI, Kolkata in this regard will be final and binding on the successful bidder.
18. Any liability arising out of any litigation or any act of successful bidder's personnel shall be directly borne by it including all expenses/ fines. The successful bidder's personnel shall attend court as and when required.
19. 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 RBI



in connection with the contract to be entered into between RBI & the successful bidder, such money shall be deemed to be payable by the successful bidder to RBI within fifteen days of such instructions. RBI shall be entitled to recover this amount from the successful bidder by deduction from money due to it.

20. The Vendor shall indemnify and hold RBI harmless from and against all claims, damages, losses and expenses arising out of, or resulting from the work/ services under the contract provided by the successful bidder.

21. RBI shall not be under any obligation to provide employment to any of the personnel deployed by successful bidder after the expiry of the contract. No right of any employment in RBI shall accrue or arise, by virtue of engagement of personnel for any assignment under the contract.

22. If as a result of post payment audit any overpayment is detected in respect of any work done by the successful bidder or alleged to have been done by the successful bidder under the tender, it shall be subsequently recovered by RBI from the successful bidder.

23. In the event of any provisions of the contract requiring modification after execution of the agreement, the same shall be made in writing and signed by RBI represented by its authorised officer and the successful bidder or its authorized representative. Such modifications in the contract will not be effective until the same has been signed by both the parties.

24. The successful bidder will maintain a register in which day to day deployment of personnel will be recorded. While raising bills, the deployment particulars of the personnel engaged

during each month, shift wise and duly signed by Supervisor and counter signed by Care Taker and Security Manager of RBI should be shown. The successful bidder has to give an undertaking regarding payment of wages to the personnel deployed in RBI as per Govt. rules and laws in force.

25. RBI will not provide any accommodation to the successful bidder or its personnel in RBI premises.

26. The application form of Tender shall be signed by a person on behalf of the organisation who is duly authorised to do so.

27. In the event of termination of the contract for any reason whatsoever, the successful bidder / or persons employed by it or its agents shall not be entitled for any sum or sums whatsoever from RBI by way of compensation, damages or otherwise.

28. The successful bidder shall ensure payment of Minimum Wages as per the notification of Central Government to the workmen employed through its Bank Account only and shall maintain a register of wages paid and shall issue a wage slip to every workman employed and obtain their signature or thumb impression on the wage slips. In addition, successful bidder has to provide essential amenities like drinking water, first aid facility etc. to its employees as per Contract Labour (Regulation and Abolition) Act, 1970. Also it should keep the Principal Employer indemnified against all the actions that may be initiated against the Principal Employer by Statutory Authorities for its failure to pay such wages and provide the essential amenities.

29. The successful bidder shall obtain a license as contemplated under Contract Labour



(Regulation and Abolition) Act, 1970 or any other law as applicable, failing which it alone would be responsible for actions/ proceedings ensuring thereto. RBI shall not be held responsible for acts, commissions or omissions of the successful bidder and shall in no way be made liable to the labourers engaged by the successful bidder.

30. The successful bidder shall indemnify and shall keep indemnified RBI 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 or any other labour law/ statute in force in this regard. The successful bidder only shall be responsible for liabilities, if any, in this regard.

31. The successful bidder should pay wages to its staff at-least by seventh (7th) of every month by means of NEFT/ RTGS/ Cheque and for this purpose a bank account should be maintained by its staff.

32. The successful bidder should submit a certificate every month along with the invoice of the next month from the second month itself to the effect that the wages to all its staff deployed in RBI have been paid complying with all Govt. Rules and Regulations and according to Minimum Wages Act, 1948. Without this certificate, the bill payment will not be processed.

33. The successful bidder should submit to RBI, the proof of depositing employees' contribution towards PF/ ESI/ Salary etc. of each employee on monthly basis.

34. The payment to the successful bidder for the work done/ service provided shall be made on monthly basis subject to the following:

a. RBI is satisfied regarding the quality of work executed, as per the Terms & Conditions of the contract, for the month for which the successful bidder has raised the bill.

b. The disbursement of the wages to the workers of successful bidder has already been done by the successful bidder for the month for which the payment to the successful bidder is under consideration.

c. The certificate as mentioned before has been submitted by the successful bidder in this regard. However, relevant documents for having made these payments may be asked by RBI at any time for its verification.

35. RBI will deduct Income Tax at Source under Section 194-C of Income Tax Act, 1961 at the prevailing rates as income tax on the income comprised therein. Any other statutory deductions, if required shall also be made as applicable.

36. Bills for services shall have to be submitted on a monthly basis latest by the 15th (fifteenth) day of the succeeding month and subject to the correctness of the bill, payment will be generally made within two weeks' time.

37. The successful bidder shall comply with the provisions of the Contract Labour ( Regulation and Abolition) Act 1970, Child Labour (Prohibition and Regulation ) Act 1986, ESI Act 1948, Workmen's Compensation Act 1923, Employees Provident Fund and Miscellaneous Provisions Act, 1952, Minimum Wages Act, 1948, Payment of Wages Act, 1936, Payment of



Bonus Act, 1965, Payment of Gratuity Act, 1972, and the Rules where under or any other Laws and Rules as may be applicable to the contract workmen from time to time. The successful bidder shall produce registers and records and comply with other directions issued by RBI for compliance of the statutory provisions.

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

39. Validity of tender is for one year from the date of work order provided by the Bank.

40. Application containing false or inadequate information is liable for rejection.

41. The arrangements with the service providers shall stand terminated in the case of insolvency of the service providers.

42. That in case any of the persons so deployed by the Service provider does not come up to the mark or does not perform his duties properly or commits misconduct or indulges in any unlawful acts or disorderly conduct, the service provider shall immediately withdraw and take

suitable action against such persons on the report of the RBI, Kolkata in this respect. Further, the service provider shall immediately replace the particular person so deployed on the demand of the RBI, Kolkata in case of the aforesaid acts on the part of the said person.

43. **SEXUAL HARASSMENT:** The successful bidder shall be solely responsible for full compliance with the provisions of “the Sexual Harassment of Women at Work Place (Prevention, Prohibition and Redressal) Act, 2013”. In case of any complaint of sexual harassment against its employees within the premises of RBI, the complaint will be filed before the Internal Complaints Committee constituted by the successful bidder and it shall ensure appropriate action under the said Act in respect to the complaint.

44. Any complaint of sexual harassment from any aggrieved workmen of the successful bidder against any employees of RBI shall be taken cognizance of by the Regional Complaint Committee of RBI. The successful bidder shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.

45. The successful bidder shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the successful bidder, for instance any monetary relief to the RBI employee, if sexual misconduct by the employee of the successful bidder is proved.

46. The successful bidder shall ensure that none of its employee enters or remains in the RBI's premises beyond the specified time limits unless absolutely necessary for fulfilling successful bidder's obligations and with permission of the Caretaker/ Security officials of RBI.

47. While deciding upon the selection of service providers, emphasis will be given on the ability and competence to good service.

48. **The Contractor shall be responsible for arranging and supplying all cleaning and allied materials required for the services. Expenditure incurred towards procurement of such materials shall be reimbursed by the Bank on an actual basis, subject to**



**submission of original bills and certification by the Caretaker. Payment shall be released by the Bank only after due verification. The cost for the cleaning materials, garbage bags and other related materials shall not be included by the bidder in the price bid.**

49. The service provider shall submit details, such as names, parentage, residential address, age etc., along with recent photograph of the persons deployed by him in the premises of the RBI, Kolkata. For the purpose of proper identification of the employees of the service provider deployed for the work, he shall issue identity cards bearing their photographs/identification etc. and such employees shall display their identity cards at the time of the duty.

50. Contractual staff shall be provided with 2 sets of Uniform every year, one pair of leather shoes, one jacket for winter every year and ID Card of standard quality with photograph and/or any other items as the Bank may decide during the contract period.

51. The service provider shall submit Medical Fitness Certificate of all their staff from a qualified medical practitioner holding at least M.B.B.S. Degree and registered with Medical Council of India. The date of issue of Certificate should be within the 15 days of issuance of Work order.

52. **Non-Disclosure Clause:** The successful bidder shall not disclose directly or indirectly any information, materials and details of RBI's infrastructure/ systems/ equipment etc., which may come to the possession or knowledge of the successful bidder during the course of discharging contractual obligations in connection with the agreement to be entered into with RBI, to any third party and shall at all times hold the same in the strictest confidence. The successful bidder shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The successful bidder

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 RBI. The successful bidder shall indemnify RBI for any loss suffered by RBI as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the successful bidder and RBI shall be entitled to claim damages and pursue legal remedies for the same. The successful bidder shall take all appropriate actions with respect to its employees to ensure that the obligations of nondisclosure of confidential information under this clause are fully satisfied. The successful bidder's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement to be entered into with RBI for whatever reason.

