



**बीकेसी, आरबीआई, मुंबई में बैंक के कार्यालय भवनों के लिए वेट राइजर प्रणाली के संचालन और रखरखाव के लिए वार्षिक रखरखाव अनुबंध - ई-निविदा का अनुसूची**

एस्टेट सेल, बीकेसी, भारतीय रिजर्व बैंक, मुंबई ने भारतीय रिजर्व बैंक के साथ सूचीबद्ध ठेकेदारों से ₹10 लाख से ₹25 लाख की श्रेणी में "फायर फाइटिंग सिस्टम/स्प्रिंकलर सिस्टम और रखरखाव" ट्रेड में उपर्युक्त कार्य के लिए ई-निविदा आमंत्रित की है। निविदा एमएसटीसी लिमिटेड के ई-निविदा पोर्टल (<https://www.mstcecommerce.com/eprocn/>) के माध्यम से की जाएगी। सभी इच्छुक और पात्र सूचीबद्ध ठेकेदारों को निविदा प्रक्रिया में भाग लेने के लिए उपर्युक्त वेबसाइट के माध्यम से एमएसटीसी लिमिटेड के साथ अपना पंजीकरण कराना होगा। इस कार्य की अनुमानित लागत ₹17.71 लाख है।

**निविदा अनुसूची (एसओटी)**

क्र.सं.	विवरण	
ए	कार्य का नाम	बीकेसी, आरबीआई, मुंबई में बैंक के कार्यालय भवनों के लिए वेट राइजर सिस्टम के संचालन और रखरखाव के लिए वार्षिक रखरखाव अनुबंध
बी	ई-निविदा संख्या	आरबीआई/मुंबई क्षेत्रीय कार्यालय/एस्टेट/3/26-27/ईटी/20
सी	निविदा का तरीका	ई-प्रोक्योरमेंट सिस्टम
डी	पार्टियों के लिए डाउनलोड हेतु उपलब्ध एनआईटी की तिथि (निविदा समय देखें)	<b>10 अप्रैल, 2026 (शुक्रवार)</b> शाम 05:00 बजे से
ई	बोली-पूर्व बैठक	<b>08 मई, 2026 (शुक्रवार)</b> को सुबह 11:00 बजे से ऑफलाइन, सी-7, तीसरी मंजिल, एस्टेट सेल, बीकेसी, भारतीय रिजर्व बैंक, बीकेसी कार्यालय, मुंबई-400051 पर
एफ	बोली-पूर्व बैठक के कार्यवृत्त अपलोड करने की तिथि	<b>11 मई, 2026 (सोमवार)</b>
जी	<a href="https://www.mstcecommerce.com/eprocn/">https://www.mstcecommerce.com/eprocn/</a> पर ऑनलाइन तकनीकी-वाणिज्यिक बोली और मूल्य	<b>11 मई, 2026 (सोमवार) को 05:00 बजे</b>

	बोली प्रस्तुत करने के लिए ई-निविदा शुरू होने की तिथि	
एच	बयाना राशि जमा (ईएमडी)-	शून्य
मैं	निविदा शुल्क	शून्य
जे	तकनीकी-वाणिज्यिक बोली और मूल्य बोली प्रस्तुत करने के लिए ऑनलाइन ई-निविदा बंद होने की तिथि	<b>20 मई, 2026 (बुधवार)</b> को दोपहर 03:00 बजे
के	भाग-I (अर्थात तकनीकी-वाणिज्यिक बोली) खोलने की तिथि एवं समय	<b>20 मई, 2026 (बुधवार);</b> दोपहर 3:30 बजे से एस्टेट सेल, बीकेसी, सी-7 तीसरी मंजिल, भारतीय रिजर्व बैंक बीकेसी, मुंबई-400051 पर
एल	भाग-II (अर्थात मूल्य बोली) खोलने की तिथि एवं समय	भाग II अर्थात मूल्य बोली खोलने की तिथि अलग से सूचित की जाएगी।
एम	लेनदेन शुल्क (विक्रेता द्वारा एमएसटीसी को भुगतान किया जाएगा)	<b>₹1,000/- जीएसटी (लागू नहीं) के अतिरिक्त।</b> लेनदेन शुल्क का भुगतान एमएसटीसी भुगतान गेटवे/एनईएफटी/आरटीजीएस के माध्यम से किया जाना है।

यह जानकारी केवल सूचना के लिए प्रकाशित की जा रही है और इस सीमित निविदा में बोली लगाने के लिए खुला निमंत्रण नहीं है। इस निविदा में भागीदारी केवल आमंत्रण द्वारा और चयनित क्रयकर्ता संस्था के सूचीबद्ध ठेकेदारों तक सीमित है। अवांछित प्रस्तावों को अनदेखा किया जा सकता है। हालाँकि, जो ठेकेदार भविष्य में ऐसी निविदाओं में भाग लेना चाहते हैं, वे प्रक्रिया के अनुसार RBI के पास नामांकन के लिए आवेदन कर सकते हैं।

**क्षेत्रीय निदेशक  
महाराष्ट्र**



**RESERVE BANK OF INDIA  
ESTATE Office, BKC  
Mumbai- 400 051**

**Tender for Annual Maintenance Contract for Operation and Maintenance of  
Wet Riser system for Bank`s office buildings at BKC, RBI, Mumbai.**

**Tender Part - I**

**Name of Tenderer:** \_\_\_\_\_

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

Date of Pre-Bid Meeting: **At 11.00 AM on 08-05-2026**

Due date and time for Submission of tender: **Up to 03:00 PM. On 20-05-2026**

Date of opening of Part- I of tender: **From 03:30 PM. onwards on 20-05-2026**

Venue: **Estate Office, BKC, Reserve Bank of India, Mumbai- 400 051**

This document is the property of Reserve Bank of India (RBI). It may not be copied, distributed or recorded on any medium, electronic or otherwise, without the RBI's written permission thereof, except for the purpose of responding to RBI for the said purpose. The use of the contents of these documents, even by the authorized personnel / agencies for any purpose other than the purpose specified herein, is strictly prohibited and shall amount to copyright violation and thus, shall be punishable under the Indian Law.

### SCHEDULE OF TENDER (SOT)

Sr	Particulars	
a	Name of work	Annual Maintenance Contract for Operation and Maintenance of Wet Riser system for Bank`s office buildings at BKC, RBI, Mumbai
b	E- tender No	RBI/Mumbai Regional Office/Estate/3/26-27/ET/20
c	Mode of Tender	E-Procurement System
d	Date of NIT available to parties to download (View Tender Time)	<b>April 10, 2026 (Friday)</b> from 05:00 PM onwards
e	Pre-Bid meeting	Offline 11.00 AM on <b>May 08, 2026 (Friday)</b> at C-7, 3 <sup>rd</sup> floor, Estate Cell BKC, Reserve Bank of India, BKC office, Mumbai-400051
f	Date of upload of minutes of pre-bid meeting	<b>May 11, 2026 (Monday)</b>
g	Date of Starting of E-tender for submission of online Techno-Commercial Bid and price bid at <a href="https://www.mstcecommerce.com/eprocn/">https://www.mstcecommerce.com/eprocn/</a>	05:00 PM on <b>May 11, 2026 (Monday)</b>
h	Earnest Money Deposit (EMD)-	NIL
i	Tender Fees	NIL
j	Date of closing of online e-tender for submission of Techno-Commercial Bid & Price Bid	03:00 PM on <b>May 20, 2026 (Wednesday)</b>
k	Date & time of opening of Part-I (i.e. Techno-Commercial Bid)	On <b>May 20, 2026 (Wednesday)</b> ; 03:30 PM onwards at Estate Cell, BKC, C-7 3 <sup>rd</sup> floor, Reserve Bank of India BKC, Mumbai-400051
l	Date & time of opening of Part-II (i.e.	Date of opening of Part II i.e. price bid shall be

	Price Bid)	informed separately
m	Transaction Fee (to be paid by the vendor to MSTC)	<b>₹1,000/- exclusive of GST as applicable.</b> Payment of transaction fee is to be done to MSTC payment gateway/NEFT/RTGS

## Disclaimer

Reserve Bank of India, Estate Office, BKC, Mumbai (the Bank) has prepared this tender document. The information is provided to prospective Tenderers to enable them to bid for **Tender for Annual Maintenance Contract for Operation and Maintenance of Wet Riser system for Bank`s office buildings at BKC, RBI, Mumbai** from the date specified in the contract as per the terms and conditions set out in this tender and any other terms and conditions related to such information.

This tender is neither an agreement with any party, nor invitation to any party to perform work of any kind. The purpose of this tender is to share requirements of the Bank with all interested parties in order to enable them to submit their Bid. **While the Bank has taken due care in the preparation of the information contained herein, the Bank does not claim that the information is exhaustive. Respondents to this tender are required to make their own inquiries and they should not rely solely on the information in tender. The Bank is not responsible if no due diligence is performed by the Respondents.** The Bank reserves the right not to proceed with this tender, 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 tender further with any respondent. No reimbursement of cost of any type or on any account will be paid to persons or entities submitting their Bid.

## Table of Contents

Item	Description	Page
	Important instructions for E – Procurement	4-7
<b>Part – I</b>		
Section I	Form of tender	8 – 10
	a) Article of agreement	11 -15
Section II	Important instructions to tenderer(s)	16-17
Section III	General conditions of the contract	18-23
	a) Commercial conditions	24
	b) Special instructions to the Tenderer	25-27
	c) Safety Code	28
Section IV	Special Conditions of Contract	29-33
Section V	Scope of work	34-41
	Un-price bid Schedule of quantity (not for quote)	42
Annexure -1	Proforma of Bank Guarantee for Security Deposit	43-45
Annexure -2	Declaration	46
Annexure -3	Proforma for Indemnifying the Employer against Non-Compliance to Contract Labour	47
<b>Part II - Price Bid</b>		48-49

