



भारतीय रिजर्व बैंक  
संपदा विभाग  
बेंगलुरु

### ई-निविदा आमंत्रण सूचना

#### आरबीआई कर्मचारी क्वार्टर्स, ओसबोर्न रोड, बेंगलुरु में फ्लैट्स की सफाई और रखरखाव के लिए वार्षिक रखरखाव अनुबंध।

भारतीय रिजर्व बैंक, बेंगलुरु ने नीचे दिए गए न्यूनतम पूर्व-अर्हता मानदंडों को पूरा करने वाले योग्य ठेकेदारों से ई-टेंडर मोड के माध्यम से दो-भागीय टेंडर के लिए आमंत्रण जारी किया है। जिस कार्य के लिए बोलियां आमंत्रित की जा रही हैं और बोलीदाता के लिए महत्वपूर्ण निर्देश निम्नलिखित हैं:

2. इच्छुक निविदाकर्ता को निविदा में भाग लेने के लिए निम्नलिखित पात्रता शर्तों को पूरा करना होगा:

केवल वे फर्में जिनके पास इस क्षेत्र में न्यूनतम 5 वर्ष का अनुभव है (नवंबर 2025 से पहले कार्य आदेश और संबंधित कार्य पूर्णता प्रमाणपत्र प्रस्तुत करना होगा) जैसे कि कार्यालय इमारतों/वाणिज्यिक परिसरों/औद्योगिक इमारतों की सफाई और रखरखाव के लिए वार्षिक रखरखाव अनुबंध और पिछले 5 वर्षों में निम्नलिखित लागत वाले समान कार्य सफलतापूर्वक पूर्ण किए हों:

(क) तीन कार्य, जिनमें से प्रत्येक की लागत 33.55 लाख रुपये के 40% से कम न हो।

या

(ख) दो कार्य जिनमें से प्रत्येक की लागत 87.51 लाख रुपये के 50% से कम नहीं होगी

या

(ग) एक कार्य जिसकी लागत 87.51 लाख रुपये के 80% से कम न हो

और

(घ) पिछले 3 वर्षों के दौरान न्यूनतम वार्षिक कारोबार 87.51 लाख रुपये का 100% होना चाहिए।

और

(ङ) अनुबंध अवधि के दौरान सेवा प्रदान करने के लिए बेंगलुरु में एक पूर्ण सेवा स्थापित करें। निविदाकर्ताओं को अपनी पात्रता पूरी करने के संबंध में निम्नलिखित दस्तावेज उपयुक्त फ़ाइल नामों के साथ अपलोड करने चाहिए।

(क) अनुभव दर्शाने के लिए कार्य के दायरे और मूल्य को दर्शाने वाले विस्तृत कार्य आदेश की प्रतियां।



- (ख) पूर्ण हो चुके कार्यों की सूची, अनुलग्नक 'बी' के प्रारूप के अनुसार सभी विवरण सहित
- (ग) अर्हकारी कार्यों के लिए अनुलग्नक 'सी' के अनुसार निर्धारित प्रारूप में ग्राहकों से प्राप्त पूर्णता प्रमाण पत्र
- (घ) ईएमडी के प्रेषण का प्रमाण
- (ङ) अनुलग्नक 'एफ' के अनुसार बैंकर्स प्रमाणपत्र
- (च) पिछले 3 वर्षों के टर्नओवर के लिए ऑडिट किया गया वित्तीय विवरण (फाइल नाम जैसे : FS1, FS2 आदि)
- (छ) सेवा सेटअप का विवरण - अनुलग्नक 'आई' के प्रारूप में
- (ज) अनुलग्नक 'जी' के अनुसार पावर ऑफ अटॉर्नी की प्रति
- (झ) प्रस्तावित कार्य से संबंधित कोई अन्य जानकारी
- (ञ) अनुलग्नक 'एच' के अनुसार विधिवत भरा हुआ और हस्ताक्षरित एनईएफटी अधिदेश फॉर्म
- (ट) विधिवत भरा और हस्ताक्षरित शिकायत उन्नयन मैट्रिक्स – अनुलग्नक 'जे'

**केवल उपरोक्त योग्यता रखने वाले निविदाकर्ता ही कार्य के लिए निविदा देने के पात्र होंगे। यदि कोई फर्म उपरोक्त मानदंडों को पूरा नहीं करती है तो उसके द्वारा प्रस्तुत निविदा को अस्वीकार कर दिया जाएगा। जो लोग पात्रता मानदंड और तकनीकी मापदंडों को पूरा करते हैं, वे ही भाग II (मूल्य बोली) खोलने के लिए योग्य होंगे।**

निविदाकर्ता को अनिवार्य रूप से नीचे उल्लिखित जानकारी लिखित रूप में प्रस्तुत करनी चाहिए और निविदा के भाग I के साथ प्रासंगिक दस्तावेजों की प्रतियां अपलोड करनी चाहिए। इसके अलावा, ठेकेदार को आगे की निविदा प्रक्रिया के लिए अर्हता प्राप्त करने के लिए मांगे जाने पर दस्तावेजों की मूल प्रति बैंक को प्रस्तुत करनी चाहिए।

क)	फर्म की संरचना	ठेकेदारों की फर्म की संरचना का पूर्ण विवरण (चाहे ठेकेदार एक व्यक्ति है, या साझेदारी फर्म है, या कंपनी आदि है) विस्तृत रूप से नाम और पता, साझेदार के एसोसिएशन के लेख/पावर ऑफ अटॉर्नी/अन्य प्रासंगिक दस्तावेजों की प्रति के साथ प्रस्तुत किया जाना चाहिए।
ख)	कार्य अनुभव एवं निर्दिष्ट अवधि के दौरान निर्दिष्ट मूल्य के समान कार्यों को पूरा करना	अर्हकारी कार्यों के लिए विस्तृत कार्य आदेशों की प्रतियां जिनमें पुरस्कार की तिथि, पुरस्कार प्राप्त कार्य का मूल्य, कार्य पूरा करने के लिए दिया गया समय आदि दर्शाया गया हो तथा संबंधित पूर्णता प्रमाण पत्र जिसमें वास्तविक पूर्णता तिथि तथा निष्पादित समान कार्यों का वास्तविक मूल्य दर्शाया गया हो, कार्य अनुभव



		के प्रमाण के रूप में संलग्न किया जाना चाहिए। भारतीय रिजर्व बैंक के लिए किसी भी केंद्र पर कार्य करने के पिछले अनुभव, यदि कोई हो, के दस्तावेजी साक्ष्य के साथ विवरण भी दिया जाना चाहिए।
ग)	निर्दिष्ट अवधि के दौरान कारोबार	चार्टर्ड अकाउंटेंट द्वारा जारी प्रमाण पत्र प्रस्तुत करना होगा।
घ)	बैंकर्स और उनके वर्तमान संपर्क अधिकारियों के नाम और पते	अपने बैंकर्स के नाम और पते के बारे में लिखित जानकारी तथा संपर्क अधिकारी (अर्थात् वे व्यक्ति जिनसे बैंक द्वारा अपने बैंकर्स के कार्यालय में संपर्क किया जा सकता है, यदि ऐसा आवश्यक हो) का पूरा विवरण जैसे नाम, डाक पता, ई-मेल आईडी, टेलीफोन (लैंडलाइन और मोबाइल) नंबर, फैक्स नंबर आदि प्रस्तुत किया जाना चाहिए।
ङ)	बैंक खाते का विवरण	उनके बैंक खातों का पूरा विवरण दिया जाना चाहिए, जैसे खाता संख्या, प्रकार, कब खोला गया आदि।
च)	पूर्ण किये गये कार्यों का विवरण	ग्राहकवार कार्यों के नाम, कार्य के निष्पादन का वर्ष, निष्पादित कार्य की स्वीकृत और वास्तविक लागत, अनुबंध में निर्धारित कार्य पूरा होने का समय और कार्य पूरा करने में लगा वास्तविक समय, अधिकारियों/प्राधिकारियों/विभागों के नाम और पूर्ण संपर्क विवरण जिनके अधीन कार्य निष्पादित किया गया/थे, प्रस्तुत किया जाना चाहिए।
छ)	एएमसी	पीएसयू/ पीएसबीज़/ एयरपोर्ट/ केंद्र सरकार/ आरबीआई/ वित्तीय संस्थानों/ प्रतिष्ठित वाणिज्यिक प्रतिष्ठानों से संतोषजनक अविच्छिन्न सेवा प्रदान करने का प्रमाण पत्र टेंडर के भाग II खोलने के लिए पात्रता प्राप्त करने के लिए आवश्यक है।



क्र. सं.	वस्तु	विवरण
i.	ई-निविदा सं.	<b>RBI/Bangalore Regional Office/Estate/47/25-26/ET/755</b>
ii.	कार्य का नाम एवं स्थान.	आरबीआई कर्मचारी क्वार्टर्स, ओसबोर्न रोड, बेंगलुरु में फ्लैट्स की सफाई और रखरखाव के लिए वार्षिक रखरखाव अनुबंध।
iii.	निविदा आमंत्रित करने वाले प्राधिकारी का नाम एवं पता।	क्षेत्रीय निदेशक, भारतीय रिजर्व बैंक, संपदा विभाग, पोस्ट बॉक्स नं. 5467, 10/3/8, नृपथुंगा रोड, बेंगलुरु - 560001 ईमेल आईडी: <a href="mailto:estatebangalore@rbi.org.in">estatebangalore@rbi.org.in</a>
iv.	अनुमानित लागत	₹87.51 लाख (अठहत्तर लाख इक्यावन हजार मात्र) जीएसटी 18% सहित
v.	बयाना राशि जमा (ईएमडी)।	₹1,75,020.00/- (एक लाख पचहत्तर हजार बीस रुपये मात्र)
vi.	ईएमडी जमा करने की अंतिम तिथि	27 जनवरी, 2026 को 10:00 बजे
vii.	प्रदर्शन बैंक गारंटी (पीबीजी) / सुरक्षा जमा (एसडी)	अनुबंध मूल्य का 5% और 5% प्रतिधारण धन (सफल बोलीदाता द्वारा प्रस्तुत किया जाएगा)
viii.	(क) निविदा दस्तावेज उपलब्ध हैं तथा उन्हें ई-निविदा मोड के माध्यम से डाउनलोड/जमा किया जाना है।	बैंक के अनुमोदित ई-टेंडर पोर्टल <a href="https://mstcecommerce.com/eprocn">https://mstcecommerce.com/eprocn</a> के माध्यम से
ix.	(ख) वह अवधि जिसके दौरान निविदा दस्तावेज एमएसटीसी ई-टेंडर पोर्टल पर उपलब्ध रहेंगे।	30 दिसंबर 2025; दोपहर 12:00 बजे से 27 जनवरी 2026; सुबह 10:00 बजे तक
x.	ई-निविदा और भुगतान की जाने वाली लेनदेन शुल्क की राशि पर महत्वपूर्ण निर्देश।	ई-टेंडर के लिए निर्देशों के लिए, कृपया टेंडर दस्तावेज के ई-टेंडर के लिए महत्वपूर्ण निर्देशों को देखें। ई-टेंडर लेनदेन शुल्क MSTC वेबसाइट पर लागू होने के अनुसार भुगतान किया जाना चाहिए।
xi.	बोली-पूर्व बैठक (ऑफलाइन).	13 जनवरी 2026 को 11:00 बजे



		<p>भारतीय रिज़र्व बैंक, संपदा विभाग, पोस्ट बॉक्स नं. 5467, 10/3/8, नृपथुंगा रोड, बेंगलुरु - 560001</p> <p>नोट: प्रतिभागियों से अनुरोध है कि वे आवश्यक व्यवस्थाओं के लिए एक दिन पहले अपनी भागीदारी की पुष्टि करें और ईमेल आईडी <a href="mailto:estatebangalore@rbi.org.in">estatebangalore@rbi.org.in</a> के माध्यम से अपने प्रश्न अग्रिम रूप से जमा करें।</p>
xii.	अंतिम बोली जमा करने की तिथि और समय (ऑनलाइन) - प्री - क्वालिफिकेशन (पीक्यू) पेपर, टेक नो - कमर्शियल (भाग I) बोली एण्ड मूल्य-बोली (भाग II)।	27 जनवरी, 2026 तक 10.00 बजे तक
xiii.	प्रौद्योगिकी गैर-वाणिज्यिक बोली (भाग I) खोलने की तिथि और समय।	27 जनवरी, 2026 तक 11.00 बजे
xiv.	मूल्य-बोली (भाग II) बोली खोलने की तिथि और समय।	निविदा का भाग II (मूल्य बोली) उसी दिन या बाद की किसी तारीख को खोला जाएगा, जिसकी सूचना बोलीदाताओं को दी जाएगी।
xv.	निविदा की वैधता	निविदा के भाग-I के खुलने की तिथि से नब्बे दिन।
xvi.	लेनदेन शुल्क	एमएसटीसी पोर्टल में उल्लिखित लेनदेन शुल्क का भुगतान एमएसटीसी भुगतान गेटवे/एनईएफटी/आरटीजीएस के माध्यम से एमएसटीसी लिमिटेड के पक्ष में किया जाएगा।
xvii.	निविदा आमंत्रित करने वाले प्राधिकारी के संपर्क विवरण।	सुश्री मोहना प्रिया एस (प्रबंधक, संपदा विभाग) संपर्क नंबर। 080-2180291 मेल आईडी: <a href="mailto:smohanapriya@rbi.org.in">smohanapriya@rbi.org.in</a>



## टिप्पणियाँ:

1. भाग-II, अर्थात् मूल्य-बोली केवल उन ठेकेदारों/बोलीदाताओं के संबंध में बैंक द्वारा सूचित की गई तिथि पर खोली जाएगी जो भाग-I में निर्धारित सभी मानदंडों को पूरा करते हैं। बैंक बिना कोई कारण बताए किसी या सभी ई-निविदाओं को स्वीकार या अस्वीकार करने का अधिकार सुरक्षित रखता है।
2. आवेदकों को अपने हाल के ग्राहकों के नाम और पते देने होंगे, जिनके लिए उन्होंने हाल के अतीत में समान कार्य किए हैं, साथ ही लागत, कार्य के प्रकार आदि का पूर्ण विवरण भी देना होगा।
3. आवेदकों/निविदाकर्ताओं को भाग I जमा करने की अंतिम तिथि से पहले एमएसटीसी पोर्टल पर निम्नलिखित प्रस्तुत करना होगा:  
(क) अपने ग्राहकों से अनुलग्नक-सी में दिए गए प्रारूप के अनुसार ग्राहक प्रमाणपत्र, जिनके लिए उन्होंने इस नोटिस में वर्णित पात्रता (पूर्व-योग्यता) मानदंडों के अनुसार "पात्र कार्य" किए हैं।  
(ख) अपने बैंकर/बैंकरों से अनुलग्नक-एफ में दिए गए प्रारूप के अनुसार बैंकर प्रमाण-पत्र।
4. प्रमाण-पत्र क्षेत्रीय निदेशक, संपदा विभाग, भारतीय रिजर्व बैंक, बंगलुरु को संबोधित होने चाहिए तथा निविदा के भाग-I के साथ प्रस्तुत किए जाने चाहिए।
5. क्लाइंट का प्रमाण पत्र तभी स्वीकार किया जाएगा जब उस पर किसी सरकारी/अर्धसरकारी संगठन या पीएसयू के मामले में कार्यकारी अभियंता/अधीक्षक अभियंता या समकक्ष रैंक के अधिकारी द्वारा हस्ताक्षर किए गए हों और ठेकेदार द्वारा किए गए काम के लिए उसे प्राप्त भुगतान के पर्याप्त प्रमाण द्वारा समर्थित हों। निजी संगठनों द्वारा जारी क्लाइंट के प्रमाण पत्र के साथ स्रोत पर कर कटौती (टीडीएस) प्रमाण पत्र भी होना चाहिए। बैंक को इन प्रमाण पत्रों को स्वतंत्र रूप से सत्यापित करने का अधिकार होगा।
6. सरकारी विभागों/सार्वजनिक क्षेत्र के उपक्रमों के संबंध में प्रमाण-पत्र पर संबंधित कार्यकारी अभियंता या समकक्ष या उच्चतर पद के अधिकारी द्वारा हस्ताक्षर होना चाहिए।
7. बैंक निविदाओं की मूल्य बोली के मूल्यांकन से पहले उक्त रिपोर्टों का मूल्यांकन करेगा। यदि किसी भी समय किसी भी निविदाकर्ता के पास निविदा प्रक्रिया में भाग लेने के लिए आवश्यक योग्यता नहीं पाई जाती है और/या उसके ग्राहकों और/या उसके बैंकरों से प्राप्त उसकी कार्य निष्पादन रिपोर्ट असंतोषजनक पाई जाती है, तो बैंक निविदा के भाग-I के खुलने के बाद भी उसके प्रस्ताव को अस्वीकार करने का अधिकार सुरक्षित रखता है। ऐसा करने के लिए बैंक कोई कारण बताने के लिए बाध्य नहीं है।



8. बैंक न्यूनतम बोली को स्वीकार करने के लिए बाध्य नहीं है तथा किसी भी बोली को पूर्णतः या आंशिक रूप से स्वीकार करने का अधिकार रखता है तथा बिना कोई कारण बताए सभी बोली को अस्वीकार करने का अधिकार रखता है।
9. बैंक बिना कोई कारण बताए किसी भी या सभी बोलियों को स्वीकार या अस्वीकार करने का अधिकार सुरक्षित रखता है और किसी भी नियम और शर्तों में ढील देने का अधिकार भी सुरक्षित रखता है। किसी भी ठेकेदार के पास अपनी बोली को अस्वीकार किए जाने के लिए RBI के खिलाफ कोई कार्रवाई या दावा करने का कारण नहीं होगा।
10. आवेदकों को अपनी योग्यता के समर्थन में दस्तावेजी साक्ष्य प्रस्तुत करके बैंक को संतुष्ट करना होगा और ऐसा करने में विफल रहने की स्थिति में, बैंक उनकी उम्मीदवारी को अस्वीकार करने का अधिकार सुरक्षित रखता है। बिना ईएमडी के निविदाएं किसी भी परिस्थिति में स्वीकार नहीं की जाएंगी।
11. सभी निविदाकर्ता कृपया ध्यान दें कि भविष्य में ई-निविदा में कोई भी संशोधन / शुद्धिपत्र, यदि कोई हो, केवल आरबीआई वेबसाइट और एमएसटीसी वेबसाइट पर अधिसूचित किया जाएगा, जैसा कि ऊपर बताया गया है और समाचार पत्र में प्रकाशित नहीं किया जाएगा।

लिए कृपया निविदा दस्तावेज, तकनीकी-वाणिज्यिक बोली (भाग I) और मूल्य-बोली (भाग II) देखें। आगे कोई शुद्धिपत्र/परिशिष्ट, यदि कोई हो, बैंक की वेबसाइट <https://www.rbi.org.in/> पर उपलब्ध कराया जाएगा। 'निविदाएँ' लिंक और <https://www.mstcecommerce.com/eprocn> के अंतर्गत। बैंक सबसे कम बोली स्वीकार करने के लिए बाध्य नहीं है और किसी भी बोली को पूर्ण या आंशिक रूप से स्वीकार करने का अधिकार सुरक्षित रखता है। बैंक बिना कोई कारण बताए किसी एक या सभी निविदाओं को अस्वीकार करने का अधिकार भी सुरक्षित रखता है।

**महाप्रबंधक प्रभारी अधिकारी**  
**भारतीय रिजर्व बैंक**  
**बैंगलुरु**



भारतीय रिज़र्व बैंक, बेंगलुरु  
Reserve Bank of India, Bengaluru  
संपदा विभाग Estate Department  
बेंगलुरु Bengaluru

(Website: [www.rbi.org.in](http://www.rbi.org.in))

(केवल ई-निविदा e-Tendering only)

Tender Document Part-I  
(Technical & Commercial)

कार्य का नाम: भारतीय रिज़र्व बैंक कर्मचारी क्वार्टर्स, ओस्बोर्न रोड, बेंगलुरु में फ्लैटों की सफाई और रखरखाव के लिए वार्षिक रखरखाव अनुबंध के लिए निविदा।

Name of work: Tender for Annual Maintenance Contract for Cleaning and Maintenance of flats at RBI Staff Quarters, Osborne Road, Bengaluru.

RBI/Bengaluru Regional Office/Estate/47/25-26/ET/755

(To be submitted via MSTC V3 portal only)

Date from which e-Tender will be available on MSTC website	December 30, 2025; 12:00 PM onwards
Date & time of Pre-bid meeting	January 13, 2026 at 11:00 AM
Last date of submission of e-Tender	January 27, 2026 till 10:00 AM

## **DISCLAIMER**

Reserve Bank of India, Estate Department, Bengaluru has prepared this document to give background information on the work to the interested parties. While Reserve Bank of India has taken due care in the preparation of the information contained herein and believe it to be in order, neither Reserve Bank of India nor any of its authorities or any of their respective officers, employees give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

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

Reserve Bank of India reserves the right not to proceed with the work or to change the configuration of the work, to alter the timetable reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest.

No reimbursement of cost of any type will be paid to persons or entities expressing interest. Any amendments / corrigendum to the tender, if any, issued in future will only be notified on the RBI Website and MSTC Website and will not be published in the newspaper.

