



भारतीय रिज़र्व बैंक
सी.बी.डी. बेलापुर

ई-निविदा आमंत्रण सूचना (एनआईटी)

(केवल ई-खरीद के माध्यम से)

महत्वपूर्ण जानकारी एवं निविदा की अनुसूची (एसओटी)

(RBI/Belapur Regional office/Estate/2/26-27/ET/75 [Housekeeping – Kharghar Colony])

कार्य का नाम:	खारघर, नवी मुंबई में आंचलिक प्रशिक्षण केंद्र परिसर सहित बैंक की आवासीय कॉलोनी में वार्षिक रखरखाव अनुबंध के तहत हाउसकीपिंग, कीट नियंत्रण, फ्रंट ऑफिस और सुविधा प्रबंधन सेवाएं प्रदान करने हेतु
कार्य की अनुमानित लागत	410 लाख रुपये
ई-निविदा आमंत्रण की तिथि एवं समय	मई 08, 2026; 20:00 बजे से
बोली-पूर्व बैठक की तारीख और समय	मई 18, 2026; को 15:00 बजे (ऑफलाइन) स्थान: सम्मेलन कक्ष, 2 मंजिल, भारतीय रिज़र्व बैंक, एचएच निर्मला देवी मार्ग, सेक्टर -10, सीबीडी बेलापुर, नवी मुंबई।
ऑनलाइन तकनीकी-वाणिज्यिक बोली और मूल्य बोली प्रस्तुत करने के लिए ई-निविदा शुरू होने की तिथि	मई 08, 2026; 20:00 बजे से
ई-निविदा प्रस्तुत करने की अंतिम तिथि	मई 29, 2026 को 14:00 बजे तक
ई-निविदा खोलने की तिथि और समय	मई 29, 2026 को 15:30 बजे तक

ई-प्रोक्योरमेंट वेबसाइट के माध्यम से ई-निविदा आमंत्रित - <https://www.mstcecommerce.com/eprocn>

यह नोटिस केवल सूचना के लिए प्रकाशित किया जा रहा है और इस सीमित निविदा में उद्धरण देने के लिए कोई निमंत्रण नहीं है। इस निविदा में भागीदारी केवल आमंत्रण द्वारा है और चयनित खरीद इकाई के पैलबद्ध ठेकेदारों तक सीमित है। अनचाहे प्रस्तावों को नजरअंदाज किया जा सकता है। हालाँकि, जो ठेकेदार भविष्य में ऐसी निविदाओं में भाग लेना चाहते हैं, वे प्रक्रिया के अनुसार आरबीआई के साथ पैलबद्ध के लिए आवेदन कर सकते हैं।



**RESERVE BANK OF INDIA
Belapur**

PART – I (Technical Bid)

RBI/ Belapur Regional Office /Estate/2/26-27/ET/75 [Housekeeping – Kharghar Colony

E- TENDER FOR PROVIDING HOUSEKEEPING, PEST CONTROL, FRONT OFFICE & FACILITY MANAGEMENT SERVICES UNDER ANNUAL MAINTENANCE CONTRACT TO BE PROVIDED AT BANK'S RESIDENTIAL COLONY INCLUDING ZONAL TRAINING CENTRE PREMISES AT KHARGHAR, NAVI MUMBAI

Name of the Applicant's Firm/ Contractor: _____

Address: _____

E-mail ID & Contact Number: _____

Date of Publication of e-Tender	May 08, 2026, from 20:00 Hours onwards
Last date of Submission of Bid	May 29, 2026, up-to 14:00 Hours
Pre-bid Meeting	Off-line at Conference Room, RBI, Belapur on May 18, 2026, at 15:00 Hours
Publication of minutes of pre-bid meeting, if any	May 19, 2026
Date of Opening of Part- I of e-Tender	May 29, 2026, on or after 15:30 Hours

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**Reserve Bank of India
Belapur**

**E- TENDER FOR PROVIDING HOUSEKEEPING, PEST CONTROL, FRONT OFFICE & FACILITY
MANAGEMENT SERVICES UNDER ANNUAL MAINTENANCE CONTRACT TO BE PROVIDED AT
BANK'S RESIDENTIAL COLONY INCLUDING ZONAL TRAINING CENTRE PREMISES AT
KHARGHAR, NAVI MUMBAI**

DISCLAIMER

Reserve Bank of India, Belapur, 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 by the Bank.

Section A: Schedule of Tender (SOT)

1.	E-Tender Number	<u>RBI/ Belapur Regional Office /Estate/2/26-27/ET/75</u> <u>[Housekeeping – Kharghar Colony]</u>
2.	Description of Works	Providing housekeeping, pest control, front office & facility management services under Annual Maintenance Contract to be provided at Bank’s residential colony including Zonal Training Centre premises at Kharghar, Navi Mumbai
3.	Estimated Cost	₹ 4.1 Cr (Rupees Four Crore Ten Lakh Only) inclusive of GST
4.	Earnest Money Deposit (EMD)	<p>EMD ₹8,20,000/- (Rupees Eight Lakh Twenty Thousand Only) through NEFT/DD, in favour of Reserve Bank of India, Belapur (details under para “bidding in e-tender”)</p> <p>EMD can also be remitted to Reserve Bank of India Account of on or before 02 P.M. of May 29,2026. The account details for NEFT transactions are as under: Beneficiary Name- RBI Belapur IFSC: RBIS0NMPA01 Account No: 186003001 (Fifth and Tenth character in IFSC is Zero)</p> <p>Proof of remittance indicating transaction number and other details shall be uploaded on Bank’s approved e-tender portal along with other tender documents.</p> <p>Kindly mention your name/ company name in the NEFT Transaction remarks. The bidders are also advised to send the proof of remittance with transaction number (scanned copy) to the following e-mail ID: estatebelapur@rbi.org.in</p>
5.	Tender Fees	Nil
6.	Performance Bank Guarantee	5% of Cost of Work Awarded
7.	Mode of Tender	e-Procurement System (Online Part I – Techno-Commercial Bid and Part II – Price Bid) through https://mstcecommerce.com/eproc/

8.	Date from which Notice Inviting Tender will be available to parties to download at MSTC	May 08, 2026, from 20:00 Hours onwards
9.	Date and Time of Pre-Bid Meeting	May 18, 2026, at 15:00 Hours Conference Room, RBI, Belapur
10.	Last Date of Submission	May 29, 2026, up-to 14:00 Hours
11.	Date and Time of Opening of Part I i.e. Techno-Commercial Bid	May 29, 2026, on or after 15:30 Hours
12.	Date & Time of Opening of Part II -Price Bid	Part-II of the Tender will be opened on a subsequent date, which will be intimated to the Tenderers, in due course of time.
13.	Transaction Fees	Payment of Transaction Fee as mentioned in the MSTC portal through MSTC payment gateway / NEFT / RTGS in favour of MSTC Limited.

IMPORTANT INSTRUCTIONS FOR e-PROCUREMENT

This is an e-procurement event of RBI. The e- procurement Service Provider/Contractor is the MSTC Limited.

You are requested to read and understand the Notice Inviting Tender and subsequent corrigenda if any, 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 her/his/their bids electronically. Electronic Bidding for submission of Techno-Commercial Bid as well as Price Bid over the internet will be done. The Vendor should possess Class III signing and encryption type digital certificate. Vendors are to make their own arrangement for bidding from a P.C. connected with Internet. RBI is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).

SPECIAL NOTE: THE PRICE BID AND THE COMMERCIAL BID HAS TO BE SUBMITTED ON-LINE ONLY AT www.mstcecommerce.com/eprocn/ (Version 3)

1) Vendors are required to register themselves online with

www.mstcecommerce.com/eprocn

Register as Vendor -- Filling up details and creating own user id and password & submit. For further details, go to Download Guide / Video / Registration.

Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form. In case of any clarification, please contact RBI/MSTC, (before the scheduled time of the e- tender).

Contact person (MSTC) For Vendors:

HO Central Help Desk: (For vendors)

Phone Number :07969066600

helpdeskho@mstcindia.in (Please mention "HO Helpdesk" as subject while sending emails)

WRO Helpdesk:7651915418/02269856817/02269856800

Availability

9:30 AM to 5:00 PM on all working days for all Technical issues e-Tenders, System settings etc.

Contact details for MSTC Ltd:

MSTC Helpdesk

Phone No 033-22895064/ 033-40609118 / 033-22901004 / 033-40645316

email – helpdesk@mstcindia.co.in

Google hangout ID- (for text chat) - mstceproc@gmail.com

Sr. No.	Name	Designation	Email	Mobile No
1	Shri. Sushil Nale	Asst. Manager	sushil@mstcindia.co.in	09987758430/ 09987758460
2	Shri. Tanmoy Sarkar	Deputy Manager	tsarkar@mstcindia.co.in	08349894664
3	Mr. Deepak Kumar Sahu	Asst. Manager	dksahu@mstcindia.co.in	7974011447
4	Mr. Mihir Shantilal Bodar	Junior Manager	wroopn17@mstcindia.in	9076055355

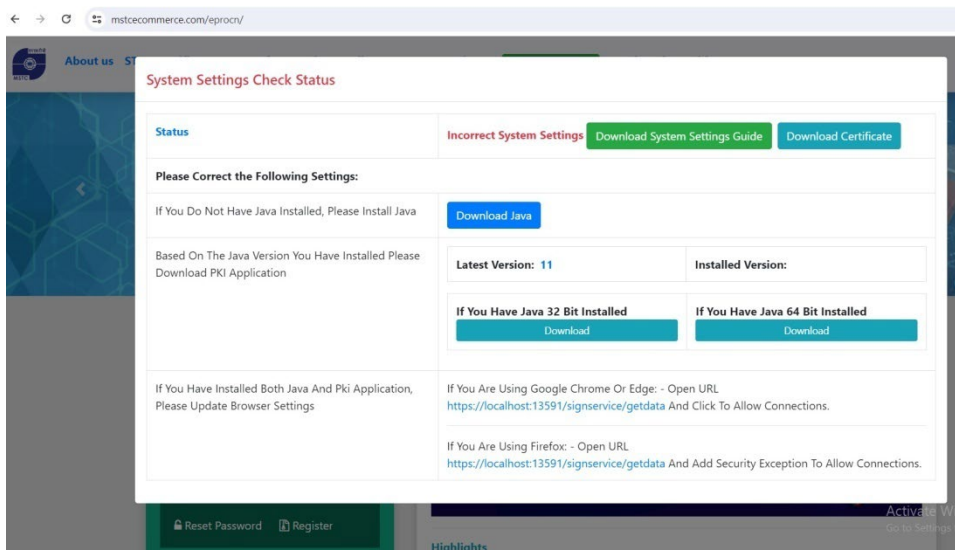
Contact person (RBI, Belapur):

1. Manilal N K, Assistant Manager, P&SE- HRMD Phone No - Phone No - 022- 69873027
2. Sqn. Ldr. Mrigesh Chand Rajwar Assistant Manager(P&SE) Phone No – 022 27523222
3. Maj. Nithin Hariram, Assistant General Manager(P&SE) Phone No – 022 27523013
4. Smt. Sinny Paul, Assistant General Manager, Tel: 022-27523012
5. Shri Sahil Mittal, Manager, Tel: 022-27523136
6. Ms. Rajani Joshi, AM, Tel: 022-27523031
7. AMC Desk: Phone No. 022- 27523216/ 3257

E-mail ID of Estate Cell, RBI Belapur: estatebelapur@rbi.org.in

B) System Requirement:

For details, vendor may refer to the **DOWNLOAD SYSTEM SETTING GUIDE** available <https://www.mstcecommerce.com/eprocn/>



1. Special Note towards Transaction fee: The vendors shall pay the transaction fee using "Transaction Fee Payment" Link against the specific tender in the "Bid Floor"/through the "Pay Transaction fee" in "Event catalog" through their login. Service Provider / Contractor / Vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, Service Provider / Contractor / Vendor shall generate a challan by filling up a form. Service Provider / Contractor / 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, Service Provider / Contractor / 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.

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

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

3 E-tender cannot be accessed after the due date and time mentioned in NIT (Notice inviting tender).

4. Bidding in E-tender:

Note: Vendors are instructed to use **Upload Documents** link in My menu to upload documents in document library. Multiple documents can be uploaded. Maximum size of single document for upload is 5 MB.

Once documents are uploaded in the library, vendors can attach documents through **Attach Document** link against the particular e-Tender. Please note that if the documents are not attached to any e-Tender, the same cannot be downloaded by RBI and it will be deemed that the vendor has not submitted the documents. For further assistance please follow instructions of vendor guide.

- a) Bidder(s) need to submit necessary EMD, E-Tender fees (If ANY) and Transaction fee separately for the e-tender. Transaction fees if any are non-refundable. No interest will be paid on EMD. EMD of the unsuccessful bidder(s) will be refunded by RBI.
- b) The process involves Electronic Bidding for submission of Techno Commercial Bid as well as Price Bid.