## Important instructions for e-procurement

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

1	<p>Process of E-tender:</p> <p>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 ClassIII 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 DigitalSignature).</p> <p>SPECIAL NOTE: THE TECHNICAL BID AND THE COMMERCIAL BID HAS TO BE SUBMITTED ON-LINE AT <a href="http://www.mstcecommerce.com/eprochome/rbi1">www.mstcecommerce.com/eprochome/rbi1</a>)</p> <p>Vendors are required to register themselves online with <a href="http://www.mstcecommerce.com">www.mstcecommerce.com</a> → e-Procurement → PSU/Govtdepts → Select RBI Logo-</p> <p>&gt; Register as Vendor -- Filling up details and creating own user id and password → Submit.</p> <p>2) Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form.</p> <p>In case of any clarification, please contact RBI/MSTC, (before the scheduled time of the e- tender).</p> <p><b><u>Contact person (RBI):</u></b></p> <p>For Technical Queries</p> <ul style="list-style-type: none"><li>• Shri Aba Ramchandra Shimpi, AM (Tech-Civil) Contact no. 9910974920 - <a href="mailto:arshimpi@rbi.org.in">arshimpi@rbi.org.in</a></li><li>• Shri. S. W. Meshram, AGM (Tech-Civil) Contact no. 8871036496 - <a href="mailto:swmeshram@rbi.org.in">swmeshram@rbi.org.in</a></li></ul> <p>For e-tender queries</p> <ul style="list-style-type: none"><li>• Shri. K. Vishnu Vardhan (AM – Contact no 9493034874) <a href="mailto:vardhankv@rbi.org.in">vardhankv@rbi.org.in</a></li></ul> <p><b><u>Contact person (MSTC) For Vendors:</u></b></p> <p>HO Central Help Desk: (For vendors) Phone Number :07969066600 <a href="mailto:helpdeskho@mstcindia.in">helpdeskho@mstcindia.in</a> (Please mention "HO Helpdesk" as subject while sending emails)</p> <p>WRO Helpdesk:7651915418/02269856817/02269856800 Availability: - 9:30 AM to 5:00 PM on all working days for all technical issues e-Tenders, System settings etc</p> <p><b><u>Contact person (MSTC, WRO)</u></b></p> <p>Tanmoy Sarkar, Deputy Manager Mobile:8349894664 Google hangout ID- (for text chat)- <a href="mailto:mstceproc@gmail.com">mstceproc@gmail.com</a></p>
---	--

	<p><b>System Requirement:</b></p> <p>i) Windows 7 or above OperatingSystem  ii) IE-7 and above Internetbrowser.  iii) Signing type digital signature  iv) Latest updated JRE 8 (x86 Offline) software to be downloaded and installed in the system.</p> <p>To disable “Protected Mode” for DSC to appear in The signer box following settings may be applied.</p> <p>a. Tools =&gt; Internet Options =&gt;Security =&gt; Disable protected Mode If enabled- i.e, Remove the tick from the tick box mentioning “Enable Protected Mode”.</p> <p>b. Other Settings:  Tools =&gt; Internet Options =&gt; General =&gt; Click on Settings under “browsing history/Delete Browsing History” =&gt;Temporary Internet Files =&gt;Activate “Everytime I Visit the Web page”.</p> <p>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 <a href="http://www.mstcecommerce.com">www.mstcecommerce.com</a> once)</p>
2	The Techno-commercial Bid and the Price Bid shall have to be submitted online at <a href="http://www.mstcecommerce.com/eprochome/rbi">www.mstcecommerce.com/eprochome/rbi</a> . Tenders 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.
4	<p><b>Special Note towards Transaction fee:</b></p> <p>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.</p> <p><b>Transaction fee is non-refundable.</b></p> <p>A vendor will not have the access to online e-tender without making the payment towards transaction fee.</p> <p><b>NOTE</b></p> <p>Bidders are advised to remit the transaction fee well in advance before the closing time of the event so as to give themselves sufficient time to submit the bid.</p>
5	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 id 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).
6	E-tender cannot be accessed after the due date and time mentioned in NIT.

7	<p>Bidding in e-tender:</p> <p>a) Vendor(s) need to submit necessary EMD, Tender fees and Transaction fees (If ANY) to be eligible to bid online in the e tender. Tender fees and Transaction fees are non-refundable. No interest will be paid on EMD. EMD of the unsuccessful vendor(s) will be refunded by the tender inviting authority.</p> <p>b) The process involves Electronic Bidding for submission of Technical and commercial Bid.</p> <p>c) The vendor(s) who have submitted transaction fee can only submit their technical Bid and Commercial Bid through internet in MSTC website <a href="http://www.mstcecommerce.com">www.mstcecommerce.com</a> → e-procurement →PSU/Govt. depts.→ Login under RBI→ My menu→ Auction Floor Manager→ live event →Selection of the live event</p> <p>d) After filling the Technical Bid, vendor should click 'save' for recording 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 should click on "save" to record their Commercial bid. Once both the technical bid &amp; Commercial bid has been saved, the vendor can click on the "Final submission" button to register their bid.</p> <p>e) Vendors are instructed to use Attach Doc button to upload documents. Multiple documents can be uploaded.</p> <p>f) In all cases, vendor should use their own ID and Password along with Digital Signature at the time of submission of their bid.</p> <p>g) During the entire e-tender process, the vendors will remain completely anonymous to one another and also to everybody else.</p> <p>h) The e-tender floor shall remain open from the pre-announced date &amp; time and for as much duration as mentioned above.</p> <p>i) All electronic bids submitted during the e-tender process shall be legally binding on the vendor. Any bid will be considered as the valid bid offered by that vendor and acceptance of the same by the Buyer will form a binding contract between Buyer and the Vendor for execution of supply.</p> <p>j) It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.</p> <p>k) Buyer reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.</p> <p>l) No deviations o the terms and conditions o the tender documents is acceptable. Submission of bid in the e-tender floor by any vendor confirms his acceptance of terms &amp; conditions for the tender.</p>
	<p>Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.</p> <p>No deviation to the technical and commercial terms &amp; conditions are allowed.</p>
	<p>The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof.</p>
	<p>Vendors are requested to read the vendor guide and see the video in the page <a href="http://www.mstcecommerce.com/eprochome">www.mstcecommerce.com/eprochome</a> to familiarize them with the system before bidding.</p>

**Important Note:**

1. THIS IS A LIMITED TENDER ENQUIRY. ONLY THOSE BIDDERS/VENDORS WHO ARE EMPANELLED AS VENDORS WITH RBI FOR SUCH WORKS GIVEN BELOW UNDER THE **CATEGORY 10 LAKHS TO 25 LAKHS** ARE ELIGIBLE TO PARTICIPATE IN THIS TENDER. BIDDERS ARE ADVISED TO CHECK WITH RBI REGARDING THEIR ELIGIBILITY FOR THIS TENDER BEFORE PARTICIPATING.

2. In the price bid due to number of words limitation of 1000 characters, complete description could not be accommodated, and description given thereof is brief. Before quoting rates, all the contractors must read the complete details of each item given in the un-priced bill of quantities given in Part-I of the tender.

Date: -

Signature and seal of the Tenderer

Place: -

Name and address:

Phone/Mobile no.

e-mail

FORM of TENDER

Regional Director  
Reserve Bank of India, Mumbai  
Estate Cell, Bandra Kurla Office  
Bandra(E), Mumbai

Dear Sir,

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

## Memorandum

Description of work	<b>Annual Maintenance Contract for Operation and Maintenance of Wet Riser system for Bank's office buildings at BKC, RBI, Mumbai.</b>
Estimated cost (₹)	<b>₹ 17.71 Lakhs</b>
Time allowed for completion of the work	N.A.
Earnest Money Deposit (₹)	N.A.
Performance Bank Guarantee	Bank Guarantee from any Scheduled Bank for an amount equal to 5% of the Contract Amount
Percentage, if any, to be deducted from each bill	5 %

1. We agree to keep the tender open for the validity period specified in Schedule 'E' of the tender and not to make any modification in its terms and conditions during the validity period or any other extended period as agreed mutually.
2. If I/We fail to deposit a sum of N.A. only in the form as specified in Schedule 'E' of the tender document as Earnest Money Deposit & furnish the prescribed performance bank guarantee within the prescribed period, I/We agree that the Reserve Bank of India or its successors, in office shall without prejudice to any other right or remedy, be at liberty to forfeit the said earnest money deposit absolutely. Further, if I/We fail to commence work as specified, I/We agree that Reserve Bank of India or its successors in office shall without prejudice to any other right or remedy available in law,

be at liberty to forfeit the said performance guarantee absolutely. The said Performance Guarantee shall be a guarantee to execute all the works referred to in the tender document upon the terms and conditions contained therein.

3. Further, I/We agree that in case of forfeiture of Earnest Money Depositor/Performance Bank Guarantee as aforesaid, I/We shall be debarred from participation in the re-tendering process of the work.
4. I/We undertake and confirm that eligible similar work(s) has/have not been got executed through another contractor on back to back basis. Further that, if such a violation comes to the notice of Reserve Bank of India, then I/we shall be debarred from tendering in Reserve Bank of India in future. Also, if such a violation comes to the notice of Reserve Bank of India before date of start of work, the Engineer-in-Charge shall be free to forfeit the entire amount of Earnest Money Deposit/Performance Guarantee.
5. I/We hereby declare that I/We shall treat the tender documents, drawings and other records connected with the work as secret/confidential documents and shall not communicate information/derived therefrom to any person other than a person to whom I/We am/are authorized to communicate the same or use the information in any manner prejudicial to the safety of the Reserve Bank of India.
6. Should this tender be accepted, I/We hereby agree to abide by and fulfill the terms and provisions of the said Conditions of Contract annexed hereto so far as they may be applicable or in default thereof to forfeit and pay to the Reserve Bank of India the amount mentioned in the said conditions.

1. Our bankers are (Name and full address)

(i)	
(ii)	

The names of partners of our firm are:

(i)	
(ii)	

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

Yours faithfully,

Signature of the Bidder with seal

Signatures and addresses of witnesses

	Signature	Address
(i)		
(ii)		

## Articles of Agreement

The maintenance service contract is made the \_\_\_\_\_ day \_\_\_\_\_ of \_\_\_\_\_ between the Reserve Bank of India, Mumbai- 400 001 (hereinafter called "the Employer") of the one part and M/s. \_\_\_\_\_ (hereinafter called "the Contractor") of the other part.

**WHEREAS the Employer is desirous of carrying out Annual Maintenance Contract for Operation and Maintenance of Wet Riser system for Bank`s office buildings at BKC, RBI, Mumbai as indicated in the work order:**

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

### A. NOW IT IS HEREBY AGREED AS FOLLOWS:

- i. 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.
- ii. The \_\_\_\_\_ charges \_\_\_\_\_ of \_\_\_\_\_ ₹..... (Rupees ..... only) covering the cost of manpower (materials / fittings/ fixtures shall be arranged at approved reasonable rate) for efficient rendering the maintenance services shall be payable on monthly basis subject to submission of bill/ invoice. The payment thereon will be made after the same is duly certified by the ACT/P&SO/ Bank's officials with complete history of service reports/log sheet to the effect that the maintenance services have been provided satisfactorily and after deducting all statutory dues/ taxes etc.
- iii. The above charges are firm and not subject to labour conditions, exchange variations or any other condition whatsoever.
- iv. The above charges also include Insurance Charges and any other tax and duty or other levy, whether existing or levied in future by the Central Government or the State Government or any local authority. GST will be paid separately at the applicable rate.
- v. The contractor shall be responsible for providing services on regular basis/periodical as per the scope of work and terms and conditions of the contract.

### B. Services to Be Rendered by the Contractor:

The contractor shall:

- i. Ensure that he deploys trained /qualified and competent persons who are physically fit and are not suffering from any chronic or contagious diseases for carrying out the works.
- ii. Be responsible and liable for payment of salaries, statutory minimum wages and other legal dues to the persons who are employed by him for the purpose of rendering the services required by the Bank/ employer under the agreement.
- iii. Ensure that all persons employed by him, for the purpose for rendering the services required by the Bank under this agreement, are insured with Government of India recognized insurance companies, for which no extra payment will be made by the Bank. The contractor shall be responsible for any injury or damages to any persons,

animals or any other things.