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**RESERVE BANK OF INDIA  
ESTATE DEPARTMENT  
Bengaluru**

**NOTICE INVITING e-TENDER**

**Annual Maintenance Contract for Cleaning and Maintenance of flats at RBI Staff/Officers Quarters, Osborne Road, Bengaluru.**

Reserve Bank of India, Bengaluru invites two parts tenders through e-Tender mode from eligible contractors who meets the minimum pre-qualification criteria specified below for the following work. The salient details of the work for which bids are invited are as under:

S No	Item	Description
i	e-Tender No.	<b>RBI/Bangalore Regional Office/Estate/47/25-26/ET/755</b>
ii.	Name and location of the work.	Annual Maintenance Contract for Cleaning and Maintenance of flats at RBI Staff Quarters, Osborne Road, Bengaluru.
iii	Name & address of tender inviting authority.	Regional Director, Reserve Bank of India, Estate Department, Post Box No. 5467, 10/3/8, Nrupathunga Road, Bengaluru - 560001 E Mail id: <a href="mailto:estatebangalore@rbi.org.in">estatebangalore@rbi.org.in</a>
iv	Estimated Cost	<b>₹87.51 Lakh</b> (Rupees Eighty-Seven Lakh Fifty-One Thousand Only) inclusive of GST at 18%
v	Earnest Money Deposit (EMD).	<b>₹1,75,020.00/-</b> (Rupees One Lakh Seventy-Five Thousand and Twenty only)
vi	Last Date of submission of EMD	10:00 Hrs. of January 27, 2026
vii	Performance Bank Guarantee (PBG)	Performance Bank guarantee (PBG) of 5% of the contract value immediately on receipt of work order as Security for due fulfilment of terms and obligation of currency of the contract.
viii.	(a) Tender documents available on and to be downloaded / submitted through e-Tender mode.	Through Bank's approved e-Tender portal <a href="https://mstcecommerce.com/eprocn">https://mstcecommerce.com/eprocn</a>
ix.	(b) Period during which Tender documents will be available in the MSTC e-tender portal.	From December 30, 2025; 12:00 PM onwards to January 27, 2026 ;10:00 AM
x.	Important instructions on e-Tender and amount of transaction fee to be paid.	For instructions on e-Tender, please refer to the tender paper: IMPORTANT INSTRUCTIONS FOR E – TENDER of the tender document.

		e-Tender transaction fee shall be paid in the MSTC Website as applicable.
xi	Pre-bid meeting (offline).	11:00 hrs on January 13, 2026 at Reserve Bank of India, Estate Department, Post Box No. 5467, 10/3/8, Nrupathunga Road, Bengaluru - 560001  Note: The participants are advised to confirm their participation one day before to make the necessary arrangements through mail ids <a href="mailto:estatebangalore@rbi.org.in">estatebangalore@rbi.org.in</a> and may preferably submit their queries well in advance.
xii	Last date and time of submission of bid (online) - Pre-Qualification (PQ) papers, Techno-commercial (Part I) bid and Price-bid (Part II).	Up to 10.00 hrs of January 27, 2026
xiii	Date & time for opening of Techno-commercial bid (Part I).	11.00 Hrs. on January 27, 2026
xiv	Date & time for opening of Price-bid (Part II) bid.	Part II (Price Bid) of the tender shall be opened on the same day or on a subsequent date which shall be intimated to the bidders.
xv	Validity of the tender	90 days from the date of opening of the PART- I of the Tender.
xvi	Transaction fee	Payment of Transaction fee as mentioned in the MSTC portal through MSTC payment gateway/NEFT/RTGS in favour of MSTC LIMITED.
xvii	Contact details of tender inviting authority personnel.	Ms. Mohana Priya S (Manager, Estate Department) Contact no. 080 – 22180291 Mail id: <a href="mailto:smohanapriya@rbi.org.in">smohanapriya@rbi.org.in</a>

**General Manager O-i-C  
Reserve Bank of India  
Bengaluru**

## IMPORTANT INSTRUCTIONS FOR E - TENDER

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

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

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

**Special Note:** The Techno-Commercial Bid and Price Bid must be submitted on-line through [www.mstcecommerce.com/eprocn](http://www.mstcecommerce.com/eprocn)

- 1) Vendors are required to register themselves online with [www.mstcecommerce.com](http://www.mstcecommerce.com) => e-Procurement => PSU/ Govt. depts. => Select RBI Logo => Register as Vendor => Filling up details and creating own user id and password => Submit.
- 2) Vendors will receive a system generated mail confirming their registration in their e-mail which has been provided during filling the registration form. In case of any clarification, vendors may contact RBI / MSTC before the scheduled time of the e- tender.

### **Contact person (RBI):**

1. Mohana Priya S (Manager, Estate Department) 080-22180291
2. Shri Karan (Manager, Estate Department) 080-22180262

### **Contact person (MSTC Ltd):**

1. Shri. J. Damodaran, Branch Manager:  
080-22287356 / 9841002253 ([jdamodaran@mstcindia.co.in](mailto:jdamodaran@mstcindia.co.in))
2. Raveendranath, 76764 56095
3. Arnab Sarkar 9986036012

Google hangout ID- (for text chat)- [mstceproc@gmail.com](mailto:mstceproc@gmail.com)

MSTC central helpdesk no: 033-23400020/23400021/23400022

Email: [helpdesk@mstcindia.co.in](mailto:helpdesk@mstcindia.co.in)

### **B) System Requirements:**

- i) Windows 7 or above Operating System.
- ii) IE-7 and above Internet browser.
- iii) Signing type Digital Signature
- iv) Latest updated JRE 8 (x86 offline) software to be downloaded and installed in the system.

To disable "Protected Mode" for DSC to appear in the signer box following settings may be applied.

- Tools => Internet Options => Security => Disable protected Mode If enabled- i.e, Remove the tick from the tick box mentioning "Enable Protected Mode".

Other Settings:

- Tools => Internet Options => General => Click on Settings under "browsing history / Delete Browsing History" => Temporary Internet Files => Activate "Every time I Visit the Webpage".  
To enable ALL active X controls and disable 'use pop up blocker' under Tools => Internet Options => custom level (Please run IE settings from the page [www.mstcecommerce.com](http://www.mstcecommerce.com) once)

The 'Techno-Commercial Bid' and the 'Price Bid' shall have to be submitted online at [www.mstcecommerce.com/eprocn](http://www.mstcecommerce.com/eprocn). Tenders will be opened electronically on specified date and time as given in the tender.

All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity.

**Special Note towards Transaction fee:**

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

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

**Note**

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

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 e-mail 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).

E-tender cannot be accessed after the due date and time mentioned in NIT.

**Bidding in e-Tender:**

- a) The process involves Electronic Bidding for submission of 'Techno-Commercial Bid' and 'Price Bid'.
- b) The vendor(s) who have submitted transaction fee can only submit their Bids through internet in MSTC website [www.mstcecommerce.com](http://www.mstcecommerce.com) => e-procurement => PSU / Govt. depts. => Login under RBI => My menu => Auction Floor Manager => live event => Selection of the live event.
- c) The vendor should have run JAVA application. This exercise has to be done immediately after opening of Bid floor. Then they have to fill up Common terms / Commercial specifications and save the same. After that, they should click on the 'Techno-Commercial Bid'. If this JAVA application does not run, then the vendor will not be able to save / submit his 'Techno-Commercial Bid'.
- e) After filling the 'Techno Commercial Bid', vendors must click 'save' for recording the same. Once the 'Price Bid' link becomes active and the details are filled up, vendors have to click on "save" to record the 'Price Bid'. After both the 'Techno-Commercial Bid' & 'Price Bid' have been saved, vendor must click on the "Final submission" button to register the bids.
- f) Pages of Part I (Techno-Commercial Bid) of the tender where details shall be filled in and signed, shall be downloaded from the uploaded tender documents, details filled in, signed and uploaded. Vendors are instructed to use '*Attach Doc*' button to upload documents. Multiple documents can be uploaded.
- g) In all cases, vendors are advised to use their own ID and Password along with Digital Signature at the time of submission of their bids.
- h) During the entire e-tender process, the vendors will remain completely anonymous to one another and also to everybody else.
- i) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.

- j) 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 the work.
- k) It is mandatory that all the bids are submitted with Digital Signature Certificate otherwise the same will not be accepted by the system.
- l) 'Buyer' reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part, without assigning any reason thereof.

**No deviation of the terms and conditions of the tender document is acceptable after opening of Part I of the tender.** Submission of bid in the e-tender floor by any vendor confirms his acceptance of terms & conditions for the tender. Any order resulting from this tender shall be governed by the terms and conditions mentioned therein. 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 reasons thereof.

Vendors are requested to read the vendor guide and see the video in the page [www.mstcecommerce.com/eprocn](http://www.mstcecommerce.com/eprocn) to familiarize them with the system before bidding.

Vendors are requested to quote rates without GST on 'Works Contract' and the same may be explicitly indicated in the column/ row specifically meant for that. No Change in quoted rates will be accepted.

**Important Note**

In the price bid due to number of words limitation of 1,000 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 schedule of quantities and other specifications/terms and conditions given in this tender document. For execution and rate purpose, the details given in schedule of quantities in this tender document will be implemented.

## निविदा फार्म / Form of Tender

क्षेत्रीय निदेशक/ The Regional Director  
भारतीय रिज़र्व बैंक/ Reserve Bank of India  
संपदा विभाग, / Estate Department, Bengaluru

महोदय/ Dear Sir,

इसमें इसके पश्चात ज्ञापन में विनिर्दिष्ट कार्यों से संबंधित विनिर्देशनों, ड्राइंगों, डिजाइनों और मात्राओं की अनुसूची की जांच कर और उक्त ज्ञापन में विनिर्दिष्ट कार्य-स्थल देखकर एवं जांचकर तथा निविदा को प्रभावित करनेवाली तत्संबंधी अपेक्षित जानकारी प्राप्त कर, मैं / हम एतद्वारा उक्त ज्ञापन में विनिर्दिष्ट समय के भीतर, संलग्न की गई मात्राओं की अनुसूची में उल्लिखित दरों पर निविदा में दिए गए करार के अंतर्नियमों, संविदादारों के लिए विशेष अनुदेशों, संविदादारों को सामान्य अनुदेश तथा विशेष शर्तों, शर्तों मात्राओं की अनुसूची एवं निविदा की शर्तों में लिखित रूप में दिए गए विनिर्देशनों, डिजाइनों, ड्राइंगों और डाटा शीट और मात्राओं की अनुसूची और इसके लिये उपलब्ध करायी गयी सामग्रियों के साथ तथा अन्य सभी मामलों में ऐसी शर्तों के अनुसार जहाँ तक वे लागू हों, उक्त ज्ञापन में विनिर्दिष्ट कार्य को निष्पादित करने का प्रस्ताव रखता हूँ/ रखते हैं।

Having examined the specifications, drawings, designs and schedule of quantities relating to the works specified in memorandum hereinafter set out and having visited and examined the site of the works specified in the said memorandum having acquired the requisite information relating thereto as affecting the tender, we hereby offer to supply and execute the works specified in the said memorandum, within the time specified in the time memorandum, at the rates mentioned in the attached schedule of quantities and in all respects with the specifications, designs, drawings and instructions in writing referred to in conditions of tender, the Articles of 'Agreement, Special Conditions, Schedule of Quantities and conditions of Contract and with such materials as are provided for by us, and in all other respects in accordance with such conditions so far as they may be applicable.

### ज्ञापन /MEMORANDUM

(a)	कार्य का विवरण /Description of works	Annual Maintenance Contract for Cleaning and Maintenance of flats at RBI Staff Quarters, Osborne Road, Bengaluru
(b)	अनुमानित लागत(रु)Estimated cost	₹87.51 Lakhs
(c)	बयाना / Earnest money deposit	₹1,75,020/- from all bidders
(d)	भुगतान का प्रकार/ Mode of payment	व्यावसायिक शर्तों की मद संख्या 37 के अनुसार As per clause 37 of the General instructions to contractors.
(e)	Contract Period	One Year (The contractor should quote the rates for one year, in order to bring the AMC in line with banks financial year, the work order will be issued

		to the successful bidder for a maintenance period from <b>April 01, 2026 to March 31, 2027</b> , and later based on the satisfactory performance of the contract, the contract may be renewed. However, the decision of the Bank in this regard shall be final and binding.
(f)	Performance Bank Guarantee /Security Deposit	<b>5% of the contract value (to be submitted by successful bidder)</b> from a scheduled bank.
(g)	Percentage, if any, to be deducted from each bill	Retention Money @ 5% is to be recovered from each on-account bill till the total recovery amounts to 5% of the contract value as stipulated in the tender document
(a)	कार्य का विवरण /Description of works	Annual Maintenance Contract for Cleaning and Maintenance of flats at RBI Staff/Officers Quarters, Osborne Road, Bengaluru
(b)	अनुमानित लागत(रु)Estimated cost	<b>₹87.51 Lakhs</b>
(c)	बयाना / Earnest money deposit	<b>₹1,75,020/-</b> from all bidders
(d)	भुगतान का प्रकार/ Mode of payment	वाणिज्यिक शर्तों के अनुच्छेद 19 के अनुसार। As per para 19 of commercial conditions.
(e)	बिल के पटाने की अवधि/ Period for settlement of Bill	अंतिम बिल- 45 दिन Final Bill - 45 days

मैं / हम सहमत हैं: I / We agree to:

निविदा स्वीकार होने पर मैं/हम यहां संलग्न संविदा को उक्त शर्तों के निबंधनों एवं प्रावधानों को पूरा करने और उसका पालन करने के लिए या उसमें चूक करने पर संविदा की लिखित में स्वीकृति सहित उक्त शर्तों में वर्णित बयाना जमा राशि जब्त किये जाने और भारतीय रिज़र्व बैंक को अदा करने के लिए सहमत हूँ/हैं।

Should this tender be accepted, I/We hereby agree to abide 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.

मैं /हम यह बात समझते हैं कि आपके पास बिना कोई कारण बताए सभी या किसी निविदा को स्वीकार करने या अस्वीकार करने का अधिकार सुरक्षित है। हमने ₹1,75,020/- की राशि बयाना जमा राशि के रूप में भारतीय रिज़र्व बैंक के पास जमा की है जिस पर कोई ब्याज देय नहीं होगा। यदि हम सूचित किए गए अनुसार संविदा को निष्पादित करने में असफल रहते हैं तो हम इस बात से सहमत है कि भारतीय रिज़र्व बैंक द्वारा इस राशि को जब्त कर लिया जाएगा।

I/We understand that you reserve the right to accept or reject any or all the tender either in full or in part without assigning any reason therefor. We have deposited a sum of ₹1,75,020/- as earnest money with the Reserve Bank of India, which amount is not to bear any interest. Should we fail to execute the Contract when called upon to do so, we do hereby agree that this sum shall be forfeited by us to the Reserve Bank of India.

हमारे बैंकर के ब्यौरे निम्न हैं/ The details of our bankers are :

म संख्या/ Sr. No. 1	बैंक का नाम/ Name of Bank 2	शाखा और उसका पूरा पता Branch and its complete address 3	संपर्क व्यक्ति का पता/ Name of the contact person 4	टेलीफोन और फैक्स नंब Telephone and FAX number 5

हमारी फर्म के भागीदारों के नाम हैं The names of partners of our firm are

(i) \_\_\_\_\_

(ii) \_\_\_\_\_

हस्ताक्षर करने के प्राधिकृत फर्म के भागीदारों के नाम

Name of the partners of the firm \_\_\_\_\_

Authorized to sign

या OR

संविदा पर हस्ताक्षर करने के लिए पावर ऑफ अटार्नी की शक्ति रखने वाले व्यक्ति का नाम

Name of person having Power of Attorney \_\_\_\_\_

to sign the contract

(भागीदारी विलेख और पावर ऑफ अटार्नी की सत्यापित प्रति लगाई जाए)

(Certified true copy of the Partnership Deed and the Power of Attorney should be attached)

भवदीय Yours faithfully,

\_\_\_\_\_  
(संविदाकार के हस्ताक्षर Signature of Contractor)

साक्षी Witnesses

(1) \_\_\_\_\_

(हस्ताक्षर Signature)

पता Address

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

(हस्ताक्षर Signature)

पता Address

## AGREEMENT / CONTRACT

**This agreement made on \_\_\_\_\_ day of \_\_\_\_\_ month \_\_\_\_\_ year between** the Reserve Bank of India, Nrupathunga Road, Bengaluru-560 001 (hereinafter called the Bank) which expression shall unless it be repugnant to the context and meaning thereof deemed to include its successors and assignees of the one part and M/s \_\_\_\_\_

(Hereinafter called the contractor) which expression shall unless it be repugnant to the context and meaning thereof deemed to include his successors in title and assignees on the other part. Whereas the Bank is desirous of having Comprehensive Annual Maintenance Contract for \_\_\_\_\_

\_\_\_\_\_ Residential Colonies of Reserve Bank of India, Bengaluru and the agency / contractor has agreed to undertake and execute the required services as detailed in the Annexure on the terms and conditions stated below and set out herein this agreement/contract.

**Now it is hereby agreed as follows:**

In consideration of the said contract amount of ₹. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) inclusive of all Taxes from \_\_\_\_\_ to \_\_\_\_\_ to be paid at the times and in the manner set forth in the tender conditions, the contractor shall upon and subject to the said conditions execute and complete the work as described in the tender specifications and schedule of quantities

1. The Bank shall pay the contractor the said amount or such other sum as shall become payable at the times and in the manner specified in the tender conditions. In case of delay, non-performance, or breach of contract terms, a penalty as per the terms of tender shall be levied at the discretion of the competent authority.
  
2. The tender conditions and the conditions in the **letter no.** \_\_\_\_\_ **dated** \_\_\_\_\_ thereto shall be read and construed as forming part of this agreement and the parties hereto shall respectively abide by, submit themselves to the tender conditions and perform the agreements on their part respectively as per conditions contained in the tender.
  
3. This agreement, letter of offer, letter of acceptance, annexure to the agreement / contract and all correspondences between the Bank and the contractor shall form the basis of this contract/agreement. The contract is for the period from \_\_\_\_\_ to \_\_\_\_\_.

4. The contractor shall not assign, transfer, or subcontract any portion of this contract without prior written approval from the employer, failing which the contract may be terminated with forfeiture of performance security. The contractor shall afford every reasonable facility for carrying out other ancillary works through other agencies.
5. The contractor shall take a third-party insurance under the Workmen Compensation Act or any other policy that will cover accidental death/injury to the workman employed in the worksite, at his own cost. The insurance shall cover all the labourers' deployed by him during the period of the contract. The policy should be submitted within 7 days from the date of signing of the agreement.
6. The Bank reserves to itself the right of altering the nature of work by adding to or omitting any items of work without prejudice to this contract.
7. All payments to the contractor under this contract will be made only by RBI, Bengaluru.
8. All disputes arising out of or in any way connected with this agreement shall be deemed to have arisen in Bengaluru and only Courts in Bengaluru shall have jurisdiction to determine the same.
9. That both the parties to this contract have been read by the contract and fully understood the contract.
10. That the contractor shall not revoke this agreement/contract without giving three months prior notice in writing to the Bank.
11. That the Bank has the discretion to either to renew the agreement/contract at the close of this agreement/contract or to go for fresh agreement/contract upon calling tender or in whatsoever manner it decides.
12. The Contractor is willing for renewal of the contract at the end of the year with an increase in the rate worked out as per the extant instructions (rate worked out taking into consideration the consumer/labour/metal products indices six months prior to the anniversary date of the contract as well as the indices six months prior to anniversary date of the previous year).
13. That if the contractor does not comply with/abide by the terms and conditions of this agreement/contract, tender conditions, letter of offer, letter of acceptance, annexure to the agreement/contract, then the Bank has the discretion to terminate the agreement/contract without prior

notice to the contractor as shall go for fresh contract / agreement in whatsoever manner the Bank decides.

14. The contractor shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure/systems/equipments 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 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.
15. The Contractor shall take all appropriate actions with respect to its employees to ensure that the obligations with respect to its employees to ensure that the obligations of nondisclosure of confidential information under this agreement are fully satisfied.
16. The Contractor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.
17. The Contractor / Agency shall comply with the provisions of "the Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013". In case of any complaint of sexual harassment against its employee within the premises of the Bank. The complaint will be filed before the Internal Complaints Committee constituted by the Contractor / Agency or Local Complaints Committee as the case may be and the Contractor / Agency shall ensure appropriate action under the said Act in respect to the complaint.
18. Any complaint of sexual harassment from any aggrieved employee of the contractor against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.
19. The Contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the Contractor, for instance any monetary relief to Bank's employee, if sexual violence by the employee of the Contractor is proved.