The bidder(s) who have submitted the above fees can only submit their Techno Commercial Bids and Price Bid through internet in MSTC website www.mstcecommerce.com → e-procurement → New Common Portal → Bid Floor Manager → live event → Selection of the live event → Transaction fee → Common terms → Attach Documents → Price Bid.

Please Note: The vendor after successful remittance of the transaction fees and EMD details, will get the attach documents and common terms tab enabled in their login. Post successful completion of this step, the vendors will be allowed to save the lot specific terms and submit their price bid against the lot through the portal or download and upload the excel file for submitting price bids. In case the attach documents and/or saving common terms, step is unsuccessful, the tabs for saving lot specific terms and submitting price bid would be disabled. The status of whether the same is successful/pending would be displayed in the bid status button.

- c) First the vendor needs to fill up the Commercial specification if any and save it. Then the vendor should fill up the Techno-commercial bid. After filling the Techno-Commercial Bid, bidder should click 'save' for recording their Techno-Commercial bid. Once the same is done, the Price Bid link becomes active and the same must filled up and then bidder should click on "save" to record their price bid. Then once both the Techno-Commercial bid & price bid has been saved, the bidder can click on the "Final Submission" button to register their bid

NOTE: - After clicking the final submission "Delete bid" option would be shown. If the vendor wants to delete the bid after final submission and re submit the bid, then he/she should click delete bid and resubmit the same and again click final submission.

- d) In all cases, bidder should use their own ID and Password along with Digital Signature at the time of submission of their bid.
- e) During the entire e-tender process, the bidders will remain completely anonymous to one another and to everybody else.

- f) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.
- g) All electronic bids submitted during the e-tender process shall be legally binding on the bidder. Any bid will be considered as the valid bid offered by that bidder and acceptance of the same by the Buyer will form a binding contract between Buyer and the Bidder for execution of supply/work. Such successful tenderer shall be called hereafter **SUPPLIER/CONTRACTOR**.
- h) It is mandatory that all the bids are submitted with class III signing and encryption type of digital signature certificate otherwise the same will not be accepted by the system.
- i) Buyer reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.
- j) No deviation of the terms and conditions of the e-Tender document is acceptable. Submission of bid in the e-tender floor by any bidder confirms his acceptance of terms & conditions for the e-Tender.
- k) Unit of Measure (UOM) is indicated in the e-tender Floor. Rate to be quoted should be in Indian Rupee as per UOM indicated in the e-tender floor/tender document.



**Reserve Bank of India
Belapur**

Section I

Notice Inviting Tender (NIT)

Reserve Bank of India, Belapur-400614, hereinafter referred to as “the Bank”, invites E-tender under Two – Bid system (Technical & Financial Bid) for the work, viz “providing housekeeping, pest control, front office & facility management services under Annual Maintenance Contract to be provided at Bank’s residential colony including Zonal Training Centre premises at Kharghar, Navi Mumbai” (as detailed in [Annexure IX](#)). The initial agreement shall be for provision of the said service for a period commencing **on or after June 01, 2026** (as decided by the Bank) **valid up to March 31, 2027**, which shall be extendable up to two more years (April-March) subject to mutual consent of both the parties and based on the satisfactory performance of the Service Provider/contractor taking into consideration the statutory rates like Basic Wages, VDA, EPF, ESI, Bonus, GST, etc.

Online tender document will be available for viewing /downloading on **May 08, 2026 from 08:00 PM onwards**-from the website www.rbi.org.in and www.mstcecommerce.com/eproc.

The tenderers should electronically submit their proposal, as per the instructions regarding E-Tender, along with all supporting documents complete in all respects **May 29, 2026 up to 02.00 PM**. Tenderers shall submit tender proposal along with refundable EMD of **₹ 8.2 Lakh as prescribed in the tender**. The technical bids (Part I) will be **opened electronically on May 29, 2026 on or after 03.30 PM**. In the event of any date indicated above being declared a Holiday, the next working day shall become operative for the respective purpose mentioned herein. Financial bid (Part II) of only those bidders who are found to be eligible on evaluation of their Part I documents will be opened on a later date, after intimating them.

Tender document can be downloaded from www.mstcecommerce.com/eproc. Any amendment(s) / corrigendum / clarifications with respect to this tender shall be uploaded on the website / e-portal only. The tenderer should check the above website / e-portal for any Amendment / Corrigendum / Clarification before submitting the bid. The Bank reserves the right to reject any or all the tenders without assigning any reason thereof.

**Chief General Manager,
Reserve Bank of India
Belapur - 400614**

Section II
Form of Tender

Place:-

Date:-

The Chief General Manager
Reserve Bank of India
Belapur - 400614

Dear Sir,

We have carefully examined the specifications, scope of work and schedule of quantities relating to the works specified in the Memorandum hereinafter set out and having visited and examined the site of the works specified in the said Memorandum and having acquired the requisite information relating thereto as affecting the Tender, we hereby offer to execute the works specified in the said Memorandum during the time specified in the said Memorandum at the rates mentioned and in accordance with all respects of specifications, and instructions in writing referred to in articles of agreement, general instructions to the Tenderers and special conditions, conditions hereinbefore referred to, specification and schedule of quantities and with such materials as are provided for, by and in all other respects, in accordance with such conditions so far as they may be applicable.

MEMORANDUM

(a)	Description of works	Providing housekeeping, pest control, front office & facility management services under Annual Maintenance Contract to be provided at Bank's residential colony including Zonal Training Centre premises at Kharghar, Navi Mumbai
(b)	Estimated cost	₹ 4.1 Cr (Rupees Four Crore Ten Lakh Only) inclusive of GST
(c)	Earnest Money	₹8,20,000/- (Rupees Eight Lakh Twenty Thousand Only)
(d)	Validity of Tender	The Tender along with the prices shall remain valid initially for a period of 3 months from the date of opening of Part-I, which period may be further extended by mutual agreement in writing by the Tenderer. The Tenderer shall not cancel or withdraw the tender during this period or change the quoted rates. The EMD will be forfeited by the Bank in case of withdrawal after the opening of the technical bid.
(e)	Mode/terms of Payment	As per Clause 14 of Section IV of Tender.

2. I/we undertake to offer my/our services in conformity with scope/nature of work and the Terms and Conditions set out in the tender document. I/We confirm that the tender submitted by me/us is confirming to all the terms and conditions mentioned in the tender document.
3. Should this tender be accepted, I/we hereby agree to abide by and fulfill all the Terms and Conditions of the Tender and in default thereof, to forfeit and pay to you or your successors or assignees or nominees such sums of money as are stipulated in the conditions contained in the Tender together with the written acceptance of the Contract.
4. I/We also agree that our Tender will remain valid for acceptance by the Bank for a period of 90 days from the date of opening of Part I of the tender and this period of validity can be extended for such period as may be mutually agreed between the Bank and us in writing. We also agree to keep the Performance Bank Guarantee deposit valid during the entire period of validity of Tender, as per enclosed Proforma ([Annexure III](#)).
5. I/We have deposited a sum of ₹ 8,20,000/- (Rupees Eight Lakh Twenty Thousand Only) as earnest money with the Bank, which amount shall not 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 **Bank**.
6. I/We do here by declare that there is no case with the Police/Court/Regulatory Authorities against me/us. Also, I/We have neither been suspended / delisted /disqualified by any organization including Reserve Bank of India for any reason nor
7. Any such proceedings are pending or contemplated. I/We also certify that neither our firm nor any of the partners are involved in any scam or disciplinary proceedings settled or pending adjudication.
8. The Tender is submitted in two parts, i.e; Part I and Part II. Part I contains all commercial terms and conditions and technical particulars and Part II contains only the Price in the RBI Belapur/Bank's e-Tender proforma.
9. The details of our bankers as per the format ([Annexure VI](#)) are uploaded
10. Client Certificate as per the proforma ([Annexure-II](#)) is uploaded.
11. I/We certify that all the information furnished by me/us is true to the best of my/our knowledge. I have no objection to **the Bank** verifying any or all the information furnished in this document with the concerned authorities, if necessary. Further, I/we have no objection to the RBI Belapur, in conducting site visits, for inspection of establishments/similar services maintained by us.
12. 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 thereof.

Dated this _____ day of _____ 2026

For and on behalf of M/s

(Signature with seal)

Name

Designation

Place:

Date:

(Certified true copy of the Power of Attorney of the above signatory, as per the proforma [\(Annexure VII\)](#) should be enclosed).

Witnesses

(1) Signature with Name,
address and date

(2) Signature with Name,
address and date

Section III
Part 1- Bidder's Eligibility Criteria

A. Reserve Bank of India, Belapur- 400614 invites e-Tenders from eligible firms for “providing housekeeping, pest control, front office & facility management services under Annual Maintenance Contract to be provided at Bank’s residential colony including Zonal Training Centre premises at Kharghar, Navi Mumbai”.

E-Tenders comprising duly filled-in details of both Part-I and Part II specifications of the tender should be uploaded in MSTC website under RBI portal **not later than 02:00 PM on May 29, 2026**

1. Eligibility Criteria: -

1.1 Bidder should be a company registered under Companies Act or an LLP registered under LLP Act. Copy of the Memorandum and Articles of Association/Certificate of Incorporation/ should be submitted.

AND

1.2 The bidder should have minimum 5 years of experience of undertaking RELEVANT WORKS viz., ‘providing housekeeping, pest control, front office & facility management services at reputed institutions such as training establishments, educational institutions, banks, Central Govt. Financial Institutions, Three Star hotels or above, Corporate houses etc.’ as on **March 31, 2026**

1.3 . For establishing the same the bidder should submit copy/copies of work order/s for similar work, issued to the bidder, on or before **March 31, 2026**

1.4 The bidder must have, during the last 5 years (i.e. after March 31, 2021)-provided RELEVANT WORKS individually costing as under:

(a) Three RELEVANT WORKS, each costing not less than 40% of estimated cost.

OR

(b) Two RELEVANT WORKS each costing not less than 50% of estimated cost.

OR

(c) One RELEVANT WORK costing not less than 80% of estimated cost.

(For above client-wise list of work(s), year(s) of execution of work(s) awarded should be furnished)

For the purpose of condition 1.2 and 1.3 above, the previous work experience shall comprise of a combination of the required work areas viz. i) Housekeeping ii) Pest Control Treatment and iii) Facility attendant services. The vendor should have covered these work areas in one or more contracts. Only those work orders satisfying above criteria will be considered for evaluation and non-eligible work orders will be ignored.

AND

(d) Have a minimum yearly turnover (as on March 31) of 100% of estimated cost during the last 3 financial years (ie; FY2022-23, FY2023-24 and FY2024-25), supported by audited Financial

Statements (i.e., Certificate of annual turnover for last three financial years duly certified by Chartered Accountant, Statements of Profit and Loss Account and Balance Sheet for the said years duly certified by Chartered Accountant). The minimum annual turnover should be more than ₹5 crores.

AND

e) Have the following QA certification obtained at least 3 years before the date of the tender release. Certification should be valid with undertaking for periodic renewals: ISO 9001: 2015 Certificate in Quality Management System.

AND

f) The tenderer must have full-fledged service setup (manpower and administrative office) in Mumbai/Navi Mumbai region wherefrom required quality services can be regularly provided, after the award of contract. Tenderer should submit documentary evidence for the same once the work is awarded (as per [Annexure X-A](#)).

AND

g) The tenderer should not have been delisted / banned by any Government, Regulatory Authority, including Reserve Bank of India, Financial Institution, etc. in last 03 years (from FY2022-23, FY2023-24 and FY2024-25). Further, the vendor should not have any insolvency case against it. The tenderer shall submit a declaration to this effect, as per the format given in [Annexure X-B](#)

AND

h) The tenderer should provide at least 3 client certificates of past performance in the format as per [Annexure II](#) from any Government, Regulatory Authority (including Reserve Bank of India), Financial Institution and other reputed institution for the RELEVANT WORKS services rendered after March 31, 2021. If the performance rating is unsatisfactory or poor in any parameter as per [Annexure II](#) in any given client certificate, the tender will be liable for rejection. If the bidder has served any office of RBI in the past or providing service any office of RBI, it is mandatory for the bidder to submit client certificate from such office of RBI.

AND

i) The tenderer should have a Mobile application-based Complaint Management system (it must be demonstrated when asked by the Bank during the tendering process).

(Only those tenderers who qualify as above will be eligible to tender for the work. A tender submitted by any entity which is found to be not satisfying the above criteria will be liable for rejection).

Note: - All the submissions/declarations/assertions made by bidder should be on their letterhead only and each page of the document should contain the name of company and signature of the authorized signatory.

B. Check list of Documents to be uploaded:

Bidders should upload the following documents in respect of fulfilling their eligibility with suitable file names as indicated. The Bidder shall consolidate all the documents as tabled below and provide page number of each item documents in tabled format.