### 53. **Notice for Termination of Contract**

The contract to be entered into with the Bank can be terminated by either party by giving one month's notice.

### 54. **ARBITRATION.**

(i) Any dispute and/or difference arising out of or relating to the contract to be entered into with RBI will be resolved through joint discussion of the authorised representatives of the concerned parties. However, if the disputes are not resolved by joint discussions, then the matter will be referred for adjudication to a sole Arbitrator to be appointed by the Regional Director, Reserve Bank of India, Kolkata.

(ii) The award of the sole Arbitrator shall be final and binding on all the parties. The arbitration



proceedings shall be governed by Indian Arbitration and Conciliation Act, 1996 as amended from time to time.

(iii) The cost of Arbitration shall be borne by the respective parties in equal proportions. During the pendency of the arbitration proceeding and currency of contract, neither party shall be entitled to suspend the work/service to which the dispute relates on account of continuation of the arbitration procedure and payment to the successful bidder shall continue to be made in terms of the contract.

(iv) The agreement to be entered into with RBI shall be subject to the jurisdiction of the Courts in Kolkata only.

55. In case any complaint is received regarding misconduct/misbehaviour of the personnel engaged by the successful bidder or of poor quality of work, a penalty of ₹2000/- for each such incident shall be levied and the same shall be deducted from bill of the successful bidder. Further it shall be obligatory upon the successful bidder to remove the said personnel from the site immediately after being notified by RBI.

56. The successful bidder shall ensure that the entire workforce deployed are courteous and having good etiquette and good behaviour and are well groomed and having good communication skills and maintain personal hygiene and should project an image of utmost discipline.

57. In case any of the personnel(s) deployed by the successful bidder under the contract is (are) absent, a substitute shall be provided immediately. In case of absence without providing substitute(s), RBI reserves the right to impose penalty equal to the daily wages of the absent personnel and the same shall be deducted from the successful bidder's bills.

58. In case it is observed that the personnel deployed by the successful bidder is/ are repeatedly late in reporting for work or leave the premises without completing their work before scheduled timings, RBI reserves the right to impose monetary penalty as deemed fit.

59. Every employee so engaged by the successful bidder shall wear uniform having firm/ company's etc. name and logo, shoes and a badge bearing his /her name, Proper ID Card while on duty.

60. The RBI has the right to ask for removal of any personnel deployed by successful bidder on sufficient ground.

61. The successful bidder shall not engage any sub-agency or transfer the contract to any other person in any manner.

62. The RBI reserves the right to select and engage contractual manpower, as facilitated by an agency or contractor, based on considerations of competency and fitness.

### 63. AWARD OF CONTRACT

(i) RBI will award the contract to the successful evaluated bidder on fulfilment of all the terms and conditions of this tender.

(ii) RBI will communicate its decision to award the contract through a "Letter of Offer".

(iii) The successful bidder will be required to execute an agreement within a period of 10 days



from the date of issue of the said Letter of Offer.

(iv) The successful bidder shall be required to furnish a Bank Guarantee within 10 days of receipt of "Letter of Offer". The amount of Bank Guarantee @ 5% of the contract value will have to be furnished.

(v) The Bank Guarantee shall remain valid for a period of Sixty (60) days beyond the date of completion of all contractual obligations.

(vi) In case the contract period is extended further, the validity of Bank Guarantee shall also be extended by the successful bidder accordingly.

(vii) The successful bidder shall mention, in the prescribed Performa, the names of personnel, it proposes to deploy on day to day basis, which shall be submitted at the beginning of the contract for the smooth execution of the work.

(viii) The bidders shall mention the list of cleaning equipment, major tools, cleaning materials etc. that they propose to use for smooth execution of work.

**Retention Money (RM):** Retention Money @ 5% of the value of the work done will be deducted by the RBI from each payment to be made to the Contractor. Retention

Money will be termed as Security Deposit and retained with RBI. Bank will release Security Deposit after the successful completion of contract. For any deficiency suitable amount will be deducted. The amounts retained by the RBI shall not bear any interest.

### **Penalty -**

- i. The Contractor agrees to utilize materials/brands which will be of the premium quality. Banks reserves the right to conduct quality audit checks of the materials used by the Contractor on a periodical basis. The Bank may conduct surprise check to verify the quality/standard of material/service provided by the Contractor. In case of any discrepancy, the Contractor shall be liable for a penalty of ₹ 500/- for each instance and the amount will be recovered from the dues payable to the contractor including from Security Deposit. If the quality of food items/catering services/housekeeping services is found to be substandard/bad for more than three instances, the Bank shall have right to terminate the contract forthwith at the risk and cost of the Contractor.
- ii. The contractor will be required to maintain a feedback/ complaint register at the front office for the respective Governor Suites/ VIP VOF/ THH/VOF/Medical Flats/Trainee Flats, etc., which should be easily available to all the



officers/users. The complaint/feedback register should be attended to on ongoing basis and it should be ensured that complaints in the register are resolved immediately. In case it is found that the complaints have not been rectified/ resolved within 3 working days despite entry in the complaint register, the Bank may impose penalty of upto Rs. 10,000/- (Rupees Ten thousand only) for each such unresolved complaint and the same may be adjusted from the bill payable to the Contractor or from Security Deposit.

- iii. The Contractor shall ensure that its staff/ employees observe cleanliness, maintain hygiene by wearing proper apparels and gear, and are properly dressed in neat and clean uniform with identity cards, etc., during their duty hours, failing which the Bank shall have right to impose a flat penalty of ₹ 1000/-

and habitual offenders in this regard shall be removed by the Contractor from deployment at the Bank's premises. The penalty on this account shall be recovered either from the contractor's monthly bill or from security deposit.

- iv. Whenever and wherever it is found that the cleanliness is not up to the mark, it will be brought to the notice of the supervisory staff of the Contractor by the Bank's officer/ Caretaker. The Bank reserves the rights to impose penalty for the following deficiencies on the part of the Contractor. The penalty amount imposed on the Contractor shall be adjusted from the Security Deposit held with the Bank or by invoking Bank Guarantee if the amount so permits or from the bills payable to the Contractor. Penalty terms are as follows:

Sl. No.	Description	Penalty amount in ₹
(i)	Failure to deploy adequate Staff on daily basis: In case the Contractor fails to deploy adequate staff as per Bank's daily requirement or fails to provide substitute staff for the absentee.	Penalty of ₹ 500 per day per person shall be levied for failure to deploy the number of staff as advised by the Bank.
(ii)	Failure to comply with applicable statutory laws like non-payment of wages within prescribed timelines, payment of wages less than minimum wages, non-payment of EPF, ESI etc.	A penalty amount of ₹5000/- per instance shall be imposed. For repetition of the same, the Bank may consider termination of the contract with the contractor. The Bank may also consider blacklisting of the firm and debar the firm from future participation in any tender floated by RBI.



(iii)	In case washroom is not cleaned.	₹ 500 per instance per washroom
(iv)	Shortage of cleaning materials like liquid hand wash, HRT roll, tissue paper etc. inside wash room.	₹ 300 per instance per washroom
(v)	In case cleaning of floors not done properly.	₹ 1000 per instance per floor
(vi)	In case cleaning of Common Area not done.	₹ 500 per instance
(vii )	In case disposal of dry and wet waste not done.	₹ 500 per instance

The decision of the Bank shall be final, in this regard.

- v. In case any complaint is received regarding misconduct/ misbehaviour or rude attitude by any maintenance worker towards residents, office staff, visitors, or supervisors by the personnel engaged by the successful bidder or of poor quality of work, a penalty of ₹ 5000/- for each such incident shall be levied and the same shall be deducted from bill of the successful bidder. Further it shall be obligatory upon the successful bidder to remove the said personnel from the site immediately after being notified by RBI. Misbehaviour shall include verbal abuse, refusal to perform duty, physical altercation, harassment of any kind, or negligence leading to public inconvenience.

### **Insurance –**

- i. The successful tenderer shall take “all risk policy” for the contract value and workmen compensation policy for the workers engaged in the work for the period of the contract, renewable thereafter if the contract is renewed by the Bank. The contractor shall indemnify the Bank for any loss or damage that occurs to persons or building or third party while executing the work. Third party liability on contractors shall be minimum ₹2 lakh per person for any one accident or occurrence, and ₹5 lakh in respect of damage to property for any one accident or occurrence. Workmen compensation Insurance policy/ ESI for all the staff deployed shall also be taken by the Contractor and copies of the same shall be submitted to the Bank within 15 days of signing the contract.