20. The Contractor shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.
21. The Contractor shall provide a complete and updated list of its employees who are deployed within the Bank's premises.
22. The Contractor shall comply with the statutory provisions of Contract Labour (Regulation & Abolition) Act, 1970; Employees State Insurance Act; Workman's Compensation Act, 1923; Payment of Wages Act, 1936; The Employees Provident Fund (and Miscellaneous Provisions) Act, 1952; Payment of Bonus Act 1965; The Minimum Wages Act, 1948; Employees Liability Act, 1938; Employment of Children Act 1938; Maternity Benefit Act and / or any other rules/regulations and / or statutes that may be applicable to them. The contractor shall be solely responsible for any violation/non-compliance with the provisions of the above-mentioned legislative enactments or any other statutory provisions and shall further keep the RBI, Bengaluru indemnified from all acts of omission, fault, breaches and / or any claim, demand, loss, injury and expense arising out from the non-compliance of the aforesaid statutory provisions. Contractors' failure to fulfil any of the obligations hereunder and / or under the said Acts, Rules / Regulations / or any bye-laws or rules framed under or any of these, the RBI, Bengaluru shall be entitled to cover any of the such loses or expenses, which it may have to suffer or incur on account of such claims, demand, loss or injury, from the contractor's monthly payment and Security Money Deposit.
23. The Contractor shall be responsible for all injury or damage to persons, animals or things, and for all damage to property which may arise from any factor omission on the part of the Contractor or any Sub-Contractor or any nominated Sub-Contractor or any of their employees. The liability under this clause shall cover also inter-alia any damage to structures, whether immediately adjacent to the works or otherwise, any damage to roads, streets, footpaths, bridges as well as damage caused to the building and other structures and works forming the subject matter of this contract. The contractor shall also be reasonable for any damage caused to the buildings and other structures and works forming the subject matter of this contract due to rain, wind, frost or other inclemency of weather. The Contractor shall indemnify and keep indemnified the Employer and hold him harmless in respect of all and any loss and expenses arising from any such injury or damage to persons or property as aforesaid and also against any claim made in respect of injury or damage, whether under any statute or otherwise and also in respect of any award or compensation or damage consequent upon such claims. The Contractor shall, at his own expense, effect and maintain till issue of the virtual completion certificate under this contract, with an insurance company approved by the Employer, an All Risks Policy for Insurance for the full amount of the contract including earth quake risk in the joint names of the Employer and the Contractor (the name of the former being placed first in the policy) against all risks as per the standard all risk policy for Contractors and deposit such policy or policies with the Employer before commencing the works.

24. You are also advised to submit duly signed undertaking (copy enclosed) and copy of insurance policy along with the Agreement for the person/persons deployed to carry out the AMC work entrusted to you. It is imperative that their antecedents are checked and cleared and covered by Workmen Compensation Insurance Policy. This matter may be accorded extreme importance for the safety of your workmen staff and Bank premises.

**Signature Clause**

Signed and delivered by (Reserve Bank of India, Bengaluru)

Name and Designation)

for Reserve Bank of India, Bengaluru

signed and delivered by the Contractor

(Name and Designation)

Witness

1.

2.

To,

Date:

Reserve Bank of India, Estate Department

10/3/8, Nrupathunga Road, Bengaluru - 560001

### **UNDERTAKING**

I/We have verified the bona fides of the person (s) being deployed by me/us in RBI Main Office / RBI Colonies and hereby undertake to indemnify the Bank for any loss/damage, if any, caused by the person (s) during the course of their deployment in the Bank / its colonies.

Yours faithfully

Authorized Signatories

## General Instructions to Contractors

E-tenders, comprising, Part I (Techno-Commercial Bid) and Part II (Price-Bid), should be uploaded, in MSTC website under RBI Portal for the service of '**Annual Maintenance Contract for Cleaning and Maintenance of flats at RBI Staff/Officers Quarters, Osborne Road, Bengaluru** not later than **10:00 AM on January 27, 2026**

The tender documents, will be available for viewing / downloading, for the intending bidders from **12:00 PM onwards on December 30, 2025**. The tenders of those bidders, who do not comply with the following pre-qualification criteria and have not submitted requisite EMD, will not be considered for opening.

- a. The intending bidder shall have licence, issued by the Labour department, Government of Karnataka, for 'Housekeeping services', copy of the 'Licence' shall be uploaded, along with Part I of the tender.
- b. The intending bidder shall have an exclusive SHE (Safety, Health and Environment) Department / set-up, with professionally qualified staff, for taking care of the safety of their employees and the safety of the customer. Details of the staff, with their designation and qualification shall be uploaded, along with Part I of the tender.
- c. The intending bidder, should have a minimum of, 5 years' experience in executing, similar works\* of Comprehensive Annual Service / Maintenance Contracts, for providing housekeeping services, in large premises of Public Sector Bank's / Financial Institutions / reputed Commercial Establishments. Similar works\* should have been completed on or before **November 2025**. Copies of work orders & completion certificates, for works, done before the stipulated date, shall be uploaded along with Part I of the tender.
- d. The intending bidder should have executed, similar works\* of Comprehensive Annual Service / Maintenance Contracts, for providing housekeeping services, in large premises of Public Sector Bank's / Financial Institutions / reputed Commercial Establishments, during a period of **5 years prior to November 2025**. Copies of work orders & completion certificates, for works, done before the stipulated date, shall be uploaded along with Part I of the tender. The value of such executed works, shall be as under:
  - i. Minimum three works costing not less than the amount equal to 40 % of the estimated cost  
OR
  - ii. Minimum two works costing not less than the amount equal to 50 % of the estimated cost  
OR
  - iii. Minimum one work not less than the amount equal to 80 % of the estimated cost
- e. Minimum, yearly turnover during the last 3 years, shall not be less than **₹87.51 Lakh**. Copies of audited financial statements, for the last 3 years shall be uploaded along with Part I of the tender.
- f. Should have full-fledged local office & service setup at **Bengaluru**, for rendering regular services. Full address and details of the local office & service set up along with copies of documents, in support of this shall be uploaded, along with Part I of the tender.
- g. Should submit a 'Solvency Certificate' issued by the intending bidder's Banker, specifically for the purpose of this tender for an amount not be less than **₹87.51 Lakh**.

\*Similar Works means - Annual Maintenance Contract for Cleaning and Maintenance of flats, Bengaluru, in large premises of Public Sector Bank's / Financial Institutions / reputed Commercial Establishments.

(a)	Composition of the firm.	Full particulars (whether contractor is an individual, or a partnership firm, or a company etc), of the composition of the firm of contractors, in details should be submitted along with name(s) and address (es), of the partner's copy of the Articles of Association / Power of Attorney / other relevant document.
(b)	Work experience & completion of similar works of specified value during the specified period.	Copies of detailed <b>work orders</b> , for the qualifying works, indicating, date of award, value of awarded work, time given for completing the work, etc. and corresponding <b>completion certificates</b> indicating, actual date of completion and actual value of executed, similar works, should be enclosed, proof of the work experience. The details, along with documentary evidence of previous experience, if any, for executing, works for the Reserve Bank of India at any Centre, should also be submitted.
(c)	Turnover.	<b>'Audited Financial Statements'</b> for last three financial years i.e., 2022-23, 2023-24 and 2024-25 along with a <b>certificate of Chartered Accountant</b> indicating the turnover for these financial years.
(d)	Credit worthiness of the contractor and their turnover during the specified period.	Copies of Income Tax Clearance Certificates / Income Tax Assessment Orders, along with the latest final accounts of the business of the contractor, duly certified by a Chartered Accountant, should be enclosed as proof of their creditworthiness and turnover for last three years.
(e)	Name(s) and address(es) of the Bankers and their present contact executives.	Written information, about the names and addresses of their bankers, along with full details, like names, postal addresses, e-mail IDs, telephone (landline and mobile) numbers-, fax numbers, etc. of the contact executives (i.e., the persons who can be contacted at the office of their bankers by the Bank, in case it is so needed) should be furnished.
(f)	Details of bank accounts	Full details of their bank accounts, like account number, type, date of opening etc, should be given.

2. Part I (Techno-Commercial Bid), of the tender will be opened at 11:00 AM on January 27, 2026 After scrutiny of Part-I (Techno-Commercial Bid), Part II (Price-Bid), of the eligible bidders, will be opened on a subsequent date, which would be communicated, to the eligible bidders. Tenders shall remain valid for acceptance by the Bank for a period of three months from the date of opening of Part I of the tender, which period may be extended, by mutual agreement and the bidder shall not cancel or withdraw the tender during this period.

3. Digital Signatures may be used to submit the tender, in token of her/ his / their, acceptance of the terms, conditions, specifications etc and that they have inspected the premises and acquainted themselves of the site conditions, scope of work etc., as laid down.

4. If any of the documents are missing, the tender may be considered invalid by the Bank, at its discretion. No advice / communication with respect to any change in rate(s), terms & conditions, etc shall be entertained by the Bank, after opening of the tender.

5. **Earnest Money Deposit** for a sum of **₹1,75,020/-**, shall be remitted to Bank Account of Reserve Bank of India, on or before **10:00 AM on January 27, 2026**. The account details for NEFT transactions are as follows:

**NEFT, RBI A/c. No.- 8692299,  
IFSC Code: RBIS0BGPA01**

Proof for having remitted the EMD, with transaction number (scanned copy), shall be attached/ uploaded, along with Part I (Techno-Commercial Bid) of the tender. The bidders are also advised to send the proof of remittance with Transaction number (scanned copy) to [estatebangalore@rbi.org.in](mailto:estatebangalore@rbi.org.in) While making remittance of the said amount, 'EMD- ESTATE DEPARTMENT' shall be mentioned in the remark's column.

Intending bidders may also remit the EMD in the form of a Demand Draft or a Bank Guarantee, issued by a scheduled bank drawn in favour of the Reserve Bank of India, in the format prescribed by the Bank ([Annexure D](#)) before the due date and time prescribed above. Tenders of those bidders who have not submitted the required EMD will not be considered by the Bank.

**No interest will be paid on the EMD remitted by the bidders. EMD of the unsuccessful bidders will be refunded / returned by the tender inviting authority in due course.**

7. **The successful bidder shall furnish an amount of 5% of the contract value in the form of online transfer (NEFT/RTGS) to RBI A/c or Performance Bank Guarantee from any scheduled Bank in the form prescribed by the Bank ([Annexure - E](#)) towards security deposit for the due fulfilment of the contract.** The Performance Bank Guarantee towards security deposit shall be valid for the entire contract period. It may be noted that no interest shall be paid on Security Deposit. If the contractor fails to fulfil the contractual obligations, the Security Deposit will be forfeited by the Bank.

The EMD paid by the successful bidder shall be released without any interest after successful execution of the contract agreement and submission of **Performance Bank Security Guarantee or online transfer (NEFT/RTGS) to RBI A/c for 5% of the accepted Contract Value** as provided above, by the successful vendor.

The EMD shall not be accepted in any form other than the one mentioned in the tender notice. The **EMD / Performance Security Bank Guarantee** submitted by the successful bidder shall be forfeited in case the successful bidder fails to commence the work awarded to her / him / them within the prescribed time limit.

8. The Reserve Bank of India does not bind itself to accept, the lowest or any tender and serve to itself the right to accept or reject any or all the tenders, either in whole or in part, without assigning any reasons for doing so. The Earnest Money Deposit will be refunded to the unsuccessful bidders but without any interest. Under no circumstance Earnest Money Deposit will be accepted in the form of fixed deposit or any form other than that specified under clause 5 above.

9. The contractor shall not assign the contract. She / he / they shall not sublet any portion of the contract, except with the written consent of the Bank. In case of breach of these conditions, the Bank may serve,

a notice in writing on the contractor, rescinding the contract, whereupon the Security Deposit, shall stand forfeited to the Bank.

10. For all intents and purpose, the contractor shall be the 'Employer' within the meaning of different 'Manpower Legislations' in respect of the manpower employed and deployed in Bank's premises. The workmen / employees, deployed by the contractor in the Bank's premises, shall not have claims of 'Master and Servant' relationship nor have any 'Principal and Agent' relationship with or against the Competent Authority.
11. On receipt of intimation, from the Bank, of the acceptance of her/ his / their tender, the successful bidder, shall be bound to execute a 'Formal Contract / Agreement' within **Seven days** thereof the successful bidder, shall sign an agreement in accordance with the 'Draft Articles of Agreement' provided herein this tender documents and the Schedule of Conditions, but the written acceptance, by the Reserve Bank of India, of a tender, will constitute a binding contract between the Reserve Bank of India and the person so bidding, whether such a formal agreement is or is not subsequently executed.
12. Each bidder shall, obtain for himself on his own responsibility and at his own expenses, all the information, which may be necessary for the purpose of submitting the tender and for entering into a contract and must inspect the site of the work and acquaint themselves with all local conditions, means of access to the work, nature and scope of the work and all matters appertaining thereto. The Employer's decision in such cases shall be final and shall not be open to arbitration.
13. The rates quoted by the bidders, shall be firm and shall not be subject to exchange variations, labour conditions, fluctuations in railway / road freight charges or any conditions whatsoever. Each invoice / bill shall indicate amongst other things, the contractor's PAN and GST Registration Number (if GST registered). The 'Contract Value' will also be subject to TDS / Withholding Tax as per law.
14. Bidders shall quote rates in Part II (Price Bid) of the tender, without GST on works contract. Those bidders, who are, GST registered vendors, shall quote the GST, @ 18% of the total amount of the rates in Schedule of Quantities, in the row / column / cell(s), provided for the same. This GST will be automatically added, to the total amount and the final amount shown will be, the net bid value, including the GST. No change in quoted rates will be accepted after opening of the tender. The Contractor shall produce to the Bank, adequate proof of remittance of GST, within a reasonable time from remittance.
15. The Employer does not accept liability for any sum, besides the 'Contract Value', subject to such variations as are provided for herein.
16. The successful bidder, is bound to carry out any items of work necessary, for successful execution of the works, in addition to those, specified in the tender even though such items are not included in the quantities and rates. Schedule of instructions in respect of such additional items and their quantities will be issued in writing by the Bank.
17. The contractor, must bear in mind that all the works, shall be carried out strictly in accordance with the specifications provided herein and in compliance of the requirements of the local public authorities and to the requirements of the Bank and no deviation on any account will be permitted, unless otherwise instructed by the Bank, in writing. The successful tenderer should make his own arrangement to obtain all materials required for the work.
18. Every employee so engaged by the contractor shall wear Personal Protective Equipment (PPEs), uniform, a badge bearing his / her name, and safety shoes while on duty. The said Personal Protective Equipment (PPEs), uniform, badge and safety shoes shall be provided by the contractor at his cost.

19. Termination of services of any person deployed by the contractor shall be made by a Letter of Termination of contractor. Bank will not issue any letter in this regard.
20. Water & electricity, required for the work, shall be provided free of cost, by the Bank one location. Contractor shall, make her / his / their own arrangements for conveying the same to the required points. The contractor shall, however take, necessary precautions, to avoid of water / electricity. Necessary safety measures shall be taken by the contractor to avoid any mishaps / accidents. The contractor shall be penalized by the Bank, if any laxity is noticed on the part of the contractor in this connection.
21. The contractor shall provide, copies of required documents/ records, during the period of contract or otherwise even after the expiry of the contract and whenever required by the Bank.
22. The contractor shall be responsible to maintain the premises, structures, properties and equipment of the Bank entrusted to her / him / them. Any damage or loss caused by the contractor's workmen / employees to the premises, structures, properties and equipment of the Bank, during execution of the work, under the scope of this contract, shall be reinstated to its / their original shape / size, at the risk & cost of the contractor. to the Bank in whatever shape, otherwise the cost incurred by the Bank, towards this, would be recovered from the contractor.
23. The Bank does not recognize any employee / employer relationship with any of the workmen / staff of the contractor and their services shall be automatically discontinued with the termination of the contract.
24. In the event of any provisions of the contract requiring to be modified after the agreement has been signed, the modifications shall be made in writing and signed by the Bank and the contractor or his authorized representative. Such modifications will not be effective until the same have been signed by both the parties. Any verbal or written arrangements for abandoning, modifying, extending, reducing or supplementing the contract, or any of the terms thereof, shall be deemed to be, provisional and shall not be binding on the Bank unless and until the same are incorporated in a formal instrument and signed by the Bank and the contractor. The Bank shall not be under any obligation for providing employment to any of the worker of the contractor after expiry of the contractor.
25. If the bidder, shall have any doubt, as to the meaning of any portion of the general conditions, or the special conditions or the scope of the work or the specifications or any other matter concerning the contract, she / he / they shall, in good time, before submitting her / his / their tender, put forth the particulars thereof and submit them to the Bank, in writing in order that such doubts may be clarified authoritatively, in writing before tendering. Once a tender is submitted, the matter will be decided according to tender conditions, in the absence of such authentic preclarification.
26. The Contractor shall pay to the workmen / employees, employed by her / him / them directly, wages not less than fair wages stipulated by the State / Central Government, whichever is higher, as per Minimum Wages Act. Fair Wage means wages, which shall include wages for weekly day of rest and other allowances whether for time or piece work, after taking into consideration prevailing market rates for similar employment in the neighbourhood but shall not be less than the minimum rates of wages fixed, by the State / Central Government, whichever is more, under the payment of Minimum Wages Act.
27. Only able-bodied, physically fit, well trained, literate, disciplined and honest personnel shall be deployed.
28. The intending bidders, are advised to visit the respective premises of the Bank, after obtaining prior approval from the Bank and acquaint themselves of the site conditions before submitting the Tender.

29. The bidders are advised to submit the tender, based, strictly on the General Conditions of the Contract and scope of works, as specified, in the tender documents, and not to stipulate any deviations. If acceptance of the terms and conditions, given in the tender documents, has any price implications, the same should be considered and included in the rates to be quoted in Part II (Price Bid) of the tender. Any tender containing deviation from the laid terms and conditions is liable to be rejected.
30. The contractor shall not be entitled, to any compensation for any loss, suffered by him, on account of delays, in commencing or executing the work, whatever the cause of delays may be, including delays, arising out of modifications, to the work entrusted to him or in any subcontract connected therewith or delays in awarding contracts for other trades of the project or in commencement or completion of such works. The Employer does not accept liability for any sum besides, the 'Contract Value' subject to such variations as are provided for herein.
31. The rates, quoted for Item No.2 in the Schedule of Quantities, in Part II (Price Bid), of the tender, shall include, service charges, contractor's Over Head Charges, including charges for obtaining and submitting the insurance policies, subscriptions towards EPF, ESI for the workmen / staff etc employed by them at the Bank's premises etc mentioned herein, supply of necessary materials, tools / implements and equipment, required to carry out the works, under the scope of the tender, charges for providing uniforms, PPEs and other accessories / equipment, to the workmen / staff employed by the contractor at Bank's premises, under the scope of the contract, transport / carriages etc.
32. The contractor shall, comply with the provisions of all labour legislation including the provisions under:
- a) The Payment of Wages Act.
  - b) Employers Liability Act, including P.F Act, Gratuity Act, ESI etc.
  - c) Workmen's Compensation Act.
  - d) Contract Labour (Regulation and Abolition) Act.
  - e) Apprentices Act.
  - f) Any other Act or enactment relating thereto, and rules formed there under from time to time.
33. The contractor and his workmen / staff shall be under the general supervision and control of the Bank's Engineers / Officials or any other personnel deputed for the purpose by the Bank and shall follow, instructions from her / him, for the day-to-day work, in the Bank's premises.
34. The contractor should note, that smoking, consumption of alcohol, use of pan / tobacco products, illegal drugs etc, in the Bank's premises, is strictly prohibited and ensure that the workmen / staff, deployed in the Bank's premises abide by this provision strictly.
35. The contractor shall, vacate, all workmen / staff, deployed by them, in the Bank's premises, immediately on the termination / expiry, of the contract and ensure, that such persons shall not create any disruptions / hindrances / problems, of any nature, in the Bank's premises.
36. **Police verification of all workmen / staff, Supervisors / Officials for deployed by the contractor at bank's premises:** The contractor, shall submit, necessary Police Verification Certificates, for each deployed workman / staff member, from the local police authorities, about his / her identity records **within 60 days**, of issue of written order by the Bank to commence the work Any change in deployment of workmen / staff, shall also be subjected to also needs to be submitted for the above provision, without any lapses.
37. **Renewal of the contract: At the sole discretion of the Bank,** the AMC may be considered for further renewal for the years, **2027-28** and **2028-29**, on same terms and conditions, with the maximum permissible increase in the rates which will be based on CPI and WPI indices, as decided by the Bank, provided the Bank finds the services of the Contractor satisfactory. However, the decision of the Bank in this regard shall be final and binding.

**38. Terms of Payment.**

- i. The contractor should ensure that minimum wages, as prescribed in Central / State Government, whichever is higher, as per notifications, issued from time to time, shall be paid to the workmen / staff deployed by her / him / them, in the Bank's premises, and the same shall be credited, directly to their respective Bank accounts. The Bank reserves, the right to verify the same, as and when, warranted and accordingly, the contractor, shall produce relevant documents to the Bank of demand. The contractor shall, ensure payment of subscriptions towards, EPF, ESI etc, for the workmen / staff deployed, in the Bank's premises or any other statutory payments.
- ii. Bank's reserves the right to verify, at any time, the deployment of workmen / staff. Hence an attendance register, for the workmen / staff deployed shall be, maintained, for verification and copies of the same, duly certified by the officials, authorised by the Bank, shall be submitted, to the Bank, along with the contractor's bills.
- iii. Payments against, the contractor's bills, based on actual quantity of work executed, will be paid through RTGS / NEFT, within the period for payment, stipulated herein, from the date of submission of the bill along with all required documents, such as acknowledgement from occupants of flats / department representative, countersigned by the official authorised by the Bank, copy of relevant pages of attendance register etc. Wages shall be paid to the workmen / employees, by the contractor, without waiting for the payment from the Bank. In case of non-execution / non-completion of housekeeping services in certain areas of office / residential premises / flats, the payment will be made based on actual / proportionate area / number of flats / areas in for which the treatment was, actually carried out, by verifying the acknowledgements, obtained from the representatives of various departments /authorised officials of the Bank or residents of flats.