Sr. No.	Document	Detail	Page No
1	<u>Certificate of Incorporation/ Copy of Registration.</u>		
2	Article of Association, Memorandum of Association- Annexure IV		
3	Form of Tender (to be signed by the authorized signatory)		
4	Tender document signed on all pages by authorized signatory.		
5	Copies of detailed Work Order/s indicating scope and value of work/s of providing the works, viz; "providing housekeeping/pest control/facility attendant service" (relevant works), issued on or before March 31, 2026 (for establishing five years' the experience) (File name e.g.: WO1, WO2, etc.).		
6	Copies of detailed Work Order/s indicating scope and value of relevant work/s carried-out after March 31, 2021 (QWO1, QWO2, etc.)		
7	List of the relevant works with all the details, in the format of Annexure I (File name e.g.: CW1, CW2 etc.).		
8	List of clients, Client certificate regarding performance of the contractor, as per the prescribed format of Annexure II . (File name e.g.: CC1, CC2 etc.). The Bidder shall also submit turnover certificate by CA for last three financial years.		

9	Proof of remittance of EMD		
10	Audited financial statements for turnover for last 3 years (File name e.g.: FS1, FS2 etc.)		
11	Copies of ISO Certificate ISO 9001: 2015- Certificate in Quality Management System and other ISO certificates as required for evaluation criteria at least three years old.		
12	Details of bidder's banker/s (Scheduled Bank) as per Annexure VI		
13	Duly registered copy of Power of Attorney (in the name of the person signing the tender document/s) as per Annexure VII (Original to be submitted by the successful bidder to RBI Belapur) duly registered.		
14	Annexure VIII - NEFT Details		
15	Annexure X-A and B – Declaration of Service set-up available at and non-Delisting		
16	Copy of EPF Registration Certificate.		
17	Copy of ESI Registration Certificate.		
18	Copy of PAN		
19	Copy of GST Registration Certificate		
20	Income Tax Returns for last three years (FY2022-23, FY2023-24 and FY2024-25)		
21	List of deviations if any (in commercial terms and conditions/technical specifications)		
22	Any other information relevant to the proposed work (in Bidder's own letter head).		

23	For works carried out for Private companies, Copy of TDS must be submitted for proving the credentials/contract amount.		
24	Proforma for Indemnifying the Employer against Contract labour Rules/regulations- Annex XII		
25	Annexure XIII - Proforma for Indemnifying the Employer against Patent Rights		
26	Any other documents required for technical evaluation as detailed below.		

Scrutiny of Offers and Evaluation Criteria

Scrutiny of Bids will be in three stages as under:

(a) Eligibility Criteria:

The Bank will first scrutinize the eligibility of the Bidders as per "qualification criteria" (Refer para. A1) of the Section – III of the Tender Document. The decision of the Bank in this regard shall be final and no further correspondence in this regard will be entertained.

(b) Technical Evaluation:

Technical evaluation will have stages as follows:

Criteria Score: In the Technical Evaluation stage, proposals found eligible (i.e., meeting all the "qualification criteria") will be assessed and scored as per the criteria explained below:

Sr. No.	Description	Maximum Marks	Documents to be furnished
A	<u>Financial Turnover</u> Average Turnover during the last three financial years FY2022-23, FY2023-24 and FY2024-25 1. ₹ 4.1 crore - ₹ 7.0 crore - 5 marks	10	Audited financial statements and Certificate from Chartered Accountant certifying annual turnover figures of the firm/company.

	<p>2. ₹ 7.01 crore - ₹ 10.0 crore- 8 marks</p> <p>3. ₹ 10.01 crore and above- 10 marks</p>		
B	<p><u>Experience in the field of Housekeeping, Pest Control Treatment and Facility attendant are mandatory)</u></p> <p>Minimum Five years' experience - 6 marks for every two years above 5 years- 2 marks Experience counted to March 31, 2026</p>	10	<p>Copy of first work order received after the date of establishment of the company/firm. Date of earliest work order submitted will be considered.</p> <p>Client certificate(s) issued by the private companies shall also accompany copy of Tax Deducted at Source (TDS) certificates</p>
C	<p><u>Existing number of work force:</u></p> <p><u>1. 1000 to 2500: 5 marks</u></p> <p><u>2. 2501 to 5000: 10 marks</u></p> <p><u>3. 5001 and above: 15 marks</u></p>	15	<p>Copy of latest PF statement/PF payment challan clearly indicating number of employees.</p>
D	<p><u>No. of relevant work contracts executed Yearly value of which is above ₹ 5 crore in the last 5 years ending March 31, 2026:</u></p> <p>1-2 Contracts - 4 marks 3 -4 contracts- 6 marks 5- 6 Contracts - 8 marks Above 6 contracts-10 marks</p>	10	<p>Work order / Client certificate(s) issued by the private companies shall also accompany copy of Tax Deducted at Source (TDS) certificates (in case of difficulty in submitting work order).</p>
E	<p><u>Experience of executing similar contracts in Central Government Establishment/State Government Establishment/ Public Sector Undertaking</u></p> <p>1-5 Contracts - 5 marks Above 5 contracts- 10 marks</p>	10	<p>Submit a copy of work order issued by the respective authority.</p>

F	<p><u>Experience of executing any relevant works contracts in RBI</u></p> <p>1-3 Contracts - 3 marks</p> <p>Above 3 contracts- 5 marks</p> <p>Only experience in Housekeeping, Pest Control Treatment and Facility Attendance services will be considered under these criteria.</p>	5	Submit a copy of work order issued by the respective authority.
G	<p><u>Whether the company/Firm is having ISO and other recognized accreditation Certificate for last 3 years:</u></p> <p>1. ISO 9001: 2015 Certificate in Quality Management System - 4 marks</p> <p>2. In addition to the ISO 9001:2015, ISO: 14001 Certificate in Environmental Management System – 6 marks</p> <p>3. In addition to the ISO 9001: 2015, OHSAS 18001:2007/45001:2018 Occupational Health and Safety Management – 8 marks</p> <p>4. All the three certifications: ISO 9001: 2015, OHSAS 18001:2007/45001:2018 & ISO: 14001 – 10 marks</p>	10	Submit copy of ISO certification/ other recognized accreditation certificate. The tenderer should be ISO certified for last three years to be eligible for the score.
	Subtotal	70	
	*Site visit	30	
	Total marks	100	

***Site Visit:**

During the Technical Evaluation, the officials of RBI (if found necessary) may conduct site visits of certain existing clients of the tenderer to review the quality of services provided by them. It will be the responsibility of the tenderer to make suitable arrangements to enable the RBI officials to conduct site

visits. Based on the site visit, the tenderer will be given Site Visit score with a maximum score of 30.

Site visit assessment format is as below:

Name of the Vendor	Client Site:
Type of Service	Score
Housekeeping and Front office Management	
(i) Cleanliness of the reception and other external areas (max 4 marks)	
(ii) Cleanliness of the room/unit/bed/guest room/wash room, premises, etc. including pest management (max 4 marks)	
(iii) Employee Attire (max 3 marks)	
(iv) Professionalism of the staff and hospitality (including alertness demeanour, courteousness, helpfulness) (max 4 marks)	
Maximum score (15 marks)	
Pest Control Treatment	
(i) Quality of workmanship (max 5 marks)	
(ii) Promptness in attending to complaints (max 5 marks)	
(iii) Professionalism in service and etiquettes (max 5 marks)	
Maximum Score (15 marks)	
Total Score (out of 30)	
<u>Assessment done by</u>	
Name and designation	
Signature and Date of Visit	

The bids of only those tenderers who score 50 and more in the Technical Evaluation will be eligible for Financial Evaluation i.e., opening of Part II of their Tender. The decision of the Bank in this regard will be final.

(c) Financial Evaluation:

The Bank will open and scrutinize the financial bids of the technically qualified Bidders only. The Financial Bids will have to be submitted in the format as per Part II. The calculation arrived by the Bank will be final and will be binding on the Bidders.

The bidder who quotes the least in the Price bid shall be treated as the Lowest (L1) bidder.

Section IV
General and Special Conditions and Instructions to Tenderers

1. Tenders shall be submitted in two parts viz. Part I containing Eligibility/Pre-qualification criteria and technical and commercial details of the offer and Part II containing prices only (in Indian Rupees) latest by 02.00 PM on May 29, 2026.
2. **Opening of Tender: - Part I of the tender will be opened at 03.30 PM on May 29, 2026.**
3. **Part II bid of only those bidders, who are found to be qualified on evaluation of the requirements of eligibility criteria and technical and commercial conditions/details, on scrutiny of their Part I of the Tender, will be considered for opening later. Opening of Part II will be intimated to the qualified vendors.** The tenders shall be valid for a period of 90 days from the date of opening of Part I of the tender.
4. Tenderers are requested to quote Base Rate and GST Amount separately for each item as specified in the portal. No change in quoted prices will be accepted. The prices quoted shall be inclusive of all taxes, duties, insurance, applicable statutory dues, etc. The prices quoted shall remain firm for the entire period of contract and shall not be subjected to any variations of any taxes, levies, duties, etc.
5. The prices quoted shall be deemed to be for the whole work and shall be firm and binding without any escalation whatsoever for the period of contract. It may be borne in mind that no request for escalation is ordinarily admissible during the period specified, except for any statutory requirements subsequently effected, such as implementation of higher tax rates, enhancement in minimum wages, change in inflation indices etc. However, in case of enhancement of minimum wages by the Government during the course of the contract, such enhancement shall be effected by the Employer, only to the extent of meeting the minimum wage requirement, provided such enhancement should be brought to the notice of the Employer by the contractor and in the absence of the same the liability of meeting the minimum wage requirement will rest with the contractor.
6. Tenderers are advised to submit the Tender, based strictly on the Terms and Conditions of the Contract and Scope of Works as specified in the Tender 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 Price Bid. Any Tender containing deviation from the laid down terms and conditions is liable to be rejected.
7. **The Bank** reserves the right to accept or reject any or all the tenders, in full or in part, without assigning any reason, therefore.
8. **Bidders are advised to conduct a site-visit if they desire before the pre-bid meeting to acquaint themselves with the site conditions. Site-visit will be allowed only by prior appointment through e-mail on (estatebelapur@rbi.org.in)**
9. **Pre-bid meeting:** - A pre-bid meeting will be held Off-line at RBI, Belapur on May 18, 2026. at 15:00 Hrs to discuss/clarify about the tender. **Interested bidders are advised to contact the RBI Belapur personnel (estatebelapur@rbi.org.in) to seek meeting appointment on or before 10:00 AM on May 17, 2026.** No separate communication will be sent for this meeting. All the intending tenderers are advised to be present. Not more than two authorized representatives of any tenderer (in off-line mode) can attend the pre-bid meeting with prior intimation to the RBI Belapur. Clarifications will be uploaded as corrigendum to the tender in MSTC portal and RBI website, on completion and based on the pre-bid meeting. **Bidders are advised to see corrigendum, if any, before submitting their bids.**

10. **Tenderers are also advised to visit RBI Residential Colony Kharghar and its premises after obtaining prior permission from P&SE, RBI Belapur and acquaint themselves with the site conditions before submitting the tender.**
11. **Earnest Money:** -Tenderers shall submit Earnest Money Deposit (EMD) of a sum of ₹ 8,20,000/- (Rupees Eight Lakh Twenty Thousand Only) through NEFT/ DD, in favour of Reserve Bank of India, Belapur (details under para “bidding in e-tender”)
EMD can also be remitted to Reserve Bank of India Account of on or before 02:00 P.M. of May 29, 2026. The account details for NEFT transactions are as under:
Beneficiary Name- RBI Belapur
IFSC: RBIS0NMPA01
Account No: 186003001

Proof of remittance indicating transaction number and other details shall be uploaded on Bank’s approved e-tender portal along with other tender documents.

(Fifth and Tenth character in IFSC is Zero)

Kindly mention your name/ company name in the NEFT Transaction remarks. The bidders are also advised to send the proof of remittance with transaction number (scanned copy) to the following e-mail ID: estatebelapur@rbi.org.in

12. **A tender which is submitted, without payment of EMD will not be considered. No interest will be paid on EMD.** The vendors who do not qualify the requirements of pre-qualification criteria will be refunded/returned the EMD, without interest. The Earnest Money Deposit of unsuccessful tenderers in Part II shall also be released to them, without any interest, after award of work.
13. **Security Deposit: - A Bank Guarantee in the prescribed format ([Annexure III](#)) for an amount equal to 5 per cent of the Contract Amount shall be valid, for 60 days beyond the date of termination of this contract, should be furnished by the successful Tenderer.** The Earnest Money Deposit of the successful tenderer shall be returned, without any interest, on submission of Bank Guarantee by the tenderer, in lieu of Security Deposit. In case of renewal of the contract for this work, the contractor should submit fresh Bank Guarantee for an amount of 5 per cent of the renewed contract amount, valid for six months beyond the period of renewal.
- i. Time allowed for submission of Performance Guarantee from the date of award of work – 15 days
 - ii. Non-submission of bank guarantee will result into penal charges deducted at the Bank rate from the bill amount
14. **Terms of Payment: -**
Payment in respect of manpower deployment will be made on monthly basis **as per actual deployment** (subject to periodic verification by the Officials of the Bank) and the entity/contractor is advised to submit proof of deployment of staff and proof of payment of the wages as per the quoted rate (which cannot be less than the Central Minimum Wages) along with the bill. The vendor/contractor should credit the wages directly to the bank account of their staff deployed and submit monthly bank statement showing payment of wages to the

staff deployed. Necessary statutory payments, in this respect, should be ensured by the contractor. **It will be the responsibility of the contractor to maintain the proper attendance record (skill-wise and role-wise) of the manpower deployed through biometric access and submit sufficient proof for the same which should be verifiable. Payment will not be made for manpower deployed unless satisfactory proof for the same is supplied. Monthly reports generated from the biometric system should be submitted along with monthly bill.**

Payment for laundry services and for provision of cleaning material and other material will be made on actual basis as per quoted rates for the work performed as per the scope of work. Proper invoice must be submitted against the same.