- These policies shall be valid till the validity of contract with the Bank. The Contractor shall be liable to penalty at the rate of Rs. 100/- per day till the insurance is obtained and submitted to the Bank. The penalty will be recovered from any dues payable to the Contractor or from the security deposit. If the contractor does not provide these policies, the Bank reserves the right to take the above insurance policies and recover the cost thereof from the bill of the contractor.
- ii. The contractor shall be responsible for any injury to persons or things and for all structural and decorative damage to property which may arise from the operation or neglect of himself or any employee or either, whether such injury or damage arises from carelessness, accident or any other cause whatever, in any way connected with the carrying out of this contract. This clause shall be held to include, inter alia, any damage to buildings, where immediately adjacent or otherwise, and any damage to roads, streets, footpaths, bridges or ways as well as damage caused to the buildings and works forming the subject of this contract by frost, rain, wind or other inclemency of weather. The Contractor shall indemnify the Bank and hold it harmless in respect of all and any expenses arising from any such injury or damage to persons or property as aforesaid and also in respect of any claim made in respect of injury or damage under any Acts of any legislature or otherwise and also in respect of any award of compensation or damages consequent upon such claim.
  - iii. The Contractor shall be liable to make good all damage of every sort mentioned in this Clause, so as to deliver up the whole of the Contract works complete and perfect in every respect and so as to make good or otherwise satisfy all claims for damages to the property of third parties.
  - iv. The Contractor shall indemnify the Bank against all claims which may be made against the Bank for any statutory non-compliance or by any statutory authority or any member of the public or other third party in respect of anything which may arise in respect of the works or in consequence thereof.
  - v. The Contractor shall be responsible for all other damages to any person, animal or property arising out of and incidental to the negligent or defective carrying out of this Contract. The Contractor shall also indemnify and keep the Bank indemnified in respect of any costs, charges or expenses arising out of any



claim or proceedings and also in respect of any award of compensation or damages, arising therefrom.

- vi. The Contractor shall be liable for any damage caused to the Bank or its premises or any part thereof or to any fixtures or fittings thereof or any property of the Bank and therein by any act, omission, default or negligence of the contractor or his employees or agents.

### **Scrutiny of Bids :**

Scrutiny of Bids will be as under:

#### **(a) Technical Evaluation:**

The bidders have to submit all the **required documents as mentioned in the eligibility criteria and other documents as specified and other parts of the tender along with the Technical bid**. The Bank will first scrutinize the eligibility of the Bidders as per “pre-qualification/Eligibility criteria” of the Tender Document. Proposals meeting all the “qualification criteria” will be assessed.

The Bank obtains the confirmation of the Client certificates submitted for qualified works. Also, confirmation from scheduled bank will be obtained against document submitted for Bank’s solvency certificate.

The qualified bidders will be intimated about date and time of opening of Part-II (Price- bid) through e-mail Ids provided. The rejected bidders shall also be informed. The decision of the Bank in this regard shall be final and no further correspondence in this regard will be entertained.

#### **(b) Financial Evaluation:**

The Bank will open and scrutinize the financial bids of the technically qualified Bidders only. The Financial Bids will have to be submitted in the format as per Part- II on MSTC portal.

**Item A:** Bidders quoting zero amount towards **other overheads** will be rejected without assigning any reason thereof. The Bank will seek rate analysis and justification from the vendor in case of abnormally low/high rates (- / + 25% of estimate value for consumables and overheads) and the reasons found reasonable only the Bank will award the work. There will not be any changes to the quoted rates.

**Item B:** “Profit/Service Charges” must be quoted more than or equal to 3.00 per cent of the total minimum wages as detailed in Price Bid.

**(c)** In case of two or more tenderers becoming lowest, i.e., quoting the same



amount after the arithmetical check, selection of successful bidder will be done by giving additional weightage/ preference to the firm as detailed below in the Evaluation Matrix. The bidder getting highest marks will be awarded the work.

### Evaluation Matrix

Sr. No.	Description	Maximum Marks
A	<p><u>Financial Turnover</u> Average turnover for the FY 2022-23, 2023-24 and 2024-25 more than 10.0 Crore, 01 mark will be assigned for each additional average turnover of 1.0 Crore above estimated cost (subject to maximum of 20 marks). <b>Example:</b> (a) If Average turnover: 10-15 Cr, Mark – 5 (b) If Average turnover: 15-30 Cr, Mark – 10 (c) If Average turnover: 30-50 Cr, Mark – 15 (d) If Average turnover: More than 50 Cr, Mark - 20</p>	20
B	<p><u>Experience in the field of Facility Management Services as on March 31, 2025</u> 1 Mark for each year of experience above 5 years (subject to maximum of 20 marks) <b>Example</b> (a) If Experience: 5 to 8 years, Mark – 5 (b) If Experience: 8 to 10 years, Mark – 10 (c) If Experience: 10 to 15 years, Mark – 15 (d) If Experience: More than 15 years, Mark - 20</p>	20
C	<p><u>Number of Existing/ Current workforce of Unskilled/ Semi-Skilled/ Skilled/ Highly skilled work force:</u> 1. 250 to 300 : 5 Marks 2. 301 to 400 : 10 Marks 3. 401 and 500 : 15 Marks 501 and above: 20 Marks</p>	20
D	<p><u>Experience of executing similar contracts in -</u></p> <ul style="list-style-type: none"> <li>• RBI/ Central Government Establishment/ State Government Establishment/ Public Sector Undertaking – 20 Marks</li> </ul> <p>Other organisations – 10 Marks</p>	20



E	<u>Whether the company/ firm have earned profit (Profit after Tax) during the previous three financial years i.e., 2022-23, 2023-24 and 2024-25</u> 1. Profit after Tax in 2 or 3 years out of previous 3 financial years – 10 Marks Profit after Tax in 1 year out of previous 3 financial years – 5 Marks	10
F	<u>Type of Agency</u>  a) Company– 10 Marks Partnership Firm– 5 Marks	10
	<b><u>Total</u></b>	<b>100</b>

The decision of the Bank in this regard shall be final and no further correspondence in this regard will be entertained.

Note - Reserve Bank of India does not bind itself to accept the lowest or any tender and reserves to itself the right to accept or reject any or all the tenders either in whole or in part. Reserve Bank reserve the rights to itself to reject any bidder during any stage of the tendering process, without giving any reason thereof.

**I/ We have read the General Information, Scope of Work, Terms & Conditions explicitly mentioned above and accept the same while executing the contract, if awarded.**

**SIGNATURE & SEAL OF THE APPLICANT**

**(Please sign at the bottom of all pages)**



**PART II – Commercial Bid**

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

**Deployment of Contractual Staff:**

In connection with the above and in full agreement with the terms and conditions as stipulated by you I/we state as under:

<b>Sr. No.</b>	<b>Manpower</b>	<b>Highly Skilled</b>	<b>Skilled</b>	<b>Semi-Skilled</b>	<b>Unskilled</b>
1	Firemen	4	32	0	0
2	Liftmen	0	0	5	0
3	General Maintenance of RBI Officers Quarters, Alipore	0	0	0	9
4	General Maintenance of RBI Officers Quarters, Ultadanga	0	0	0	11
5	General Maintenance of RBI Staff Quarters, SP Colony	0	0	0	10
6	General Maintenance of RBI Staff Quarters, Salt Lake	0	0	0	12
7	General Maintenance of RBI Staff Quarters, Dumdum	0	0	0	16
8	Tea/ Coffee Machine Operator	0	0	0	13
9	Housekeepers at MOP	0	0	0	63
10	Housekeepers at ZTC/ Museum	0	0	0	25
11	Upkeep, maintenance and providing catering services to Governor Suite/VIP Suite and VOFs at RBI, Senior Officers Quarters, Alipore	0	0	3	6
12	Upkeep, maintenance and providing catering services to VOFs/ THHs/ Trainee Flats at RBI Staff Quarters, Salt Lake	0	0	5	8
13	Upkeep, maintenance and providing catering services to THHs and Trainee Flats at RBI, Staff Quarters, Dumdum	0	0	5	6
14	Cook at Officers Lounge and Dining Room at Main Office Premises	0	0	1	0
15	Durwans at MOP	0	0	5	0



16	Pressman at RBI Museum, Kolkata	0	0	1	0
17	Supervisor	0	3	0	0
	Total Staff	4	35	25	179
	Grand Total	243			

**Note:**

**\*\* (Quotations for personnel have to be as per Minimum Wages Act and inclusive of all applicable statutory levies/taxes, CGST/ SGST).**

**I /We have gone through the terms and conditions and am/ are agreeable to them.**

**Rates quoted in Part-A must be as per cost analysis mentioned in Part B & C.**

**Authorised signatory**

**(With name and seal)**



**(Commercial bid)**

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

**(PART –B)**

**Cost analysis: Deployment of Contractual Manpower at Main Office Premises at 15 & 13, N.S. Road, Kolkata and RBI, Museum and ZTC Kolkata, 8, Council House Street, Kolkata**