**39. Insurance.**

- i. The contractor shall, at her / his / their risk & cost, obtain, necessary insurance policies, namely Workmen Compensation Policy, with an insured value, corresponding to the wages / salary of the workmen / staff, engaged by her / him / them, in the Bank's premises, in connection with this contract and Third Party / Public Liability Policy, with an insured value of not less than Rs. 2 Lakh per person, for one incidence, in case of personal accident and 5 Lakh, per incidence in case of damage to property, from an approved insurance company and the submit the same to the Bank, before commencement of the work. These policies, shall be in the joint names of the Bank and the contractor, with Bank's name placed in the first and shall be valid for the entire period of the contract.
- ii. The contractor shall, indemnify and keep indemnified the Reserve Bank of India against:
  - a) Any claim arising out of third-party loss / damage to life or property caused during, execution of the work, under the scope of this tender.
  - b) Any claim arising out of accident / loss of life to the workmen, engaged by the contractor during execution of the work, under the scope of this tender.
  - c) Any claim due to non-compliance of applicable PF/ Labour laws, ESI, regulations etc.

Notwithstanding anything specified above, the contractor, shall be responsible to take all precautionary measures, to maintain the general cleanliness, hygiene and sanitation of the buildings and premises.

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

Date:  
Place:

Signature  
Name of Tenderer:  
Address with seal:

## The Conditions Hereinafter Referred To

### 1. Interpretation Clause.

In construing these Conditions, the Specifications, Schedule of Quantities and Contract Agreement, the following words shall have the meanings herein assigned to them except where the subject or context otherwise required.

- a) "Employer" shall mean the Reserve Bank of India and shall include its assigns and successors.
- b) "Contractor" shall mean \_\_\_\_\_(in the case of a partnership) and trading in the name and style of ..... and having a place of business at \_\_\_\_\_and shall include the partners for the time being of the said firm and the legal representatives of a deceased partner.
- c) (In the case of "Contractor" shall mean Shri \_\_\_\_\_ trading in individual) the name and style of and shall include his heirs, successors and legal representatives. (in the case of "Contractor" shall mean a company.....Company) incorporated under .....and having its registered office at \_\_\_\_\_ and shall include its assigns and successors.
- d) "This Contract" Shall mean the Articles of Agreement, the Special conditions, the Appendix, the Schedule of Quantities and specifications etc. attached hereto and duly signed.
- e) "Notice in writing" Or written notice shall mean a notice in written, typed or printed characters sent (unless delivered personally or otherwise proved to have been received) by registered post to the last known private or business address to have been received when in the ordinary course of post, it would have been delivered.
- f) "Act of Insolvency" Shall mean any Act of Insolvency as defined by the Presidency Towns Insolvency Act or the Provincial Insolvency Act or any Act amending such original.
- g) "Net Prices" If in arriving at the contract amount, the Contractor shall have added to or deducted from the total of the items in the Tender any sum, either as a percentage or otherwise, then the net price of any item in the Tender shall be the sum arrived at by adding to or deducting from the actual figure appearing in the Tender as the price of that item a similar percentage or proportion of the sum so added or deducted by the Contractor the total amount of any Prime Cost items and provisional sums of money shall be deducted from the total amount of the Tender. The expression "net rates" or "net prices" when used with reference to the contract or accounts shall be held to mean rates or prices so arrived at.
- h) "The works "Shall mean Annual Maintenance Contract for Cleaning and Maintenance of flats at RBI Staff Quarters, Osborne Road, Bengaluru.

1. **Scope of Contract:** Scope of work in detail is as per section I. Further The contractor shall carry out and complete the said work in every respect in accordance with this contract and with the directions of and to the satisfaction of the Bank's Engineer. The Bank's Engineer may in his absolute discretion and from time-to-time issue further drawings and/or written instructions, details, direction and explanations which are hereafter collectively referred to as "Bank's Engineer's instruction in regard to":

- a) The variations or modifications of the design, quality or works or the addition or omission or substitutions of any work.
- b) Any discrepancy in the Drawing or between the Schedule of Quantities and/or Drawing and/or specifications.
- c) The removal from the site of any materials brought thereon by the contractor and the substitution of any other material therefor.
- d) The removal and/or re-execution of any works executed by the contractor.
- e) The dismissal from the works of any persons employed thereupon.
- f) The opening up for inspections of any work covered up.
- g) The amending and making good of any defects under clause 20 hereof.

The contractor shall forthwith comply with and duly execute any work comprised in such Bank's Engineer's instructions provided always that verbal instructions, directions and explanations given to the Contractor or his representative upon the works by the Bank's Engineer shall, if involving a variation, be confirmed in writing by the Contractor within seven days, such shall be deemed to be Employer's instructions within the scope of the Contract.

The contractor shall submit a statement of variations giving quantity and rates duly supported by analysis of rates, vouchers etc. The rates on scrutiny and final acceptance by the Employer shall form a supplementary tender. The Employer shall not be liable for payment of such variations until these statements are sanctioned by him.

2. The Contract shall be executed in triplicate and the Bank's Engineer, the Employer and the Contractor shall be entitled to one executed copy each for his use. The contractor shall prepare the line diagram, system configuration drawing and Lay out plan of the site for carrying out the work. Before the issue of the final certificate to the Contractor he shall submit to the Bank's Engineer all Drawings and Specifications.
3. The Contractor shall provide at his cost everything necessary for the proper execution of the works according to the intent and meaning of the Drawings, Schedule of Quantities and specifications taken together, whether the same may or may not be particularly shown or described therein provided that the same can reasonably be inferred therefrom, and if the Contractor finds any discrepancy in the Drawings or between the Drawings, Schedule of quantities and Specifications, he shall immediately and in writing refer the same to the Bank's Engineer, who shall decide which is to be followed.
4. **Authorities, notices and patents**: The Contractor shall conform to the provisions of any Act of the Legislature relating to the works, and to the regulations and bye-laws of any authority, and of any water, electricity supply and other companies and/or authorities with whose system the structure is proposed

to be connected, and shall, before making any variations from the Drawings or Specifications that may be necessitated by so conforming, give to the architect written notice, specifying the variation proposed to be made and the reason for making it and apply for instructions thereon. In case the Contractor shall not within ten days receive such instructions he shall proceed with the work conforming to the provisions, regulations, or bye-laws in question, and any variation so necessitated.

The contractor shall bring to the attention of the Employer all notices required by the said Acts, regulations or bye-laws to be given to any authority and pay to such authority or to any public office all fees that may be properly chargeable-in respect of the works and lodge the receipts with the Employer.

The Contractor shall indemnify the Employer 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.

5. **Materials and Workmanship to conform to description**: All materials and workmanship shall so far as procurable be of the respective kinds described in the Schedule of Quantities and/or specifications and in accordance with the contract and the Contractor shall furnish to the Employer with all invoices, accounts, receipts and other vouchers to prove that the materials comply therewith. The Contractor shall at his own cost arrange for and/or carry out any test of any materials.
6. **Dismissal of workmen**: The Contractor shall on the request of the Bank's Engineer immediately dismiss from the works any person employed thereon by him who may, in the opinion of the Bank's Engineer, be incompetent or misconduct himself and such persons shall not be again employed on the works without the permission of the Bank's Engineer.
7. **Access to works**: The Employer, shall at all reasonable times, have free access to the works and/or to the workshops, factories or other places where materials are lying or from which they are being obtained and the Contractor shall give every facility to the Employer necessary for Inspections and examination and test of the materials and workmanship. No person not authorized by the Employer except the representatives of public authorities shall be allowed on the works at any time.
8. **Bank's Engineer**: The term Bank's Engineer shall mean the person appointed and paid by the Employer to inspect the works. The Contractor shall afford the Bank's Engineer every facility and assistance for inspecting the works and materials and for checking and measuring time and materials.

The Bank's Engineer, or the Employer shall have power to give notice to the Contractor or to his representative of non-approval or any work or materials and such work shall be suspended, or the use of such materials shall be discontinued. The work will from time to time be examined by the Assistant Manager (Tech.) but such examination shall not in any way exonerate the Contractor from the obligation to remedy any defects which may be found to exist at a stage of the works or after the same

is completed. Subject to the limitations of this clause the Contractor shall take instructions only from the Bank's Engineer.

9. **Assignment and Subletting**: The whole of the works included in the Contract shall be executed by the Contractor and the contractor shall not directly or indirectly transfer, assign or under-let the Contract or any part share thereof or any interest therein without the prior written consent of the Employer and not undertaking shall relieve the Contractor from the full and entire responsibility of the Contract or from active superintendence of the works during their progress.
10. No alteration, omission or variation shall vitiate this contract but in case the Bank's Engineer thinks proper at any time during the progress of the works to make any alterations in, or addition to, or omissions from the works or any alteration in the kind of quality of the materials to be used therein and shall give notice thereof in writing under his hand to the Contractor, the Contractor shall alter, add to, or omit from, as the case may be, in accordance with such notice, but the contractor shall not do any work extra to or make any alterations or additions to or omissions from the works or any deviation from any of the provisions of the Contract. Stipulations, specifications or Contract Drawings without the previous consent in writing of the Employer and the value of such extra's alterations, additions or omission shall, in all cases, be determined by the Employer in accordance with the provisions of Clause 17 hereof, and the same shall be added to, or deducted from the Contract Amount, as the case may be accordingly.
11. **Schedule of Quantities**: The Schedule of quantities, unless otherwise stated shall be deemed to have been prepared in accordance with the Standard Method of Measurement.
- Any error in description or in quantity or in omission of items from the schedule of quantities shall not vitiate this contract but shall be rectified and the value thereof, as ascertained under Clause 17 hereof, shall be added to, or deducted from the Contract Amount (as the case may be) provided that no rectification of errors, if any, shall be allowed in the Contractor's schedule of rates.
15. **Sufficiency of Schedule of Quantities**: The Contractor shall be deemed to have satisfied himself before tendering as to the correctness and sufficiency of his tender for the works and of the prices stated in the Schedule of Quantities and/or the schedule of rates and prices which rates and prices shall cover all his obligations under the contract, and all matters and things necessary for the proper completion of the works.
16. **Measurement of works**: The Bank's Engineer may, from time to time, intimate to the contractor that he requires the works to be measured, and the Contractor shall forthwith attend or send a qualified agent to assist Assistant Engineer in taking such measurements and calculations and to furnish all particulars or to give all assistance required by any of them. Should the Contractor not attend or neglect

or omit to send such agent then the measurement taken by the Bank's Engineer or a person approved by him shall be taken to be correct measurement of the works. Such measurements shall be taken in accordance with the Mode of Measurements detailed in the Specifications. The Contractor or his Agent may at the time of measurement take such notes and measurement as he may require. All authorized extra works, omissions and all variations made with the prior approval in writing of Employer shall be included in such measurements.

17. **Prices for extra:** The Contractor may, when authorized and shall, when directed, in writing by the Employer, add to, omit from or vary the works shown upon the drawings, or described in the specification, or included in the schedule of Quantities, but the contractor shall make no addition, omission or variation without such authorization or direction. A verbal authority or direction by the Bank's Engineer shall, if confirmed by them in writing within seven days, be deemed to have been given in writing.

No claim for an extra shall be allowed unless it shall have been executed under provisions of clause above hereof with the concurrence of the Employer herein mentioned. Any such extra in herein referred to as authorized and shall be made in accordance with the following provisions.

- (a) The net rates or prices in the original tender shall determine the valuation of the extra work where such extra work in similar character and executed under conditions as the work priced therein.
  - (ii) Rates for all items, wherever possible should be derived out of the rates given in the priced Schedule of Quantities.
- (b) The net prices of the original tender shall determine the value of items omitted provided if omissions vary the conditions under which any remaining items of works are carried out, the prices for the same shall be valued under sub-clause(c) hereof.
- (c) Where the extra works are not of similar character and/or quoted under similar conditions as aforesaid or where the omissions vary the conditions under which any remaining items of works are carried out or if the amount of any omissions or additions relative the amount of the whole of the Contract works or to any part thereof shall be such that in the opinion of the Bank's engineer, the net rate or price contained in the priced Schedule of Quantities or tender or for any item of the works involves loss or expenses beyond that reasonably contemplated by the contractor or is by reason of such omission or addition rendered unreasonable or inapplicable, the Bank's Engineer shall fix such other rate or price as in the circumstances he shall think reasonable and proper, with the prior approval in writing of the Employer.
- (d) Where extra work cannot be properly measured or valued, the Contractor shall be allowed day work prices as the net rates stated in the tender or the Priced Schedule or Quantities or, if not so stated, then in accordance with the local day work rates and wages for the district provided that in either case vouchers specifying the daily time (the workmen's names) and materials employed be delivered for

verification to the Bank's Engineer at or before the end of the week following that in which the work has been executed.

The measurement and valuation in respect of the Contract shall be completed within the "period of final measurements" stated in the Appendix or if not stated then within six months of the completion of the Contract works as defined in Clause 21 hereof.

18. **Unfixed materials when taken into account to be the property of the Employer**

Where in any certificates (of which the Contractor has received payment) the Bank's Engineer has included the value of any unfixed materials included for and/or placed on or adjacent to the works such materials shall become the property of the Employer and they shall not be removed except for use upon the works, without the written authority of the Employer. The Contractor shall be liable for any loss of, or damage to, such materials.

19. **Removal of improper work** : The Employer shall, during the progress of the works, have power to order in writing from time to time the removal from the works within such reasonable time or times as may be specified in the order of any materials which in the opinion of the Bank's Engineer are not in accordance with the Specifications, the substitutions of proper materials, and the removal and proper re-execution of any work executed with materials or workmanship not in accordance with the drawings & specifications or instructions and the contractor shall forthwith carry out such order at his own cost. In case of default on the part of Contractor to carry out such order, the Employer shall have the power to employ any pay other persons to carry out the same; and all expenses consequent thereon, or incidental thereto, shall be borne by the Contractor, or may be deducted by the Employer from any moneys due, or that may become due, to the Contractor.

20. **Nominated Sub-Contractor**: All Specialists, Merchants, Tradesmen and others executing any work of supplying and fixing any goods for which the prime cost prices or provisional sums are included in the Schedule of Quantities and/or Specifications who may be nominated or selected by the Employer or hereby declared to be sub-contractors employed by the contractor and are herein referred to as nominated sub-contractors.

No nominated sub-contractors shall be employed on or in connection with the works against the Contractor shall make reasonable objection are (save where the Architect and the Contractor shall otherwise agree) who will not enter into contract providing.

- (a) That the nominated sub-contractor shall indemnify the contractor against the same obligation in respect of the sub-contract as the contractor is under in respect of this contract.
- (b) That the nominated sub-contractor shall indemnify the contractor against claims in respect of any negligence by the sub-contractors his servants or agents or any misuse by him or them or any

scaffolding or other plant, the property of the Contractor or under any Workmen's Compensation Act in force.

(c) Payment shall be made to the nominated sub-contractor within fourteen days of his receipt of the Employer's Certificate provided that before any Certificate is issued the Contractor shall upon request furnish to the Bank proof that all nominated sub-contractors accounts included in previous certificates have been duly discharged; in default whereof, the Employer may pay the same upon a Certificate of the Bank and deduct the amount thereof from any sums due to the Contractor. The exercise of this power shall not create private of contract as between Employer and Sub-Contractor.

21. **Other persons employed by Employer:** The Employer reserves the right to use premises and any portion of the site for the execution of any work not included in this Contract which it may desire to have carried out by other persons, and the Contractor shall allow all reasonable facilities for the execution of such work but shall not be required to provide any plant or material for the execution of such work except by special arrangement with the Employer. Such work shall be carried out in such manner as not to impede the progress of the works included in the Contract and the Contractor shall not be responsible for any damage or delay which may happen to or occasioned by such work.

22. **Insurance in respect of damage to person:** The Contractor shall be responsible for all injury to persons, animals or things, which may arise from the operation or neglect of himself or of any nominated sub-contractor or any employee of either, whether such injury or damage arises from carelessness accident or any other clause whatever in any connected with the carrying out of this Contract. The Contractor shall reinstate all damage of every sort mentioned in this clause, so as to deliver up the whole of the Contract works complete to and perfect in every respect and so as to make good or otherwise satisfy all claims for damage to the property of third parties.

An insurance policy covering third party liability shall be taken by the contractor to cover the loss/disablement of human life (persons not belonging to the contractor). This shall also cover the risk of damages to other's materials/equipment/properties including those, if any of the banks during construction/erection/commissioning of the said contract work at site. The value of third-party liability for compensation for loss of human life or full/partial disablement shall be of required statutory value for full and partial disablement and shall nevertheless cover such compensation as may be awarded by a court of law. Cover for damage to other's equipment/property shall be as approved by the bank. The sub-contractors of the contractor shall not be holders or beneficiaries in the policy nor shall they be named in the policy. The bank shall be the principal holder of the policy along with the contractor. The bank reserves the exclusive right to assign the policy.

The Contractor shall indemnify the Employer against all claims which may be made against the Employer by any member of the public or other third party in respect of anything which may arise in respect of the works or in consequences thereof and shall at his own expenses arrange to effect and

maintain, until the virtual completion of the contract, with an approved office a policy of insurance in the joint names of the Employer and the Contractor against such risks and deposit such policy or policies with the Architect from time to time during the currency of this contract. The Contractor shall also similarly indemnify the Employer, against all claims which may be made upon the Employer whether under the Workmen's Compensation Act or any other status in force during the currency of this contract or at common law in respect of any employee of the Contractor or any Sub-Contractor and shall at his own expenses effect and maintain, in the joint names of the Employer and the Contractor against such risks and deposit such policy or policies with the Architect from time to time during currency of the Contract.

The Contractor shall be responsible for any liability which may be executed from the Insurance Policies above referred to and also for all other damage to any person, animal or property arising out of the incidental to the negligent or defective carrying out of this Contract transit, storage, erection, testing & commissioning policy. He shall also indemnify the Employer in respect of any costs, charges or expenses arising out of any claim or proceedings and also in respect of any award of compensation or damages arising therefrom.

The Employer shall be entitled to deduct the amount of any damage, compensation, costs, charges and expense arising of accruing from or in respect of any such claims or damage from any or all sums due or to become due to the Contractor without prejudice to the Employer's other rights in respect thereof.

The contractor shall, within 7 days from the date of work order, insure the works at his cost and keep them insure until the virtual completion of works, against loss or damage by fire with an office **in the joint names of the employer and the contractor (the name of the former being placed first in the policy) for the full amount of the contract.** Such policy shall cover the property of the "Employer" only. **The contractor shall deposit the policy and receipts for the premium with the employer within 7 days from the date of work order.** In default of the contractor, insuring as provided above, the employer may so insure the works and may deduct the premium paid from any moneys due or which may become due to the Contractor without prejudice to the other rights of the Employer in respect of such default. In case it becomes necessary to suspend the works, the Contractor shall as soon as the claim under the policy is settled, or the work reinstated by the Insurance Office, should they elect to do so, proceed with all due diligence with the completion of the works in same manner as though the fire had not occurred and in all respects under the same conditions of Contract. The Contractor in case of rebuilding or reinstatement after fire shall be entitled to such extension of time for completion as deems fit.

25. **Date of commencement and completion:** The Contractor shall be allowed admittance to the site on "Date of Commencement" stated in the Appendix hereto, or each later date as may be specified by the Employer and be shall thereupon and forthwith begin the works and shall regularly proceed with and complete the same (except such painting or other decorative work as the bank may desire to delay) or before the "Date of Completion" stated in the Appendix subject nevertheless to provisions for extension of time hereinafter contained.

29. **Contractor's failure to comply with Employers instruction:** If the Contractor after receipt of written notice from the Employer requiring compliance within 10 days fails to comply with such further drawings and/or Bank's instructions the Employer may employ and pay other persons to execute any such work whatsoever that may be necessary to give effect thereto, and all costs incurred in connection therewith shall be recoverable from the Contractor by the Employer as a debt or may be deducted by him from any moneys due to the Contractor.

30. **Termination of Contract by the Employer:** If the Contractor being an individual or a firm commits any "act of insolvency" or shall be adjudged an insolvent or being an incorporated company shall have an order for compulsory winding up made against it or pass an effective resolution for winding up voluntarily or subject to the supervisions of the court and the Official Assignee or the Liquidator in such acts of insolvency or winding up, as the case may be, shall be unable within seven days after notice to him requiring him to do so to show the reasonable satisfaction of the Architect that he is able to carry out and fulfill the Contract and to give security therefore, if so required by the Architect.

Or if the Contractor (whether an individual, first or incorporated company shall suffer execution or other process of court attaching property to be issued against the Contractor.

Or shall suffer any payment under this contract to be attached by or on behalf of any of the creditors of the Contractors.

Or shall assign to sublet this Contract without the consent in writing of the Employer first had and obtained.

Or shall charge or encumber this Contract or any payments due or which may become due to the Contractor hereunder.

- (i) Has abandoned the Contract, or
- (ii) Has failed to commence the works, or has without any lawful excuse under these conditions suspended the progresses of the works for fourteen days after receiving from the Bank notice to proceed or
- (iii) Has failed to proceed with the work with such due diligence and failed to make such due progress as would enable the works to be completed within the time agreed upon, or

- (iv) Has failed to remove materials from the site or to pull down and replace work for seven days receiving from the Bank written notice that the said materials or work were condemned and rejected by the Bank's Engineer under these conditions' or
- (v) Has neglected or failed persistently to observe and perform all of any of the acts, matter or things by the Contract to be observed and performed by the Contractor for seven days after written notice shall have been given to the Contractor requiring the Contractor to observe or perform the same.