All the cleaning materials and equipment will be provided by the Contractor. The contractor shall make their own arrangements for storing the necessary tools, materials, equipment, etc

Payment for other services will be processed based on submission of invoice based on rates quoted. The payment thereon will be made after the same is duly certified by the concerned officers of the Bank that the services have been provided satisfactorily and after deducting all statutory dues/taxes, etc.

The Contractor shall provide separate invoices for Three distinct premises as mentioned in the “Brief Scope of Work” i.e. i. Residential Premises and Common Areas ii. ZTC Hostel, THH and VOF and iii. ZTC Academic Block and Caretaker Block.

15. RBI Belapur will normally make all eligible payments due to the contractor (the payment in respect of the preceding month) within 45 working days after the bill which is correct in all respects and submitted within the prescribed time frame. The payment will be made against the printed bill which should be properly signed by the authorized signatory with proper stamp as used by the contractor. The bill shall, for this purpose reach this office on or before 15th of each month. The bill will be settled on actual services provided and not on notional basis.
16. The contractor shall be liable for the payment of wages as per the quoted rate (which cannot be less than Central Minimum Wages) and all other dues to the staff deployed which they are entitled to receive under the various labour laws and other statutory provisions. **Minimum wages and / or Variable Dearness Allowance will be revised as per the Notification issued by the Chief Labor Commissioner (Central), Ministry of Labor & Employment, Government of India, from time to time, i.e. with effective from 1st April and 1st October every year, for ‘Industrial Workers’ – ‘CONSTRUCTION OR MAINTENANCE OF ROADS OR RUNWAYS OR IN BUILDING OPERATIONS INCLUDING’ for ‘Area A’.** The contractor shall maintain proper records of the payment of wages, etc. to the persons so deployed at the Colony and shall on demand furnish copies of wage register/muster roll, etc. to the Bank for having paid all the dues to the persons deployed by him for the work under the contract. This obligation is imposed on the contractor to ensure that he is fulfilling his commitments, towards his employees so deployed, under various Labour Laws, having regard to the duties of RBI’s Residential Quarters and Premises at Kharghar in this respect as per the provisions of Contract Labour (Regulation and Abolition) Act, 1970. The contractor shall comply with or cause to be complied with the Labour regulations from time to time regarding payment of wages, wage period deductions from wages, maintenance of wages book, wage slip, publications of scale of wages and terms of employment and submission of periodical returns. The contractor shall not charge any amount from the personnel deployed by him towards recruitment fee, etc. Further, there shall not be any hidden charges in the wages, being paid to the staff deployed.

17. **Clause of Deployment:** - The manpower deployment will be in phased manner as envisaged by the Bank. Any future requirement of additional manpower/decrease in manpower will be intimated to the contractor as and when required and additional payment will be made for the same on pro-rata basis.

18. **Renewal:** -

A. Conditions of Renewal-

- a) **The Contract would initially be valid for the period specified in the Work Order, unless earlier terminated in accordance with the termination clause.**
- b) **This Contract may be considered for further renewal for maximum two years (for one year or lesser period at one time) on the same terms and conditions subject to satisfactory performance of the Contractor as assessed by the Bank and at the sole discretion of the Bank.**
- c) The Contractor must submit a fresh Agreement, Performance Bank Guarantee, and Insurance policies for the renewed Contract amount, valid for the duration of the renewed Contract period, in case the Contract is renewed or extended.

B. Escalation Clause (Revision of Rates)

(i) Wage escalation- The Contractor shall pay the revised wages as soon as the wages are notified by the Central Government. Upon receiving request from the Contractor, the rates (as stated at S. No. i to iv of 'Price Bid' given in Part II of the tender) would be revised based only on the revision of Minimum Wages as prescribed by Central Government. If the wages already being paid are sufficient to meet the revised minimum wages requirement, no further increase will be effected in respect of payments to deployed staff.

(ii) Non labour component escalation- Any other component (as stated at S. No. 2 to 6 of 'Price Bid' given in Part II of the tender) will be revised annually based on **Consumer Price Index and Wholesale Price Index** declared on Bank's website at the time of renewal of the Contract. The percentage increase in cost may be calculated by using the below formula –

$$V_{co} = V \times \{0.70 \times (WI - WIO)/WIO\} + 0.30 \times \{(CI - CIO)/CIO\}$$

V_{co} = Variation in total amount component for the current year (Item nos. '2' to '6')

V = Total amount component for the previous year (Item nos.'2' to '6')

WI = Average of Wholesale Price Index for all commodities 6 months prior to the commencement date of contract for the current year

Wlo = Average of Wholesale Price Index for all commodities 6 months prior to the commencement date of contract for the previous year

CI = Consumer Price Index for industrial workers 6 months prior to the commencement date of contract for the current year

Clo = Consumer Price Index for industrial workers 6 months prior to the commencement date of contract for the current year

19. **Taxes:** -The prices quoted shall be deemed to include all applicable taxes, local levies, etc., imposed by Central/State Government / Local bodies. If the Tenderer fails to include such taxes and duties in the Tender amount, no claim thereof will be entertained by the Bank afterwards. As per Indian Laws, income tax and other eligible taxes will be deducted at source and a certificate for the same will be issued to the contractor.

20. **Insurance:** -The contractor shall take "Workmen Compensation Policy" for all the workers engaged in the work for one year, renewable thereafter, if the contract is renewed by the Bank. The contractor shall indemnify the Bank/Bank against any loss or damage that occurs to persons or building or any third party. Third Party Liability in contractor's all risk policy

shall be minimum ₹5.00 Lakh per person for any one accident or occurrence and ₹10.00 Lakh in respect of damage to property for any one accident or occurrence. Copies of the same shall be submitted to the Bank. The contractor shall ensure validity of the necessary insurance policies and the Bank Guarantees for the extended period of the work.

Note: -These policies shall be valid till the completion of the contract. If the contractor does not provide these policies, the Bank reserves the right to take the above insurance policies themselves and recover the cost thereof from the contractor.

21. The contractor shall at his own cost take necessary insurance cover in respect of the aforesaid services rendered to RBI Belapur, and 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; Employer's Liability Act, 1938; and/or any other rules/regulations and/or statutes that may be applicable to them. The contractor shall indemnify the RBI Belapur, against all claims which may be made upon the Bank whether under the aforesaid statutes or any other statute in force during the currency of this contract. The contractor shall furnish a certificate every quarter regularly to the Bank that they are complying with the provisions of all statutes and rules applicable to them.
22. **Prevention of Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal)**
 - a) The contractor shall be solely responsible for full compliance with the provisions of "the Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013". In case of any complaint of sexual harassment against its employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the tenderer and the tenderer shall ensure appropriate action under the said Act in respect to the complaint.
 - b) Any complaint of sexual harassment from any aggrieved employee of the tenderer against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.
 - c) The tenderer shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the tenderer, for instance any monetary relief to Bank's employee, if sexual violence by the employee of the tenderer is proved.
 - d) The tenderer shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.
 - e) The tenderer shall provide a complete and updated list of its employees who are deployed within the Bank's premises.
23. The contractor shall be solely responsible for any violation of provision of the labour laws or any other statutory provisions and shall further keep the RBI Belapur indemnified from all acts of omission, fault, breaches and/or any claim, demand, loss, injury and expenses arising out from the non-compliance of the aforesaid statutory provisions. The RBI Belapur will not be responsible for any accident; injury caused to any staff of the contractor deployed to the Bank, during their duty/off duty and thus the staff will not be entitled for any compensation from the RBI Belapur. Under the circumstances of the contractor's failure to fulfil any of the obligations hereunder and/or under the said Acts, rules/regulations and/or any bye-laws or rules framed under or any of these, the RBI Belapur shall be entitled to recover any of such losses or expenses, which it may have to suffer or incur on account of such claims, demand, loss or injury, from the contractor's monthly payment and Security Deposit.

24. The contractor shall deploy his staff in such a way that they get weekly rest. The working hours/ leave, for which the work is taken from them, do not violate relevant provisions of Shops and Establishment Act. The contractor shall arrange to provide reliever, who is equally qualified, in case of absence/leave/off etc. of staff. The contractor shall in all dealings with the persons in his employment have due regards to all recognized festivals, days of rest and religious or other customs. In the event of the contractor committing a default or breach of any of the provisions of the Labour Laws including the provisions of Contract Labour (Regulation and Abolition) Act, 1970 as amended from time to time or in furnishing any information, or submitting or filling any statement under the provisions of the said regulations and rules which is materially incurred, he shall without prejudice to any other liability pay to **The Chief General Manager, Reserve Bank of India, Belapur**, a sum as may be claimed by any person/client.
25. The contractor shall be required to maintain permanent attendance register/roll within the building premises through biometric access system, installed by him at the Bank which will be open for inspection and checking by the authorized officers of the Bank. The contractor shall ensure that the required number of staff is deployed for duty on every day. In case of absence of any person suitable substitute arrangement, at no extra cost to the Bank, shall be made by the contractor, failing which appropriate deductions shall be made from the payment due to the contractor. Penalty on pro-rata basis as per the quoted rates will also be levied in case of shortfall of persons deployed. If any complaint is received from the Bank's Executives, Participants or guests/visitors, the same will be viewed seriously and the Bank reserves the right to terminate the contract or recover damages/penalty.
26. Penalty Clause – A penalty of Rs 1000/- will be levied for each instance, if the work is not performed as per the scope of work prescribed/as directed by Banks official/ requirements mentioned in the Tender document as well as shortage in deployment of each manpower will be treated as a separate instance. In case of housekeeping, if proper upkeep is not undertaken, bank reserves the right to impose penalty up to 5% of Bill amount or amount as deemed fit by the bank. **The decision of the CGM, RBI Belapur, in this regard will be final.**
27. The contractor shall pay the employer's contribution about Provident Fund and Employee State Insurance Fund as per the provisions of the 'Employees Provident Fund and Miscellaneous Provisions Act, 1952 and Employees State Insurance Act, 1948". Contractor must deposit the ESI & EPF contribution, and he must ensure that all his employees are given ESI Card and EPF Card. **For paid holidays, the payment will be borne by the vendor.**
28. The contractor shall submit the proof of having deposited the amount of ESI & EPF contributions towards the persons deployed at **RBI's Residential Quarters and Premises at Kharghar** in their respective names before submitting the bill for the subsequent month. In case the contractor fails to do so, the amount towards ESI & EPF contribution will be withheld till submission of required documents.
29. The contractor shall submit details, such as names, parentage, residential address, age etc. along with recent photograph of the persons deployed by him. To proper identification of the staff of the contractor deployed for the work, the contractor shall issue identity cards bearing their photographs/identification, etc., and such employees shall display their identity cards at the time of duty.
30. The contractor shall agree and undertake that the staff/ service provided by the staff, deployed by him/her to the Bank, shall be to the entire satisfaction of the Bank and the contractor should make it clear to the staff that they are employees of the contractor and they shall have no claims against the Bank and the Bank shall not be liable to wages, salary, compensation and any statutory benefits due to the staff under the labour laws and other

litigations and the contractor shall be responsible for providing such amenities as admissible under the law/rules/service conditions to the staff deployed by the contractor for providing RELEVANT WORKS service to the Bank.