- iv. Ensure that his employees, while in the residential premises of the Bank or while carrying out their obligations under this agreement, observe the standards of cleanliness, decorum, safety, good behavior and general discipline laid down by the Bank or its authorized agents and the Bank/ employer shall be the sole judge as to whether or not the contractor and/ or his employees have observed the same.
- v. Personally, and exclusively supervise the work of his employees so as to ensure that the services rendered under this agreement are carried out to the satisfaction of the Bank.
- vi. Ensure that no employees of the contractor will enter or remain on the Bank's premises beyond the specified time limits unless and absolutely necessary for fulfilling contractor's obligations.
- vii. Be liable for any damage caused to the bank or its premises or any part thereof or to any fixtures or fittings/equipment's t h e r e o f or any property of the Bank and therein by any act, omission, default or negligence of the contractor or his employees or agents.
- viii. Supply identity cards to his/ her employees or agents who shall be doing the job at the Bank's Office buildings /premises. All the employees and agents should bear the identity card and their uniform for all the times while they are working in the Bank's Office premises.

### **C. Minimum wages**

- I. Rates quoted by the firm should be in accordance with the Contract Labour Act 1970/minimum code 2019/ Minimum Wages Act. Tender having quoted rates below the prescribed rates will be rejected. The firm shall ensure payment of minimum wages to the workmen employed by they/them through NEFT to their bank account/s and shall maintain a register of wages and shall issue a wage slip to every workman employed by they/them and obtain their signature or thumb impression on the wage slips. In addition, they have to provide essential amenities like drinking water, first aid facility etc. to their employees as per Contract Labour Act 1970/latest code 2019.
- II. Salary of the employees shall be disbursed through NEFT only to their bank account and a copy of the NEFT payment shall be produced with the bill to be submitted to the Bank for payment.
- III. The successful Tenderer 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 for completion of that particular job/work at the rate which is not less than the one prescribed under minimum wages under CLRA Act and also keep the Principal Employer indemnified against all the actions that may be initiated against the Principal Employer by the Statutory Authorities for his failure to pay such wages and provide the essential amenities.
- IV. The successful Tenderer shall indemnify and keep indemnified the Bank against all losses and claims, damages or compensation for breach of any provisions of the Payment of Wages Act, 1936, Minimum Wages Act, 1948 and code 2019, Contract Labour (Regulation and Abolition) Act, 1970 or any other labour law/statute in force in this regard. The firm only shall be responsible for liabilities, if any, in this regard.
- V. The Bank may also insist, if necessary, the successful Tenderer for bank account payment of labours and he will furnish the bank account details of engaged labours

as proof of payment on enquiry.

**D. Sexual harassment Clause:** The Service Provider / Agency shall comply with the provisions of “the Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013”.

- a. The Service Provider agency shall be solely responsible for full compliance with the provisions of the “sexual harassment of women at workplace (prevention prohibition and Redressal) Act 2013” in case of any complaint of sexual harassment against its employee within the premises of the Bank, the complaint will be filed before the internal complaints committee constituted by the Service Provider/ agency and the Service Provider/ agency shall ensure appropriate action under the said act in respect of the complaint.
- b. Any complaint of sexual harassment from any aggrieved employee of the Service Provider against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.
- c. The Service Provider shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the Service Provider, for instance any monetary relief to Banks employee, if sexual violence by the employee of the Service Provide is proved.
- d. The Service Provider shall be responsible for educating its employee about prevention of sexual harassment at workplace and related issues.
- e. The Service Provider shall provide a complete and updated list of its employees who are deployed within the Banks premises.

**E. Non- Disclosure Clause:** The Contractor shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure/systems/equipment etc., which may come to the possession or knowledge of the Contractor during the course of discharging its contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. The Contractor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Contractor shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Employer. The Contractor shall indemnify the Employer for any loss suffered by the Employer as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Contractor and the Employer shall be entitled to claim damages and pursue legal remedies.

The Contractor shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied.

The Contractor’s obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.”

**F. Insurance**

The successful tenderer shall take workmen compensation policy for the workers engaged in the work. The successful Tenderer 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 in successful Tenderers all risk policy shall be minimum Rs. 2 lakh per person for any one accident or occurrence and Rs. 5.00 lakh in respect of damage to property for any one accident or occurrence.

In addition to the All Risk and Workman Compensation policies, if the circumstances warrant as per Central/State Government/Bank, the Successful tenderer required to have Insurance policy for Covid-19 for his labour's during the entire course of time as per terms and provisions made by Central/state/banks. The cost incurred against COVID-19 health Insurance policy may be reimbursed by Bank on submitting original receipts on actual basis.

**Note:** These policies shall be valid till the completion of the work. If the successful Tenderer does not provide these policies, the Bank reserves the right to take the above insurance policies themselves and recover the cost thereof from the bill of the successful Tenderer.

### **G. Termination of Agreement:**

- i. Without prejudice to what is contained hereinabove, the Bank shall at its sole and absolute discretion, be entitled to terminate this agreement forthwith by written notice without assigning any reason and without payment of any compensation, if
  - a) In the opinion of the Bank (which shall not called in question by the contractor and shall be binding on the contractor), the contractor fails or refuses to implement this agreement to the Bank's satisfaction and/ or
  - b) The contractor commits a breach of any terms and conditions of this agreement and/ or
  - c) For any reason whatsoever, the contractor becomes disentitled in law to perform his obligations under this agreement and/ or
  - d) There is any variation in the ownership/ partnership or management of the contractor or his business without the prior approval in writing of the Bank to such variation.
- ii. In the event of termination of this agreement for any reason whatsoever, the contractor/ or persons employed by him or his/ her agents shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.

### **H. Stamp duty:**

The contractor shall bear the cost of the stamp duty of this agreement. Bank shall retain the original and the contractor shall retain the copy of the same.

- I. The contractor shall ensure payment of minimum wages to the workmen employed by him/  
her/ them.
- J. The contractor shall indemnify and keep indemnified the Bank 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 contractor only shall be responsible for liabilities, if any, in this regard.
- K. The several parts of this contract have been read and fully understood by the contractor.
- L. All payments by the Employer under this Contract will be made only at Mumbai.
- M. In consideration of the said Contract amount to be paid at the times and in the manner set

forth in the said conditions, the Contractor shall, upon and subject to the said conditions, execute and complete the work shown upon the said specifications and the schedule of quantities.

- N. The Employer shall pay the Contractor the said Contract amount or such other sum as shall become payable at the times and in the manner specified in the said conditions.
- O. The said Conditions and Appendix thereto shall be read and construed as forming part of this agreement and the parties hereto shall respectively abide by, submit themselves to the said conditions and perform the agreements on their part respectively in the said conditions contained.

The agreement and documents mentioned herein shall form the basis of this Contract.

If the contractor is a partnership or an individual.	IN WITNESS WHEREOF the Employer and the Contractor have set their respective hands to these presents and two duplicates hereof the day and year first hereinabove written.
If the contractor is a partnership or an individual. If the contractor is a company.	IN WITNESS WHEREOF the Employer has set its hands to these presents through its duly authorized official and the Contractor has caused its common seal to be affixed hereunto and the said duplicate/ has caused these presents and the said two duplicate hereof to be executed on its behalf, the day and year first hereinabove written.

**Signature Clause:**

Signed and delivered by Reserve Bank of India, Mumbai.

(Name and Designation) In the presence of: Witnesses:

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

Address:

2.

\_\_\_\_\_

Address:

If the party is a Partnership firm or individual:(Name and Designation) In the presence of: Witnesses:

1. \_\_\_\_\_ Address: \_\_\_\_\_

2. \_\_\_\_\_ Address: \_\_\_\_\_

**Note: Bank reserves the right to modify the contents of the Articles of the Agreement before the agreement is entered with the contract.**

## Section – II

### 2.1 Important Information:

**Name of Work: - Annual Maintenance Contract for Operation and Maintenance of Wet Riser system for Bank`s office buildings at BKC, RBI, Mumbai.**

e-Tender no	RBI/Mumbai Regional Office/Estate/3/26-27/ET/20
Estimated cost	<b>Rs. 17.71 Lakh</b>
Earnest Money Deposit (EMD)	<b>N.A.</b>
Date of issue of tender /downloaded from <a href="https://www.mstcecommerce.com">https://www.mstcecommerce.com</a>	<b>10-04-2026 from 05.00 PM onwards</b>
Date and place of Pre-Bid meeting	<b>At 11.00 AM on 08-05-2026</b> at Reserve Bank of India, Estate Office, 3 <sup>rd</sup> Floor, C-7 Building, BKC, RBI, Mumbai 400 051 to answer any queries / provide clarifications that the Tenderers may have in connection with the work/tender and to give them relevant information. No separate communication will be sent for this meeting. The tenderers are expected to get all the issues clarified during this meeting and should not deviate from the Bank's tender conditions/ specifications in their technical (Part I) and Price Bids (Part II).
Last date of submission of completed Bid	<b>20-05-2026 up to 03:00 PM.</b>
Date and time of opening of Technical Bids	<b>20-05-2026 from 03:30 PM onwards</b>
Date and time of opening of Financial Bids	Shall be intimated to all Tenderers later after scrutiny of technical Bids (Tender Part -I)
Commencement Date	As specified in the work order
Power of Attorney in case of Company	Shall be submitted in favor of the person signing the tender documents
Payment condition	Refer Para 4.8

Penalty	Refer Para 4.7
Validity of the tender	90 days from the date of opening of Price Bid i.e: Tender Part -I

All disputes arising shall be subject to the jurisdiction of courts in	Mumbai
--	--------

Performance Bank Guarantee	The Tenderer has to submit the <b>Performance Bank Guarantee</b> for an amount equal to 5% of contract value valid for the entire period of currency of contract for due fulfillment of the contractual obligations, in the format at <a href="#">Annexure -1</a> .
Contact person for communication in connection with this tender	Name and Designation: Shri. K. Vishnu Vardhan (AM – Contact no 9493034874) email ID - <a href="mailto:vardhankv@rbi.org.in">vardhankv@rbi.org.in</a>

**2.2** The Bank reserves the right to accept or reject any or all bids without assigning any reasons and also reserves the right to relax any of the terms and conditions. No Tenderer shall have any cause of action or claim against the Bank for rejection of his Bid.

**2.3** All information submitted in response to this tender shall be the property of Reserve Bank of India and it shall be free to use the concept of the same at its will.