Then and in any of the said cases the Employer may, notwithstanding any previous waiver, after giving seven days' notice in writing to the Contractor, determine the Contract, the whole of which shall continue in force as fully as if the Contract has not been so determined, and so if the works subsequently execute had been executed by or on behalf of the Contractor. And further, the Employer by his agents or servants may enter upon and taken possession of the works and all plant, tools scaffoldings, sheds, machinery, steam and other power utensils and materials lying upon the premises or the adjoining lands or roads, and use the same as his own property or may employ the same by means of his own servants and workmen in carrying on and completing the work or by employing any other Contractor or other person or persons to complete the works, and the Contractor shall not in any way interrupt or do any act matter or thing to prevent or hinder such other contractor or other person or persons employed for completing and finishing or using the materials and plant for the works. When the works shall be completed or as soon thereafter as convenient the Bank shall give a notice in writing to the Contractor to remove his surplus materials and plant, and should the Contractor fail to do so within a period of fourteen days after receipt thereof by him, the Employer may sell the same by public auction, and give credit to the Contractor for the net amount realised. The employer shall thereafter ascertain and certify in writing under his hand what of the said plant and materials so taken possessions or by the Employer and the expenses or loss which the Employer shall have been put to in procuring the works to be completed and the amount. If any, owing the Contractor and the amount which shall be so certified shall thereupon be paid by the Employer to the Contractor or by the Contractor to the Employer, as the case may be, and the Certificate of the Bank shall be final and conclusive between the parties.

31. **Termination of Contract by Contractor:** If this payment of the amount payable by the Employer under Certificate of the Bank's Engineer shall be in arrears and unpaid for thirty days after notice in writing requiring payment of the amount as aforesaid shall have been given by the Contractor to the Employer, or if the Employer interferes with or obstructs the issue of any such Certificate, or if the Employer shall repudiate the Contract, or if the works be stopped for three months under the order of the Architect or the Employer or by any injunction or other order of any court of Law, then and in any of the said cases the Contractor shall be in liberty to determine the Contract by notice in writing to the Employer, and he shall be entitled to recover from the Employer, payment for all works executed and for any loss he may sustain upon any plant or materials supplied or purchased or prepared for the purpose or the Contract.

In arriving at the amount of such payment the net rates contained in the Contractor's original Tender shall be followed or where the same may not apply valuation.

32. **Delayed Payment:** Any amounts payable by the Employer to the Contractor shall, if not paid within the 'Period of Honouring Certificates' names in the Appendix carry interest at the rate named in the Appendix as the "Rate of interest for delayed payment" from the date upon which sum ought to have been paid by the Employer until the payment.
33. **Settlement of disputes by Arbitration:** All disputes and differences of any kind whatever arising out of or in connection with the contract or the carrying out of the works (whether during the progress of the works or after the completion and whether before or after the determination abandonment or breach of the contract) shall be referred to and settled by the Bank who shall state its decision in writing. Such decision may be in the form of a final certificate or otherwise. But if either the Contractor be dissatisfied on any matter on which a decision is taken by the Bank as above, except any of the expected matter the Contractor may within 28 days after receiving notice of such decision give a written notice to the other party requiring that the matters in dispute be arbitrated upon. Such written notice shall specify the matters, which are in dispute or difference of which such written notice has been given. If both the parties agree, a single arbitrator would be appointed for the purpose. In case no agreement could be reached on the appointment of single arbitrator, both the parties will nominate one person each as an arbitrator on their behalf. The two arbitrators nominated by the parties shall nominate one more person to act as third arbitrator or umpire. The arbitrator or Arbitrators, as the case may be, shall have power to open up, review and revise any certificate, opinion, decision, requisition or notice, save in regard to the excepted matters, referred to in the preceding clause, and to determine all matters to dispute which shall be submitted to arbitration and of which notice shall have been given as aforesaid.

The arbitrator or Arbitrators, as the case may be, shall make his or their award within one year (or such further extended time as may be decided by him or them as the case may be with the consent of the parties) from the date of entering on the reference. In case during the arbitration proceedings the parties mutually settle or compromise their dispute or difference, on the parties filing their joint memorandum of the settlement or compromise, the Arbitrator or the Arbitrators as the case may be, shall make an award in terms of such settlement or compromise. Upon any such reference, the decision on the cost incidental to the reference and Award respectively shall be in the discretion of the arbitrator or Arbitrators as the case may be, who may determine the amount thereof or direct the same to be taxed as between the party and party, and shall direct by whom and to whom and in what manner the same shall be borne and paid. This submission shall be deemed to be a submission to arbitration within the meaning of the Indian Arbitration and Conciliation Act, 1996 or any statutory modification thereof. The award of the arbitrator or Arbitrators, as the case may be, shall be final and binding on the parties. It is agreed that the Contractor shall not delay the carrying out of the works by reason of any such

matter, question or dispute being referred to arbitration, but shall proceed with the works with all due diligence and shall until the decision of the Arbitrator or Arbitrators, as the case may be, is given, abide by the decision of the Bank. No award of the Arbitrator or Arbitrators, as the case may be, shall relieve the Contractor of his obligations to adhere strictly to the Bank's instructions with regard to the actual carrying out of the works. The Employer and the Contractor hereby also agree that arbitration under this Clause shall be a condition precedent to any right of action under the Contract.

**34. Employer entitled to cover compensation paid to workman**

If, for any reason, the Employer is obliged, by virtue of the provisions of the Workmen's Compensation Act, 1923, or any statutory modification or re-enactment thereof to pay compensation to a workman employed by the Contractor in execution of the works, the Employer shall be entitled to recover from the Contractor the amount of compensation so paid, and without prejudice to the rights of the Employer under the said Act. The Employer shall be at liberty to recover such amount or any part thereof by deducting it from the security deposit or from any sum due by the Employer shall not be bound to contest any claim made against it under the said Act, except on the written request of the Contractor and upon his giving to the Employer full security to the satisfaction of the Employer for all costs for which the Employer might become liable in consequence of contesting such claim.

**35. Abandonment of works**

If at any time after the acceptance of the tender, the Employer shall for any reasons whatsoever not requires the whole or any part of the works to be carried out, the Bank shall give notice in writing to the Contractor who shall have no claim to any payment of compensation or other-wise whatsoever on account of any profit or advantage which he might have derived from the execution of the whole works.

**36. Right of employer to terminate contract in the event of death of Contractor or individual**

Without prejudice to any of the rights or remedies under this Contract, if the Contractor, being an individual, dies, the Employer shall have the option of terminating the contract without incurring any liability for such termination.

Signature of Contractor

Date:

Name:

Designation:

Place:

Address:

## Special Terms & Conditions

1. Subject to the other provisions, the Bank shall engage the Contractor for the overall upkeep and management of the Staff quarters at Osborne Road for a period of one year. The contract is renewable further for one year on same terms and conditions provided the Bank finds services of the Contractor satisfactory and if Bank desire so. The decision of the Bank in this regard will be final.
2. The Contractor shall be solely responsible for the proper upkeep and cleanliness of Quarters and also for cleanliness of bath/toilet/WC, staircase, fans, windows etc of flats. The contractor in addition to manual sweeping should also use mechanical equipments such as leaf **blowers or pressure water pumps wherever applicable** for cleaning of common area, internal roads and other areas as directed by Bank. For daily sweeping and moping of staircase, lobbies, entrance exit, steps etc, for mopping, mopping machine to be used. For weekly Cleaning, sweeping, mopping with detergents for entire area i.e., lobbies, entrance/ exit, steps, staircase, storage space and railing and surrounding area with using **floor scrubbing and buffing machine** etc. Cleaning of other common areas like Gymnasium, Caretaker's office, Dispensary, Community Hall, Library, Recreational room with using **wet and dry vacuum cleaners** etc. For internal flats cleaning, the mechanized equipments should be used such as wet and dry vacuum cleaner etc completely as directed by Bank. No equipment will be provided by Bank.
3. The Contractor, from time to time after completion of work, shall to take the certificate/acknowledgement from the resident of the flat that the work has been completed satisfactory with due certification from Assistant Caretaker/Caretaker and security officer/officer designated the same shall be enclosed along with the bill. Payment shall be made on quarterly basis.
4. The Contractor shall provide necessary service personnel to ensure proper maintenance and cleaning and other service and to ensure that the work carried out as specified in schedule of quantity. The personnel so engaged by him would always be deemed to be his personnel and would not have any claim on the Bank whatsoever.
5. The Contractor shall comply with all such statutes or laws as may be applicable to them or to the personnel engaged by them to manage and maintain the flats.
6. The Contractor shall obtain necessary licences and permits in their name at their own expenses and shall keep the Bank indemnified against any loss arising due to non-compliance to any statutory requirement.
7. The Contractor shall be responsible for the maintenance and cleaning of the toilet/bath no material will be supplied to them by the Bank.
8. The Contractor shall submit to the Bank their regular report every month in such manner as may be prescribed from time to time.
9. Damages caused during the work the same shall be replaced at contractors' risk and cost immediately. Bank shall be entitled to obtain forced possession without any further notice to the contractor at the contractor's cost and risk.
10. As the arrangement is by way of Special Assignment on a contractual basis for a fixed period, the contractor and his service personnel will not be eligible for any benefit like provident fund, Gratuity etc. available to the staff of the Bank.
11. Within one month from the date of awarding the contract the successful bidder shall obtain a license under the Contract Labour (R & A) Act, from the licensing authority as applicable.

12. The personnel deployed should be well experienced and trained adequately and of sound health. The workers / staff employed should be well groomed and shall wear color code Uniforms, pant+ shirt+ shoes+ cap+ gloves+masks for male and suit/saris+ aprons + cap+Gloves for ladies staff. Any indecent behavior or suspicious activities of the Staff employed shall be viewed seriously and a suitable penalty as per sl.no.3 above shall be levied on the contractor. The contractor will be required to submit daily labour report duly signed by Facility Manager to the Banks Caretaker. The contractor must employ adult and skilled labour only. **Employment of child labour will lead to termination of the contract.** They should have knowledge of local language and preferably Hindi also.
13. If a particular person is absent on any day another should be deployed in his/her place.
14. The personnel will perform all the duties assigned to the contractor and as specified by the department from time to time.
15. Insurance cover protecting the agency against all claims applicable under the Workmen's Compensation Act, 1948 shall be taken by the service provider. The service provider shall arrange necessary Insurance cover for any persons deployed by him even for short duration. This office shall not entertain any claim arising out of mishap, if any that may take place while discharging the duties by the labour provided for outsourcing by the contractor. In the event of any liability/claim falling on this commissionerate, the same shall be reimbursed/indemnified by the service provider.
16. The Contractor should pay to their personnel a minimum wage at the prevailing rate as fixed under Minimum Wages Act prescribed by the O/o.The Chief Labour Commissioner(Central) any breach of this condition will be liable for termination of the contract and the same would be dealt with accordingly. Besides, ESI and PF per head at the current rate should be paid by the contractor every month as per the existing rules and copies of paid cash challans should be submitted every month to this office.
17. The contractor is responsible for payment of monthly salary including leave salary, bonus, gratuity etc., to the personnel as applicable to them.
18. The contractor should ensure that there is no scope for any grievance from the personnel on delayed payment of wages. The employees engaged by the housekeeping agency will be in the employment of the Housekeeping Agency only and not of the Reserve Bank of India.
19. The contractor shall indemnify and shall keep this office indemnified against Acts of omission or negligence, dishonesty or misconduct of the men/women engaged for the work and this office shall not be liable to pay any damages or compensation to such person or to third party. All damages caused by the housekeeping personnel shall be the Housekeeping Contractor shall strictly comply with the terms and condition of the agreement which will be executed with the successful contractor. Failure by the contractor to comply with such statutory requirements and / or the terms of the agreement during the period of agreement of deficiency in services shall result in termination of the contract.
20. **Penalty;** - In case of any workman required as per the Scope of Work is absent on any day or for a period and the contractor fails to arrange an alternative workman for the said day or the period, the employer has the right to deduct a proportionate amount equal to the daily wage of the requisite workman for the days of absenteeism from the bill. Further, if engaged workmen is not able to attend complaints or carry out any maintenance work or is not present in the premise during the official hours and the employer has deputed any other labour (directly or through another contractor) to rectify the work, then the employer can deduct any such amount payable to another contractor for the work from the monthly bill of the contractor. **An amount of ₹ 3,115/- (Rupees Three Thousand One Hundred and Fifteen Only) will be charged as penalty,** if any defect/s (of major systems) intimated to the Contractor is not rectified within four (04) hours of intimation. However, maximum deduction on this account shall not exceed 10% value of the base contract value.

21. All the Housekeeping materials /consumables such as Mechanical equipments both for indoor and outdoor, brooms, cobweb sticks, dusters, mop sticks, buckets, mugs, toilet cleaner, floor cleaner, toilet freshener, urinal cakes, cleaning powder, phenyl, hand wash liquid, toilet cleaning brush, cleaning/dusting cloth, water wipers, dust bins, garbage bins, Rooms Spray, scrubbing pads, naphthalene balls, glass cleaner, hose pipe, cleaning machinery etc., as required to execute the above job shall be supplied by the Contractor. **The Contractor Should utilize materials/brands which has been approved by the Bank. Cleaning of flats and washrooms, washbasins etc. should be done only with Industrial grade cleaning products or Bio-products. Cleaning materials (like Cleaning Chemicals, all cleaning soft tools, All Disinfections materials) should be utilized. As per the requirement and site conditions in all colonies (i.e. type of flooring etc.) minimum consumption of cleaning material, list & type of material will be finalized with successful bidder as per the list of approved cleaning materials mentioned below before start of the actual work**

List of approved materials and suppliers:

SR No	Item / Material	Make / Name of the Manufacturer
A	Cleaning Chemicals: -	
	All chemicals like Floor Cleaner, Hard surface Cleaner, Glass cleaner, Bowl Cleaner, Hand Wash, Carpet cleaner, Upholstery Bright, Soap dispensers etc.	M/s John Diversey Ltd, M/s Unichem India Ltd, M/s Taski Ltd or approved equivalent
B	Cleaning Soft tools:	
	All cleaning soft tools like Dolly mops, Squeezing bucket, floor wipers, cleaning scrubbers, glass wipers, Glass cloth, Table duster, Dry Mops etc.	M/s Kleenol India Limited, M/s Cleanfix – Schevaran, M/s John Diversery Ltd or approved equivalent
C	Disinfection Materials:	
	All disinfections materials like Sanitizers, Odonil cubes, Naphthalene balls, Air Fresheners, Aer pokets, Threefold papers, Soap dispensers etc.	M/s Godrej Ltd, M/s Minichem India Ltd or approved equivalent

**List of approved tools:** - The Contractor agrees to utilize tools/equipments (listed below) which has been approved by the Bank. The successful bidder shall have to provide following tools and equipments for housekeeping services in Internal and External areas of all colonies under this contract.

Machines	Make / Name of the Manufacturer
1. All Cleaning Machines like i) Wet and dry vacuum cleaners ii) Dry vacuum cleaners iii) Floor scrubbing and buffing machine Mopping Machine v) Leaf Blower vi) Pressure Water Pump	M/s John Diversey Ltd, M/s Roots, M/s Taski Ltd, M/s Eureka M/s Unger or approved equivalent
2. Ladder / arrangements to be provided to cater cleaning of sunshades in G+3 floors	

**LIST OF DOCUMENTS TO BE MAINTAINED AT SITE** - The Registers/ Documents mentioned in table below shall be maintained at site by the Contractor at his own cost and updated regularly. These documents shall be available for inspection by Bank's representative during his site visit at all

reasonable times. After completion of contract period, the Contractor shall submit the duly completed registers/ documents to the Bank.

<b>S. No.</b>	<b>Description of the Document</b>	<b>Remarks</b>
1	Contract Agreement.	Certified true copy of the contract
2	Site staff attendance register	To record attendance of the site staff.
3	Work instruction / Site order Book	For issue of instructions by Officer-in-charge or his representative at site.
4	Complaint Register	To record complaints by the residents/ Bank's staff
5	Details of Material used at site Register	To record the material quantity and details of usage
6	Work completion status register	To be updated by the supervisor after completion of the routine jobs along with flat details.
7	Wage register (record of payments made to workers)	To keep a record of wages paid to the workers at site along with supporting documents (Bank statement etc.)

21. Any dispute arising out of this agreement or that which may arise in future, shall be resolved by taking recourse to mutual settlement, arbitration/conciliation clauses formulated by International Centre of alternative Dispute Resolution (ICADR), failing which the dispute will be subject to Bengaluru court jurisdiction only.

22. The Bank will have the right to terminate the agreement without assigning any reason with a notice of forty-eight hours and the contractor will not be entitled to any compensation for premature termination of the agreement. Before expiry of the notice period given in the termination notice, the contractor shall vacate the premises.

23. In case of any dispute arising out of this agreement, the decision of the Bank will be final and binding on the contractor.

24. An Agreement shall be executed in duplicate, the Bank retaining the Original and the contractor retaining the duplicate thereof. The stamp duty on the original and the duplicate shall be borne by the contractor.

25. The Bank will not provide accommodation to the contractor in the premises.

26. Work shall be carried out with minimum disturbance to the occupants/residents at the convenience in allowed time slot.

27. JOB CARD shall be maintained for each flat/common area by the successfully contractor with due signature of Occupant/Caretaker/Asst Caretaker on Weekly/Quarter progress.

Witness  
Address

Signature of tenderer  
Address

Date

## SCOPE OF WORK & GENERAL TERMS AND CONDITIONS

Cleaning and Maintenance of flats at Osborne Road Quarters – Details of items of work- Specifications, General Terms & Conditions. The Contractor will look after and maintain the cleaning and maintenance of flats at Osborne Road, Bengaluru. The detailed terms and conditions are as follows:

### **The Contractor shall undertake the following:**

1. The Contractor should be able to supervise the work done by the labourer engaged by him either directly or through a Facility Manager/Supervisor. The Contractor shall provide all the tools, implements, equipment, etc., to carry out the job.
2. The personnel deployed should be well experienced and trained adequately and of sound health. The contractor will be required to submit daily labour report duly signed by Facility Manager to the Banks Caretaker.
3. The contractor must employ labourers who are adult and should not be above age of 45 years and should be well behaved labours only. The contractor should carry out the general maintenance and cleaning works, by engaging minimum labours as stipulated by the Bank (considering leave reserve labour) and 1(one) experienced Facility Manager/Supervisor on daily basis (including Saturdays, Sundays and holidays) for completing the work satisfactorily.

### **Daily Basis:**

4. Collecting the day-to-day garbage from the occupied flats, dispensary, caretaker office community hall, gym room etc., disposing/stacking the same in the garbage chamber of the colony etc, as directed. Keeping the premises clean including all open area, sweeping of roads, car/scooter parking area pathways etc. Children Playing area /Garden area/Biomethanization Plant area/STP plant area inside and outside/Organic Waste Converter plant area/all Plinth Protections of the building, Badminton Court, etc.
5. Daily cleaning with wet and dry cloth with approved chemical the outdoor children playing equipments, Indoor gym equipment, Indoor playing equipments (only with dry cloth) etc. Tools and equipment, cleaning chemicals to be used should be as per the procedure defined by the Bank.
6. Cleaning all the staircase from ground floor to terrace including landing/lobby/Post boxes/name plates/name boards, entrance porticos including cleaning the hand rails etc., all complete as directed (all floors).
7. Tools and equipment, cleaning chemicals to be used should be as per the procedure defined by the Bank. Cleaning and mopping with approved chemical in Community Hall, gym room, caretaker office, dispensary, security choke, pumphoom, generator room, meter room etc as directed.
8. Cleaning of Bathrooms of Community Hall, gym room, dispensary, Common Bathroom for Outsiders.

**Note: Daily waste collection from residential flats shall be conducted using different color-coded bins, designated according to waste segregation categories.**

### **Twice Weekly:**

9. Twice Weekly, moping the staircase by adding approved chemical as directed from ground floors to terrace including landing/lobby. All stair case (Ground floor + 3 floors) etc., all complete as directed.

10. Twice weekly cleaning all direction and display boards with dry cloth. Tools and equipments, cleaning chemicals to be used should be as per the procedure defined by the Bank.

**Monthly:**

11. Monthly, removing the cobwebs from the common area like walls/ceiling and inaccessible spots by brooms etc. in staircase from ground floor to terrace of all staircase (ground floor + 3 floors etc all complete as directed).

12. Also cleaning the terrace area including mummy room tops Including the STP plant area, Organic Waste Converter plant area, Waste Segregation Area, Community Hall area including Pantry and toilet areas, Gym Room area, Caretakers Room, Dispensary, Store Room, Covered parking areas, all meter rooms, Pump rooms, Security posts, etc.

**Weekly:**

13. Weekly, cleaning of all occupied flats (all toilets and bathrooms in a flat) - Washing the floor, wall dado of toilets/bathrooms etc., by using the nylon brush with approved cleaning materials like detergent, toilet cleaner etc, all complete as directed. Including Sanitary fixtures and fittings. The fittings should be cleaned with special chemical meant for cleaning the sanitary fittings; the same before usage needs to be get approved by Bank.