<b>Sr.No</b>	<b>Description</b>	<b>Rates for Highly Skilled Manpower</b>	<b>Rates for Skilled Manpower</b>	<b>Rates for Semi-skilled manpower</b>	<b>Rates for Unskilled Manpower</b>
1	Basic Wage	693	637	579	523
2	VDA	372	344	314	282
3	<b>Total Wage</b>	27690	25506	23218	20930
4	EPF	3322.8	3060.72	2786.16	2511.6
5	EDLI @ 0.5% on maximum 15000	75	75	75	75
6	Admin. Charges @ 0.5% on total gross wages	138.45	127.53	116.09	104.65
7	ESI (for gross up to 21000)/ premium for any other Insurance				680.225
8	Bonus				1743.469
9	<b>Total</b>				
10	Service Charge				
11	Other Overheads				
12	<b>Total Cost per head</b>				
13	GST as per applicable rate				
14	<b>Grand Total</b>				



**Schedule of Services**

In connection with the above and in full agreement with the terms and conditions as stipulated by you I/we state as under:

**Site No. 1 – RBI Officers Quarter, Alipore (Upkeep and Maintenance of and providing Catering Services)**

Governor’s Flat (1), VIP Guest House (2), VOFs (6) at Alipore Senior Officers’ Quarters		Base Rate	Applicable Taxes	Total Amount (Monthly)
1	Cooking and Serving Breakfast to Guests(B) (piece rate basis) (B=(B1+B2) / 2) (a) Vegetarian (B1) (b) Non-Vegetarian(B2)			
2	Serving Lunch to Guests (C) (piece rate basis) (C= (C1+C2) / 2) (a) Vegetarian (C1) (b) Non-vegetarian (C2)			
3	Serving Dinner to Guests (C) (piece rate basis) (D=(D1+D2) / 2) (a) Vegetarian (D1) (b) Non-Vegetarian (D2)			
4	Serving Tea/ Coffee (E)			
<b>Total cost of ownership</b>				

Total cost of ownership per annum = **400** Heads x (B+C+D+E)

**Site No. 2 – RBI Staff Quarters, Salt Lake (Upkeep and Maintenance of and providing Catering Services)**

VOF (14), THH (04), Trainee Flats (14), Medical Flat (03), Gymnasium (01) at RBI Staff Quarters, Salt-lake		Base Rate	Applicable Taxes	Total Amount
1	Cooking and Serving Breakfast to Guests (piece rate basis) (G) (G = (G1 + G2) / 2) (a) Vegetarian (G1) (b) Non-Vegetarian (G2)			
2	Cooking and Serving Lunch to Guests(piece rate basis) (H) (H = (H1 + H2) / 2) (a) Vegetarian (H1) (b) Non-Vegetarian (H2)			



3	Cooking and Serving Dinner to Guests(piece rate basis (I) (I = (I1 + I2) / 2) (a) Vegetarian (I1) (b) Non-vegetarian (I2)			
3	Serving Tea/Coffee (J)			
4	Serving <b>Breakfast + Dinner</b> to Trainees (piece rate basis) (K)			
	<b>Total cost of ownership</b>			

Total cost of ownership per annum = **2475** Heads x ( G + H+I+J+K)

**Site No. 3 – RBI Staff Quarter, Dum Dum (Upkeep and Maintenance of and providing Catering Services)**

		Base Rate	Applicable Taxes	Total Amount
1	Cooking and Serving Breakfast to Guests (piece rate basis) (M) (M = (M1 + M2) / 2) (a) Vegetarian (M1) (b) Non-Vegetarian (M2)			
2	Cooking and Serving Lunch to Guests(piece rate basis) (N) (N = (N1 + N2) / 2) (a) Vegetarian (N1) (b) Non-Vegetarian (N2)			
3	Cooking and Serving Dinner to Guests(piece rate basis (O) (O = (O1 + O2) / 2) (a) Vegetarian (O1) (b) Non-vegetarian (O2)			
4	Serving Tea/Coffee (P)			
5	Serving <b>Breakfast + Dinner</b> to Trainees (piece rate basis) (Q)			
	<b>Total cost of ownership</b>			

Total cost of ownership = **1360** Heads x (M+ N + O + P + Q)

**\*(Quotation for personnel has to be as per Minimum Wages Act and inclusive of all applicable statutory levies/taxes, CGST/ SGST. Financial Bids not conforming to the statutory obligations like Minimum Wages, EPF, ESI, Bonus, Reliever Charges etc. are liable to be rejected).**



**\*\* (Service charge should be given in terms of Rupees. It will remain same throughout the currency of the contract).**

**Authorised signatory**

**(With name and seal)**

**Note:**

- **Service Charge shall include all such items /accessories /Uniform and any other charges/items to be provided by the successful bidder to the staff deployed, more specifically mentioned in the detailed scope of work of the tender document.**
- **The Service Charge shall be fixed throughout the currency of the contract. Only Minimum Wage will be increased/decreased based on Govt. of India notification on increase / decrease of VDA.**
- **ESI & Bonus shall be discontinued whenever the wage (Basic + VDA) of the employee crosses the maximum limit of ₹ 21,000.**
- **To promote genuineness, the bidders are advised to determine the service charge (Item No. 10 of price bid) considering all parameters. Service Charges lower than 3.00% shall be considered as disguised and frivolous bid which shall be subject to cancellation.**



(Annex-I)

### Details of Bankers

Name of the Banker-

Name of the Branch and its Complete Postal Address:

Name and job title of the Contact Person along with his/her Telephone No(s) and Fax No(s)., etc.

Type of Account:

Account Number:

IFSC Code:

Whether Credit facility / Overdraft Facility enjoyed by the bidder:

The period from which the bidder has been banking with the Banker:

Any other information which the bidder may like to furnish about its Banker

**Authorised Signatory (With Name  
and Seal)**



**(To be submitted by the client in hard copy in sealed through the tenderer)**

**Client's Report**

(On Client's Letter Head)

Performance details of the Firm: M/s ..... Located at.....

1	Work order/reference No. and Agreement Date	
2	Gross Value of the Contract (in Rupees)	
3	Date of commencement of Contract	
4	Whether the Service carried out as per agreement and the scope of the work entered with the Firm	
5	Reason for delay (if any) and whether any penalty/liquidated damage, if any, was imposed on the firm	
6	<b>Comments on capabilities of the firm (indicate grading)</b>	
a	Quality of Service provided by the firm	Outstanding/Very Good/ good/Satisfactory/Poor
b	Technical proficiency/competence	Outstanding/Very Good/ good/Satisfactory/Poor
c	Integrity and reliability of the partners / etc. of the firm	Outstanding/Very Good/ good/Satisfactory/Poor
d	Integrity and reliability of the Personnel deployed	Outstanding/Very Good/ good/Satisfactory/Poor
e	Dealings in the execution of the work, adherence to schedule and time	Outstanding/Very Good/ good/Satisfactory/Poor
7	Did the firm go for arbitration?	
8	Any other information in your view will help us in making our decision.	

Name & Signature of the Reporting Officer (with Office Seal)

Mobile No.:

Place:

Email ID:

**(Scanned copy (PDF format) of the original must be uploaded while submitting Bids for e- tender online through MSTC E-Commerce portal. )**



**Annex- III**

**Proforma for Bank Guarantee**

(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  
13 &15, N.S. Road  
Kolkata-700001

Dear Sir,

**Contract for providing Contractual Staff at RBI, Kolkata (Main Office Building including Annex Building), 13 & 15, N. S. Road, Kolkata - 700001**

WHEREAS

Reserve Bank of India, having its Central Office at Shahid Bhagat Singh Road, Mumbai, through its office at Reserve Bank of India, 15, N.S. Road, Kolkata (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 under the said contract the Contractor is bound by the said Contract to submit to RBI, Kolkata a Performance Bank Guarantee for a total amount ₹ 50,00,000/- (Rupees Fifty Lakhs only) in 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 RBI, an amount not exceeding ₹50,00,000/- (Rupees Fifty Lakhs only) in as Performance Guarantee for due fulfilment of terms and conditions of the contract.

NOW THIS GUARANTEE WITNESSETH

We (Name of the Bank) do hereby agree with and undertake to RBI, their Successors, Assigns that in the event of RBI coming to the conclusion that the Contractor has not performed his obligations as per the terms & conditions of the said 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 RBI, pay without demur to RBI, a sum of ₹50,00,000/- (Rupees Fifty Lakhs only) in or any lower amount that may be demanded by 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 ₹50,00,000/- (Rupees Fifty Lakhs only).