31. The contractor shall take all reasonable precautions to prevent any unlawful riot or disorderly conduct or acts of his employees so deployed and ensure preservation of peace and protection of persons and property of the RBI Belapur.
32. The persons deployed by the contractor for the services mentioned above shall be employees of the contractor for all intents and purposes and that the persons so deployed shall remain under the control and supervision of the contractor and in no case, shall a relationship of employer and employee between the said persons and the **RBI Belapur** shall accrue/arise implicitly or explicitly. It will be the responsibility of the contractor to ensure that no liability on this count should come on **RBI Belapur** in respect of staff deployed by him.
33. The contractor shall ensure that none of the persons deployed by him/her will contact the **RBI Belapur** or the Bank's Central Office/other Offices of the Bank in the matter relating to payment of their dues, wages, bonus, leave relievers and uniforms, etc. The contractor shall be responsible for the discipline, loyalty and conduct of the staff deployed by him/her.
34. The contractor shall obtain license as contemplated under Contract Labour (Regulation and Abolition) Act 1970, or any other law as applicable, failing which he/she alone will be responsible for actions/proceedings ensuing thereto. The Bank shall not be held responsible for acts of omissions or commissions of the contractor and shall in no way make liable to the staff engaged by the contractor.
35. On taking over the responsibility of work assigned, the contractor shall formulate the mechanism for due assignment of work to its personnel in consultation with **The Chief General Manager, RBI, Belapur** or his authorized representative. The contractor shall further be bound by and carry out the directions/instructions given to him by **The RBI Belapur**, or the Officer/s designated in this respect from time to time.
36. In case any of the persons so deployed by the contractor does not come up to the mark or does not perform his/her duties properly or commits misconduct or indulges in any unlawful riots or disorderly conduct, the contractor shall immediately withdraw and take suitable action against such person/s on the report of **RBI Belapur** in this respect. Further, the contractor shall immediately replace the person so deployed on the demand of **RBI Belapur** in case any of the aforesaid acts on the part of the said person/s.
37. The contractor shall ensure that no employee of his/her company/agency will enter or remain in the Bank's premises beyond the specified time limits unless necessary for fulfilling the company/agency's obligations and with the permission of the Bank.
38. The contractor shall remove all staff/workers deployed by him on termination of the contract on expiry of the contract from the premises of residential colony and ZTC at Kharghar and ensure that no such persons shall create any disruption/hindrance/problem of any nature in the premises either explicitly or implicitly.
39. The contractor shall keep **RBI Belapur** indemnified against all claims whatsoever in respect of the employees deployed by the contractor. In case any employee of the contractor so deployed enters in dispute of any nature whatsoever, it will be the primary responsibility of the contractor to settle/contest the same. In case **RBI Belapur** is made party and is supposed to contest the case, **RBI Belapur** will be reimbursed for the actual expenses incurred towards Counsel fee and other expenses, which shall be paid in advance by the contractor to **RBI Belapur** on demand. Further, the contractor shall ensure that no financial or any other liability comes on **RBI Belapur** in this respect of any nature whatsoever and shall keep **RBI Belapur** indemnified in this respect.

40. The contractor shall further keep the **RBI Belapur** indemnified against any loss to the **RBI Belapur** property and assets. **RBI Belapur** shall have further right to adjust and/or deduct any of the amounts as aforesaid from the payments due to the contractor under this contract.
41. **Non-disclosure Clause:** - The contractor shall not disclose directly or indirectly any information, material, and details of the Bank/Bank's infrastructure / systems / equipment etc. which may come to his possession or knowledge during discharging the contractual obligations in connection with this agreement, to any third party and will always hold the same in strictest confidence. The contractor will indemnify the Bank for any loss suffered by the Bank because 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 Bank will be entitled to claim damages and pursue legal remedies. The company/agency/firm shall take all appropriate actions with respect to its employees to ensure that the obligations of nondisclosure of confidential information under this agreement are fully satisfied. The company/agency/firm's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this contract for whatever reason.
42. The Bank shall deduct income tax at source in accordance with the statutory provisions as applicable as and when the Central Government notifies through Gazette Notification or orders or as per the provisions of Income Tax Act from time to time and such deductions shall be effected from the date of applicability of the provisions.
43. Any claims, dispute and or difference (including a dispute regarding the existence, validity or termination of this Agreement) arising out of or relating to this contract including interpretation of its terms will be resolved through joint discussion of the Authorized Representatives of the concerned parties. However, if the disputes are not resolved by the discussions as aforesaid, then the matter will be referred for adjudication to the arbitration of a sole arbitrator to be appointed by **The Chief General Manager, RBI, Belapur**. In the event of any question, dispute / difference arising out of this contract or in connection herewith (except as to matters the decision of which is specially provided under the agreement) the same shall be referred to the sole arbitration of a sole arbitrator to be appointed by **The Chief General Manager, RBI, Belapur, or his nominee**.
44. The award of the arbitrator shall be final and binding on the parties. In the event of such arbitrator to whom the matter is originally referred being transferred or vacating his office or resigning or refusing to work or neglecting his work or being unable to act for any reason whatsoever, **The Chief General Manager, RBI, Belapur** shall appoint another person to act as arbitrator in place of the out-going arbitrator in accordance with the terms of the agreement and the persons so appointed shall be entitled to proceed with the reference from the stage at which it was left by his predecessor
45. The Arbitrator may give interim awards and/or directions, as may be required. Subject to the provisions of the Arbitrator & Condition Act, 1996 and the rules made hereunder and any modification thereof from time to time being in force shall be deemed to apply to the arbitration proceedings under this clause.
46. During the period of agreement, the contract may be terminated by **The Chief General Manager, RBI, Belapur**, by giving one month's notice or on payment of one month's charges in lieu thereof. Also, the contract may be renewed with mutual consent of both the parties for a further period of two years or other shorter periods, beyond the initial contract period.
47. Further Bank will have the option to terminate the contract, after giving notice of one month in writing without assigning any reason thereof, if the contractor commits breach of any of the conditions contained in this contract or fails to render the services to the satisfaction of RBI Belapur. However, the contractor shall also be entitled to terminate the Contract before

completion of the aforesaid period, and in the event of the contract being extended by the Bank beyond the said period, **by giving 3 months** prior notice in writing to the Bank.

Termination for Default - The Bank may, without prejudice to any other remedy for breach of contract, by a one month written notice of default sent to the Successful Bidder and upon the Successful Bidder's failure and/or neglect to propose and/or execute any corrective action to set right the default, terminate this AMC Contract in whole or in part, in case of the following:

i. If the Successful Bidder fails to deliver any or all the items of work as specified in the Tender document within the time(s) specified in the Contract.

Or

ii. If the Successful Bidder fails to perform any other obligation(s) under the Contract.

On termination of the Contract for default, the Security Deposit (PBG) of the Successful Bidder will be forfeited. Action will be taken to blacklist the Successful Bidder. The Bank has right to go to court of law in case of breach of the terms and conditions as specified in the tender document.

48. **Termination for Insolvency:**

The Bank may at any time terminate the Contract by giving written notice to the Successful Bidder, without compensation to the Successful Bidder, if the Successful Bidder becomes Bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which the Bank is or will be entitled to take or seek.

49. If the vendor does not want to continue the contract, the vendor can give a three months' notice to Bank which can be done only after completing 12 months of contract.

50. **Signing of Contract Agreement:** The contractor shall execute an agreement on a non-judicial stamp paper of required value for due performance of the contract and to the effect of the following conditions within 15 days on award of the work. All conditions, instructions, specifications, scope of work, etc., as specified in the tender will be construed as forming part and parcel of the agreement. The agreement will cover the details of manpower that will be deployed, their working hours and on-call availability. The contract shall begin from the actual date of commencement of work at the site. The stamp duty on this agreement and duplicate thereof shall be borne by the contractor. The original agreement shall be retained by the Bank and the contractor shall retain the duplicate. If the contractor selected fails to sign the formal agreement within the stipulated period or fails to undertake the work on agreed date, the letter of intent shall be treated as cancelled.

(i) The General and Special conditions and instructions to the Tenderers, the scope of work, the subsequent correspondence exchanged between the Bank and the Tenderer and the work order placed shall be the basis of the final contract to be entered into with the successful Tenderer.

(ii) The Tenderer shall go through the terms and conditions given in the general conditions of contract herewith and his/her offer shall be strictly in line with the terms specified therein. No deviation from the terms and conditions specified shall be acceptable. Each page of the Tender document should be signed for his/her having acquainted himself/themselves in the general conditions of contract, Technical specifications, etc.

(iii) The Tender submitted on behalf of a firm/company shall be signed by all the partners of the firm or a partner or any other person having Power of Attorney

who has the necessary authority on behalf of the firm/company to enter the proposed contract. Otherwise, the Tender may be rejected.

- (iv) On receipt of intimation from the Bank of the acceptance of his/their Tender, the successful Tenderer shall be bound to implement the Contract and within a week thereof, the successful Tenderer shall sign an agreement in accordance with the draft agreement. Notwithstanding the signing of the agreement, the written acceptance by the RBI Belapur, of a Tender will constitute a binding agreement between the Reserve Bank of India and the person so tendering, whether such contract is or is not subsequently executed.
51. The contractor shall not assign the contract. He shall not sublet any portion of the contract. In case of breach of these conditions, the Bank can serve a notice in writing on the contractor rescinding the contract where upon the security deposit shall stand forfeited to the Bank, without prejudice to his other remedies against the contractor.
52. The Tenderer must obtain for himself on his own responsibility and at his own expense, all the information which may be necessary for the purpose of making a Tender and for entering a contract and must inspect the site of the work, and acquaint himself with all local conditions, means of access to the work, nature of the work and all matters appertaining thereto.
53. 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 tender amount, subject to such variations as are provided for herein.
54. The successful Bidder is bound to carry out all items of work necessary for performance of the job even though such items are not included in the quantities and rates. Schedule of instruction in respect of such additional items and their quantities will be issued in writing by the Bank.
55. **Force Majeure:**
If at any time during the continuance of this agreement, the performance in whole or part, is delayed by reason of any war, hostility, acts of public enemy, civil commotion, terrorist activities, disturbed law and order situation sabotage, fires, floods, explosions, epidemics, quarantine restrictions, natural calamities, strikes, lock-outs or acts of god (hereinafter referred to as Event) provided notice of happening of any such event is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall by reason of such event be entitled to terminate this agreement nor shall either party have any claim for damages against the other in respect of such non-performance or delay in performance and deliveries under the agreement. The agreement shall be resumed as soon as practicable after the event has come to an end or ceased to exist; provided further that if the performance in whole or part of an obligation under this agreement is prevented or delayed by reason of any such event for a period exceeding 180 days, either party may exercise its option to terminate the agreement.
During the continuance of any such event, each party shall make reasonable efforts to avoid or remove the causes of such non-performance or delayed performance.
56. **Language:** - The Tender including all labels in documents, catalogues etc. shall be in English.

57. **Jurisdiction.** All disputes arising out of or in any way connected with this agreement shall be deemed to have arisen at and only Courts in shall have jurisdiction to determine the same.
58. The contractor or legally authorized representative shall visit the premises monthly and submit a performance report along with the monthly bill of the services being availed by the Bank, under this contract.

Section V
Broad Scope of Work

In general, the successful Tenderer would carry out all services including housekeeping, pest control and facility management of RBI Premises as given below. In addition, he shall be required to perform custodial services in connection with all housekeeping, including waste management. While utmost effort has been made to outline all the work expected to be carried out, RBI Belapur reserves the right to alter/modify the contract to further modify the scope of work as per its needs.

For all purposes in this document unless otherwise specified, the terminology for the premises for the detailed scope of work under this contract is as follows:

Details of the New Residential Colony including ZTC premises at Kharghar

a. RBI Residential Colony, Clubhouse and Other Common Area –

Tower	Built Up Area	Type of Flats	Nos	Location / Level
Tower 1	4670 Sqm	"Grade D" Officers Flats Podium of 1519.9 Sqm	19+1 (Home Office)	Podium to 10th Floor (Single Tower)
Tower 2	7325 Sqm	"Grade B & C" Officers Flats*	159 + 1(Creche)	Podium to 10th Floor (Facing towards Kharghar Hills)
Tower 3	7401 Sqm			
Tower 4	7325 Sqm			
Tower 5	7380 Sqm			
Tower 6	6768 Sqm	"Grade A" Officers Flats*	176	Podium to 11th Floor (Facing towards metro/road)
Tower 7	6852 Sqm			
Tower 8	6768 Sqm			
Tower 9	6852 Sqm			
		Total Residential Flats		356
Clubhouse	1973 Sqm			G+1 Floor
Other Amenities	Electrical Substation, Under Ground Tank cum Pump Room, STP cum Pump room, Rainwater Retention Tank cum Pump Room, Solar Power,			

	Solar Water Heater, Swimming Pool, Play Area, Gym, Guard Room, Diesel generators, Amphitheatre, car Parking below Grade A, B/C podium and below D/E tower podium etc.
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*Combined Podium of B/C and A type flats is 15333.88 Sqm.

b. ZTC Hostel, VOF and THH-

Total Built Up area – 6949 Sqm

Tower 10	Hostel Building		Ground Floor+8 Floors
	Entrance Lobby, Gym, Yoga Room, Recreational Room, Store, Maintenance Staff Room (M/F) and toilet, Laundry / linen store, Panel Room, etc.		Ground Floor
	Dining Area, Kitchen and WB area		1st Floor
	SRA	3	2nd Floor
	Hostel Room	1	
	THH	4	
	Linen Store	2	
	THH	-	3rd Floor
	Hostel Rooms	3	
	SRA	7	
	VOF	-	4th Floor
	Executive VOF	4	
	VOF	4	
	Hostel Room	1	5th, 6th, 7th, and 8th Floor
	Hostel Rooms	59	
Hostel Rooms			
Total of Tower 10		88	Rooms

c. ZTC Academic Block and Caretaker Block:

Tower 11	Caretaker Block		G+1 Floor
Tower 12	Academic Block		G+2 Floor

2. The contractor shall obtain the requisite license under the Contract Labour (Regulation and Abolition) Act, 1970 as amended from time to time issued by the concerned Labour Department of the Government for running the establishment. RBI Belapur shall not be responsible in any way for any breach by the contractor of the rules and regulations governing the running of such establishments by the contractor. It shall be the responsibility of the contractor for furnishing necessary Statutory information / documents in proof of the above whenever called for by RBI Belapur. In case of any labour problems related to the workmen staff of the contractor, the same shall be settled at the contractor's end only.