14. Cleaning the wash basin, and the dado tiles of wash basin area inside the toilets and Hall etc., all complete as directed. Clean, sanitize and de-scale all vitreous fixtures, dust all horizontal surfaces, Sweep, damp mop & disinfect all floors, Clean Glass & mirrors, clean walls, doors & partitions, dust all horizontal surfaces, Clean and sanitize all counter tops, Clean & polish all metal fixtures, clean windows, ventilators with glass panes/louvers including cleaning of mosquito mesh shutters from inside the flat. Some flats are not provided with the light fittings, chimney & toilet fans therefore average rate to be quoted.

15. It may be noted the separate cleaning brushes each may be used for commode and rest of the bathroom/toilet area.

**Quarterly:**

16. Quarterly Cleaning of all Vacant Flats and Occupied flats (Inside Flat) -

(a) Cleaning of (a) all Fans including exhaust fans of toilet, exhaust fan/chimney at kitchen, Kitchen Sink, Kitchen slab, kitchen cabinet.

(b) Cleaning with wet cloth all doors in the house, MS/Aluminium windows/ Shutter windows/ ventilators frame and glass shutters, panels, including removing nylon /stainless steel mosquito mesh shutter washing with detergent & drying at a place directed and fixing back to the window/ventilators,

(c). Light fittings all type including chandelier in hall.

(d) Cleaning the Chajjas & Porticos of all types building, Cob webs, inaccessible spots, including pelmets/curtain rods with necessary ladders/supports etc, cleaning flooring of complete flat including balcony and as mentioned. Including the cloth hanging arrangement in balcony and also the balcony and its railing needs to be cleaned for cobwebs, dust etc. (The Approximate area of Floor = 93.27 Sqmt (Including bathrooms and toilets)) Tools and equipments, cleaning chemicals to be used should be as per the procedure defined in Part-I.

e) Sweeping and mopping the floor (full house), washing wall dado of toilets/bath rooms etc., by using the nylon brush with approved cleaning materials like detergent, toilet cleaner, oxalic acid etc, all complete as directed. Including cleaning of Fittings and toilet fixtures, ventilators etc. Clean, sanitize and de-scale all vitreous fixtures, dust all horizontal surfaces, Sweep, damp mop & disinfect all floors, Clean Glass & mirrors, clean walls, doors & partitions, dust all horizontal surfaces, Clean and sanitize all counter tops, Clean & polish all metal fixtures, clean windows, ventilators with glass panes/louvers including cleaning of mosquito mesh shutters from inside the flat.

f) Cleaning the wash basin, and the dado tiles of wash basin area inside the toilets and Hall etc., all complete as directed.

Note: - i). Some flats are not provided with the light fittings, chimney & toilet fans therefore average rate to be quoted.

(ii) Tools and equipment, cleaning chemicals to be used should be as per the procedure defined in Part-I

**17. Supply of Garbage Bags:** Vendor shall make necessary arrangements for supply of good/ superior quality 100% oxo-biodegradable garbage/ dustbin bags of suitable size for all the dustbins wherever provided at the premises. Three Colour coded garbage bags packets (Blue, Green & Red) are to be provided for dry, wet & sanitary waste.

**18. Quality of Materials:** Tenderer shall use good quality Bank approved branded ISI mark materials necessarily certified with Green Pro or any other equivalent certification as approved by the bank for cleaning so that the said premises remain in hygienic and healthy condition. In case Bank is not satisfied with the quality of the material used, the same should be changed/ replaced immediately by Tenderer. Tenderer will submit delivery challan for cleaning material delivered to each site on monthly basis to Bank. Quality and quantity of cleaning material used every month by Tenderer will be checked by Bank and in case Bank is not satisfied with the quality or quantity of cleaning material being used, Tenderer will change the same to the satisfaction of the Bank.

19. The Contractor's Bills should be prepared based on the actual work done and actual manpower deployed and declaration on usage of eco-friendly chemicals as approved by the Bank. The charges quoted should include wages, transportation charges, providing and maintenance of kit containing all tools, cleaning materials like nylon brush, broom, detergent, toilet cleaner, soft cloth, detergents etc. required for the work, incidental charges and contractors profit and overhead and taxes as may be levied by statutory authorities.

20. The scope of services to be rendered under the contract has been broad defined in schedule of Quantity; accordingly, the amount has to be quoted by the bidders. No separate payment will be made for these items.

21. The bank has reserved the right to accept or cancel the tender at any point of time

22. Bank is not bound to accept the lowest on any tender. The Bank reserves the right to withhold the issue of application form/quotation to any or all the applicants and split award the work to different agencies without assigning any reason therefor.

23. The monthly payment (=Annual amount quoted /12) against respective items mentioned in schedule of quantity will be made after satisfactory completion of work and the certificate from the official/s designated for the purpose.

24. List of acts and omissions for which fines can be imposed in accordance with rule 10 (vi) contractor's labour regulations

- a) Wilful insubordination or disobedience, whether alone or in combination with other.
- b) Theft, fraud or dishonesty in connection with the Contractors beside a business or property of Reserve Bank of India.
- c) Taking or giving bribes or any illegal gratifications.
- d) Habitual late attendance.
- e) Drunkenness fighting, riotous or disorderly or indifferent behavior.
- f) Habitual negligence.
- g) Smoking near or around the area where combustible or other materials are locked.
- h) Habitual indiscipline.
- i) Causing damage to work in the progress or to property of the Reserve Bank of India or of the Contractor.
- j) Sleeping on duty.
- k) Malingering or slowing down work. 12. Giving of false information regarding name, age father's name etc.
- l) Habitual loss of wage cards supplied by the employers.
- m) Unauthorized use of employer's property for manufacturing or making of unauthorized articles at the workplace.
- n) Bad workmanship and maintenance by skilled workers which is not approved by the Reserve Bank of India and for which the contractors are compelled to undertake rectifications.
- o) Making false complaints and/or misleading statements.
- p) Engaging on trade within the premises of the establishments.
- q) Any unauthorized divulgence of business affairs of the employees.
- r) Collection or canvassing for the collection of any money within the premises of an establishment unless authorized by the employer.
- s) Holding meeting inside the premises without previous sanction of the employers.
- t) Threatening or intimidating any workman or employer during the Working hours within the premises

25. All the monthly bill should be submitted separately with the Asst Caretakers certificate duly attached along with Annexure.

Date:

Signature

Place:

Name of Tenderer:

Address with seal:

## Safety Code

1. The workmen / staff deployed, by the contractor for housekeeping control services, (if necessary) shall wear Personal Protective Equipment (PPEs) / accessories such as face masks, hand gloves, safety shoes etc.
2. No portable single ladder shall be over 8 meters in length. The width between the side rails shall not be less than 30 cm. (clear) and the distance between two adjacent rungs shall not be more than 30 cm. When a ladder is used an extra mazdoor shall be engaged for holding the ladder.
3. First-aid appliances, including adequate supply of sterilized dressings, cotton wool shall be maintained in a readily accessible place for the use of staff deployed by the Tenderer.
4. In case of any mishap, the injured person shall be taken to a public hospital without loss of time, where the injury necessitates hospitalization.
5. Suitable and strong scaffolds should be provided for workmen for all works that cannot be safely done from the ground.
6. No floor, roof or other part of the structure shall be overloaded with debris or materials as to render it unsafe.
7. Hoisting machines and tackle used in the works, including their attachments, anchorage and supports shall be in perfect condition
8. Fire safety measures shall be adhered to as per local bye laws.
9. Whenever electric power is used for attending works, prior permission must be taken from Bank's Electrical Engineer.

## CHECKLIST OF DOCUMENTS TO BE UPLOADED

Signed copies of the following documents (with appropriate stamp of the companies) as given below along with this checklist form needs to be scanned and uploaded on MSTC website.

Sl. No.	Documents to be uploaded.	Uploaded (Yes / No)
1	<a href="#">Annexure A</a> – Duly Filled-in Basic Information.	
2	Copy of PAN Card	
3	Copy of GST Registration Certificate	
4	Copy of MSME Certificate	
5	<a href="#">Annexure B</a> – Details of the work executed during the last five years to meet eligibility criteria.	
6	Work orders and work completion certificate in support of the works executed during the last five years to meet eligibility criteria.	
7	<a href="#">Annexure C</a> - Client's certificate as per format from their clients for whom they have carried out 'eligible works'.	
8	Audited Annual Financial Statements showing an average minimum turnover of <b>₹87.51 Lakh</b> during the last 3 years.	
9	<a href="#">Annexure- F</a> Banker's certificate or Solvency Certificate	
10	<a href="#">Annexure-G</a> Format for power of attorney for signing of application/proposal	
11	<a href="#">Annexure- H</a> ECS/ NEFT mandate form	
12	<a href="#">Annexure- I</a> Details of Service Set up at Bengaluru	
13	<a href="#">Annexure- J</a> Complaint Escalation Matrix	
14	<a href="#">Annexure – K</a> Undertaking / Declaration / Certificate by the Bidder regarding country sharing land border with India	
15	<a href="#">Annexure L</a> – Indemnifying the Employer against Contract labour Rules/regulations	
16	<a href="#">Annexure M</a> – Indemnifying the Employer against Patent Rights	
17	<a href="#">Annexure N</a> - Undertaking regarding declaration of debarment by public institution(s)	
18	Proof of remittance of Earnest Money Deposit.	

NOTE: Format of [Annexures A, B, C, F, G, H, I, J, K, L, M](#) and [N](#) mentioned above have been enclosed with the tender document. Bidders are advised to fill in the of the Annexures in the format exactly as provided by the Bank. The Bank shall have the right to independently verify the above specified documents.

The Bank shall evaluate the said reports before opening of price bid of the tenderers. If any tenderer is not found to possess the required eligibility for participating in the tendering process at any point of time and/or his performance reports received from his clients and/or his bankers are found unsatisfactory, the Bank reserves the right to reject his offer even after opening of Part-I of the tender. The Bank is not bound to assign any reason for doing so.

Place:

Name & Signature of the Contractor along with seal

Date:

## Commercial Conditions

Sr. No.	Description	Bank's terms	Whether acceptable to the tenderer or not (please indicate YES or NO)
1.	Validity	90 days from the opening of Part-I	
2.	EMD	NEFT/DD for ₹1,75,020/- in favour of RBI Bengaluru (No interest shall be payable on EMD).	
3.	Prices	Shall remain firm for the entire period of contract.	
4.	Contract period	1 year from the date of issue of work order.	
6	Penalty clause	As per clause 20 of Special Terms & Conditions of the tender.	
8	Terms of payment	As per terms and conditions	
9	Insurance	As per clause 38 of General Instructions to Contractors of the tender	

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:

Name & Signature of the Contractor

Date:

## ANNEXURE A: BASIC INFORMATION

Sl. No	Description	
1.	Name & Address of the organization/applicant	
2.	Type of Organization- (Whether Proprietorship, Partnership/Pvt. Limited/Limited or Body Corporate or MSME registered firm etc.) Please enclose related documents.	
3.	Name of the Proprietor /Partners/Directors of the organization	(a) (b) (c) (d)
4	Registration (firm, company etc)/ Registration Authority, dated Number etc.	
5.	Experience in the respective field of work Please, enclose documents in support thereof.	----- Years
6.	Whether financially sound to undertake works costing up to <b>₹87.51 Lakh</b> . If so, enclose Audited Annual Financial Statements	
7	Yearly turnover of the firm/contractor for the last three years Year 2022-23 2023-24 2024-25 (copies of audited final accounts in support thereof to be uploaded)	
8	PAN number (copy of PAN card should be uploaded)	
9	GST Registration No (Copy should be uploaded)	
10	Registered office address, telephone/Mobile No. and E-mail ID	

10 a	Whether having registered local office within the jurisdiction limits of Karnataka? If yes, mention the address of the local office (Copy of address proof for registered local office to be uploaded)	
10 b.	Whether working with any of the Government/Semi-Government Undertaking/s as approved contractors and if so, Furnish details	
11	Qualification & Experience of the technical persons employed by the firm.	
12	Indicate if involved in any litigation	
13	Any civil suits pending in any of the works executed give details	

Date:

Signature of the contractor/firm:

Place:

**ANNEXURE - B: Details of the work executed during the last 5 years as per the eligibility criteria**

Sl. No.	Name of the work & location	Nature & description of work	Name & address of the owner for whom work was carried out (Details of contact person with Phone number shall be furnished).	The name and full address of the officer under whom the work was carried out.	Value of the work in Rs	Whether work completed in time. If not reason for the delay	Date of start and completion-Proof for satisfactory completion of the work should be attached (signed by the competent person)
1	2	3	4	5	6	7	8

Place and Date:                      Signature of the contractor/firm with name and address & Seal

**[Scanned copy (in pdf format) of this Annexure duly filled, to be uploaded with tender**

## Annexure - C: CLIENT's CERTIFICATE

### Client's Certificate Regarding Performance of Contractor

(To be issued by the client on its letterhead)

The Regional Director  
Reserve Bank of India,  
Estate Department,  
10/3/8, Nrupathunga Road,  
Bengaluru - 560001

Madam/ Sir,

#### Client's Certificate regarding Performance of .....

1.	Name of work with brief particulars	
2.	Agreement No. & date	
3.	Agreement amount	
4.	Date of commencement of work	
5.	Stipulated date of completion	
6.	Actual date of completion	
7.	Details of compensation levied for delay if any (amount)	
8.	Gross amount of the work completed and paid #	
9.	Name & address of the authority under whom works executed	
10.	Whether the contractor employed qualified Engineer/ overseer during execution of work?	
11.	i) Quality of work (indicate grading)	Outstanding/ Very Good/ Good/ Satisfactory/ Poor
	ii) Amount of work paid on reduced rates, if any	
12.	i) Did the contractor go for arbitration?	
	ii) If Yes, total amount claim	
	iii) Total amount awarded	
13.	Comments on the capabilities of the contractor	
	a) Technical Proficiency	Outstanding/ Very Good/ Good/ Satisfactory/ Poor

	b) Financial Soundness	Outstanding/ Very Good/ Good/ Satisfactory/ Poor
	c) Mobilization of adequate T & P	Outstanding/ Very Good/ Good/ Satisfactory/ Poor
	d) Mobilization of Manpower	Outstanding/ Very Good/ Good/ Satisfactory/ Poor

**Note:** All columns should be filled in properly, please tick one of the multiple options.

1. Signature of the Reporting Officer\* with office seal
2. Countersigned with Official Seal

**\*Officer of the rank of Executive Engineer or equivalent.**

**# Supported by adequate proof of payments received by contractor for work done.**

**Client's report issued by Pvt. Organization shall also accompany TDS Certificates.**

**(Reports must be submitted in client's official sealed cover and to be addressed to the enlistment authority).**

## Annexure-D: Proforma of Bank Guarantee for Earnest Money Deposit / Bid Security

(On Non-Judicial Stamp Paper of appropriate value)

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

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

**The Regional Director  
Estate Department  
Reserve Bank of India  
Bengaluru.**

Dear Sir / Madam,

**Name of Work:** .....

Ref: NIT / Advt. No.

Date: ...

### WHEREAS

The Reserve Bank of India, having its Central Office at Shahid Bhagat Singh Marg, Mumbai (hereinafter called the 'RBI') has invited tenders for the captioned work (Hereinafter called "the said tender") on the terms and conditions mentioned in the said tender documents.

It is one of the terms of invitation of tenders that the tenderer shall furnish a Bank Guarantee for a sum of ₹ \_\_\_\_\_ (Rupees \_\_\_\_\_ only) as Earnest Money Deposit (EMD).

M/s. (Name of the Tenderer / Bidder), (hereinafter called as 'the Tenderer / Bidder'), who are our Clients / Constituents intend to submit their tender / Bid for the said work and have requested us to furnish Bank Guarantee to RBI in respect of the said sum of ₹ \_\_\_\_\_ (Rupees \_\_\_\_\_ only) in respect of EMD.

### NOW THIS GUARANTEE WITNESSETH

1. We (Name of the Bank) do hereby agree with and undertake to RBI, their Successors, Assigns that in the event of the RBI coming to the conclusion that the Tenderer have not performed their obligations under the said conditions of the tender or have committed a breach thereof, which conclusion shall be binding on us as well as the said Tenderer, 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 Earnest Money Deposit for the due performance of the obligations of the Tenderer under the said Conditions, provided, however, that our liability against such sum shall not exceed the sum of ₹ \_\_\_\_\_ (Rupees \_\_\_\_\_ only).
2. We also agree to undertake to and confirm that the sum not exceeding ₹ \_\_\_\_\_ (Rupees \_\_\_\_\_ only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the 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. 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 Tenderer. 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 tender and/or hereunder or granting of any time or showing of any indulgence by the RBI to the Tenderer 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 Tenderers of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding ₹ ..... (Rupees \_\_\_ only).
- b) Our liability under these presents shall not exceed the sum of ₹..... (Rupees..... only).
- c) Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents/clients in tendering for the said work or their obligations there under or by dissolution or change in the constitution of our said constituents.
- d) This guarantee shall remain in force up to (six months from the last date of receipt of tender) provided that if so desired by the RBI, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.
- e) Our liability under these presents will terminate unless these presents are renewed as provided hereinabove on the \_\_\_\_\_ or on the day when our said constituents comply with their obligations, as to which a certificate in writing by the RBI alone is the conclusive proof whichever date is later. Unless a claim or suit or action is filed against us within \_\_\_\_\_ or any extended period, all the rights of the RBI against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

Yours faithfully,

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

Authorised Official (with seal)

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

## Annexure-E: Proforma for Performance Bank Guarantee

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

Place.....Date.....

To

Regional Director

Estate

Department Reserve Bank of India Bengaluru – 500 001.

Dear Sir,

**Name of Work:** .....

WHEREAS Reserve Bank of India, having its Central Office at Shahid Bhagat Singh Road, Mumbai, through its office at Reserve Bank of India, Bengaluru 500 001 (hereinafter called "the RBI") has awarded the Contract for the captioned work (hereinafter called the "Contract") to M/s \_\_\_\_\_ (Name of the Contractor) (hereinafter called "the said Contractor", which expression shall include its successors and assigns).

AND

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

\_\_\_\_\_

b) Our liability under these presents shall not exceed the sum of Rs.

\_\_\_\_\_

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 Sixty (60) days beyond the contract period, i.e., up to for this contract provided that if so desired by the RBI, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.

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

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

For and on behalf of (Name of the Bank) Signature and Seal of authorized Bank official

Name:

Designation

Stamp/ Seal of the Bank

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

Witness 1

Signature ..... Name .....

Address .....

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

## Annexure- F: Format of Banker's certificate (Solvency Certificate)

### CARE: To be uploaded along with Part-I of the tender

The Regional Director  
Reserve Bank of India,  
Estate Department,  
10/3/8, Nrupathunga Road,  
Bengaluru – 560001.

This is to certify that to the best of our knowledge and information M/s / Shri .....  
..... having marginally noted address, a customer of our bank are/ is  
respectable and can be treated as good for any engagement up to a limit of ₹..... (Rupees  
.....). This certificate is issued without any  
guarantee or responsibility on the bank or any of the officers.

(Signature)

For the Bank with Name & Seal

### Note:

- 1) Bankers' certificate should be on letter head of the bank, sealed in cover addressed to enlistment authority – The Regional Director, Reserve Bank of India, Estate Department, 10/3/8, Nrupathunga Road, Bengaluru – 560001.
- 2) In case of partnership firm, certificate should include names of all the partners as recorded with the bank.

## Annexure-G: Format for power of attorney for signing of application/proposal

(On Non-Judicial Stamp Paper of appropriate value)

Know all men by these presents, We..... (Name of the Bidder and address of their registered office) do hereby constitute, appoint and authorize Mr./ Ms..... (Name and residential address of Power of Attorney holder) who is presently employed with us and holding the position of ..... as our attorney, to do in our name and on our behalf, all such acts, deeds, and things necessary in connection with or incidental to our Tender for..... (Name of the work) including signing and submission of all documents and providing information / responses to Estate Department RBI, Bengaluru representing us in all matters before RBI Bengaluru, and generally dealing with RBI Bengaluru in all matters in connection with our proposal for the said Project.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney Pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

### Note

Power of Attorney should be properly stamped and notarized  
Power of Attorney furnished shall be irrevocable.

Signature/(s) of the Bidder

Name/(s)

Stamp/Seal of the Bidder

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

**Annexure- H: ECS/ NEFT mandate form**

**(Mandate for receiving payments through ECS /NEFT from RBI, Bengaluru**

**All entries should be filled in neatly and legibly in Capital letters**

<b>1</b>											
<b>1</b>	<b>Name of the Vendor</b>										
<b>2</b>	<b>Address of the Vendor</b>										
<b>3</b>	<b>Email ID of the Vendor</b>										
<b>4</b>	<b>Phone Number</b>										
<b>5</b>	<b>Mobile Number</b>	<b>0</b>									
<b>6</b>	<b>Contact Person</b>										

<b>PAN.</b>		<b>PAN Card Holder Name</b>	
<b>GSTIN No.</b>			

<b>1</b>											
<b>1</b>	<b>Name of the Bank</b>										
<b>2</b>	<b>Name of the Branch</b>										
<b>3</b>	<b>Address of the Bank Branch</b>										
<b>4</b>	<b>IFS Code (11 digits)</b>										
<b>5</b>	<b>MICR Code (9 digits)</b>										
<b>6</b>	<b>Bank account type (SB-10/ CA-11 / CC -13)</b>										
<b>7</b>	<b>Core Banking Account No.</b>										

**Please enclose the undernoted documents in support of the details mentioned above**

- (1) a blank cancelled CTS-cheque**
- (2) Photocopy of your PAN card**
- (3) Proof of GST registration**

**Declaration**

I hereby declare that the particulars given above are correct and complete. If the transaction is delayed or not effected for reasons of incomplete or incorrect information, then I would not hold the Reserve Bank of India responsible.