We also agree to undertake and confirm that the sum not exceeding ₹50,00,000/- (Rupees Fifty Lakhs only) as aforesaid shall be paid by us without any demur or protest, merely on demand from 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 RBI shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. We 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 RBI within a period of one week from the date of receipt of the notice as aforesaid.

1. We confirm that our obligation to RBI under this guarantee shall be independent of the agreement or agreements or other understandings between RBI and the Contractor.
2. This guarantee shall not be revoked by us without prior consent in writing of RBI.

We hereby further agree that –

- a) Any forbearance or commission on the part of the RBI in enforcing the conditions of the said contract 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 ₹50,00,000/- (Rupees Fifty Lakhs only).
- b) Our liability under these presents shall not exceed the sum of ₹50,00,000/- (Rupees Fifty Lakhs only).
- c) Our liability under these presents 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 Sixty (60) days beyond the Defect liability period provided that if so desired by 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 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 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 and Seal 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 Bank Guarantee will require stamp duty as applicable in the state, where it is executed and shall be signed by the official whose signature and authority shall be verified).



**Annexure-IV**

**Experience Details:**

Sr. No.	Pre-Qualification Criteria	Name of Client	Contract/ Purchase Order/ Work Order No. & Date	Amount
	<p>Experience of having successfully completed similar works Three similar completed works each costing not less than the amount equal to 40% of the estimated cost.</p> <p>Or</p> <p>i) Two similar completed works each costing not less than the amount equal to 50% of the estimated cost.</p> <p>Or</p> <p>ii) One similar work costing not less than the amount equal to 80% of the estimated cost.</p>			

Note: Supporting documents (Purchase order/Work order issued by the clients) are to be attached along with the Annexure IV.

Date:

Authorised Signatory Name:

Place:

Designation:

Contact No:



**Annexure – V**

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

**Name of Work:** E – Tender for Integrated Facility Management Services for the Bank’s (a) Main Office Premises located at Kolkata (b) Annex Building at 13 & 15, N.S. Road, Kolkata (c) The RBI Museum & Zonal Training Centre at 8, Council House Street, Kolkata (d) Five Residential Colonies

1. I/We ..... (Name of the bidder) declares that

a) I/we or any of our allied firm\* is/ are not debarred / suspended / blacklisted by any public institution / entity in India or any other country as on ..... (last date of submission of bid).

b) I/ We or any of our allied firm\* have not made any transgression in respect of the code of integrity (as mentioned in the tender) with any public institution / entity in India or any other country in last three years as on ..... (last date of submission of bid).

c) we will inform the Bank in writing, in case, I/we or any of our allied firm\* is/are debarred / suspended / blacklisted by any public institution / entity in India or any other country on or before award of work for the captioned work.

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

(seal and signature of the bidder)

Date

Place

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

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

## INTEGRITY PACT

### 1. General

This pre-bid post-contract Agreement (hereinafter called the "Integrity Pact") is made on \_\_\_\_\_ day of the month of \_\_\_\_\_ 2026 between, on one hand, the Reserve Bank of India, 15, NS Road, Kolkata - 700001 acting through Shri Sudhanshu Prasad, Regional Director, Reserve Bank of India, Kolkata (hereinafter called the "PRINCIPAL", which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part and M/s

\_\_\_\_\_ represented by Mr. / Ms. \_\_\_\_\_, .....(Add designation) (hereinafter called the "BIDDER" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the PRINCIPAL intends to engage a Contractor for "Providing Integrated Facility Management Services at various colonies of Reserve Bank of India, Kolkata" and the BIDDER is willing to offer/has offered the services and

WHEREAS the BIDDER is a..... (please indicate category e.g., private company/ public company/ Government undertaking/ partnership, etc.) constituted in accordance with the relevant law in the matter and the PRINCIPAL is a statutory body performing its functions under the Reserve Bank of India Act, 1934 and other relevant legislations.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to:

Enabling the PRINCIPAL to receive the desired services at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and Enabling BIDDER to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the PRINCIPAL will commit to prevent corruption, in any form, by its officials by following transparent procedures. The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

### 2. Commitments of the PRINCIPAL

2.1.1 The PRINCIPAL undertakes that no official of the PRINCIPAL, connected directly or indirectly with the contract, will demand, take a promise for or accept,

directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

2.1.2 The PRINCIPAL will, during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.

2.1.3 All the officials of the PRINCIPAL will report to the appropriate authority any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

2.2 In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the PRINCIPAL with full and verifiable facts and the same is prima facie found to be correct by the PRINCIPAL necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the PRINCIPAL and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the PRINCIPAL the proceedings under the contract would not be stalled.

### **3. Commitments of BIDDERS**

3.1 The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:

3.1.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the PRINCIPAL, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

3.1.2 The BIDDER further undertakes and declares/represents that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the PRINCIPAL or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the PRINCIPAL for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the PRINCIPAL

3.1.3 BIDDER shall disclose in writing the name and address of representatives and Indian BIDDERS shall disclose their foreign principals or associates.

3.1.4 BIDDER shall disclose in writing the payments to be made by them to any intermediary, in connection with this bid/contract.

3.1.5 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose in writing payments, if any, he has made / is committed to or intends to make to officials of the PRINCIPAL or their family members or any other intermediaries in connection with the contract or otherwise and the details of services agreed upon for such payments.

3.1.6 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.

3.1.7 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

3.1.8 The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the PRINCIPAL as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier, without written consent of the PRINCIPAL. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

3.1.9 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

3.1.10 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

3.1.11 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the PRINCIPAL, or alternatively, if any relative of an officer of the PRINCIPAL has financial interest/stake in the BIDDER's firm, the same shall be disclosed in writing by the BIDDER at the time of filing of tender. The term 'relative' for this purpose would be as defined in Section 2(77) of the Companies Act, 2013 of India.

3.1.12 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the PRINCIPAL

#### **4. Previous Transgression**

4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company/entity in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the tender process.

4.2 The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the procurement process or the contract, if already awarded, can be terminated for such reason.

## **5. Earnest Money Deposit**

5.1 While submitting the Bid in the tender document, the BIDDER shall deposit an amount as may be specified by the PRINCIPAL in the tender document (as Earnest Money Deposit) with the PRINCIPAL through instruments, the detail of which along with the amount will be notified by the PRINCIPAL in the tender document.

5.2 In case of the successful BIDDER, a clause would also be incorporated in the clause pertaining to Performance Bank Guarantee and / or Security Deposit in the Contract that the provisions of Sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by the PRINCIPAL to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

## **6. Sanctions for Violations**

6.1 Any breach of the aforesaid provisions by the BIDDER or anyone employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the PRINCIPAL to take all or any one of the following actions, wherever required:

6.1.1 To immediately call off the precontract negotiations / proceedings with Bidder without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.

6.1.2 The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/Performance Bank Guarantee (after the contract is signed) shall stand forfeited either fully or partially, as decided by the PRINCIPAL and the PRINCIPAL shall not be required to assign any reason, therefore.

6.1.3 To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.

6.1.4 To recover all sums already paid by the PRINCIPAL with interest thereon at 2% higher than the prevailing Bank rate. If any outstanding payment is due to the BIDDER from the PRINCIPAL in connection with any other contract for any other services, such outstanding payment could also be utilized to recover the aforesaid sum and interest.

6.1.5 To encash the Security Deposit/ Performance bank guarantee, if furnished by the BIDDER, in order to recover the payments, already made by the PRINCIPAL, along with interest.

6.1.6 To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the PRINCIPAL resulting from such cancellation/rescission and the PRINCIPAL shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.

6.1.7 To debar the BIDDER from participating in future bidding processes of the PRINCIPAL for a minimum period of five years, which may be further extended at the discretion of the PRINCIPAL.

6.1.8 To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker or any other intermediary with a view to securing the contract. In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the PRINCIPAL with the BIDDER, the same shall not be opened.

6.1.9 Forfeiture of Performance Bank Guarantee in case of a decision by the PRINCIPAL to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

6.2 The PRINCIPAL will be entitled to take all or any of the actions mentioned at para 6.1.1 to 6.1.9 of this Pact also on the commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Bharatiya Nyaya Sanhita, 2023 or Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

6.3 The decision of the PRINCIPAL to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes of this Pact.

## **7. Fall Clause:**

The BIDDER undertakes that it has not supplied/is not supplying similar product/services or subservices at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU or any other unit owned by Government of India / the PRINCIPAL and if it is found at any stage that similar product/services or sub services was supplied by the BIDDER to any Ministry/Department of the Government of India or a PSU or any other unit owned by Government of India / the PRINCIPAL at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the PRINCIPAL, if the contract has already been concluded.