The broad scope of work shall include the following:

a. Front Office management comprising of Reception arrangement (including help desk), allotment of hostel/Visiting Officers Flat (VoF) for staff members rooms, etc. Maintenance and upkeep of the hostel buildings, academic block and other utility areas etc.

b. Housekeeping Services in premises - Housekeeping services will include vacuum cleaning, sweeping, and mopping (including through auto scrubber machines and single/multi disc machines wherever applicable), washroom cleaning using jet pressure machines and all other cleaning activities across the entire complex of the Bank's residential colonies and their premises. The service shall also undertake cleaning, sweeping of all peripheral areas of the colony including the premises, internal roads, pathways, common amenities etc.

c. Waste Management/Disposal: -The contractor should put in place a scientific and proper practice to ensure reduction in generation of waste from the premises, collection and handling of wastes generated, removal/ disposal of dried leaves and other plant waste, disposal of all waste - including garden waste. Waste must not be allowed to accumulate in premise. The waste management and disposal of the same is the sole responsibility of the bidder, and the bidder should arrange to dispose all wastes including the waste which cannot be treated, in coordination/liasing with the Local authorities and should thereby ensure overall cleanliness of the premise, at no extra cost to the Bank in this respect.

d. Drainage Cleaning: - The contractor should ensure that the drainage system in the premises is properly maintained to avoid any blockage in manholes, pipes, etc, Blockage, if any, must be immediately cleared/cleaned and in case of any accumulation of drainage, it should be immediately cleared with proper and effective liaising/coordination with the local authorities, and removal of debris outside the Bank's Premises with no extra cost in this respect. If there is a requirement of engaging an external contractor with equipment, the contractor shall do it to clear the blockage, at no extra cost to the Bank. Open drain may be cleared using disinfectant and bleaching powder.

e. Dress Code: - The manpower deployed by the contractor will wear proper dress (neat and clean) all the time. The Front Office Receptionist should wear suit, whereas appropriate dress code must be followed in case of others. Different trades of work will be wearing different types of uniform so that they are easily identifiable. The vendor shall also provide other necessary equipment to the employees deployed i.e., umbrellas, raincoat etc. to enable the workers for optimum performance.

f. Pest control: - Providing pest control services across the complete residential colony including ZTC premises at Kharghar to prevent and eliminate pests such as cockroaches, rodents, mosquitoes, rats, termites, and beehives, and other insects as per the maintenance requirements and established schedules.

SECTION VI

Detailed Scope of Work

A. Housekeeping Services in premises

1. General Housekeeping – Common Areas and Infrastructure

- i. The Contractor shall be responsible for daily sweeping, cleaning, and mopping of general/common areas on all floors, including lobbies, staircases, terraces, all sports and recreational facilities, amphitheater, parking area, corridors, cleaning, sweeping of all peripheral areas of the colony to include the premises, internal roads, pathways, common amenities etc. Cleaning shall also cover all cabins/offices located within the residential colonies.
- ii. Housekeeping services shall extend to community halls, swimming pools, gymnasiums, dispensaries, terraces, and other associated infrastructure within the colonies.
- iii. Regular removal of cobwebs, dirt, and stains from walls, ceilings, windows, and other surfaces, as required. Cleaning of electrical switches and appliances such as ceiling fans shall be carried out periodically or as directed. Removal of beehives in the premises.
- iv. Daily collection of garbage from all flats shall be ensured. Waste shall be segregated into wet and dry categories in accordance with applicable municipal and government regulations and disposed of at designated locations.
- v. Special cleaning activities on occasions such as Republic Day, Independence Day, and major festivals shall be performed as per the Bank's instructions.
- vi. Any damage to or theft of fixtures/fittings noticed during cleaning shall be immediately reported to the Bank's Caretaker and/or Security Officer.
- vii. The scope of work described above is indicative and not exhaustive. Any maintenance task necessary for upkeep of the premises while ensuring occupant satisfaction shall be deemed included within the contractor's responsibilities, even if not specifically listed.
- viii. Facade deep cleaning (the periphery walls and buildings) on a quarterly basis or as and when required.
- ix. Fogging activity to be undertaken to disperse disinfectants, insecticides or kill pests like mosquitos 52 times (approx.) in a year (as and when required)

2. Cleaning of Washrooms and Toilets

- i. All washrooms and toilets shall be thoroughly cleaned at least once every week using a pressure jet machine. The cleaning shall include toilet bowls, wash basins, platforms, mirrors, tiled surfaces, flooring, and racks, using suitable cleaning agents of reputed brands like Godrej, UrbanWipe, Sunny Premium, Lizol, Colin, Harpic, etc. It may be ensured that cleaning

materials with a pleasant fragrance are used while considering branded products known for both high cleaning performance and lasting, fresh scents.

ii. The Contractor shall obtain feedback from the residents after each weekly cleaning and submit the same to the Bank on monthly basis.

iii. A detailed record of such weekly cleaning activities shall be maintained by the agency and submitted along with the monthly bill for verification by the Bank.

iv. Cleaning of washrooms twice a day in common areas shall be ensured by the contractor.

v. The contractor shall maintain cleaning chart in all common washrooms and the same shall be filled by the supervisor accordingly.

vi. It may be ensured that cleaning material in sufficient quantity is being used for the said purpose.

3. Deep Cleaning of Flats –

a. Quarterly Basis

Deep cleaning of all flats shall be undertaken once every quarter and shall include the following:

- i. Cleaning of windows, windowpanes, grills, doors, ventilators, ceiling fans, ans, wall dado, plumbing and sanitary fittings and fixtures, chandeliers, and similar installations as required.
- ii. Removal of cobwebs, accumulated dust, stains, and dirt from ceilings, walls, pelmets, and other hard-to-reach areas.
- iii. Cleaning of tracks of sliding windows using a vacuum cleaner for effective dust removal.
- iv. The floor and other areas should also be cleaned after completion of deep cleaning work.
- v. The Contractor shall obtain feedback from the residents after each quarterly cleaning and submit the same to the Bank periodically.
- vi. It may be ensured that cleaning material in sufficient quantity is being used for the said purpose.

b. Monthly Basis

Deep cleaning of kitchen areas of all the flats shall be undertaken once every month.

4. Procurement of Cleaning Material and Machinery

The monthly supply of housekeeping material to be provided by the contractor for the premise colony as listed in the tender.

A lump sum amount for material proposed to be supplied as listed below is to be quoted in the Price Bid. However, the Contractor will be required to submit item wise bifurcation of rates of exact monthly cleaning material required.

Sr. No.	Item		Estimated Quantity (Per Month)	Basis for Estimation
1	Floor Duster	Good Quality	100 units	1 duster per 5 units (flats/rooms) + common area zones
2	Floor Wipers (Long)	Supreme/ gala/ or approved equivalent	25 units	1 per common corridor/staircase (15+ zones)
3	Floor Wipers (Short)	Supreme/ gala/or approved equivalent	30 units	1 per small utility room/office (30+ rooms)
4	R1 Toilet Cleaner (5L)	Taski Ltd or approved equivalent	120 liters	0.5L/day per toilet (50+ toilets) × 30 days
5	R2 Floor Cleaner Disinfectant (5L)	Taski Ltd or approved equivalent	150 liters	0.75L/day for common areas (lobbies, corridors) × 30 days
6	Phenyl (5L)	Rakshak (Pine) or Gainda or approved equivalent	60 liters	0.25L/day for garbage disposal areas × 30 days
7	Toilet Cleaner (1L)	Harpic/ or approved equivalent	100 units	1 bottle per toilet (50+ toilets) × 2 refills/month
8	R3 Glass Cleaner (5L)	Taski Ltd or approved equivalent	40 liters	0.1L/day per glass surface (200+ windows/doors) × 30 days

Sr. No.	Item		Estimated Quantity (Per Month)	Basis for Estimation
9	Glass/Furniture Cleaner	Colin or approved equivalent	30 units	1 bottle per common area (30+ zones)
10	Phool Broom	Good Quality	30 units	1 per common corridor/staircase (15+ zones) + 15 for open areas
11	Cob-web Cleaning Brush/Broom	Good Quality	20 units	1 per building (10 towers) + 10 for high-ceiling areas
12	Coconut Stick Broom (5-pack)	Good Quality	10 packs	1 pack per 4–5 floors (40+ floors total)
13	Readymade Yard Broom (10-pack)	Good Quality (with long lathi)	5 packs	1 pack per open yard area (5+ zones)
14	Liquid Soap (1L)	Dettol or approved equivalent	80 units	1 bottle per toilet (50+ toilets) + 30 for common area sinks
15	A-1 Urinal Sanitary Cubes (1kg)	Odonil or approved equivalent	15 kg	0.5kg/day for 30 urinals × 30 days
16	Mosquito Repellent with Refill	Good Knight/ All-Out or approved equivalent	25 units	1 unit per 20 rooms + common areas (25+ zones)
17	Room Freshener Spray	Aer or approved equivalent	40 units	1 spray per 10 rooms (400+ rooms)
18	Detergent Powder (1kg)	Vim or Wheel or approved equivalent	100 kg	0.25kg/day for laundry (hostel) × 30 days + common area cleaning

Sr. No.	Item		Estimated Quantity (Per Month)	Basis for Estimation
19	Detergent Cake (200g)	Rin or approved equivalent	200 cakes	1 cake per 2 flats (354 flats) × 2 refills/month
20	Garbage Bags-small (Green) 10 bags per pack	Bio-Degradable	1400 packs	One bag per day per unit
21	Garbage Bags-small (Black) 10 bags per pack	Bio-Degradable	1400 packs	One bag per day per unit
22	Garbage Bags – Large	Bio-degradable	10 packs	As required
23	Urinal Screen	Good Quality	300 units	4 per urinal per week
24	Toilet Paper Roll	3ply good quality	600 units	2 per toilet

Note: Although thorough care has been taken to prepare the list of materials required, the list is indicative in nature. The Bank may require the vendor to procure additional material, the vendor shall consider the same while calculating the financial implication for the materials. *The quantity & quality of the above materials, as and when required, will be decided by the Caretaker/ Authorized Representative of the Bank in consultation with the Supervisor of the Contractor. Onus shall be to use available green products to improve office IGBC rating.*

List of Machinery and other equipment to be available always is as follows:

1	Auto Scrubber Machine	02
2	Single Disc Machine	04
3	Industrial Purpose Vacuum Cleaner	02
4	Jet Pressure Machine	04
5	Janitor Trolley	15
6	Aluminum Ladder, folding type - 6 ft	5
7	Aluminum Ladder, folding type - 8 ft	2

8	Aluminum Ladder, folding type - 14 ft	2
9	Fogging Machine	2

Machinery/ Safety Equipment's (from reputed brands) required to be provided in good working condition. The scope includes repairing these machines and maintain these in good working conditions during the contract. The ownership of these machines will be with the vendor only and shall be taken out on completion of the contract. The annual charges for supplying these machines should be inclusive of a change of vacuum filters and other consumables if any.

In case of repairs another standby machine/ backup arrangements should be made failing which suitable penalty may be imposed.

The above machines should be of reputed brands such as Karcher /Eureka forbes/ Black & Decker or an approved equivalent. Tools should be of Bosch/Taparia/Jainson or approved equivalent.

4.1 If the quality of the cleaning material supplied by the Contractor is not satisfactory to the Bank's requirement and the Bank reserves the right not to accept the material supplied and the Bank may purchase the cleaning materials on its own and supply it to the tenderer and deduct the cost from the monthly bills.

4.2 The Contractor should keep one-month spare stock of cleaning materials/ machines for use to ensure state of the art cleaning such as scrubbing machines, vacuum cleaner, dusters/ mops, detergents/ washing powder, brooms, sponges, garbage sacks, polish, phenyl, ladder, cobweb brush with pole, different types of brushes for dusting, stain remover, bleaching liquid & powder, cleaning chemicals, etc.

4.3 The agency must provide one dedicated mobile phone with a valid connection to each Supervisor. This mobile phone will remain with the Supervisor on duty. The same mobile number will be shared with the office/residents. The mobile number must not change when the supervisor leaves the job and the new supervisor reports.

4.4 Suitable training must be given to all the workers to effectively use the cleaning machines. The contractor shall at its own expense conduct quarterly refresher training to the employed deployed.

4.5 The cleanliness will be periodically checked by the officials of the Bank based on certain objective criteria as given below which are decided to measure level of cleanliness. In case visited area found untidy suitable penalty as deemed fit shall be imposed.

- i) Shine level, presence of dust, pan and gutkha stains, spillage of water or other liquids, bird droppings etc. on floors, tiled walls, doors, windows.
- ii) Dust, Dirt marks or cobwebs etc. on roof, window grills, etc.
- iii) Finger or palm marks, dust or any other stain on glass panes of windows or doors and mirrors.