**Date** \_\_\_\_\_

**Signature of the Vendor/ Account holder**

**Place** \_\_\_\_\_

**Vendor Common Seal**

**The Mail ID of Estate Department for Communication: [estatebangalore@rbi.org.in](mailto:estatebangalore@rbi.org.in)**

**Annexure- I: Details of Service Set up at Bengaluru**

<b>Sl.No.</b>	<b>Details of service Centre</b>	
1	Address of Service Centre	
2	Contact numbers	
3	Staff strength	

Seal of company & Signature

**Annexure- J: Complaint Escalation Matrix**

<b>Sl.no</b>	<b>Support Level</b>	<b>Name</b>	<b>Phone no.</b>	<b>E-mail ID</b>
1	Level 1			
2	Level 2			
3	Level 3			
4	Level 4			

**Signature & Seal of the firm**

**Annexure - K: Performa for Undertaking / Declaration / Certificate by the Bidder  
regarding country sharing land border with India**

To,  
The Regional Director  
Reserve Bank of India  
Estate Department  
Bengaluru - 560001.

Sir,  
**Subject: Undertaking Letter of M/s \_\_\_\_\_ for participation in the bid for Annual Maintenance Contract for Cleaning and Maintenance of flats at RBI Officers/Staff Quarters, Osborne Road, Bengaluru / We .....** (Name of bidder) have read and understood the

contents of the Office Memorandum (OM) F. No. 6/18/2019-PPD dated July 23, 2020 and its subsequent orders / revision issued by Public Procurement Division, Department of Expenditure, Ministry of Finance, Government of India regarding the restrictions on procurement from a bidder of a country which shares a land border with India.

2. Based on the definitions mentioned in the above referred order and its subsequent revisions regarding the bidder, I / We certify that ..... (Name of the bidder)

- i. is not from a country sharing land border with India, or
- ii. is from a country sharing land border with India and has been registered with the Competent Authority, the certificate of which is enclosed, or
- iii. is from a country sharing land border with India where Government of India has extended lines of credit, or
- iv. is from a country sharing land border with India where Government of India is engaged in developmental projects.

*(Strikeout whichever of the above is not applicable).*

3. I /We hereby certify that ..... (Name of bidder) fulfils all requirements in this regard and is eligible to be considered under the provision of the above referred Office Memorandum and its subsequent orders / revision. I/We also undertake that I/we ..... (Name of bidder) will not sub-contract any work to a contractor from such country unless such contractor fulfils all the requirements under the above referred office memorandum / order.

4. I have understood that, if this Undertaking / Declaration / Certificate submitted by us found to be false, Bank shall be free to terminate our tender / Work Order. Bank shall also be free to initiate any legal action in accordance with law including forfeiting of Earnest Money Deposit / Performance Bank Guarantee / Security Deposit and / or debarring us from participating in tenders invited by the Bank in future.

Signature and name of the authorized signatory of the firm

Date:

**Annexure-L: Proforma for Indemnifying the Employer against Contract labour**

**Rules/regulations**

(On Non-Judicial Stamp Paper of appropriate value)

To

The Regional Director  
Estate Department  
Reserve Bank of India

Dear Sir/Madam

..... (*name of work*)

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, 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 \_\_\_\_\_

**Authorised signatory**

## Annexure-M: Proforma for Indemnifying the Employer against Patent Rights

(On Non-Judicial Stamp Paper of appropriate value)

To,  
The Regional Director  
Estate Department  
Reserve Bank of India  
.....

Dear Sir/Madam

.....(Name of work)

We, M/s \_\_\_\_\_ (Name of Contractor) hereby undertake to fully indemnify and keep indemnified the Employer i.e. Reserve Bank of India against any action, claim or proceeding relating to infringement or use of any patent or design or any alleged patent or design rights and shall ourselves pay any royalties, licence fees etc. which may be payable in respect of any article or part thereof included in the contract or damages, cost and charges of all and every sort that may be legally incurred in respect thereof.

In the event of any claims made under or action brought against Employer in respect of any such matters as aforesaid, we shall, on being notified thereof, at our own expense, settle any dispute or conduct any litigation that may arise therefrom, provided that we shall not be liable to indemnify the Employer if the infringement of the patent or design or any alleged patent or design right is the direct result of an order passed by the Engineer-in-Charge in this behalf.

Yours faithfully,

For \_\_\_\_\_

**Authorised signatory**

**NAME AND ADDRESS OF THE CONTRACTOR:**

**SIGN & SEAL OF THE CONTRACTOR:**

**Date:**

**Place:**

**Annexure-N: Undertaking regarding declaration of debarment by public institution(s)**

(To be submitted by the tenderer on their letterhead)

**Name of Work:** .....

1. I/We ..... (Name of the bidder) declares that
  - a) I/we or any of our allied firm\* is/ are not debarred / suspended / blacklisted by any public institution / entity in India or any other country as on .....(last date of submission of bid).
  - b) I/ We or any of our allied firm\* have not made any transgression in respect of the code of integrity (as mentioned in the tender) with any public institution / entity in India or any other country in last three years as on .....(last date of submission of bid).
  - c) we will inform the Bank in writing, in case, I/we or any of our allied firm\* is/are debarred / suspended / blacklisted by any public institution / entity in India or any other country on or before award of work for the captioned work.
2. I/We .....(Name of the bidder) declare that I/we or our allied firm\* .....(Name of the allied firm(s)) is/ are debarred / suspended / blacklisted by .....(Name and address of public institution in India or any other country) and the same effective upto .....(date). A copy of such letter is attached for your information and record.

(seal and signature of the bidder)

Date

Place

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

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



**RESERVE BANK OF INDIA  
ESTATE DEPARTMENT  
BENGALURU**

**Tender**

**Part II (PRICE BID)**

**For**

**Annual Maintenance Contract for Cleaning and Maintenance of flats at RBI Officers/Staff  
Quarters, Osborne Road, Bengaluru**

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

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

<b>Date from which e-Tender will be available on MSTC website</b>	<b>December 30, 2025; 12:00 PM onwards</b>
<b>Date &amp; time of Pre-bid meeting</b>	<b>January 13, 2026 at 11:00 AM</b>
<b>Last date of submission of e-Tender</b>	<b>January 27, 2026 till 10:00 AM</b>

## Schedule of Quantity

### Cleaning and maintenance of the flats at RBI officers/Staff quarters at Osborne Road, Bengaluru

#### **Preamble to Schedule of Quantity:**

- (i) The contractor is advised to visit the site before quoting their rates to assess the quantum of work.

Making available the services of maintenance staff for maintaining the Banks residential colony at **Osborne Road, Bengaluru**. The charges quoted shall be for deputing the experienced and well-dressed workers to the property for all days in a week, However, employees can avail a weekly off any day between Monday to Friday on rotation basis and shall generally follow the working hours from 8.00 a.m. to 4 p.m. (including 1 hour lunch break), in case of emergency the staff have to continue to work till the emergency is over. The Contractor shall ensure to attend maintenance service complaints within two hours of the complaint being registered.

An amount equivalent to existing minimum wages will be deducted per day of absenteeism.

- (ii) The maintenance staff should report to the property Assistant caretaker/Caretaker or to the official designated of the colony. (iii) The charges quoted should include wages, transportation charges, providing and maintenance of kit containing all tools, cleaning materials like nylon brush, broom, detergent, toilet cleaner, soft cloth, detergents etc. required for the work, incidental charges and contractors profit and overhead and taxes as may be levied by statutory authorities.
- (iv) The scope of services to be rendered under the contract has been broad defined in schedule of Quantity; accordingly, the amount has to be quoted by the bidders. No separate payment will be made for these items.
- (v) The Payment to contractor shall be made on quarterly basis for the works carried out flats/common area only at the rate quoted. From each bill a sum equal to 5% of bill amount shall be deducted as security deposit for ensuring proper maintenance of flats. The amount so retained will not carry any interest and shall be paid to contractor along with the payment of the last quarter of the AMC. If the contractor fails to maintain the flats properly with the instructions of the Bank for carrying out necessary corrections within a reasonable period as specified, the Bank, at his discretion will forfeit the amount retained with the Bank and terminate the contract without assigning any reason and any further reference to the contractor. Bank's decision in this regard will be final and binding on the contractor and the contractor will not have any claim in this regard whatsoever it may be.
- (vi) Rate quoted shall be inclusive of all taxes etc. if any.

(vii) The successful tenderer shall employ only reliable workers and furnish their complete details with their two photographs and obtain their Identity Card from Protocol & Security officer. After expiry of the contract same may be returned. In case of any dispute, default like theft or burglary on the part of worker, the contractor will be totally responsible and initiate action to set it right.

(viii) The bills will be settled by office after verification of the work done, copy of Caretaker/. Asst Caretaker certification, attendance etc. The bill, in proper form, must be duly accompanied by details of work carried out in that month and should also be accompanied with the details of ESI & EPF deposit slip for the previous month along with the copy of Register- Form IX, X, XI U/r 22, 26(1), 26 (2) of the Minimum wage (Central) Rule 1950, Minimum wage Act 1948, copy of attendance sheet signed duly verified by Caretaker/Asst Caretaker failing which the bill will not be accepted. The Contractor's Bills should be prepared based on the actual work done and actual manpower deployed and declaration on usage of eco-friendly chemicals as approved bank.

Total Amount in words \_\_\_\_\_

Item no.	Description of work	Quantity	Unit	Rate in Rs	Amount in Rs per Month /Quarter/Half year (Rate x Quantity)	Amount in Rs per Annum
1	Annual charges for carrying out the general maintenance and cleaning works, by engaging minimum 14 (Fourteen) labours (considering leave reserve labour) and 1(one) experienced supervisor on daily basis (including Saturdays, Sundays and holidays) for complete the work satisfactorily.  <b>Note: Bidders shall quote minimum wages as specified in the annexure. Bids quoting amounts below the prescribed minimum wages shall be rejected.</b>					
a	unskilled	14	Each labour per month			
b	Semi-skilled	1	Each labour per month			

2	The bidder may quote his desired amount exclusive of GST in MSTC website for Contractor's Overhead Charges (cost of salary over and above the minimum wages/ bonus) & Profit, items like procurement of cleaning material and necessary equipment's, Insurance charges (Workmen Compensation Policy, Third Party Liability Policy), charges for providing uniform and identity cards to the workmen or any other expenses applicable for 12 months for the following works: <b><u>The scope of work involves Part A, Part B &amp; Part C</u></b>
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**PART "A"**

2.a)	<p><b>(a). DAILY: -</b></p> <p>i). Collecting the day-to-day garbage from the occupied flats, dispensary, caretaker office community hall, gym room etc., disposing/ stacking the same in the garbage chamber of the colony etc, as directed. Keeping the premises clean including all open area, sweeping of roads, car/scooter parking area pathways etc. Children Playing area /Garden area/Biomethanization Plant area/STP plant area inside and outside/Organic Waste Converter plant area/all Plinth Protections of the building, Badminton Court, etc.</p> <p>ii). Daily cleaning with wet and dry cloth with approved chemical the outdoor children playing equipments, Indoor gym equipment, Indoor playing equipments (only with dry cloth) etc. Tools and equipment, cleaning chemicals to be used should be as per the procedure defined by the Bank. iii). Daily sweeping all the staircase from ground floor to terrace including landing/lobby/Post boxes/name plates/name boards, entrance porticos including cleaning the hand rails etc., all complete as directed (all floors).</p> <p>iv). Tools and equipment, cleaning chemicals to be used should be as per the procedure defined by the Bank. Cleaning and mopping with approved chemical in Community Hall, gym room, caretaker office, dispensary, security choke, pumproom, generator room, meter room etc as directed.</p>	1	Per Month			
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v). Cleaning of Bathrooms of Community Hall, gym room, dispensary, Common Bathroom for Outsiders has to be done as per the Item No.2

**(b). Weekly twice: -**

i) Moping the staircase by adding approved chemical as directed from ground floors to terrace including landing/lobby. All stair case (Ground floor + 3 floors) etc., all complete as directed.

ii) Cleaning all direction and display boards with dry cloth. Tools and equipment's, cleaning chemicals to be used should be as per the procedure defined by the Bank.

**(c). ONCE IN A MONTH: -**

Removing the cobwebs from the common area like walls/ceiling and inaccessible spots by brooms etc.in staircase from ground floor to terrace 34 staircases (ground floor + 3 floors etc all complete as directed). Also cleaning the terrace area including mumty room tops Including the STP plant area, Organic Waste Converter plant area, Waste Segregation Area, Community Hall area including Pantry and toilet areas, Gym Room area, Caretakers Room, Dispensary, Store Room, Covered parking areas, all mete rooms, Pump rooms, Security posts, etc. Tools and equipments, cleaning chemicals to be used should be as per the procedure defined in Part-I

**Rate shall be inclusive of item a, b and c.**

**Note: Daily waste collection from residential flats shall be conducted using different color-coded bins, designated according to waste segregation categories.**

2 (b)	<p><b>Periodical cleaning and maintenance of bathrooms/ toilets as details below.</b>  <b><u>ONCE IN A WEEK for Officers: -</u></b></p> <p>i). Cleaning of all occupied flats (all toilets and bathrooms in a flat) - Washing the floor, wall dado of toilets/bathrooms etc., by using the nylon brush with approved cleaning materials like detergent, toilet cleaner etc, all complete as directed. Including Sanitary fixtures and fittings. The fittings should be cleaned with special chemical meant for cleaning the sanitary fittings; the same before usage needs to be get approved by Bank.</p> <p>ii). Cleaning the wash basin, and the dado tiles of wash basin area inside the toilets and Hall etc., all complete as directed.</p> <p>iii). Clean, sanitize and de-scale all vitreous fixtures, dust all horizontal surfaces, Sweep, damp mop &amp; disinfect all floors, Clean Glass &amp; mirrors, clean walls, doors &amp; partitions, dust all horizontal surfaces, Clean and sanitize all counter tops, Clean &amp; polish all metal fixtures, clean windows, ventilators with glass panes/louvers including cleaning of mosquito mesh shutters from inside the flat. Some flats are not provided with the light fittings, chimney &amp; toilet fans therefore average rate to be quoted.</p> <p>iv). -do- as per item no.2 (i) above but in master bed toilet /bath room and wash basin. (Approximate area = 2.26mX2.09m)</p> <p>v). -do- as per the item 2 (i) above but for common toilet /bath room and wash basin. (Approximate area of common room = 1.80mX1.68m; Approximate area of common toilet ceiling = 1.01mX1.38m) Tools and equipments, cleaning</p>	41 Flats	Each Flat per Month			
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	chemicals to be used should be as per the procedure defined in Part-I. <b>Note:</b> It may be noted the separate cleaning brushes each may be used for commode and rest of the bathroom/toilet area.					
2.c)	<p>Periodical cleaning and maintenance of Bathroom/WC as details below.</p> <p><b>Once in a Week for Class III and IV flats: -</b></p> <p>i). Cleaning of all occupied flats (all toilets and bathrooms in a flat) - Washing the floor, wall dado of toilets/bathrooms etc., by using the nylon brush with approved cleaning materials like detergent, toilet cleaner etc, all complete as directed. Including Sanitary fixtures and fittings. The fittings should be cleaned with special chemical meant for cleaning the sanitary fittings; the same before usage needs to be get approved by Bank.</p> <p>ii). Cleaning the wash basin, and the dado tiles of wash basin area inside the toilets and Hall etc., all complete as directed.</p> <p>iii). Clean, sanitize and de-scale all vitreous fixtures, dust all horizontal surfaces, Sweep, damp mop &amp; disinfect all floors, Clean Glass &amp; mirrors, clean walls, doors &amp; partitions, dust all horizontal surfaces, Clean and sanitize all counter tops, Clean &amp; polish all metal fixtures, clean windows, ventilators with glass panes/louvers including cleaning of mosquito mesh shutters from inside the flat. Some flats are not provided with the light fittings, chimney &amp; toilet fans therefore average rate to be quoted.</p> <p>iv) For common toilet /bath room and wash basin. (Approximate area of common bath room = 2.30sqm; Approximate area of common toilet = 1.00sqm) Tools and equipment, cleaning chemicals to be used should be as per the procedure defined in Part-I. room = 1.80mX1.68m; Approximate area of common</p>	243 Flats	Each Flat Per Month			

	<p>toilet ceiling = 1.01mX1.38m) Tools and equipments, cleaning chemicals to be used should be as per the procedure defined in Part-I.</p> <p><b>Note: 1.</b> It may be noted the separate cleaning brushes each may be used for commode and rest of the bathroom/toilet area.</p> <p>2. Some flats are not provided with the light fittings, chimney &amp; toilet fans therefore average rate to be quoted.</p> <p>3. The Quantity is for 1-Flats which may vary based on occupancy. The contractor should quote accordingly considering the above.</p>					
2.d)	<p><b>Vendor shall supply good/superior quality 100% biodegradable garbage/dustbin bag packets</b> of suitable size for the dustbins of three colour-coded garbage bags (Blue/Yellow, Green &amp; Black/red) shall be provided for dry, wet, and sanitary waste, respectively per month to the resident flats.</p> <p><b>Note: The Vendor must quote a single monthly rate per flat, inclusive of all three types of dustbin bags, in the designated Rate column. Billing will be processed on an indicative basis.</b></p> <p><b>Specifications: Each packet shall contain 30 pieces, with dimensions of 45 x 54 cm (or 19 x 21 inches).</b></p>	284	Each Flat per Month			
<b>TOTAL OF PART "A" Rs.</b>						

**PART-B**

3.a)	<p><b>ONCE IN THREE MONTHS (Inside Flat –Only for Officers Flats): - Charges for cleaning of</b></p> <p>(a) Cleaning of (a) all Fans including exhaust fans of toilet, exhaust fan/chimney at kitchen, Kitchen Sink, Kitchen slab, kitchen cabinet.</p> <p>(b) Cleaning with wet cloth all doors in the house, MS/Aluminium windows/ Shutter windows/ ventilators frame and glass shutters, panels, including removing nylon /stainless steel mosquito mesh shutter washing with detergent &amp; drying at a place directed and fixing back to the window/ventilators,</p> <p>(c). Light fittings all type including chandelier in hall.</p> <p>(d) Cleaning the Chajjas &amp; Porticos of all types building, Cob webs, inaccessible spots, including pelmets/curtain rods with necessary ladders/supports etc, cleaning flooring of complete flat including balcony and as mentioned. Including the cloth hanging arrangement in balcony and also the balcony and its railing needs to be cleaned for cobwebs, dust etc. (The Approximate area of Floor = 93.27 Sqmt (Including bathrooms and toilets)) Tools and equipments, cleaning chemicals to be used should be as per the procedure defined in Part-I.</p> <p>e) Sweeping and mopping the floor (full house), washing wall dado of toilets/bath rooms etc., by using the nylon brush with approved cleaning materials like detergent, toilet cleaner, oxalic acid etc, all complete as directed. Including cleaning of</p>	41 Flats	Each Flat Per Quarterly			
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<p>Fittings and toilet fixtures, ventilators etc. Clean, sanitize and de-scale all vitreous fixtures, dust all horizontal surfaces, Sweep, damp mop &amp; disinfect all floors, Clean Glass &amp; mirrors, clean walls, doors &amp; partitions, dust all horizontal surfaces, Clean and sanitize all counter tops, Clean &amp; polish all metal fixtures, clean windows, ventilators with glass panes/louvers including cleaning of mosquito mesh shutters from inside the flat</p> <p>f) Cleaning the wash basin, and the dado tiles of wash basin area inside the toilets and Hall etc., all complete as directed.</p> <p>Note: - Some flats are not provided with the light fittings, chimney &amp; toilet fans therefore average rate to be quoted.</p> <p>ii). Sweeping and mopping the floor (full house), washing wall dado of toilets/bath rooms etc., by using the nylon brush with approved cleaning materials like detergent, toilet cleaner, oxalic acid etc, all complete as directed. Including cleaning of Fittings and toilet fixtures, ventilators etc. Clean, sanitize and de-scale all vitreous fixtures, dust all horizontal surfaces, Sweep, damp mop &amp; disinfect all floors, Clean Glass &amp; mirrors, clean walls, doors &amp; partitions, dust all horizontal surfaces, Clean and sanitize all counter tops, Clean &amp; polish all metal fixtures, clean windows, ventilators with glass panes/louvers including cleaning of mosquito mesh shutters from inside the flat</p> <p>iii). Cleaning the wash basin, and the dado tiles of wash basin area inside the toilets and Hall etc., all complete as directed. Tools and equipment, cleaning chemicals to be used should be as per the procedure defined in Part-I</p> <p><b>Note:</b> - 1. Some flats are not provided with the light fittings, Aluminium windows and ventilators &amp;</p>					
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	<p>exhaust fans in kitchen and toilets therefore average rate to be quoted.</p> <p>2. The Quantity is for Officers flats which may vary based on occupancy. The contractor should quote accordingly considering the above.</p>					
	<p><b><u>ONCE IN THREE MONTHS For Cleaning of vacant Flats (Inside Flat –Class III &amp; IV flats): -</u></b></p> <p>(a) Cleaning of all Fans including exhaust fans of toilet, exhaust fan/chimney at kitchen, Kitchen Sink, Kitchen slab, kitchen cabinet.</p> <p>(b) Cleaning with wet cloth all doors in the house, MS/Aluminium windows/ Shutter windows/ ventilators frame and glass shutters, panels, including removing nylon /stainless steel mosquito mesh shutter washing with detergent &amp; drying at a place directed and fixing back to the window/ventilators,</p> <p>(c). Light fittings all type (d) Cleaning the Chajjas &amp; Porticos of all types building.</p> <p>(e). Cob webs, inaccessible spots, including pelmets/curtain rods with necessary ladders/supports etc complete cleaning and mopping of entire flat and as mentioned. (The Approximate area of Floor for Class III Flats = 50.37Sqmt (Including bathrooms and toilets), The Approximate area of Floor for Class IV Flats = 32.84 Sqmt (Including bathrooms and toilets))</p> <p>ii). Sweeping and mopping the floor (full house), washing wall dado of toilets/bath rooms etc., by using the nylon brush with approved cleaning materials like detergent, toilet cleaner, oxalic acid etc, all complete as directed. Including cleaning of Fittings and toilet fixtures, ventilators etc. Clean, sanitize and de-scale all vitreous fixtures, dust all</p>					