## **8. Independent External Monitors (IEMs)**

8.1 The PRINCIPAL has appointed Independent External Monitors (hereinafter referred to as Monitor) for this Pact in consultation with the Central Vigilance Commission viz., Shri Nageshwar Rao Koripalli, IRS (Retd.) 38, The Trails, Manikonda, R.R. District, Hyderabad - 500 089 (Email - [knageshwarrao@gmail.com](mailto:knageshwarrao@gmail.com)) and Shri Pramod Shripad Phalnikar, IPS (Retd.) A2,602 Phase - I, Aditya Shagun, CHS, NDA-Pashan Road, Bavdhan, Pune, Maharashtra - 411 021 (Email - [pramodphalnikar@gmail.com](mailto:pramodphalnikar@gmail.com)).

8.2 The task of the Monitor shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

8.3 The Monitor shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.

8.4 Both the parties accept that the Monitor have the right to access all the documents relating to the project/procurement, including minutes of meetings.

8.5 As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the PRINCIPAL.

8.6 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all procurement documentation of the PRINCIPAL including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his procurement documentation. The same is applicable to sub-contractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.

8.7 The PRINCIPAL will provide to the Monitor sufficient information about all meetings among the parties related to the procurement provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.

8.8 The Monitor will submit a written report to the designated Authority of PRINCIPAL within 8 to 10 weeks from the date of reference or intimation to him by the PRINCIPAL / BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

## **9. Facilitation of Investigation**

9.1 In case of any allegation of violation of any provisions of this Pact or payment of commission, the PRINCIPAL or its authorized agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER

shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

9.2 In the event of any dispute between the PRINCIPAL and BIDDER where Integrity Pact is applicable, in case, both the parties are agreeable, they may try to settle dispute through mediation before the panel of IEMs in a time bound manner. In case, dispute remains unresolved even after mediation by the panel of IEMs, the PRINCIPAL may take further action as per terms and conditions of the contract.

9.3 Person signing the Integrity Pact shall not approach the Courts while representing the matter to IEMs and he/ she will await their decision in the matter.

#### **10. Law and Place of Jurisdiction:**

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the PRINCIPAL, i.e., Kolkata, India.

#### **11. Other Legal Actions:**

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

#### **12. Validity**

12.1 The validity of this Integrity Pact shall be from the date of its signing and extend up to 5 years or the complete execution of the contract to the satisfaction of both the PRINCIPAL and the BIDDER, including warranty period (if any), whichever is later. In case a BIDDER is unsuccessful in tendering process, this Integrity Pact shall expire after award of the contract to the successful bidder.

12.2 Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

13. The parties hereby sign this Integrity Pact at \_\_\_\_\_ on \_\_\_\_\_

PRINCIPAL  
Reserve Bank of India  
Name of the Officer:  
Designation:  
  
Department:

BIDDER  
  
Name of the Authorized Signatory:  
Designation:  
Name of the Bidder:

Witness

1. \_\_\_\_\_ 1. \_\_\_\_\_

2. \_\_\_\_\_ 2. \_\_\_\_\_

## Draft Articles of Agreement

**THIS AGREEMENT** is made at Kolkata on this.....day of (Two Thousand and .....)  
between RBI, 15, N.S. Road, Kolkata (having its Central Office at Shahid Bhagat Singh Marg,  
Mumbai and a body Corporate established under RBI Act, 1934) hereinafter referred to as the  
“**Bank**” represented by its ..... (which expression shall include his  
successors in office and assignees) of the **FIRST PART**

### **AND**

M/s.....having it's Regd. Office at..... hereinafter  
referred to as the “**Contractor**” represented by its Director and authorised signatory Shri  
..... (Which expression shall mean and include its legal representatives and  
assignees and successors) of the

### **SECOND PART**

Whereas the Contractor is carrying on the business of providing contractual manpower to  
establishments and has adequate experience in such jobs for rendering such service.

And whereas the Bank is desirous of availing services of the contractor for the purpose as  
indicated in the letter No.\_\_\_\_\_dated

And whereas the parties are desirous of recording the terms and conditions under or upon  
which the said services are to be rendered by the contractor.

### **NOW IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES HERE TO AS FOLLOWS:**

1. This agreement will come into effect from \_\_\_\_\_and will remain in force up to  
\_\_\_\_\_or unless it is terminated as per the terms herein after contained.
2. The quoted charge of ₹ ..... (Rupees ..... only) covering the cost of  
contractual manpower to be deployed for efficient rendering of services shall be payable on  
monthly basis subject to submission of invoice. The payment there on will be made after the  
same is duly certified by the Bank's officials to the effect that the services have been  
provided satisfactorily and after deducting all statutory dues/ taxes, etc. The details of  
contractual manpower to be provided is furnished below in Table 1:

Table 1-

<b>Sr. No.</b>	<b>Manpower</b>	<b>Highly Skilled</b>	<b>Skilled</b>	<b>Semi-Skilled</b>	<b>Unskilled</b>
<b>1</b>	<b>Firemen</b>	<b>4</b>	<b>32</b>	<b>0</b>	<b>0</b>
<b>2</b>	<b>Liftmen</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>0</b>
<b>3</b>	<b>General Maintenance of RBI Officers Quarters, Alipore</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>9</b>
<b>4</b>	<b>General Maintenance of RBI Officers Quarters, Ultadanga</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>11</b>

5	General Maintenance of RBI Staff Quarters, SP Colony	0	0	0	10
6	General Maintenance of RBI Staff Quarters, Salt Lake	0	0	0	12
7	General Maintenance of RBI Staff Quarters, Dumdum	0	0	0	16
8	Tea/ Coffee Machine Operator	0	0	0	13
9	Housekeepers at MOP	0	0	0	63
10	Housekeepers at ZTC/ Museum	0	0	0	25
11	Upkeep, maintenance and providing catering services to Governor Suite/VIP Suite and VOFs at RBI, Senior Officers Quarters, Alipore	0	0	3	6
12	Upkeep, maintenance and providing catering services to VOFs/ THHs/ Trainee Flats at RBI Staff Quarters, Salt Lake	0	0	5	8
13	Upkeep, maintenance and providing catering services to THHs and Trainee Flats at RBI, Staff Quarters, Dumdum	0	0	5	6
14	Cook at Officers Lounge and Dining Room at Main Office Premises	0	0	1	0
15	Durwans at MOP	0	0	5	0
16	Pressman at RBI Museum, Kolkata	0	0	1	0
17	Supervisor	0	3	0	0
	<b>Total Staff</b>	<b>4</b>	<b>35</b>	<b>25</b>	<b>179</b>
	Grand Total	<b>243</b>			

Contractual Manpower will mean the manpower deployed as indicated in the Table 1 mentioned above.

- The above charges include service charges & GST, insurance charges and any duty or other levy, whether existing or levied in future by the Central Government or any other state Government or any other Local Authority. The aforementioned charges will increase/decrease subject to the changes in the minimum wages by Ministry of Labour and Employment, Government of India. Service Charges shall remain fixed throughout the currency of the contract.

4. The Contractor shall be responsible for providing Services on regular basis as per the terms and conditions of the tender and the tender document will be treated as part of this document.
5. The Bank reserves the right to select and engage contractual manpower, as facilitated by an agency or contractor, based on considerations of competency and fitness.

**SERVICES TO BE RENDERED BY AGENCY**

i) The Agency will provide the contractual manpower to RBI, Kolkata as detailed in Table 1. The aforementioned manpower may be deployed at any of the RBI properties as per the official exigency.

ii) Duty hours of the contractual manpower will be settled by the Bank as per requirement.

iii) The contractual manpower provided should be within the age of 21-60 years.

iv) The contractual manpower should be available for duty as and when required by the Bank during the working hours. The Bank shall utilize the service of contractual manpower for any of the Bank's premises. The Bank shall make every effort to make arrangements for shifting the contractual manpower to the other premises. In case the Bank is not able to make transport arrangement, the Agency shall utilize any suitable mode of transport and Bank will make reimbursement of the transportation charges.

v) If a contractual manpower is unable to attend duty due to sickness/ill health, the Agency shall provide suitable substitute with same capabilities and competence.

vi) The Agency has to submit proof of local office address, contact no/names of officials handling the Contract.