Place

Date

Seal and signature of Contractor

## Section - III

### General instructions to Tenderer

<b>3.1</b>	<b>Tender Document:</b>
3.1.1	Tender shall consist of this document having Eleven Sections along with any annexures, schedules, addendum or corrigendum etc. issued by the Bank for the purpose.
3.1.2	Tenderer are advised to study all sections of tender documents thoroughly. Submission of Bid shall be deemed to have been done after careful study and examination of the tender documents with full understanding of its implications.
3.1.3	The Tender shall be prepared and submitted in two parts, viz. Part I and Part II on the MSTC web portal ( <a href="https://www.mstcecommerce.com">https://www.mstcecommerce.com</a> ) clearly indicating "Part I – Technical Bid" and "Part II – Prices Bid", respectively. If the Tenderers desire to submit additional information, they may do so on their own letter head. Each page of the forms shall be signed and uploaded before due date of opening of Tender Part-I along with the information/documentation with respect to EMD.
<b>3.2</b>	<b>Amendment to tender document</b>
3.2.1	At any time prior to the deadline for the submission of Bids, the Bank may, for any reason, whether at its own initiative or in response to a clarification or query raised by a prospective Tenderer, modify the tender by an amendment.
3.2.2	The said amendment in the form of the addendum/ corrigendum will be loaded on the MSTC web portal ( <a href="https://www.mstcecommerce.com">https://www.mstcecommerce.com</a> ). This communication shall be binding on the Tenderers. The addendum (s) issued will form part of the tender documents.
3.2.3	In order to afford prospective Tenderers reasonable time for preparing their Bids after taking into account such amendments, the Bank may, at its discretion, extend the deadline for the submission of Bids.
<b>3.3</b>	<b>Submission of Bid:</b> Tender in prescribed form shall be submitted in two parts on <b>MSTC website</b> <a href="https://www.mstcecommerce.com">https://www.mstcecommerce.com</a>
3.3.1	<b>Technical Bid</b>
	Part-I of the tender will contain Bank's standard technical and commercial conditions for the proposed work, Tenderers covering letter with relevant eligibility documents.
(i)	<b>Sections I to V are parts of the Technical Bid.</b> All partners in case of partnership firms or representatives authorized by the Board in case of a company, should sign the tender document.

(ii)	Tenderer must fill all the details specified in various sections. <b>It should be ensured that price bids/ quotes should not be indicated in Part I / Technical Bid</b>
(iii)	EMD, if applicable, shall be part of Technical Bid.
(iv)	The tender documents must be filled in English. If any of the documents is missing or unsigned, the tender may be considered invalid by the Bank at its discretion.
3.3.2	Price Bid: Part-II of the tender will contain no conditions, but Bank's schedule of quantities and tenderer's price indicated therein (Yearly charges). <b>The Price Bid shall be as per the format given in Part II.</b> The Tenderer will have to quote yearly charges of Wet Riser system AMC work as described in the scope of works.
(i)	<b>Currency of Bid:</b> Bid prices shall be quoted in Indian Rupees only. These prices should include all costs associated with the work including any out of pocket / mobilization expenses, all taxes (other than G S T to be indicated at specific row in the SOQ), charges, levies, cess, insurance, other Govt. Taxes, tools, dress, ladder other safety equipment etc.
(ii)	Any correction in the amount without Tender's attestation will not be accepted.
(iii)	The price should be quoted strictly in line with the price schedule leaving no column blank whatsoever to avoid any ambiguity. <b>No conditions should be put in the price Bid.</b>
(iv)	The Tenderer should ensure that all columns of the price schedule are duly filled in and no column is left blank. After opening of the price Bid, no clarifications whatsoever shall be entertained by the Bank.
(v)	If any columns of the price schedule are found blank, the tender of the respective Tenderers shall be treated as non-responsive and will be summarily rejected by the Bank at its discretion.
3.3.3	It will be imperative on the part of each Tenderer to fully acquaint himself with all the local conditions and factors, which would have any effect on the performance of the contract and cost of the items. No request for the change of price shall be entertained, on account of any local condition or factor once the offer of the Bank is accepted by the Tenderer.
3.4	Bids shall remain valid for 90 days from the date of opening of tender Part-I for acceptance by the Bank. This period may be further extended, if required, by mutual consent.
3.5	<b>Earnest Money Deposit (EMD) / Bid Security: (Not Applicable)</b>
3.5.1	The Tenderers shall enclose proof in support of EMD, if deposited using NEFT for the amount of Rs. Nil/-which shall not be paid any interest.
3.5.2	EMD shall be remitted using NEFT. T h e NEFT details will be submitted along with technical bid. No interest shall be paid on EMD. EMD of the successful Tenderer will be retained with the Bank against Security Deposit. The EMD shall be refunded after submitting Performance Bank Guarantee, as stipulated in the para 3.7 by the bidder to the Bank.

3.5.3	Bids not accompanied by EMD, shall be treated as non-responsive, and will be summarily rejected by the Bank.
3.6	<b>EMD shall be forfeited if the Tenderer: (Not Applicable)</b>
(i)	makes misleading or false representations in the forms, statements and attachments submitted, has suppressed any material information, details of any legal proceedings pending in the court which might otherwise have created any impact on the eligibility criteria; or
(ii)	Withdraws his Bid during the period of Bid validity; or does not sign the contract after award of Contract.
(iii)	Has been blacklisted by any Government agency and the blacklisting is still in force.
3.7	<b>Performance Bank Guarantee</b>
	<p>Performance Bank Guarantee (PBG) @ 5 % of the annual contract amount will have to be deposited in favor of The Regional Director, Reserve Bank of India, Mumbai with letter of acceptance of contract by the successful tenderer. The Performance Bank Guarantee shall be valid for a period of 90 days beyond the date of completion of the work. The Performance Bank Guarantee deposited by the successful Tenderer shall be invoked in the event of unsatisfactory performance of the Tenderer and / or loss/ damage if any sustained by the Bank on account of failure or negligence of the workers deployed by service provider or in the event of breach of the terms and conditions of the agreement. The format of the Performance Bank Guarantee is given in <a href="#">Annexure-1</a>. <b>The PBG shall be submitted by the successful tenderer before schedule date of commencement of the work after which the EMD, if deposited, shall be returned.</b></p> <p>i. Time allowed for submission of Performance Guarantee from the date of award of work – 14 days.</p> <p>ii. In case the Performance Guarantee is not submitted by the contractor within the above specified period, a late fee shall be recovered from the bills of the contractor at bank rate.</p> <p>iii. An amount equivalent to Performance Bank Guarantee (PBG) amount may be withhold from vendor's bill with explicit written consent of the vendor, till submission of PBG/ completion of contractual obligations.</p>
3.8	<b>Procedure for Submission of Bids</b>
	<p>Tenders in "Part-I" or "Part-II" shall be submitted by e-tendering through <a href="https://www.mstcecommerce.com">https://www.mstcecommerce.com</a> and addressed to The Regional Director, Reserve Bank of India, Mumbai-400 001 &amp; should be uploaded on or before <b>03:00 P.M. on 20-05-2026</b>.</p> <p>Interested eligible Tenderers shall submit the tenders in prescribed form in two parts as under:</p> <p>Part-I of the tender will contain the tenderers' covering letter, documents as detailed in the tender and additional information, if any apart from EMD, Part-II of the tender will contain no conditions but tenderers' financial bids only.</p>
3.8.1	<b>If it is found that the Technical bid (Tender Part-I) and the Financial Bid (Part-II) have been uploaded in the Technical bid/ Part-I section, the Bid will be liable for rejection.</b>

3.8.2	No conditional/optional quote shall be accepted.
3.8.3	Tenderers shall not be permitted to alter or modify their Bids after receipt of Bids.
3.9	<b>Pre-bid Meeting</b>

	Pre-bid meeting - The Bank will arrange for a pre-bid meeting for allowing the prospective Tenderers to visit the office as well as residential p r e m i s e s and take stock of the work involved. The meeting will also clarify any doubts that the Tenderers may have as to various terms and conditions of this tender. The pre-bid meeting will take place <b>on 08-05-2026 at 11.00AM.</b>
3.10	<b>Opening of Tender</b>
	The Tender Part-I will be opened from <b>03:30 PM onwards on 20-05-2026</b> in the presence of those authorized Tenderers who chose to be present.  Part-II of the tender of the eligible Tenderers shall be opened on a scheduled or subsequent date which shall be advised to the tenderers/ Agencies. The work shall be awarded to the Tenderer after evaluation of technical bid and financial bid
3.11	<b>Scrutiny of Technical Bid</b>
	As per terms and conditions of tender Part-I
3.12	<b>Opening of Financial Bid</b>
	The financial Bids of the eligible Tenderers will be opened later, and they will be intimated about the date and time accordingly. The Tenderers or their authorized representatives may remain present for the same if they choose to be present.
3.13	<b>Scrutiny of Financial Bid</b>
	*Quotations for personnel have to be as per CLR Act, 1970 and Minimum Wages Act, 1948/ wages code 2019 amendment & in force and inclusive of all applicable statutory levies. Quotes/Financial bids with below minimum wages will be rejected. Tenderer is required to quote <b>yearly charges</b> total cost to company in format given in Part II.  a) If, in the price structure quoted by a tenderer, there is discrepancy between the unit price and the total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price corrected accordingly, unless the Bank feels that the Tenderer has made a mistake in placing the decimal point in the unit price, in such case the total price as quoted shall prevail over the unit price and the unit price corrected accordingly.  b) If there is an error in a total price, which has been worked out through addition and / or subtraction of subtotals, the subtotals shall prevail, and the total corrected accordingly.  c) If there is a discrepancy between the amount expressed in words

	<p>and figures, the amount in words shall prevail, subject to sub clauses 'b' and 'c' above.</p> <p>d) In case for any item rate is not filled / found blank, the bid is liable for rejection.</p> <p>e) If there is any arithmetical error in totaling of individual items, the correct total shall be computed by the Bank and the same shall prevail.</p>
3.14	<p>The Tenderer shall ensure payment of minimum wages to the workmen employed by him/her/them through NEFT to their bank account/s and shall maintain a register of wages and shall issue a wage slip to every workman employed by them and obtain their signature or thumb impression on the wage slips. In addition, they must provide essential amenities like drinking water, first aid facility, etc. to their employees as per Contract Labour (Regulation &amp; Abolition) Act, 1970/wages code 2019. Salary of the employees shall be disbursed only through NEFT to their bank account and a copy of the NEFT payment shall be produced with the bill to be submitted to the Bank for payment to the Vendor. No cash payment by the company/firm shall be made to their employees.</p>
3.15	<p>The successful Tenderer has to give undertaking on Non Judicial Stamp Paper of applicable value before the award of the work that they undertake to actually pay wages to its personnel of all descriptions to be engaged by them for completion of that particular job/work at the rate which is not less than the one prescribed as minimum wages under CLRA Act, 1970/wages code 2019 and also keep the Principal Employer indemnified against all the actions that may be initiated against the Principal Employer by the Statutory Authorities for his failure to pay such wages and/or provide the essential amenities.</p>
3.16(a)	<p>The successful Tenderer shall indemnify and keep indemnified the Bank 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, wages code 2019 or any other labour law/statute in force in this regard. The firm only shall be responsible for liabilities, if any, in this regard</p>
(b)	<p>In view of para 2.16 (a) it is necessary, for the successful Tenderer to furnish the information w.r.t. bank account details of engaged personnel as proof of payment.</p>