	<p>horizontal surfaces, Sweep, damp mop &amp; disinfect all floors, Clean Glass &amp; mirrors, clean walls, doors &amp; partitions, dust all horizontal surfaces, Clean and sanitize all counter tops, Clean &amp; polish all metal fixtures, clean windows, ventilators with glass panes/louvers including cleaning of mosquito mesh shutters from inside the flat</p> <p>iii). Cleaning the wash basin, and the dado tiles of wash basin area inside the toilets and Hall etc., all complete as directed.</p> <p>Tools and equipment, cleaning chemicals to be used should be as per the procedure defined in Part-I</p> <p><b>Note: -</b> 1. Some flats are not provided with the light fittings, Aluminium windows and ventilators &amp; exhaust fans in kitchen and toilets therefore average rate to be quoted.</p> <p>2. The Quantity is for Class III Flats and Class IV which may vary based on occupancy. The contractor should quote accordingly considering the above.</p>					
3.b)	Class III Flats	1 Flat	Each Flat per Quarterly			
3.c)	Class IV Flats	1 Flat	Each Flat per Quarterly			
				<b>TOTAL OF PART "B" Rs.</b>		
<b>PART-C</b>						
4	<p><b><u>ONCE IN Six MONTHS For Cleaning of Occupied Flats (Inside Flat –Class III &amp; IV flats): -</u></b></p> <p>(a) Cleaning of all Fans including exhaust fans of toilet, exhaust fan/chimney at kitchen, Kitchen Sink, Kitchen slab, kitchen cabinet.</p> <p>(b) Cleaning with wet cloth all doors in the house, MS/Aluminium windows/ Shutter windows/ ventilators frame and glass shutters, panels, including removing nylon /stainless steel mosquito</p>					

<p>mesh shutter washing with detergent &amp; drying at a place directed and fixing back to the window/ventilators,</p> <p>(c). Light fittings all type (d) Cleaning the Chajjas &amp; Porticos of all types building.</p> <p>(e). Cob webs, inaccessible spots, including pelmets/curtain rods with necessary ladders/supports etc complete cleaning and mopping of entire flat and as mentioned. (The Approximate area of Floor for Class III Flats = 50.37Sqmt (Including bathrooms and toilets), The Approximate area of Floor for Class IV Flats = 32.84 Sqmt (Including bathrooms and toilets))</p> <p>ii). Sweeping and mopping the floor (full house), washing wall dado of toilets/bath rooms etc., by using the nylon brush with approved cleaning materials like detergent, toilet cleaner, oxalic acid etc, all complete as directed. Including cleaning of Fittings and toilet fixtures, ventilators etc. Clean, sanitize and de-scale all vitreous fixtures, dust all horizontal surfaces, Sweep, damp mop &amp; disinfect all floors, Clean Glass &amp; mirrors, clean walls, doors &amp; partitions, dust all horizontal surfaces, Clean and sanitize all counter tops, Clean &amp; polish all metal fixtures, clean windows, ventilators with glass panes/louvers including cleaning of mosquito mesh shutters from inside the flat</p> <p>iii). Cleaning the wash basin, and the dado tiles of wash basin area inside the toilets and Hall etc., all complete as directed.</p> <p>Tools and equipment, cleaning chemicals to be used should be as per the procedure defined in Part-I</p> <p><b>Note: -</b> 1. Some flats are not provided with the light fittings, Aluminium windows and ventilators &amp; exhaust fans in kitchen and toilets therefore average rate to be quoted.</p>					
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	2. The Quantity is for Class III Flats and Class IV which may vary based on occupancy. The contractor should quote accordingly considering the above.					
a).	Class III Flats	185 Flats	Each Flat Per Six Months			
b).	Class IV Flats	58 Flats	Each Flat Per Six Months			
<b>TOTAL OF PART "C" Rs.</b>						
<b>GRAND TOTAL OF item no. 1 + PART "A" + PART" B" + PART"C" Rs=(X).</b>						
<b>Add @ 9% CGST on (X)=P</b>						
<b>Add @ 9% SGST on (X)=Q</b>						
<b>Grand Total (Y)=(X+P+Q)</b>						

**NOTE: -1.** The contractor shall submit the bill for item no.1 & PART-A on monthly basis, PART-B on quarterly basis and Part-C on Half Yearly Basis after completion of work and with proper acknowledgement.

2. The Total amount at Part A + Part B + Part C with GST should be exactly the same amount as worked out at annexure, For Item No 3 (b) & 3 (c) (Part-B) the availability of vacant flats will be limited considering this, the contractor should quote their rates accordingly. The payment and work done measurement will be done as per the schedule of Quantities only but not as per Annexure. The contractor should clearly understand the scope of the work and accordingly should quote their rates.

3. Contractor should give details of cleaning chemicals proposed to be used i.e., brand, their name and their amount. Also, he should provide details of tools and equipment to be used.

Date

Signature of the contractors

Place:

**A. Cleaning and House Keeping Services at Osborne Road Staff Quarters (Annexure)**

Estimate For Housekeeping													
Osborne Road Staff Quarters													
Sl. No	Type	Man power Required	Min Wages Per Worker Per Day Considered As Per Latest Circular of Central Government for Minimum			Statuary Components					Total Minimum Wages Per Day Quoted by the Vendor including other statutory obligations value should not be quoted less than (14))	Total Min Wages Per Manpower Per Day Prevailing as on Date of opening of Tender as per Minimum Wages Act	Total Monthly Wages in (Rs) Considering 26 working days.
			Basic	DA as on 30.09.2025	Total of Basic + DA as on 30.09.2025	EPF@12% of (6)	ESI @ 3.25% of (6)	Bonus@8.33% of (6)	Leave Coverage @ 6.75% of (6)	LWF (As per Govt. Directives)			
1	2	3	4	5	6	7	8	9	10	11	(12) = (6+7+8+9+10+ 11)	13	(14) = (3)X(13)X26 Days
a	Unskilled	14	523	282	805	96.6	26.1625	67.0565	54.3375	12	1061.1565	1,061	3,86,204
b	Semi skilled	1	579	314	893	107.16	29.0225	74.3869	60.2775	12	1175.8469	1,176	30,576
c	Day to Day work, tools and equipment's and its maintenance charges, Insurance, uniform and uniform maintenance and other miscellaneous charges. (Contractor should give details of these items)												
Sub Total (X)=sum of Sl.no a,b,c													

	Add Contractor profit and Overheads on X =(Y)=	
	Total amount per Month=(X+Y) =Z	
	Total amount per annum=(Z*12) =A	
	Add GST 18% on A	
	Total Amount	

- \*\*Note: -** 1. In case, the rate quote under column (12) is less than the minimum wages evaluated in column (13) of wages charges for Manpower as per latest minimum wages, the tender shall be summarily disqualified.
2. If the amount quoted by the bidder in the price bids is unreasonable/unrealistic or with zero profit margin (**\*contractor to quote a minimum service charge of 3.00% of X**), based on the statutory payments or otherwise, the Bank reserves the right to reject such bids.
3. Contractor to submit a copy of the latest circular published by the competent authority in support of minimum wages prevailing as per Central Govt applicable for public sector banks and conceded by them in their quote.

Place:-

Date :-

(Signature of the Contractor with Seal)

**Annexures to be certified and submitted along with the bill.**

- **Monthly bills**

**Scope of the work**

**(a) Daily Tasks:**

1. Collect day-to-day garbage from occupied flats, dispensary, caretaker office, community hall, gym room, etc., and dispose/stack it in the designated garbage chamber as per instructions. Maintain cleanliness of all open areas, including sweeping of roads, car/scooter parking areas, pathways, children's play area, garden area, Biomethanization plant area, STP plant area (inside & outside), organic waste converter plant area, all plinth protections, badminton court, etc.
2. Clean outdoor children's play equipment, indoor gym equipment, and indoor play equipment (dry cloth only) daily using approved chemicals. All tools, equipment, and cleaning agents must comply with the Bank's defined procedures.
3. Sweep all staircases daily — from ground floor to terrace — including landings, lobbies, post boxes, name plates, entrance porticos, and handrails. Ensure full compliance as directed across all floors.
4. Clean and mop designated areas (Community Hall, gym room, caretaker office, dispensary, security choke, pump room, generator room, meter room, etc.) using approved chemicals as directed. Tools and chemicals must conform to Bank's procedures.
5. Clean bathrooms in Community Hall, gym room, dispensary, and Common Bathroom for Outsiders as per Item No. 2.

**(b) Weekly (Twice):**

1. Mop all staircases (ground floor to terrace, including landings and lobbies) using approved chemicals as directed. Cover all 34 staircases (ground + 3 floors) fully as per instructions.
2. Clean all directional and display boards with dry cloth. Ensure all tools, equipment, and chemicals comply with Bank's procedures.

**(c) Monthly (Once):**

1. Remove cobwebs from walls, ceilings, and inaccessible spots in common areas using brooms or appropriate tools. Include all 34 staircases (ground + 3 floors) and terrace area — including mummy room tops. Also clean: STP plant area, Organic Waste Converter plant area, Waste Segregation Area, Community Hall (including pantry & toilets), Gym Room, Caretaker's Room, Dispensary, Storeroom, Covered Parking Areas, Meter Rooms, Pump Rooms, Security Posts, etc. All tools, equipment, and chemicals must follow procedures outlined in Part-I.

**Note: The Caretaker must verify that all the above work has been carried out as specified.**

**I/we have carried out the above-mentioned work as per the specified periodicity.**

**Caretaker's signature: \_\_\_\_\_**

Supervisor Signature: \_\_\_\_\_

**Periodical cleaning and maintenance of bathrooms/ toilets as details below.**

**ONCE IN A WEEK for Officers: -**

- i). Cleaning of all occupied flats (all toilets and bathrooms in a flat) - Washing the floor, wall dado of toilets/bathrooms etc., by using the nylon brush with approved cleaning materials like detergent, toilet cleaner etc, all complete as directed. Including Sanitary fixtures and fittings. The fittings should be cleaned with special chemical meant for cleaning the sanitary fittings; the same before usage needs to be get approved by Bank.
- ii). Cleaning the wash basin, and the dado tiles of wash basin area inside the toilets and Hall etc., all complete as directed.
- iii). Clean, sanitize and de-scale all vitreous fixtures, dust all horizontal surfaces, Sweep, damp mop & disinfect all floors, Clean Glass & mirrors, clean walls, doors & partitions, dust all horizontal surfaces, Clean and sanitize all counter tops, Clean & polish all metal fixtures, clean windows, ventilators with glass panes/louvers including cleaning of mosquito mesh shutters from inside the flat. Some flats are not provided with the light fittings, chimney & toilet fans therefore average rate to be quoted.
- iv). -do- as per item no.2 (i) above but in master bed toilet /bath room and wash basin. (Approximate area = 2.26mX2.09m)
- v). -do- as per the item 2 (i) above but for common toilet /bath room and wash basin. (Approximate area of common room = 1.80mX1.68m; Approximate area of common toilet ceiling = 1.01mX1.38m) Tools and equipments, cleaning chemicals to be used should be as per the procedure defined.

**Note: 1) Dedicated cleaning brushes must be used exclusively for commodes and other bathroom/toilet areas to ensure hygiene and prevent cross-contamination.**

**2) Residents are required to verify the scope of completed work prior to signing the log.**

Flat No.	Residents' Signature	Remarks

**Periodical cleaning and maintenance of Bathroom/WC as details below.**

**Once in a Week for Class III and IV flats: -**

- i i). Cleaning of all occupied flats (all toilets and bathrooms in a flat) - Washing the floor, wall dado of toilets/bathrooms etc., by using the nylon brush with approved cleaning materials like detergent, toilet cleaner etc, all complete as directed. Including Sanitary fixtures and fittings. The fittings should be cleaned with special chemical meant for cleaning the sanitary fittings; the same before usage needs to be get approved by Bank.
- ii). Cleaning the wash basin, and the dado tiles of wash basin area inside the toilets and Hall etc., all complete as directed.
- iii). Clean, sanitize and de-scale all vitreous fixtures, dust all horizontal surfaces, Sweep, damp mop & disinfect all floors, Clean Glass & mirrors, clean walls, doors & partitions, dust all horizontal surfaces, Clean and sanitize all counter tops, Clean & polish all metal fixtures, clean windows, ventilators with glass panes/louvers including cleaning of mosquito mesh shutters from inside the flat. Some flats are not provided with the light fittings, chimney & toilet fans therefore average rate to be quoted.
- iv). -do- as per item no.2 (i) above but in master bed toilet /bath room and wash basin. (Approximate area = 2.26mX2.09m)
- v). -do- as per the item 2 (i) above but for common toilet /bath room and wash basin. (Approximate area of common room = 1.80mX1.68m; Approximate area of common toilet ceiling = 1.01mX1.38m) Tools and equipments, cleaning chemicals to be used should be as per the procedure defined.

**Note: 1) Dedicated cleaning brushes must be used exclusively for commodes and other bathroom/toilet areas to ensure hygiene and prevent cross-contamination.**

**2) Residents are required to verify the scope of completed work prior to signing the log.**

Flat No.	Residents' Signature	Remarks

- **Quarterly**

**ONCE IN THREE MONTHS (Inside Flat –Only for Officers Flats): -**

Cleaning of (a) all Fans including exhaust fans of toilet, exhaust fan/chimney at kitchen, Kitchen Sink, Kitchen slab, kitchen cabinet.

(b) Cleaning with wet cloth all doors in the house, MS/Aluminium windows/ Shutter windows/ ventilators frame and glass shutters, panels, including removing nylon /stainless steel mosquito mesh shutter washing with detergent & drying at a place directed and fixing back to the window/ventilators,

(c). Light fittings all type including chandelier in hall.

(d) Cleaning the Chajjas & Porticos of all types building, Cob webs, inaccessible spots, including pelmets/curtain rods with necessary ladders/supports etc complete cleaning and mopping of the flat, including bathrooms and toilets. (The Approximate area of Floor = 93.27 Sqmt (Including bathrooms and toilets)) Tools and equipments, cleaning chemicals to be used should be as per the procedure defined in Part-I.

e) Sweeping and mopping the floor (full house), washing wall dado of toilets/bath rooms etc., by using the nylon brush with approved cleaning materials like detergent, toilet cleaner, oxalic acid etc, all complete as directed. Including cleaning of Fittings and toilet fixtures, ventilators etc. Clean, sanitize and de-scale all vitreous fixtures, dust all horizontal surfaces, Sweep, damp mop & disinfect all floors, Clean Glass & mirrors, clean walls, doors & partitions, dust all horizontal surfaces, Clean and sanitize all counter tops, Clean & polish all metal fixtures, clean windows, ventilators with glass panes/louvers including cleaning of mosquito mesh shutters from inside the flat

f) Cleaning the wash basin, and the dado tiles of wash basin area inside the toilets and Hall etc., all complete as directed.

Note: - Some flats are not provided with the light fittings, chimney & toilet fans therefore average rate to be quoted.

ii). Sweeping and mopping the floor (full house), washing wall dado of toilets/bath rooms etc., by using the nylon brush with approved cleaning materials like detergent, toilet cleaner, oxalic acid etc, all complete as directed. Including cleaning of Fittings and toilet fixtures, ventilators etc. Clean, sanitize and de-scale all vitreous fixtures, dust all horizontal surfaces, Sweep, damp mop & disinfect all floors, Clean Glass & mirrors, clean walls, doors & partitions, dust all horizontal surfaces, Clean and sanitize all counter tops, Clean & polish all metal fixtures, clean windows, ventilators with glass panes/louvers including cleaning of mosquito mesh shutters from inside the flat

iii). Cleaning the wash basin, and the dado tiles of wash basin area inside the toilets and Hall etc., all complete as directed. Tools and equipment, cleaning chemicals to be used should be as per the procedure defined in Part-I.

**Note: Residents are required to verify the scope of completed work prior to signing the log.**

Flat No.	Residents' Signature	Remarks

**ONCE IN FOUR MONTHS For Cleaning of vacant Flats (Inside Flat –Class III & IV flats): -**

- (a) Cleaning of all Fans including exhaust fans of toilet, exhaust fan/chimney at kitchen, Kitchen Sink, Kitchen slab, kitchen cabinet.
- (b) Cleaning with wet cloth all doors in the house, MS/Aluminium windows/ Shutter windows/ ventilators frame and glass shutters, panels, including removing nylon /stainless steel mosquito mesh shutter washing with detergent & drying at a place directed and fixing back to the window/ventilators,
- (c). Light fittings all type (d) Cleaning the Chajjas & Porticos of all types building.
- (e). Cob webs, inaccessible spots, including pelmets/curtain rods with necessary ladders/supports etc complete cleaning and mopping of entire flat and as mentioned. (The Approximate area of Floor for Class III Flats = 50.37Sqmt (Including bathrooms and toilets), The Approximate area of Floor for Class IV Flats = 32.84 Sqmt (Including bathrooms and toilets))
- ii). Sweeping and mopping the floor (full house), washing wall dado of toilets/bath rooms etc., by using the nylon brush with approved cleaning materials like detergent, toilet cleaner, oxalic acid etc, all complete as directed. Including cleaning of Fittings and toilet fixtures, ventilators etc. Clean, sanitize and de-scale all vitreous fixtures, dust all horizontal surfaces, Sweep, damp mop & disinfect all floors, Clean Glass & mirrors, clean walls, doors & partitions, dust all horizontal surfaces, Clean and sanitize all counter tops, Clean & polish all metal fixtures, clean windows, ventilators with glass panes/louvers including cleaning of mosquito mesh shutters from inside the flat
- iii). Cleaning the wash basin, and the dado tiles of wash basin area inside the toilets and Hall etc., all complete as directed.
- Tools and equipment, cleaning chemicals to be used should be as per the procedure defined.

**Note: Residents are required to verify the scope of completed work prior to signing the log.**

Flat No.	Residents' Signature	Remarks

## Half yearly

### **ONCE IN SIX MONTHS For Cleaning of Occupied Flats (Inside Flat –Class III & IV flats): -**

- (a) Cleaning of all Fans including exhaust fans of toilet, exhaust fan/chimney at kitchen, Kitchen Sink, Kitchen slab, kitchen cabinet.
- (b) Cleaning with wet cloth all doors in the house, MS/Aluminium windows/ Shutter windows/ ventilators frame and glass shutters, panels, including removing nylon /stainless steel mosquito mesh shutter washing with detergent & drying at a place directed and fixing back to the window/ventilators,
- (c). Light fittings all type (d) Cleaning the Chajjas & Porticos of all types building.
- (e). Cob webs, inaccessible spots, including pelmets/curtain rods with necessary ladders/supports etc complete cleaning and mopping of entire flat and as mentioned. (The Approximate area of Floor for Class III Flats = 50.37Sqmt (Including bathrooms and toilets), The Approximate area of Floor for Class IV Flats = 32.84 Sqmt (Including bathrooms and toilets))
- ii). Sweeping and mopping the floor (full house), washing wall dado of toilets/bath rooms etc., by using the nylon brush with approved cleaning materials like detergent, toilet cleaner, oxalic acid etc, all complete as directed. Including cleaning of Fittings and toilet fixtures, ventilators etc. Clean, sanitize and de-scale all vitreous fixtures, dust all horizontal surfaces, Sweep, damp mop & disinfect all floors, Clean Glass & mirrors, clean walls, doors & partitions, dust all horizontal surfaces, Clean and sanitize all counter tops, Clean & polish all metal fixtures, clean windows, ventilators with glass panes/louvers including cleaning of mosquito mesh shutters from inside the flat
- iii). Cleaning the wash basin, and the dado tiles of wash basin area inside the toilets and Hall etc., all complete as directed.
- Tools and equipment, cleaning chemicals to be used should be as per the procedure defined

**Note: Residents are required to verify the scope of completed work prior to signing the log.**

<b>Flat No.</b>	<b>Residents' Signature</b>	<b>Remarks</b>