**vii) All the contractual manpower provided by the successful bidder should necessarily wear uniform during office hours including pump shoes and I-card.**

### **Duties of the Agency**

The Agency shall:

- i. Ensure that he/she/it deploys only trained and competent Licensed Liftman/ Maintenance or Housekeeping staff/ Lady and Male Durwans/ Pressman of age 21-60 years of age as well as adult, trained and competent persons who are physically fit and are capable for rendering Liftman services/cleaning or maintenance services/frisking of personnel visiting Cash Area of Issued Department/Security services/ Pressman services, respectively in RBI's Main Office Building as also Annex Building at 13 & 15 , N.S. Road, Kolkata and RBI, Museum/ Zonal Training Centre, 8, Council House St, Lal Dighi, B.B.D. Bagh, Kolkata, West Bengal 700001.
- ii. Be responsible and liable for payment of salaries, statutory minimum wages and any other legal dues to the persons who are employed by him/her/it for the purpose for rendering the services required by RBI under this agreement. Written records for having made these payments will be submitted at monthly intervals, for verification of RBI.
- iii. Maintain neatly, completely and legibly registers, records, reports, and returns for inspection by various authorities at short notice.
- iv. Pay the minimum wages stipulated by the Government of India, Ministry of Labour from time to time and submit monthly compliance certificate (with details of wages paid) to RBI on payment of minimum wages for the persons deployed in RBI's premises.
- v. Ensure that payment to staff is made by the 7th day of the following month.
- vi. Take all reasonable precautions to prevent any unlawful riot or disorderly conduct or acts of his employees so deployed and ensure preservation of peace and protection of persons and property of RBI.
- vii. Provide information as required in respect of all his employees employed by him/her/it to enable RBI to monitor compliance of P.F, ESI, etc.
- viii. Ensure that all persons employed by him/her/it for the purpose of, rendering the services required by RBI, are insured with Government of India recognized insurance Companies,

for which no extra payment will be made by RBI. The Contractor shall be responsible for any injury or damages to any persons, animals or any other things during the course of performance of their duties under this agreement.

- ix. Ensure that his/her/its employees, while on the premises of RBI or while carrying out their obligation, observe the standards of cleanliness, decorum, security, safety, good behaviour and general discipline laid down by RBI or its authorized agents and RBI shall be the sole judge as to whether or not the Contractor and/or his/her/its employees have observed the same.
- x. Personally, and exclusively supervise or employ sufficient supervisory personnel, exclusively to supervise the work of its contractual manpower so as to ensure that the service rendered are carried out to the satisfaction of RBI.
- xi. Ensure that no employee of the Contractor will enter or remain in RBI premises beyond the specified time limit unless absolutely necessary for fulfilling successful bidder's obligation and with RBI's permission.
- xii. Be liable for any damage caused to RBI or its premises or any part there of or to any fixtures or fittings there of or any property of RBI and there in by any act, omission, default or negligence of the employee of the Contractor or his employee or agents.
- xiii. Provide identity cards to his/her/its employees who shall be rendering the subject job at RBI's premises. All the employees should bear the identity card during all the times they are working in RBI's premises.
- xiv. Provide distinct uniform to his/her /its employees or different from RBI's employees. The uniform should have the logo of the successful bidder and shall be kept neat, tidy and in a wearable condition.
- xv. Submit Police Verification Report on character and antecedents of its deployed personnel within two months of coming into effect of contract with RBI.
- xvi. Contractual staff shall be provided with 2 sets of Uniform every year, one pair of leather shoes, one jacket for winter every year and ID Card of standard quality with photograph and/or any other items as the Bank may decide during the contract period.

- xvii. Must submit Proper Bank Workmen Compensation Policy for contractor's employees/ staffs and Third-Party Liability Policy of adequate value which must be valid during currency of the contract (through timely renewal, where required). The policy document will be kept in safe custody of RBI, Kolkata. Further, contractor/agency shall avail suitable Medclaim Health Insurance Policy of adequate value for the contractual staff.
- xviii. Must submit Medical Fitness Certificate of all their staff from a qualified medical practitioner holding at least M.B.B.S. Degree and registered with Medical Council of India. The date of issue of Certificate should be within the 15 days of issuance of Work order.
- xix. Durwans - Contractor **will deploy 2 Lady Durwans and 2 Male Durwans for frisking of women and men, respectively, who are entering and coming out of Cash Area of Issue Department. Everyone entering / exiting security area should be thoroughly frisked by Durwans every time. A separate enclosure has been provided for the frisking of female employees/ visitors. Durwans will have to follow the instructions given to them by Issue Department/ Protocol and Security Cell from time to time. The services of the aforementioned staffs may be utilised by the Bank for other works at its discretion from time to time.**
- xx. **Semi-skilled Pressman – Pressman shall follow the instructions issued to him/her by the Museum Cell. The services of the Pressman may be utilised by the Bank for other works at its discretion from time to time.**

### **STAMP DUTY**

The Contractor shall bear the stamp duty on the original of this agreement, which shall be executed in duplicate, and RBI shall retain the original and the Contractor shall retain the duplicate.

### **OTHER LIABILITIES/INDEMNITIES.**

- i) The Contractor shall ensure payment of minimum wages to the workman employed by him/them/it and obtain their signature or thumb impression on the wage slip in the presence of the RBI's authorized officer assigned for this work. The register shall be submitted to RBI after every payment to the workmen. In addition, he/they/it will /shall

provide essential amenities like drinking water, first aid facility etc. to his/her/its employees as per Contract Labour (Regulation and Abolition) Act, 1970. The Contractor has to give undertaking on Non judicial Stamp paper of applicable value before the award of the work that he undertakes to actually pay wages to all the labourer of all descriptions to be engaged by him/it for completion of that particular job/work at the rate which is not less than the one prescribed under the Minimum Wages Act.1948 and also keep RBI indemnified against all the actions that may be initiated against RBI by the Statutory Authorities for his/her/its failure to pay such wages and provide the essential amenities.

- ii) The Contractor shall obtain a license as contemplated under Contract Labour (Regulation and Abolition) Act 1970 or any other law as applicable, failing which he/she /it alone would be responsible for actions/proceedings ensuring there to. RBI shall not be held responsible for acts, commissions or omissions of the Contractor and shall in no way be made liable to the labourers engaged by the Contractor.
- iii) **Non-Disclosure Clause:** - The Contractor shall not disclose directly or indirectly any information, materials and details of RBI's infrastructure/ systems/ Standard Operating Procedures /equipment etc., which may come to the possession or knowledge of the Contractor during the course of discharging his/her/its contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. The Contractor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Contractor shall not publish, permit to be published, or disclose any particulars of the work in any trade or technical paper or elsewhere without the previous written consent of RBI. The Contractor shall indemnify RBI for any loss suffered by the employer as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Contractor and RBI shall be entitled to claim damages and pursue legal remedies.
- iv) The Contractor shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied.
- v) **The Contractor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.**
- vi) The Contractor shall indemnify and keep indemnified RBI 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 labour laws/rules/regulations/statute that may be applicable. The Contractor only shall be responsible for liabilities, if any, in this regard.

- vii) The Contractor shall comply with the provisions of “**The Sexual Harassment of Women at Work Place (Prevention, Prohibition and Redressal) Act, 2013**”. In case of any complaint of sexual harassment against /he/she/its employee within the premises are brought to notice of RBI, RBI will undertake action that may deem fit, including criminal proceedings and Termination of contract/agreement.
- viii) Any complaint of sexual harassment from any aggrieved employee of the Contractor against any employee of RBI shall be taken cognizance of by the Regional Complaints Committee constituted by RBI.
- ix) The Contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the Contractor, for instance any monetary relief to RBI’s employee, if sexual violence by the employee of the Contractor is proved. The Contractor shall be responsible for educating his/her/its employees about prevention of sexual Harassment at work place and related issues.
- x) That RBI shall not be responsible for payment of any compensation for death of or injury or accident to any of the contractual manpower deployed by the contractor which may arise out of and in the course of their duties and employment. It is agreed and understood that the Contractor alone shall be liable to pay such damages or compensation to such Licensed Liftman and their families.
- xi) That all precautions shall be taken by the contractor towards the safety of its employees deployed at RBI and it will be the sole responsibility of the contractor towards any untoward incident i.e. compensation etc., to its employees.

**Penalty:**

- i. If any washroom is found to be not cleaned, a penalty of **₹500/-** per washroom per day will be levied for not carrying out cleaning of wash rooms in the Bank’s Main Office Building, Annex Building, ZTC & Museum building and the same will be deducted from future bill(s).

- ii. In case any complaint is received regarding misconduct/misbehaviour of the personnel engaged by the successful bidder or of poor quality of work, a penalty of ₹2000/- for each such incident shall be levied and the same shall be deducted from bill of the successful bidder. Further it shall be obligatory upon the successful bidder to remove the said personnel from the site immediately after being notified by RBI.
- iii. In case any of the personnel(s) deployed by the successful bidder under the contract is (are) absent, a substitute shall be provided immediately. In case of absence without providing substitute(s), RBI reserves the right to impose penalty equal to the daily wages of the absent personnel and the same shall be deducted from the successful bidder's bills.
- iv. In case it is observed that the personnel deployed by the successful bidder is/ are repeatedly late in reporting for work or leave the premises without completing their work before scheduled timings, RBI reserves the right to impose monetary penalty as deemed fit.