3.17	<p><b>Insurance:</b> The successful Tenderer shall take "All Risk Policy" for the contract value and workmen compensation policy for the workers engaged in the work in the name of Reserve Bank of India, Mumbai and the contractor the first being the name of RBI. The successful Tenderer 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 in firms all risk policy shall be minimum Rs. 2 lakh per person for any one accident or occurrence and 5.00 lakh in respect of damage to property for any one accident or occurrence.</p> <p><b>Note:</b> These policies shall be valid during the period the successful Tenderer provides the services mentioned in the contract to the Bank. If the firm does not provide these policies, the Bank reserves the right to take the above insurance policies themselves and recover the cost thereof from the bill of the Tenderer at the rate double the premium whether the Bank take such insurance policy or otherwise.</p>
3.18	<p><b>Signing of Contract Agreement</b></p> <p>The General instructions to the tenderers and special conditions, conditions hereinbefore referred to, Conditions of Contract enclosed with the tender documents, the subsequent correspondence exchanged between the Bank and the tenderer, and the work order placed shall be the basis of the final contract to be entered into with the successful Tenderer. On receipt of intimation from the Bank of the acceptance of the tender, the successful Tenderer shall be bound to implement the Contract within 14 days thereof and sign an agreement in bilingual. The cost of necessary stamp paper for execution of the agreement shall be borne by the Tenderer.</p> <p>The successful Tenderer shall not sublet any portion of the contract. In case of breach of these conditions, the Bank may serve a notice in writing on the successful Tenderer rescinding the contract whereupon the EMD/ performance security deposit shall stand forfeited by the Bank, without prejudice to his other remedies against the Tenderer.</p>
3.19	<p>In case the successful tenderer is not signed the Article of agreement then the work order will be the binding contract document for this contract.</p>
3.20	<p>Right to Accept Part Tender: The Bank reserves the right to accept the tender either in whole or in part or reject completely.</p>

**Place:**  
**Date:**

**Signature and seal of the Tenderer**  
**Name:**  
**Address:**  
**Email:**  
**Phone/Mobile no.:**

### Commercial Conditions

Sr. No.	Description	Bank's Terms
1	Validity of tender	90 days from opening Part I
2	EMD	Not Applicable
3	Terms of payment	Payment shall be made on monthly basis after submission of bill with supporting documents.
4	Technical /commercial specifications	As per specifications in Part I of the tender
5	Termination of contract & Penalties	Section-IV of this tender
6	Performance Bank Guarantee for Security Deposit	5 % of Annual Contract amount in the form of Bank Guarantee in Banks format given in <a href="#">Annexure 1</a>
7	Insurance Clause accepted	Section III (3.17)
8	Payment on submission of bill	On monthly basis.

Part II should not contain any terms and conditions but only priced bill of quantity. Terms and conditions, if any, incorporated in Part II, will not be valid or considered.

**Place:**

**Date:**

**Signature and seal of the Tenderer**

**Name:**

**Address:**

**Email:**

**Phone:**

**Mobile**

**no.:**

## **Special Instructions to the Tenderer**

1. The workmen will not be allowed to stay within the premises except in duty hours & during work emergencies.
2. The water required for the work or workmen can be availed from the available source at site free of cost. The successful Tenderer has to tap the same from the point shown to them at their own cost.
3. The electric power required for the work can also be similarly drawn from the supply available at site free of cost. The successful Tenderer has to tap the same from the point shown to them at their own cost.
4. The successful Tenderer has to obtain permission, if any required from the local authorities / bodies as per the existing local byelaws for such works and the charges/fees if any, has to be borne and paid by the successful Tenderer including water and draining charges.
5. The intending tenderer can obtain any clarifications regarding the tender etc. if any in the pre-bid meeting.
6. The entire materials for the work shall be brought to the working area through the staircase only during specified time of working hours as per instructions of Bank's officials. The delivery of materials shall be given on the floors specified in the tenders by the successful tenderer.
7. The Tenderer may please note that the work has to be carried out in an occupied building / premises during normal working hours / restricted hours without causing any inconvenience to the other occupants. The rates quoted for each item shall be quoted accordingly. All dismantling work and work generating noise shall be done during the day time and on holidays and day time work may have to be done on restricted hours. Tenderer shall take into account the above facts while quoting the rates. The entire work involved shall be carried out with the least disturbance to the staff and cleaning has to be done by the successful Tenderer.  
Neat housekeeping at all times is the responsibility of the successful Tenderer. The debris / dust or any waste generated out of the above work shall be cleaned as frequently as required and shall be stored at the specified place inside the Bank's Premises, as per the instructions of the Bank's Engineers. The successful Tenderer shall remove all the debris stored at the specified place inside the Bank's premises and shift it to the approved waste dumping place as per Municipal regulations as and when the accumulated waste is around one truck load or earlier, if instructed by Bank's Engineers. The successful Tenderer shall be solely responsible for any penal action/ penalties levied by Municipal authorities for violation of their rules/ regulations in this regard.
8. The successful Tenderer shall use only Bank's approved brand materials as directed by Bank's Engineers.
9. Bank will require the successful Tenderer to produce, samples of all the materials,

accessories/finishes prior to procurement/manufacture. The Bank's Engineer shall approve samples of the materials for the work. Failure to comply with these instructions can result in rejection of the work.

10. Some other works, such as Electrical/Civil/plumbing/sanitary, or any specialized works etc., have been organized by the Bank through separate agencies. The successful Tenderer shall coordinate his work with all other agencies deployed by the Bank at site so that no hindrances are presented to the planned work of any other agency.

11. The Tenderers should have valid Electrical and fire Authorities license from local authority as per prevailing Electricity /safety /fire Act from the date of tender document to enter annual maintenance contract period otherwise Failure to comply with these instructions can result in rejection of the work / AMC without any notice.

12. Before quoting the rates, Tenderer should inspect the site and understand the nature and scope of the work for themselves.

13. The successful Tenderer shall carry out the work strictly in accordance with specification details and instructions of the Bank's officials. The Tenderer should note that the tender and other documents describing each item in the schedule are only indicative in nature and cannot be taken as complete in detail and finishes. It is expected that the Tenderer should understand the intent of the tender and specifications and provide for materials, workmanship, finishes and accessories appropriately so as to deliver the product of high standards. Bank reserves the right to insist on selection of material, workmanship, detailing and finishes, which they consider are appropriate and suitable for the intended use. The successful Tenderer is not eligible to claim extra on this account. No claim from the successful Tenderer at a later date will be entertained for his failure to understand this condition. The decision of the Bank in respect of the quality of material, type of work, workmanship, finish etc. shall be final and binding on the successful Tenderer.

14. The successful Tenderer should note that he should execute his part of work without causing any damage to any part of the building and also without disturbing the existing occupants. Any damage so caused shall be made good at the cost & risk of the successful Tenderer.

15. The successful Tenderer shall make sure that they protect their materials during and after installation and hand them over in good shape to the Bank satisfactorily. At the time of handing over, any damages, scratches, dents or such defects noticed shall be got rectified as directed without any extra charge by the successful Tenderer to the satisfaction of the Bank.

16. The successful Tenderer shall also be responsible for the safety and security of all their materials and manpower and for always ensuring fire prevention steps in the working premises including their part of the work.

17. The successful Tenderer shall keep the Bank indemnified against all claims, if any.

18. The successful Tenderer shall submit the addresses, personal details and photographs of their workmen being engaged by them for the said work to the Bank for obtaining Entry passes. Workmen will be allowed inside the premises only on producing the photo passes issued by the Bank. The successful Tenderer, his staff and technical /skilled persons will have to comply with the security regulations of the Bank and the police verification mentioned elsewhere in the tender.

19. Wearing of uniform: Successful Tenderer shall provide a proper uniform with firms name and designation along with safety shoes, hand gloves, usable ladders and other safety equipment as per latest Indian Electricity/fire rules and regulations etc. to their worker/employees engaged on site for identification & safety purpose.

20. Incomplete tender may not be considered for further processing.

21. List of Documents to be submitted along with monthly Bill: Copy of following documents for a particular month duly certified by the successful Tenderer /supervisor to be submitted along with monthly bill for payment:

- i. Statement of Complaints received/attended
- ii. Statement of materials procured (if any) with the approval of Bank.
- iii. Periodical preventive maintenance of all equipment and Proper register to be maintained and service report / logbooks complete history signed by the Bank's Fire Officer/P&SO
- iv. Submit the valid license copy issued by Maharashtra Fire Services and shall be revalidated till AMC. Submit the B- form after every six months or as per statutory authority requirement.
- v. Declaration for compliance of Contract Labour Act & Minimum wages Act.
- vi. A statement showing payment of wages made with signature of Labour. NEFT statement evidencing remittance of wages
- vii. Documentary evidence indicating the payment made etc.
- viii. GST declaration
- ix. Any other logbooks/document as directed by the Bank.

**Place:**

**Date:**

**Signature and seal of the Tenderer**

**Name:**

**Address:**

**Email:**

**Phone:**

**Mobile**

**no.:**

## Safety Code

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

**Place:**  
**Date:**

**Signature and seal of the Tenderer**  
**Name:**  
**Address:**  
**Email:**

## Section-IV

### Special Conditions of the contract

4.1.	<b>Evaluation of Financial Bids- Financial bids will be evaluated as explained in 3.13 of Section III.</b>
4.2	<b>The contract can be initially awarded for broken AMC period at the Bank's discretion and the AMC can be further renewed annually as per the conditions mentioned in clause no. 4.3. Accordingly, the rates/Amounts shall quoted by the tenderer.</b>
4.3	<b>Criteria of Rates and Renewal of the contract</b> Intending Tenderer shall insure the minimum wages and other statutory dues as per the relevant statutes to the workmen and produce Bank account statement of the workmen for minimum wages. It will be the sole responsibility of the contractor to meet all the Fire safety laws in force. <b>Renewal of Contract.</b> The service contract shall be valid for one year and it may be renewed further two years on the basis of increase in consumer prices index for industrial worker & price index for electronics equipment on basis of RBI indices after providing the satisfactory services.
4.4	<b>Non-disclosure</b> The Firm shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure / systems/ equipment etc., which may come to the possession or knowledge of the Firm during the course of discharging contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. The Firm shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under the contract or to comply with applicable laws. The Firm shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Bank. The Firm shall indemnify the Bank for any loss suffered by it 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 Firm and the Bank shall be entitled to claim damages and pursue legal remedies. The Firm shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The Firm's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.
4.5	The successful Tenderer shall provide identity cards to his/her employees or agents who shall be doing the subject job at the Bank's r e s i d e n t i a l premises. All the employees and agents should bear the identity card for all the times they are working in Bank's premises.