- iv) Stain, cleanliness and odour in Washbasin, WC Seats.
- v) Dryness and shine on floor.
- vi) Cleanliness of sanitary fittings.
- vii) Cleanliness of floor area in front and around washrooms.
- viii) Cleaning of drinking water point and Aqua Guard area.
- ix) Cleanliness of passage corridors, stairs, lifts.
- x) Overall cleanliness in the general area and washrooms.

B. Pest Control Services

1. Quarterly Pest Control Treatments

For cockroaches, ants, and lizards in Hostel, VOF/Guest Rooms, and Residential Blocks within the Colony.

2. Quarterly Snake Control Treatments.

To be carried out across the entire Colony premises.

3. Monthly Pest Control Treatments

For cockroaches, ants, and lizards in all flats, parking areas, staircases, and other common rooms and facilities.

4. Monthly Thymol and Anti-Fungal Treatments

To be administered as and when applicable.

5. Weekly Pest Control Treatments

For cockroaches, ants, and lizards in Kitchen, Dining Areas, Toilet Blocks, and Common Areas.

6. Bi-Weekly Mosquito Control Treatments

- a. VOF/THH
- b. Entire Colony
- c. Other designated areas

7. Need-Based Treatments

Termite and bed bug control within the Colony shall be undertaken as and when required. No additional payment shall be made by the Bank for such services.

All services shall be rendered on a door-to-door pick-up and delivery basis. The Bank shall not bear any separate transportation charges.

C. Deployment of Visitor Manager cum Front Office Supervisor –

- 1) Should interact with Bank's allotment desk; maintain list of participants and the rooms allotted to them.
- 2) Should handover/take over the keys of the rooms allotted to them.
- 3) Operate the telephone, scan/fax etc.
- 4) Interact with Participants/Guests and facilitate resolving the complaints pertaining to the rooms.
- 5) Should be available to the ZTC Guests and Bank staff for assisting in any miscellaneous type of work as and when required.
- 6) Should be proficient in computers
- 7) Should keep a record of welcome kits etc. supplied.
- 8) Any other work as instructed by Bank's Officials

Schedule of Manpower Deployment

	Category	RBI residential Colony and Clubhouse	ZTC Hostel, VOF and THH	ZTC Academic Block, Caretaker Block	Total
Overall Supervisor	Highly Skilled	1	1	1	3
Visitor Manager cum Front Office Supervisor	Skilled	3	4	-	7
Building Attendant	Semi-Skilled	32	-	-	32
Housekeeper	Unskilled	57	18	12	87
		93	23	13	129

Note: The Aforementioned manpower deployment is inclusive of the weekly reliever arrangement. However, in case of prolonged absence of deployed employee, the contractor shall provide replacement within 7 days.

Timing of the various workers are as under:

Work Description	Work Timing @ Colonies
Overall Supervisor	Work Hours – 09:00 AM to 05:00PM
Visitor Manager cum Front Office Supervisor	Three shifts of Eight (8) hours. (6:00 AM-2:00 PM, 2:00 PM-10:00 PM, 10:00 PM to 6:00 AM)
Building Attendant	Three shifts of Eight (8) hours. (6:00 AM-2:00 PM, 2:00 PM-10:00 PM, 10:00 PM to 6:00 AM)
Housekeeping Workers	Three shifts of Eight (8) hours. (6:00 AM-2:00 PM, 2:00 PM-10:00 PM, 10:00 PM to 6:00 AM)

Note:

- (i) The attendance of the workers shall be taken preferably by using biometric means.
- (ii) Workers deployed in the colony shall strictly refrain from undertaking any private or non-designated tasks during their duty hours.
- (iii) Appropriate deployment of manpower deployed will be made by overall supervisors in consultation with security officer/caretaker of the Bank.

WORK PROFILES:

The duties of the various service personnel/areas are broadly as follows:

A. DESIGNATION - Overall Supervisor

1	OBJECTIVE OF THE ROLE	<p>The Overall Supervisor shall be responsible for overall supervision, coordination and monitoring of all facility management services deployed across the Residential Premises, ZTC Office, and Hostel/VOF/THH facilities of the Bank.</p> <p>The role is intended to ensure:</p> <ul style="list-style-type: none"> a. Uniformity in service delivery b. Adherence to prescribed Service Level Agreements (SLAs) c. Effective coordination between different service components d. Timely reporting and compliance <p>The Overall Supervisor shall act as a bridge between the Contractor’s team and the Bank’s officials for all operational matters.</p>
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2	MINIMUM EDUCATIONAL QUALIFICATION	<p>Graduate in any discipline from a recognized University (mandatory)</p> <p>Desirable: Diploma/Degree in: Facility Management/Hotel Management/Hospitality Administration/Business Administration</p>
3	MINIMUM EXPERIENCE CRITERIA	<p>Minimum 7 years of relevant experience in: Facility Management Services / Large residential complexes / Institutional campuses/ Hospitality establishments</p> <p>Out of which:</p> <p>At least 3 years in a supervisory/managerial capacity overseeing: Housekeeping operations/ Soft services/ Multi-location teams</p>
4	SKILL SET REQUIREMENTS	<p>The Overall Supervisor shall possess:</p> <ol style="list-style-type: none"> 1) Good communication skills (English, Hindi; Marathi desirable) 2) Working knowledge of: <ol style="list-style-type: none"> a) Computer systems b) MS Office (Excel, reporting formats) c) Complaint management systems 3) Ability to: <ol style="list-style-type: none"> a) Handle manpower deployment b) Resolve operational issues c) Coordinate across multiple service areas
5	SCOPE OF DUTIES AND RESPONSIBILITIES	<p>5.1 Supervisory & Coordination Functions</p> <p>The Overall Supervisor shall:</p> <ol style="list-style-type: none"> 1) Oversee deployment and functioning of: <ol style="list-style-type: none"> a) Building Attendants b) Front Office Supervisors c) Housekeeping staff d) Pest control personnel 2) Ensure optimum utilization of manpower and resources 3) Coordinate activities across: <ol style="list-style-type: none"> a) Residential Premises b) ZTC Office c) Hostel / VOF / THH <p>5.2 Monitoring of Service Delivery</p>

		<ol style="list-style-type: none"> 1) Ensure that all services are delivered in accordance with: <ol style="list-style-type: none"> a) Scope of Work b) SLAs c) Instructions issued by the Bank 2) Conduct daily rounds/inspections of all premises 3) Identify gaps and initiate corrective actions <p>5.3 Complaint Management Oversight</p> <ol style="list-style-type: none"> 1) Whenever any complaint is received, the overall supervisor should visit the complainant at the earliest and speed up resolution of the same. 2) Monitor complaint management system (CMS) across all areas 3) Ensure: <ol style="list-style-type: none"> a) Proper logging of complaints b) Timely assignment and closure 4) Review: <ol style="list-style-type: none"> a) Pending complaints b) Repeated complaints 5) Escalate critical issues to the Bank <p>5.4 Reporting & Documentation</p> <p>The Overall Supervisor shall:</p> <ol style="list-style-type: none"> 1) Prepare and submit: <ol style="list-style-type: none"> a) Daily status reports b) Weekly performance reports c) Monthly MIS reports 2) Maintain records of: <ol style="list-style-type: none"> a) Attendance and deployment b) Complaints and resolution c) Cleaning schedules d) Pest control activities <p>5.5 Quality Control & Inspections</p> <ol style="list-style-type: none"> 1) Conduct structured inspections using checklists 2) Ensure: <ol style="list-style-type: none"> a) Cleanliness standards are consistently maintained b) No visible deficiencies exist 3) Carry out joint inspections with Bank officials, if required <p>5.6 Manpower Management</p> <ol style="list-style-type: none"> 1) Ensure:
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		<ul style="list-style-type: none"> a) Full attendance of deployed manpower b) Availability of relievers 2) Arrange immediate replacements in case of: <ul style="list-style-type: none"> a) Absenteeism b) Unsatisfactory performance 3) Verify: <ul style="list-style-type: none"> a) Uniform compliance b) ID cards and discipline <p>5.7 Coordination with Building Attendants</p> <ul style="list-style-type: none"> 1) Provide guidance to Building Attendants of: <ul style="list-style-type: none"> a) Residential Premises b) ZTC Office c) Hostel/VOF 2) Ensure: <ul style="list-style-type: none"> a) Standardization of processes b) Uniform reporting formats <p>5.8 Coordination with Bank Officials</p> <ul style="list-style-type: none"> 1) Attend review meetings with Bank representatives 2) Implement instructions issued by the Bank 3) Provide clarifications and updates as required <p>5.9 Emergency Handling</p> <ul style="list-style-type: none"> 1) Respond to emergencies such as: <ul style="list-style-type: none"> a) Major cleanliness issues b) Pest infestation outbreaks c) Water leakage affecting hygiene 2) Mobilize resources for immediate resolution <p>5.10 Compliance & Safety Oversight</p> <ul style="list-style-type: none"> 1) Ensure compliance with: <ul style="list-style-type: none"> a) Safety norms b) Use of PPE by staff 2) Monitor: <ul style="list-style-type: none"> a) Safe handling of cleaning chemicals b) Proper storage of materials
6	WORKING HOURS & AVAILABILITY	<ul style="list-style-type: none"> 1) The Overall Supervisor shall be deployed during general shift (daytime) 2) However, he/she shall: <ul style="list-style-type: none"> a) Be available on call beyond working hours

		b) Attend the premises in case of emergencies or as directed by the Bank
7	PERFORMANCE EXPECTATIONS	<ol style="list-style-type: none"> 1) The performance of the Overall Supervisor shall be evaluated based on: 2) Cleanliness standards across premises 3) Complaint resolution efficiency 4) Manpower discipline and deployment 5) Quality of reporting 6) Feedback from Bank officials
8	REPLACEMENT CLAUSE	<ol style="list-style-type: none"> 1) The Bank reserves the right to seek replacement of the Overall Supervisor in case of: <ol style="list-style-type: none"> a) Unsatisfactory performance b) Misconduct c) Non-compliance with instructions <p>The Contractor shall provide a suitable replacement within 7 days.</p>
9	Material and Inventory Management	<ol style="list-style-type: none"> 1) Ensure proper receipt, storage, issuance and utilisation of all materials including: <ol style="list-style-type: none"> a) Cleaning consumables b) Chemicals c) Tools and equipment 2) Maintain updated records of: <ol style="list-style-type: none"> a) Stock registers b) Daily consumption logs c) Indent and replenishment records 3) Ensure: <ol style="list-style-type: none"> a) No pilferage, misuse or overconsumption of materials b) Optimum utilisation in line with prescribed standards 4) Carry out periodic physical verification of stock and reconcile with records 5) Submit material consumption reports to the Bank on a periodic basis
10	Attendance and Manpower Deployment Management	<ol style="list-style-type: none"> 1) Ensure 100% attendance compliance of all deployed personnel 2) Maintain: <ol style="list-style-type: none"> a) Daily attendance registers (manual/biometric as applicable)

		<ul style="list-style-type: none"> b) Shift-wise deployment records 3) Verify and certify: <ul style="list-style-type: none"> a) Attendance before submission for billing purposes 4) Ensure: <ul style="list-style-type: none"> a) Availability of relievers b) No disruption of services due to absenteeism 5) Arrange immediate substitution in case of: <ul style="list-style-type: none"> a) Absence b) Late reporting c) Unsatisfactory performance
11	Supervisory Responsibility	<ul style="list-style-type: none"> • Exercise complete supervisory control over all personnel deployed under the contract • Be accountable for: <ul style="list-style-type: none"> ○ Quality of services delivered ○ Compliance with scope and SLAs ○ Discipline and conduct of staff • Any deficiency in: <ul style="list-style-type: none"> ○ Cleaning standards ○ Pest control effectiveness ○ Service delivery shall be directly attributable to supervisory lapse, unless otherwise justified • Ensure strict adherence to: <ul style="list-style-type: none"> ○ Instructions issued by the Bank ○ Safety norms and operational procedures

The Overall Supervisor shall be fully responsible for ensuring that all services under the contract are delivered efficiently and in accordance with the terms and conditions of the tender, and any lapse in service shall be attributable to supervisory failure unless otherwise justified.