**TERMINATION OF AGREEMENT: -**

Without prejudice to what is contained herein above, RBI shall at its sole and absolute discretion, be entitled to terminate this agreement forth with by written notice without assigning any reason and without payment of any compensation, if.

- i) In the opinion of RBI (which shall not be called in question by the Contractor and shall be binding on the Contractor) the Contractor fails or refuse to implement this agreement to RBI's satisfaction and/or
- ii) The Contractor commits a breach of any terms and conditions of this agreement and/or
- iii) The Contractor is adjudged an insolvent or has entered into compromise with his creditors or if distress or executions or other process is levied upon or receiver is appointed for any part of the assets or property of Contractor and/or
- iv) For any reason whatsoever, the Contractor becomes disentitled in law to perform his/her/its obligations under this agreement and/or

v) There is any variation in the ownership/ partnership or management of the Contractor or his business without the prior approval in writing of RBI to such variation.

vi) In the event of termination of this agreement for any reason whatsoever, the Contractor/or persons employed by him/her/it or his agents shall not be entitled for any sum or sums whatsoever from RBI by way of compensation, damages or otherwise.

**Retention Money (RM):** Retention Money @ 5% of the value of the work done will be deducted by the RBI from each payment to be made to the Contractor. Retention Money will be termed as Security Deposit and retained with RBI. Bank will release Security Deposit after the successful completion of contract. For any deficiency suitable amount will be deducted. The amounts retained by the RBI shall not bear any interest.

#### **Penalty -**

- i. The Contractor agrees to utilize materials/brands which will be of the premium quality. Banks reserves the right to conduct quality audit checks of the materials used by the Contractor on a periodical basis. The Bank may conduct surprise check to verify the quality/standard of material/service provided by the Contractor. In case of any discrepancy, the Contractor shall be liable for a penalty of ₹ 500/- for each instance and the amount will be recovered from the dues payable to the contractor including from Security Deposit. If the quality of food items/catering services/housekeeping services is found to be substandard/bad for more than three instances, the Bank shall have right to terminate the contract forthwith at the risk and cost of the Contractor.
- ii. The contractor will be required to maintain a feedback/ complaint register at the front office for the respective Governor Suites/ VIP VOF/ THH/VOF/Medical Flats/Trainee Flats, etc., which should be easily available to all the officers/users. The complaint/feedback register should be attended to on ongoing basis and it should be ensured that complaints in the register are resolved immediately. In case it is found that the complaints have not been rectified/ resolved within 3 working days despite entry in the complaint register, the Bank may impose penalty of upto Rs. 10,000/- (Rupees Ten thousand only) for each such unresolved complaint and the same may be adjusted from the

bill payable to the Contractor or from Security Deposit.

- iii. The Contractor shall ensure that its staff/ employees observe cleanliness, maintain hygiene by wearing proper apparels and gear, and are properly dressed in neat and clean uniform with identity cards, etc., during their duty hours, failing which the Bank shall have right to impose a flat penalty of ₹ 1000/- and habitual offenders in this regard shall be removed by the Contractor from deployment at the Bank's premises. The penalty on this account shall be recovered either from the contractor's monthly bill or from security deposit.
- iv. Whenever and wherever it is found that the cleanliness is not up to the mark, it will be brought to the notice of the supervisory staff of the Contractor by the Bank's officer/ Caretaker. The Bank reserves the rights to impose penalty for the following deficiencies on the part of the Contractor. The penalty amount imposed on the Contractor shall be adjusted from the Security Deposit held with the Bank or by invoking Bank Guarantee if the amount so permits or from the bills payable to the Contractor. Penalty terms are as follows:

Sl. No.	Description	Penalty amount in ₹
(i)	Failure to deploy adequate Staff on daily basis: In case the Contractor fails to deploy adequate staff as per Bank's daily requirement or fails to provide substitute staff for the absentee.	Penalty of ₹ 500 per day per person shall be levied for failure to deploy the number of staff as advised by the Bank.
(ii)	Failure to comply with applicable statutory laws like non-payment of wages within prescribed timelines, payment of wages less than minimum wages, non-payment of EPF, ESI etc.	A penalty amount of ₹5000/- per instance shall be imposed. For repetition of the same, the Bank may consider termination of the contract with the contractor. The Bank may also consider blacklisting of the firm and debar the firm from future participation in any tender floated by RBI.
(iii)	In case washroom is not cleaned.	₹ 500 per instance per washroom
(iv)	Shortage of cleaning materials like liquid hand wash, HRT roll, tissue paper etc. inside wash room.	₹ 300 per instance per washroom
(v)	In case cleaning of floors not done properly.	₹ 1000 per instance per floor

(vi)	In case cleaning of Common Area not done.	₹ 500 per instance
(vii )	In case disposal of dry and wet waste not done.	₹ 500 per instance

The decision of the Bank shall be final, in this regard.

- v. In case any complaint is received regarding misconduct/ misbehaviour of the personnel engaged by the successful bidder or of poor quality of work, a penalty of ₹ 2000/- for each such incident shall be levied and the same shall be deducted from bill of the successful bidder. Further it shall be obligatory upon the successful bidder to remove the said personnel from the site immediately after being notified by RBI.

#### **Insurance –**

- i. The successful tenderer shall take “all risk policy” for the contract value and workmen compensation policy for the workers engaged in the work for the period of the contract, renewable thereafter if the contract is renewed by the Bank. The contractor shall indemnify the Bank for any loss or damage that occurs to persons or building or third party while executing the work. Third party liability on contractors shall be minimum ₹2 lakh per person for any one accident or occurrence, and ₹5 lakh in respect of damage to property for any one accident or occurrence. Workmen compensation Insurance policy/ ESI for all the staff deployed shall also be taken by the Contractor and copies of the same shall be submitted to the Bank within 15 days of signing the contract. These policies shall be valid till the validity of contract with the Bank. The Contractor shall be liable to penalty at the rate of Rs. 100/- per day till the insurance is obtained and submitted to the Bank. The penalty will be recovered from any dues payable to the Contractor or from the security deposit. If the contractor does not provide these policies, the Bank reserves the right to take the above insurance policies and recover the cost thereof from the bill of the contractor.
- ii. The contractor shall be responsible for any injury to persons or things and for all structural and decorative damage to property which may arise from the operation or neglect of himself or any employee or either, whether such injury or damage arises from carelessness, accident or any other cause whatever, in any way connected with the carrying out of this contract. This clause shall be held to include, inter alia, any damage to buildings, where immediately adjacent or otherwise, and

any damage to roads, streets, footpaths, bridges or ways as well as damage caused to the buildings and works forming the subject of this contract by frost, rain, wind or other inclemency of weather. The Contractor shall indemnify the Bank and hold it harmless in respect of all and any expenses arising from any such injury or damage to persons or property as aforesaid and also in respect of any claim made in respect of injury or damage under any Acts of any legislature or otherwise and also in respect of any award of compensation or damages consequent upon such claim.

- iii. The Contractor shall be liable to make good all damage of every sort mentioned in this Clause, so as to deliver up the whole of the Contract works complete and perfect in every respect and so as to make good or otherwise satisfy all claims for damages to the property of third parties.
- iv. The Contractor shall indemnify the Bank against all claims which may be made against the Bank for any statutory non-compliance or by any statutory authority or any member of the public or other third party in respect of anything which may arise in respect of the works or in consequence thereof.
- v. The Contractor shall be responsible for all other damages to any person, animal or property arising out of and incidental to the negligent or defective carrying out of this Contract. The Contractor shall also indemnify and keep the Bank indemnified in respect of any costs, charges or expenses arising out of any claim or proceedings and also in respect of any award of compensation or damages, arising therefrom.
- vi. The Contractor shall be liable for any damage caused to the Bank or its premises or any part thereof or to any fixtures or fittings thereof or any property of the Bank and therein by any act, omission, default or negligence of the contractor or his employees or agents.

### **ARBITRATION**

If at any time any dispute, difference or question arise between the parties as to the construction of this agreement or concerning anything herein contained or arising out of this agreement or as to the rights, liabilities and duties of the parties, the same shall be referred to arbitration under the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification thereof and

the decisions of the Arbitrator/ panel of arbitrators shall be final and binding on both the parties. Further such disputes, differences or questions, if any shall be deemed to have arisen at Kolkata and only Courts in Kolkata shall have jurisdiction to determine the same.

**In Witness whereof the parties have set their respective hands at Kolkata on today for twelve months and this Agreement in Duplicate is being signed on the day herein above written.**

Signed and delivered by the within named

Signature Name Designation –

Seal

**For Reserve Bank of India, Kolkata**

Signature

Name

Designation

Seal

**In the presence of witnesses**

**Witness 1**

**Witness 2**