4.6	The successful Tenderer shall obtain Police Verification Report on character and antecedents of its personnel and provide other details relating to age, educational qualification, name and permanent address to be provided under this contract along with their passport size photographs before engaging them for duty in Bank's Premises.
4.7	<b>Penalty</b>
	If there is a case of dereliction/ absenteeism in the duty/ ratification any delay in attending the minor complaints within twelve hours after lodging the complaint on telephone/e-mail/ official letter in the independent equipment a <b>penalty of Rs.500/- per day and</b> for major breakdown complaint on telephone/e-mail/official letter shall be attended within 04 hours failing which penalty of ₹ 1500/- per day shall be deducted from the bill payable to the Contractor.
4.8	<b>Payment Conditions:</b> Bills must be submitted latest by 10 <sup>th</sup> of every Month for which the bill pertains along with service report/log sheet duly signed by the Bank's fire officer/P&SO and complete history of services shall be furnished to Estate Office along with AMC bills. The payment thereon will be made after the same is duly certified by the Bank's Officers that the services have been provided satisfactorily and after deducting all statutory dues/taxes, etc.
4.9	<b>Termination of the contract on default</b>
4.9.1	The Bank may without prejudice to any other remedy for breach of Contract, by one month's written notice of default sent to the successful Tenderer and upon the successful Tenderer's failure and neglect to propose and/or execute any corrective action to set right the default, terminate this Contract in whole or in part: shall be done in case:
(i)	If the successful tenderer fails to deliver any or all the items of work as specified in the Tender document within the time period(s) specified in the Contract; or
(ii)	If the successful Tenderer fails to perform any other obligation(s) under the Contract.
4.9.2	On termination of the Contract for default, the security deposit of the successful Tenderer will be forfeited.
4.9.3	On termination of the Contract for default, action will be taken to blacklist the successful Tenderer at the discretion of the Bank.
4.9.4	The Bank has right to go to court of law in case of breach of the terms and conditions as specified in the tender document.

4.9.5	<p><b>Termination for Insolvency:</b> The Bank may at any time terminate the Contract by giving written notice to the Tenderer, without compensation to the Tenderer, if the Tenderer becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which the Bank is or will be entitled to take or seek.</p>
4.10	<p><b>Patents:</b> The successful Tenderer shall indemnify the Bank against all claims in respect of patent rights and shall defend all actions arising from such claims and shall himself pay all royalties, license fees, damages cost and charges of all and every sort that may be legally incurred in respect thereof.</p>
4.11	<p><b>Adherence to Safety Measures:</b></p>
	<p>The successful Tenderer will have to adhere to the safety code as detailed below:</p> <ul style="list-style-type: none"> <li>a) The successful Tenderer shall follow all safety regulations. He shall provide necessary safety appliances to his employees as instructed by the Bank depending upon the nature of work.</li> <li>b) The injured person shall be taken to a public hospital without loss of time, in cases where the injury necessitates hospitalization.</li> <li>c) There may be venomous reptiles and insects in the green areas where work is to be carried out. Utmost care shall be taken by the successful Tenderer throughout the contract period to prevent accidents.</li> </ul>
4.12	<p><b>Abiding by the provisions of Sexual Harassment Act, 2013 at workplace:</b> The successful Tenderer shall be solely responsible for full compliance with the provision of ‘Sexual Harassment for Women at Workplace (Prevention, Prohibition &amp; Redressal) Act, 2013’. In case of any complaint of sexual harassment against its employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the successful Tenderer and the successful Tenderer shall ensure appropriate action under the said Act in respect of the complaint. Any complaint of sexual harassment from any aggrieved employee of the successful Tenderer against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank. The successful Tenderer shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employee of the successful Tenderer, for instance any monetary relief to Bank’s employee, if sexual harassment by the employee of the successful Tenderer is proved. The successful Tenderer shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues. The successful Tenderer shall provide a complete and updated list of its employees who are deployed within the Bank’s premises.</p>

4.13	<p><b>Force Majeure:</b></p> <p>a) The Tenderer shall not be liable for forfeiture of its EMD, liquidated damages or termination for default, if the delay in performance or other failure to perform its obligations under the contract is a result of an event of Force Majeure. For purposes of the clause, “Force Majeure” means an event beyond the control of the Tenderer and not involving the Tenderer’s fault or negligence and not foreseeable. Such events may include wars or revolutions, fires, floods, earthquakes, epidemics, quarantine restrictions, freight embargoes etc.</p>
	<p>b) The Bank will decide whether delay or failure on the part of the Tenderer was the result of an event beyond his control or not. The decision of the Bank in this regard will be final and binding on the Tenderer and will not be open to question before any court / forum in any proceedings.</p>
4.14	<p><b>Indemnification</b></p> <p>1. The Contractor agrees to indemnify and to keep the office premises, RBI and its officers, employees, directors and representatives indemnified against all claims (including third party claims), actions, losses, damages, costs, expenses, charges, including legal expenses (attorney/advocate fee included) which RBI may suffer or incur on account of:</p> <ul style="list-style-type: none"> <li>a. any violations of applicable laws, regulations, guidelines during the contract period; or</li> <li>b. any breach or non-performance of the terms and conditions of this Agreement; or</li> <li>c. any breach of the representations and warranties made by the Contractor; or</li> <li>d. any negligent or fraudulent act or omission by the Contractor; or any third party for reasons attributable to the Contractor.</li> </ul>
4.15	<p><b>Disputes Resolution</b></p> <p>Any claims, dispute and or difference (including a dispute regarding the existence, validity or termination of this Agreement) arising out of or relating to this contract including interpretation of its terms will be resolved through joint discussion of the Authorized Representatives of the concerned parties. However, if the disputes are not resolved by the discussions as aforesaid, then the matter will be referred for adjudication to the arbitration of a sole arbitrator to be appointed by The Regional Director, Reserve Bank of India, Mumbai. In case the Contractor does not agree to such appointment, both the parties will appoint an arbitrator each and the arbitrators then will appoint the Presiding Arbitrator. The Arbitrator may give interim awards and/or directions, as may be required. The award of the Arbitrator/panel of Arbitrators shall be final and binding on both the parties. The Arbitration and Conciliation Act, 1996 shall be applicable. The venue of arbitration shall be Mumbai. The cost of the Arbitration proceeding shall be borne by the Tenderer. The fees of presiding Arbitrator shall be borne by both the parties. The fees of Arbitrator appointed by individual shall be borne by them.</p>

4.16	<p><b>Stamp Duty</b></p> <p>The Contractor shall bear the stamp duty on agreement and shall ensure that the agreement is stamped with proper duty chargeable thereon as per the Maharashtra Stamp Act. The agreement shall be executed in duplicate and the RBI Mumbai shall retain the original and the contractor shall retain the duplicate.</p>
4.17	<p><b>Police verification</b></p> <p>The Tenderer shall obtain and submit to the Bank Police Verification Report on character and antecedents of its personnel engaged for the work. The bidder shall also submit details relating to age, educational qualification, name passport size photographs and permanent address of the personnel engaged in this contract for duty in Bank's Premises.</p>

4.18	<p><b>Termination for Default.</b></p> <p>a. The Bank may without prejudice to any other remedy for breach of Contract, by Seven Days (07) days written notice of default sent to the Tenderer and upon the Tenderer's failure and neglect to propose and/or execute any corrective action to set right the default, terminate this Contract in whole or in part:</p> <p>(i) If the Tenderer fails to deliver any or all of the items of work as specified in the Tender document within the time period(s) specified in the Contract; or</p> <p>(ii) If the Tenderer fails to perform any other obligation(s) under the Contract.</p> <p>b. On termination of the Contract for default, the EMD/ Performance Bank Guarantee of the Tenderer will be forfeited.</p> <p>c. On termination of the Contract for default, action will be taken to blacklist the Tenderer.</p> <p>d. Bank has right to go to court of law in case of breach of the terms and conditions as specified in the tender document.</p>
------	---

I/We hereby declare that I/We have read and understood all the above instructions/conditions and the same will remain binding upon me/us in case the above-mentioned Contract is entrusted to me/us. I/we also note that this letter will form part of the contract document and that the contents of this letter shall be supplemental to the conditions in the tender and not in derogation thereof except to the extent specifically provided herein.

**Place:**  
**Tenderer**  
**Date:**

**Signature and seal of the**  
  
**Name:**  
**Address:**  
**Email:**  
**Phone:**  
**Mobile**  
**no.:**

## **Section -V**

### **SCOPE OF WORK:**

1. The scope of work as mentioned below are the minimum expected from the firm / agency / contractor apart from break down maintenance and any other work required for operation and maintenance in proper way as per the operation and maintenance manuals of respective equipment and as per good engineering practices will be required to be done under this scope of work. Successful bidder will make Proforma for recording the following minimum work schedule/parameters and show to the employer to ensure proper accomplishment of these tasks.
  - a. The scope of work shall cover operation and all-in routine, preventive and major/special maintenance works as required from time to time for Operation & All-Inclusive Maintenance of Fire Fighting System and Fire Hydrants at the Office buildings of Reserve Bank of India, Fort, Mumbai as per detailed list of installations mentioned in Section V.
  - b. All the equipment's/installations shall always be kept in good and trouble-free operating conditions.
  - c. All the required record for breakdowns /repairs and maintenance etc. shall be maintained in the form of history books and logbooks etc. as per directions.
  - d. All the maintenance works shall be carried out in accordance with the direction/instruction of the engineer in charge. The brief of main activities to be carried out for operation, routine/special & preventive and comprehensive maintenance is enclosed as per **Section V**.
  - e. If for any reason any equipment is required to be repaired from any outside agency or in any workshop, the same shall be arranged by the agency at his own cost with in the quoted prices.

### 2. TOOLS & PLANTS

- a. All the general & special tools, tackles required for proper operation and control shall be arranged by the contractor at his own cost and issue to the staff deployed by him for this work.

### 3. WATCH & WARD

- a. Watch and Ward of material, machineries and system etc. till end of the contract shall be the sole responsibility of the contractor and pilferage etc. shall be entirely to his account.

### 4. PERIOD OF OPERATION

- a. Fire Fighting System and Protection & Detection System at the Office buildings of Reserve Bank of India, BKC, Mumbai shall be kept under supervision round the clock i.e. 24 hours and 365 days.

### 5. DEPLOYMENT OF STAFF

- a. The agency shall deploy skilled fitter cum pump operator and helper for satisfactory operation, routine, special and all-in comprehensive maintenance of Fire Fighting System and Protection & Detection System.
- b. Any extra labour of any nature if required at any time for attending any repair/break down shall be deployed by the agency at his own cost for which nothing extra shall be payable.
- c. The deployed labour shall be sufficient, experienced and qualified/trained in operation & maintenance of Fire Fighting System and Protection & Detection System so that all the break downs/repairs are attended immediately with minimum possible down time. Any unjustified delay in repairing of equipment's shall be treated as breach of contract and suitable penalty shall be imposed and recovered from the monthly bill/security deposited. The minimum expected labour to be at site shall be as per Section- V(11) having qualified experience as per Section V(12).
- d. Break Down period shall not be more than two hours beyond that the penalty clause shall be applicable.

## 6. Details of System:

The fire Hydrant System have been installed in BKC Office Building.

SI No.	Description	Rating	Quantity
1	Main Electrical AC motor with Pump set	60 KW, 440-volt, three phase	02 set
2	Star Delta Starter Panel	-	02 Nos
3	Lead acid battery	12V, DC, 130 AH	02 Nos
4	Engine control panel with battery charging circuit	NIL	01 set
5	Diesel Engine with end suction Pump assembly	120 BHP	01 set
6	Jockey Pump	5.5 Hp , 4 Kw	01 set
7	Fire hydrant outlays with hose reel drum, pvc pipe, rubber pipe, nozzles, gate valve, female coupling, lugs, gland nuts, wheel nuts, blank cap, foot valve, valves etc	-	51 Nos.

7. **Schedule of Maintenance:** The purpose of testing the pump assembly is to ensure automatic or manual operation upon demand and continuous delivery of the required system output. An additional purpose is to detect deficiencies of the pump assembly not evident by inspection.

### 7.1 Daily Tests.

- Check the water level in U.G. Tank
- Check the water pressure in Hydrant rising mains
- Check voltage of incoming Electric supply
- Check operation of Jockey Pump

- Check level of fuel in diesel storage tank
- Check level of lubricant oil in Diesel engine
- Check starting battery voltage
- Check Healthiness of Fire Hydrant system
- Qualified operating personnel shall be in attendance during the daily pump operation.
- A daily test of electric motor-driven pump assemblies shall be conducted without flowing water. This test shall be conducted by starting the pump automatically. The pump shall run a minimum of 10 minutes.
- A daily test of diesel engine-driven pump assemblies shall be conducted without flowing water. This test shall be conducted by starting the pump automatically, and the pump shall run a minimum of 30 minutes. (Diesel required shall be provided by Bank).
- The pertinent visual observations or adjustments specified in the following checklists shall be conducted while the pump is running.
- **Pump System Procedure.**
- Record the system suction and discharge pressure gauge readings.
- Check the pump packing glands for slight discharge.
- Adjust gland nuts if necessary.
- Check for unusual noise or vibration.
- Check packing boxes, bearings, or pump casing for overheating.
- Record the pump starting pressure.
- **Electrical System Procedure.**
- Observe the time for motor to accelerate to full speed.
- Record the time controller is on first step (for reduced voltage or reduced current starting).
- Record the time pump runs after starting (for automatic stop controllers).
- **Diesel Engine System Procedure.**
- Observe the time for engine to crank.
- Observe the time for engine to reach running speed.
- Observe the engine oil pressure gauge, speed indicator, water, and oil temperature indicators periodically while engine is running.
- Record any abnormalities.
- Check the heat exchanger for cooling water flow.

## 7.2 Weekly tests:

- Check water leakage In hydrant system if any
- Check and operate yard hydrants
- Check and operate First and hose reel
- Check automatic operation of Main Electrical pumps

## 7.3 Monthly tests:

- Check automatic operation of Diesel engine
- Check air filter of Diesel Engine
- Check settings of Controls
- Cleaning of all hydrants and nozzles
- Tighten glands & replace glands Dori if required of all pumps & valves
- Check operation of Fire brigade inlet and outlet valves
- Check the conditions of portable fire extinguishers inside the pump room

#### 7.4 Quarterly tests:

- Check all sluice and gate valves and descale
- Grease all the bearings of pumps & motors
- Check connections of all the cables, switches and starters on Main Fire panel
- Drain water of U.G. tank & clean
- Replace suction water strainers in U.G. Tank
- Paint yard hydrant cabinets and exposed pipes, motors & pumps etc.

#### 7.5 Annual Tests:

- An annual test of each pump assembly shall be conducted under minimum, rated, and peak flows of the fire pump by controlling the quantity of water discharged through approved test devices.
- Use of the pump discharge via the hose streams; pump suction and discharge pressures and the flow measurements of each hose stream shall determine the total pump output. Care shall be taken to prevent water damage by verifying there is adequate drainage for the high-pressure water discharge from hoses.
- Use of the pump discharge via the bypass flow meter to drain or suction the reservoir; pump suction and discharge pressures and the flow meter measurements shall determine the total pump output.
- Use of the pump discharge via the bypass flow meter to pump suction (closed-loop metering); pump suction and discharge pressures and the flow meter measurements shall determine the total pump output.
- The pertinent visual observations, measurements, and adjustments specified in the following checklist shall be conducted annually while the pump is running and flowing water under the specified output condition.
- **At No-Flow Condition (Churn).** (Conduct this test first.)
  - Check the circulation relief valve for operation to discharge water.
  - Check the pressure relief valve (if installed) for proper operation.
  - Continue the test for  $1/2$  hour.
- **At Each Flow Condition:**
  - Record the electric motor voltage and current (all lines).
  - Record the pump speed in rpm.
  - Record the simultaneous (approximately) readings of pump suction and discharge pressures and pump discharge flow.
  - Observe the operation of any alarm indicators or any visible abnormalities.
- For installations having a device installed to control minimum suction pressure by throttling action, low suction pressure on the device (below set minimum value) shall be simulated while pumping at the rated flow. Throttling action shall be observed for any abnormality (e.g., cavitation's, pressure surges, and failure to throttle). The simulated low suction pressure on the device shall be removed and throttling action

again shall be observed for any abnormality as the pump returns to full flow.

- For installations having an automatic transfer switch, the following test shall be performed to ensure that the over current protective devices (i.e., fuses or circuit breakers) do not open. Normal power failure shall be simulated while the pump is delivering peak power output to cause connection of the pump motor to the alternate power source. The pump's peak power output shall be restored (if necessary). The simulated normal power failure condition then shall be removed, which, after a time delay, shall cause the reconnection of the pump motor to the normal power source.
- Alarm conditions shall be simulated by activating alarm circuits at alarm sensor locations, and all such local or remote alarm indicating devices (visual and audible) shall be observed for operation.

- **Other Tests.**

- Engine generator sets supplying emergency or standby power to fire pump assemblies shall be tested routinely.
- Tests of appropriate environmental pump room space conditions (e.g., heating, ventilation, illumination) shall be made to ensure proper manual or automatic operation of the associated equipment.

- **Test Results and Evaluation.**

- The interpretation of the test results shall be the basis of the determination of adequacy of the pump assembly. Such interpretation shall be made by those skilled in such matters.
- The pump test curve shall be compared to the unadjusted field acceptance test curve and the previous annual test curve(s). Increasing engine speed beyond the rated speed of the pump at rated condition is not an acceptable method for meeting the rated pump performance. Theoretical factors for correction to the rated speed shall not be applied where determining the compliance of the pump per the test.
- Current and voltage readings whose product does not exceed the product of the rated voltage and rated full-load current multiplied by the permitted motor service factor shall be considered acceptable. Voltage readings at the motor within 5 percent below or 10 percent above the rated (i.e., nameplate) voltage shall be considered acceptable. The pump shall be capable of supplying the maximum system demand.

- **Reports.**

- Any abnormality observed during inspection or testing shall be reported promptly to the person responsible for correcting the abnormality.
- Test results shall be recorded and retained for comparison. All time delay intervals associated with the pump's starting, stopping, and energy source transfer shall be recorded.

8. WORK TO BE DONE ON EVERYDAY BASIS:

- a. The scope of work shall cover manning of Fire Pump House round the clock, operation and all routine, preventive and major /special maintenance works as required from time to time for complete Fire Fighting System and Protection & Fire Detection systems/ installations comprising Pump House equipment's, Wet Riser System, Ring Main Piping, Yard & Floor Hydrants and other related equipment's, as and when required etc for Operation & Maintenance of Installations as per details in **Section V**.
- b. All the equipment/installation shall always be kept in good and trouble-free operating conditions.
- c. All the required record for breakdowns/repairs and maintenance etc. shall be maintained in the form of history books and logbooks etc. as per directions.
- d. All the maintenance works shall be carried out in accordance with the manufacturer's specifications/ Maharashtra Fire bylaws and instructions of the Bank's Fire Officer/ Security officer.
- e. The agency will liaise with Maharashtra Fire Services and other statutory authorities required from time to time in connection with Fire Fighting installations and would be responsible for obtaining of Renewal of Fire License from the Fire Authority of Maharashtra.

## **9. TOOLS & PLANTS**

All the general & special tools, tackles i/c chain pulley blocks etc., required for proper maintenance and repairs/break down etc, shall be arranged by the contractor at his own cost and issue to the staff deployed by him for this work.

## **10. CONSUMABLES**

- a. The rates shall be all inclusive of establishment as well as consumables as per schedule of work. All consumables shall be arranged by the contractor for which nothing extra shall be payable.
- b. Logbook and complaint books, all stationery like registers, sheets, markers, pens and pencils etc. will be supplied by the contractor and no extra payment for these shall be made. Logbook proforma must be approved by Bank's Fire Officer/Security officer.

## **11. The contractor has to depute minimum staffs with valid licenses at site:**

<b>Timings (Shifts)</b>	<b>Staff</b>
6.00am to 2.00 pm, 2.00pm to 10.00pm, 10.00 pm to 6.00 am three shifts (7 days in week)	one Fitter cum Pump operator each shift round the clock on all 365 days

## **12. Minimum Qualification & Experience of Technical Staff**

<b>i)</b>	Fitter cum Pump	I.T.I. in the trade of fitter or having 3 years' experience in
-----------	-----------------	--

	operator	handling Firefighting System and protection & detection system
--	----------	--

13. Special Conditions:

- 1) The firefighting system installation is designed for Office buildings. The system is required to be maintained throughout the contract period. The contract covers providing the skilled staff as Fire pump operators (24 x 7) in shift duties for operation, preventive maintenance, replacement / repairing of defective equipment's etc.
- 2) The quoted rate shall be inclusive of consumable materials i.e. cotton waste, calico cloth, grease, petroleum jelly, brasso, wire joot, insulation tape, CTC material, zero paper, battery water etc.
- 3) The contractor should deploy only technical / skilled persons for operation / maintenance work for the wet riser system including all associated equipment's / sub units i.e. electrical starter panel including timer, contractors, indicators lamps, fuses, battery charging circuits, engine primer (24V, DC motor) etc.
- 4) The skilled person should have thorough knowledge regarding function of system and operation of Diesel engine and end suction Pump assembly as per technical specifications.
- 5) The deployed person shall attend the breakdown received from the Fire Staff / Fire Officer/Security officer/ Assistant Manager (Tech) or advised by the Bank's Officials promptly.
- 6) The deployed staff should be familiar operation of pumps / carrying out preventive maintenance of all the equipment's as per the desired schedule. In each month at least one time all equipment's to be checked for its operation & pumps to be checked for its operational ability / functioning on daily basis.
- 7) Specified Logbook to be maintained for the daily testing, maintenance of Pump assembly and accessories and to be put up for signature of Bank' Fire officers/Security officers.
- 8) The deployed person shall attend the complaint which needs any replacement of spares etc. required for the smooth operation after getting the prior approval from Bank's Officials.
- 9) The deployed person shall attend the complaints on holidays / after office hours also considering the importance of the system, in case of emergency.
- 10) The contract amount shall include of all necessary testing charges /tools/for trail/runs etc. The charges include for carrying out the periodical preventive maintenance of all the Electrical equipment's and proper register to be maintained and the extract shall be furnished to Estate office along with AMC bills.
- 11) Whenever particular equipment goes out of order, the fact shall be brought to the notice of the Bank's Engineer immediately. If any need intimation to Bank's Engineer, material need to be replaced, the same shall arranged within shortest time. Repair / replacement work shall be taken up immediately and to be completed with the prior approval from Bank's Officials and the cost of Spares parts will be not covered under the AMC charges.

- 12) The contractor should provide common phone / Mobile No. to the pump operators in shift duty at Bank and it is accessible to the round the clock for approach them in case of emergency.
- 13) A detailed Planned operation / preventive maintenance scheduled is placed below: -
- a) Clean the starter panel if any dust and clean the starter terminals with zero paper to avoid pitting.
  - b) Check the DC charging circuit for proper functioning in monthly basis
  - c) Tighten the cable terminals if any loose contact in the fire/starter panel.
  - d) Apply the petroleum jelly in the battery terminals bi- monthly
  - e) Take the battery terminal voltage and current in RUN and IDLE conditions and maintain a log book in daily basis.
  - f) Check all the pumps operation daily & whole wet riser system once in a month to up keep the system in optimum operation condition.
  - g) Check the alignment of pumps once in six months.
  - h) Check the system for leakage on regular basis and if any leakage noticed, that shall be attended/rectified within 12 hrs, to keep the system is in good condition to meet the emergency.
  - i) Maintain a dust and drift free environment to avoid corrosion of the system.
  - j) Remove if any accumulated water logging near the vicinity of the pump assembly on the regular basis.
  - k) Clean the valve of wet riser system every month & apply brasso on brass parts, power on hose reels to maintain the hydrants and accessories in proper manner.
  - l) The contractor shall submit detailed report of all actions taken to the Bank's Officer.
  - m) The contractor shall submit the B- form to the Bank & Statuary Authorities every 6 months.

**Note: Tenderers are advised to quote their rates after the Bank's office buildings visit confirming to the conditions and the detailed scope of work of Part-I & Part-II tender any working day 10.00 am to 5.00 pm.**

**Place:**

**Date:**

**Signature and seal of the Tenderer**

**Name:**

**Address:**

**S:**

**Email:**

**Annual Maintenance Contract for Operation and Maintenance of Wet Riser system for Bank`s office buildings at BKC, RBI, Mumbai**

**Un-priced schedule of quantity (Not for quote)**

<b>Sr.No.</b>	<b>Description of item</b>	<b>Qty.</b>
<b>1.</b>	<p>Charges for Annual Maintenance Contract of Operation, periodical/Preventive maintenance, breakdown servicing of wet riser system for Bank`s BKC office building on 24 x 7 (365 days) by deploying qualified technicians/pump operators. The payment of AMC charges shall be made on monthly basis on rendering satisfactory service.</p> <p>The service contract rate shall also take into account cost of labour charges for replacement of defective equipment/accessories, testing of diesel/electric motor- pump and allied installation, control valve etc. all, insurance, traveling cost, the cleaning material, consumable etc as per detailed scope mentioned in Section-V of the Part-I of the tender.</p>	<b>1 job</b>

**Place:**

**Date:**

**Signature and seal of the Tenderer**

**Name:**

**Addresses:**

**s:**

**Email:**

**Phone:**

**PROFORMA OF BANK GUARANTEE for PERFORMANCE (SECURITY DEPOSIT)**

(On Non-Judicial Stamp Paper of appropriate value)

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

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

Regional Director (Maharashtra)

Reserve Bank of India

C-7, 3<sup>rd</sup> Floor, Estate Cell,

BKC Office, Bandra (E),

400051.

Dear Sir,

**Name of Work: Annual Maintenance Contract for Operation and Maintenance of Wet Riser system for Bank`s office buildings at BKC, RBI, Mumbai.**

Whereas Reserve Bank of India, having its Central Office at Shahid Bhagat Singh Road, Mumbai, (hereinafter called "the RBI") has awarded the Contract for the captioned project (hereinafter called the "Contract") to M/s \_\_\_\_\_ (Name of the Contractor) (here in after called "the said Contractor" which expression shall include its successors and assigns).

AND Whereas the Contractor is bound by the said Contract to submit to RBI a Performance Security deposit for a total amount of ₹ \_\_\_\_\_ (Rupees only) (Amount in figures and words) for the due fulfilment by the said contractor of the terms and conditions contained in the contract. We, \_\_\_\_\_ (Name of the Bank), (hereinafter called "the Bank"), at the request of M/s \_\_\_\_\_, the contractor, do hereby undertake to pay to the RBI an amount not exceeding ₹ \_\_\_\_\_ as Performance Guarantee for due fulfilment of the terms and conditions of the contract.

NOW THIS GUARANTEE WITNESSETH

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

Guarantee Amount for the due performance of the obligations of the Contractor under the said Contract, provided, however, that our liability against such sum shall not exceed the sum of ₹ \_\_\_\_\_(Rupees\_\_\_\_\_only).

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

We hereby further agree that –

- a) Any forbearance or commission on the part of the RBI in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said Contract and/or hereunder or granting of any time or showing of any indulgence by the RBI to the Contractor or any other matters in connection therewith shall not discharge us in any way and our obligation under this guarantee. This guarantee shall be discharged only by the performance by the Contractor of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding ₹ \_\_\_\_\_(Rupees\_ only).
  - b) Our liability under these presents shall not exceed the sum of ₹ \_\_\_\_\_(Rupees \_\_\_\_\_ only).
  - c) Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents/clients or their obligations thereunder or by dissolution or change in the constitution of our said constituents.
  - d) This guarantee shall remain in force up to \_\_\_\_\_(30 days beyond the work completion period) provided that if so desired by the RBI, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.
3. Our liability under these presents will terminate unless these presents are renewed as provided herein above on the \_\_\_\_\_or on the day when our said constituents comply with

their obligations, as to which a certificate in writing by the RBI alone is the conclusive proof whichever date is later. Unless a claim or suit or action is filed against us within \_\_\_\_\_or any extended period, all the rights of the RBI against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

In witness where of I/We of the Bank have signed and sealed this guarantee on the \_\_\_\_day of \_\_\_\_\_(Month)\_\_\_\_\_ being herewith duly authorized.

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

Signature of authorized Bank

official Name:

Designation

Stamp/ Seal of the Bank

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

of:

Witness 1

Witness 2

Signature .....

Signature .....

Name .....

Name .....

Address .....

Address .....

**Annexure – 2**

**(The successful Tenderer's should give following declaration (1 & 2) along with the bills).**

**1. DECLARATION**

I, Shri/Smt. ....being the owner/proprietor of ( name of the firm/establishment), do hereby declare that I have adhered to the rules and regulations stipulated in Contract Labour (Regulation and Abolition) Act,1970/wages code 2019 and Minimum Wages Act,1948 as amended from time to time, to the extent applicable to my firm/establishment. In this context, I also declare that I have paid wages to the workers/ labourers engaged by me in connection with the work entrusted to me by the Bank, as per prevailing CLC rates.

**Place:  
Date:**

**Signature and seal of the Tenderer  
Name:  
Address:  
Email:  
Phone:  
Mobile no.:**

---

**GST DECLARATION**

**I do hereby declare that the GST Registration Number of my/our firm/establishment is.....**

**And the GST claimed in the bill will be paid duly to Government of India after receipt of the same from the Bank.**

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

**Place:  
Date:**

**Signature and seal of the Tenderer  
Name:  
Address:  
Email:  
Phone:  
Mobile  
no.:**

**Annexure - 3**

**Proforma for Indemnifying the Employer against Non-Compliance to Contract  
labour Rules/regulations**

(On Non-Judicial Stamp Paper of appropriate value)

To,

The Regional Director (Maharashtra)  
Reserve Bank of India  
C-7, 3rd Floor, Estate Cell,  
BKC Office, Bandra (E).  
400051.

Dear Sir

**NAME OF WORK: Annual Maintenance Contract for Operation and Maintenance of  
Wet Riser system for Bank`s office buildings at BKC, RBI, Mumbai.**

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

We also hereby fully indemnify and keep indemnified the Employer, i.e. Reserve Bank of  
India, Mumbai against payments to be made to the contract labour and for the observance  
of the laws in this regard without prejudice to our right to claim indemnity from our sub-  
contractors.

Yours faithfully,

For \_\_\_\_\_

**Authorized signatory**

**NAME AND ADDRESS OF THE CONTRACTOR: SIGN & SEAL OF THE CONTRACTOR:**

**Place:**

**Date:**

**Signature and seal of the Tenderer**

**Name:**

**Address:**

**s:**

**Email:**

**Phone/Mobile no.:**



**Tender for Annual Maintenance Contract for Operation and Maintenance of Wet Riser system for Bank`s office buildings at BKC, RBI, Mumbai.**

**Tender Part -II (Price Bid)**

**Name of Tenderer:** \_\_\_\_\_

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

**Date of Pre-Bid Meeting: At 11.00 AM on 08-05-2026**

**Due date and time for Submission of tender: Up to 03:00 PM. On 20-05-2026**

**Date of opening of Part- I of tender : From 03:30 PM. onwards on 20-05-2026**

**Venue: Estate Office, BKC, Reserve Bank of India, Mumbai- 400 051**

This document is the property of Reserve Bank of India (RBI). It may not be copied, distributed or recorded on any medium, electronic or otherwise, without the RBI's written permission thereof, except for the purpose of responding to RBI for the said purpose. The use of the contents of these documents, even by the authorized personnel / agencies for any purpose other than the purpose specified herein, is strictly prohibited and shall amount to copyright violation and thus, shall be punishable under the Indian Law.

**RESERVE BANK OF INDIA,  
Estate Office,  
BKC. 400 051.**

**e-Tender for Annual Maintenance Contract for Operation and Maintenance of Wet Riser system for Bank`s office buildings at BKC, RBI, Mumbai.**

**PRICE BID**

<b>Sr.No.</b>	<b>Description of item</b>	<b>Qty.</b>	<b>Monthly Charges in ₹</b>	<b>Per Annum charges in ₹</b>
<b>1.</b>	Charges for Annual Maintenance Contract of Operation, periodical/Preventive maintenance, breakdown servicing of wet riser system for Bank`s BKC Office building everyday 24 x 7(365 days) by deploying qualified technicians/pump operators. The payment of AMC charges shall be made on monthly basis on rendering satisfactory service. The service contract rate shall also take into account cost of labour charges for replacement of defective equipment/accessories, testing of diesel/electric motor- pump and allied installation, control valve etc. all, insurance, traveling cost, the cleaning material, consumable etc as per detailed scope mentioned in Section-V of the Part-I of the tender.	<b>1 job</b>		
			<b>Total</b>	
			<b>GST @ 18 %</b>	
			<b>Grand Total</b>	
<b>In words:</b>				

**Place:  
Date:**

**Signature and seal of the Tenderer  
Name:  
Address:  
Email:  
Phone:**