B. DESIGNATION - VISITOR MANAGER

1	OBJECTIVE OF THE ROLE	<p>The Visitor Manager shall be responsible for managing, regulating and facilitating entry of all visitors, guests, delivery personnel and service providers at the main entrance of the Residential Colony.</p> <p>The role is intended to ensure:</p> <ul style="list-style-type: none"> • Controlled and authorized entry into the colony premises
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		<ul style="list-style-type: none"> • Proper verification and recording of visitor details • Smooth and professional visitor handling and guidance • Prevention of unauthorized or suspicious entry • Seamless coordination with internal stakeholders (Building Attendants, Front Office, etc.) <p>The Visitor Manager shall act as the first point of interface for all incoming persons to the premises.</p>
2	MINIMUM EDUCATIONAL QUALIFICATION	<ul style="list-style-type: none"> • Graduate in any discipline from a recognized University (mandatory) <p>Desirable:</p> <ul style="list-style-type: none"> • Degree/Diploma in: <ul style="list-style-type: none"> ○ Hospitality / Tourism ○ Front Office / Guest Relations
3	MINIMUM EXPERIENCE CRITERIA	<ul style="list-style-type: none"> • Minimum 3 years of experience in: <ul style="list-style-type: none"> ○ Front office / reception / visitor management ○ Gate management / access control in residential or institutional premises ○ Hospitality or customer-facing roles
4	KEY SKILLS	<p>The Visitor Manager shall possess:</p> <ol style="list-style-type: none"> 1) Good communication and interpersonal skills 2) Fluency in English and Hindi (Marathi desirable) 3) Ability to handle visitors politely yet firmly 4) Basic computer knowledge / register handling 5) Alertness and vigilance 6) Professional appearance and conduct
5	SCOPE OF DUTIES AND RESPONSIBILITIES	<p>5.1 Entry Control and Visitor Verification (PRIMARY FUNCTION)</p> <p>The Visitor Manager shall be responsible for screening, verifying and regulating all entries into the colony, and shall:</p> <ul style="list-style-type: none"> • Check and verify: <ul style="list-style-type: none"> ○ Purpose of visit ○ Identity of visitors (as per guidelines)

		<ul style="list-style-type: none"> • Ensure that: <ul style="list-style-type: none"> ○ Only authorized persons are permitted entry ○ Unauthorized or suspicious persons are denied entry or escalated • Exercise judgement and vigilance in handling: <ul style="list-style-type: none"> ○ Unknown visitors ○ Delivery personnel ○ Service providers <hr/> <p>5.2 Visitor Registration and Record Maintenance</p> <p>The Visitor Manager shall maintain:</p> <ul style="list-style-type: none"> • Visitor entry register / system including: <ul style="list-style-type: none"> ○ Name ○ Contact details ○ Purpose of visit ○ Entry and exit time • Delivery entry register • Vehicle entry details (if applicable) <p>All records shall be:</p> <ul style="list-style-type: none"> • Maintained accurately and in real-time • Produced for inspection by the Bank as required <hr/> <p>5.3 Facilitation and Direction of Visitors</p> <ul style="list-style-type: none"> • Guide visitors to: <ul style="list-style-type: none"> ○ Relevant buildings (residential towers / ZTC / Hostel / VOF / THH) • Provide basic directions and assistance • Ensure smooth flow of visitor movement without congestion at entry <hr/> <p>5.4 Coordination with Internal Stakeholders</p> <ul style="list-style-type: none"> • Coordinate with: <ul style="list-style-type: none"> ○ Building Attendants ○ Front Office Supervisors ○ Building Attendants • Confirm: <ul style="list-style-type: none"> ○ Guest authorization (where required)
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		<ul style="list-style-type: none"> • Inform concerned personnel regarding visitor arrival <hr/> <p>5.5 Handling of Special Categories of Visitors</p> <p>The Visitor Manager shall manage:</p> <ul style="list-style-type: none"> • Guests of ZTC programs • Residents' visitors • Delivery personnel • Service vendors <p>Ensure that:</p> <ul style="list-style-type: none"> • Entry is regulated based on relevance and permission • High-volume entries (events/programs) are handled efficiently <hr/> <p>5.6 Monitoring and Vigilance</p> <ul style="list-style-type: none"> • Maintain continuous vigilance at the entry gate • Observe: <ul style="list-style-type: none"> ○ Suspicious behavior ○ Unusual movement • Immediately report concerns to: <ul style="list-style-type: none"> ○ Building Attendant ○ Overall Supervisor / Bank authorities <hr/> <p>5.7 Queue and Crowd Management</p> <ul style="list-style-type: none"> • Manage visitor flow during peak hours • Ensure: <ul style="list-style-type: none"> ○ Orderly movement ○ No overcrowding at entry point <hr/> <p>5.8 Communication and Telephone Handling</p> <ul style="list-style-type: none"> • Handle communication at entry point (if provided) • Relay messages to: <ul style="list-style-type: none"> ○ Concerned buildings/personnel • Respond to basic enquiries
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		<p>5.9 Emergency Handling</p> <ul style="list-style-type: none"> • Respond to: <ul style="list-style-type: none"> ○ Security-related concerns ○ Visitor disputes or conflicts • Escalate issues immediately to higher authorities • Maintain calm and professional conduct
		<p>5.10 Discipline and Conduct</p> <ul style="list-style-type: none"> • Maintain: <ul style="list-style-type: none"> ○ Proper uniform and ID ○ Professional behavior • Ensure: <ul style="list-style-type: none"> ○ Polite but firm interaction with visitors • Avoid: <ul style="list-style-type: none"> ○ Negligence ○ Misconduct
	WORKING HOURS AND CONDITIONS	<ul style="list-style-type: none"> • Shift-based deployment (as per operational requirement) • Mandatory presence during assigned shift • Weekly off with reliever arrangement
	<u>PERFORMANCE PARAMETERS</u>	<ol style="list-style-type: none"> 1) Effectiveness of entry control 2) Accuracy of visitor records 3) Ability to handle visitors professionally 4) Vigilance and incident reporting 5) Feedback from Bank officials
	REPLACEMENT CLAUSE	Replacement within 7 days in case of unsatisfactory performance.

C. DESIGNATION - FRONT OFFICE SUPERVISOR

1	OBJECTIVE OF THE ROLE	<p>The Front Office Supervisor shall be responsible for round-the-clock management of reception and front office operations at the Hostel, THH, VOF and Executive VOF facilities of the Bank.</p> <p>The role is intended to ensure:</p> <ul style="list-style-type: none"> • Efficient and professional guest handling and reception services
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		<ul style="list-style-type: none"> • Proper room allocation, occupancy management and record keeping • Seamless coordination with housekeeping and facility management • Prompt complaint registration and resolution • Maintenance of decorum, discipline and operational continuity across all shifts
2	MINIMUM EDUCATIONAL QUALIFICATION	<p>1) Graduate in any discipline (mandatory)</p> <p>Desirable:</p> <p>2) Degree/Diploma in:</p> <ol style="list-style-type: none"> a) Hotel Management b) Hospitality / Tourism
3	MINIMUM EXPERIENCE CRITERIA	<p>Minimum 3 years of experience in:</p> <ol style="list-style-type: none"> a) Front office / reception / guest relations b) Hotels / hostels / training institutes / corporate offices
4	KEY SKILLS	<ol style="list-style-type: none"> 1) Good communication skills (English, Good communication and interpersonal skills) 2) Fluency in English and Hindi (Marathi desirable) 3) Computer proficiency (MS Office, basic software handling) 4) Professional appearance and behaviour
5	SCOPE OF DUTIES AND RESPONSIBILITIES	<p>5.1 Reception Management</p> <ul style="list-style-type: none"> • Manage reception desk operations on a 24x7 basis • Ensure: <ul style="list-style-type: none"> ○ Professional handling of all guests, trainees and visitors ○ Maintenance of decorum and discipline at reception • Ensure reception area is: <ul style="list-style-type: none"> ○ Clean ○ Organized ○ Presentable always

5.2 Guest Check-in / Check-out Management

- Handle:
 - Check-in and check-out procedures
- Verify:
 - Authorization for stay (as per Bank guidelines)
- Ensure:
 - Proper allotment of rooms
 - Issuance and control of keys
- Maintain:
 - Room occupancy status always

5.3 Room Allocation and Coordination

- Coordinate with housekeeping to ensure:
 - Rooms are cleaned and ready before allotment
- Ensure:
 - No room is allotted without proper inspection/confirmation
- Maintain real-time status of:
 - Vacant rooms
 - Occupied rooms
 - Rooms under maintenance

5.4 Record Maintenance and Documentation

The Front Office Supervisor shall maintain:

- Guest/occupancy registers
- Check-in / check-out records
- Key register
- Visitor log (where applicable)
- Complaint register

All records shall be:

- Updated in real-time
- Produced for inspection as required

5.5 Complaint Handling and Coordination

- Receive complaints from guests related to:
 - Housekeeping

		<ul style="list-style-type: none"> ○ Pest control ○ Room issues • Record complaints in system/register • Coordinate with: <ul style="list-style-type: none"> ○ Housekeeping staff ○ Building Attendant • Ensure: <ul style="list-style-type: none"> ○ Timely resolution of resident complaints • Follow up until closure <hr/> <p>5.6 ZTC-Specific Duties</p> <p><i>(Where deployed in ZTC)</i></p> <ol style="list-style-type: none"> 1) Assist in: <ol style="list-style-type: none"> a) Training program coordination b) Visitor guidance 2) Maintain professional reception environment <p>5.7 Coordination with Housekeeping & Building Attendant</p> <ul style="list-style-type: none"> • Ensure: <ul style="list-style-type: none"> ○ Continuous communication with housekeeping staff • Inform Building Attendant of: <ul style="list-style-type: none"> ○ Operational issues ○ Delays in room readiness • Coordinate for: <ul style="list-style-type: none"> ○ Linen changes ○ Deep cleaning ○ Special requests <p>5.8 Guest Assistance and Support</p> <ul style="list-style-type: none"> • Assist guests with: <ul style="list-style-type: none"> ○ Room-related queries ○ Basic information • Maintain: <ul style="list-style-type: none"> ○ Courteous and professional behavior always
6	WORKING HOURS	<ol style="list-style-type: none"> 1) Shift-based deployment (including night shift for hostel) 2) 24x7 coverage where applicable

7	<u>PERFORMANCE PARAMETERS</u>	<ul style="list-style-type: none"> a) Guest satisfaction b) Response time c) Accuracy of records d) Professional conduct
8	REPLACEMENT CLAUSE	Replacement within 7 days in case of unsatisfactory performance.

D. DESIGNATION – BUILDING ATTENDANT

1.	OBJECTIVE OF THE ROLE	<p>The Building Attendant shall be responsible for day-to-day upkeep, basic supervision, and access control of the assigned residential building, ensuring that the premises remain clean, secure, and well-managed always.</p> <p>The role is intended to function ensuring:</p> <ul style="list-style-type: none"> • Proper monitoring of entry and exit of persons • Maintenance of registers and basic records • Support in housekeeping supervision • Immediate reporting of issues affecting cleanliness, safety or discipline
2	MINIMUM EDUCATIONAL QUALIFICATION	<ul style="list-style-type: none"> • Minimum 12th pass (preferred) • Ability to read and write basic English/Hindi (Marathi desirable)
3	MINIMUM EXPERIENCE CRITERIA	<ul style="list-style-type: none"> • Minimum 2–3 years of experience in: <ul style="list-style-type: none"> ○ Caretaking / building attendant / security assistant / housekeeping support roles ○ Residential complexes / offices / institutional premises
4	SKILL SET REQUIREMENTS	<p>The Building Attendant shall possess:</p> <ul style="list-style-type: none"> • Basic communication skills • Ability to maintain registers and records • Alertness and vigilance • Basic telephone handling skills • Discipline, reliability and integrity

5	PERFORMANCE PARAMETERS	<ul style="list-style-type: none"> • Effectiveness of access control • Accuracy and maintenance of registers • Responsiveness in reporting issues • Discipline and punctuality • Feedback from residents and supervisors
6	SCOPE OF DUTIES AND RESPONSIBILITIES	<p>6.1 Building Caretaking and Upkeep</p> <ul style="list-style-type: none"> • Remain present at the assigned building location during duty hours • Act as the Attendant of the building • Ensure: <ul style="list-style-type: none"> ○ Cleanliness of common areas is maintained ○ No littering or misuse of common spaces • Inform housekeeping staff/supervisor of any deficiencies <hr/> <p>6.2 Access Control and Entry/Exit Monitoring</p> <p>The Building Attendant shall be responsible for basic access control and monitoring of movement, and shall:</p> <ul style="list-style-type: none"> • Monitor entry and exit of: <ul style="list-style-type: none"> ○ Visitors ○ Delivery personnel ○ Service staff • Ensure that: <ul style="list-style-type: none"> ○ Only authorized persons enter the building ○ Unauthorized or suspicious individuals are restricted • Maintain vigilance at all times • Immediately report: <ul style="list-style-type: none"> ○ Suspicious activity ○ Security concerns to the overall supervisor/ Security Personnel/Fire Team/Concerned Authority. <hr/> <p>6.3 Maintenance of Registers and Records</p> <p>The Building Attendant shall maintain the following registers (as applicable):</p> <ul style="list-style-type: none"> • Visitor entry/exit register

		<ul style="list-style-type: none"> • Delivery register • Complaint register (basic level) • Key movement register (if applicable) <p>All records shall be:</p> <ul style="list-style-type: none"> • Maintained neatly and accurately • Updated in real time • Produced for inspection when required
		<p>6.4 Telephone Handling and Communication</p> <ul style="list-style-type: none"> • Attend to telephone calls at building level (if provided) • Communicate messages to: <ul style="list-style-type: none"> ○ Residents (where required through appropriate channels) ○ Other Building Attendants /Visitor managers/ Supervisor as required • Relay complaints or information promptly
		<p>6.5 Support to Housekeeping Operations</p> <ul style="list-style-type: none"> • Assist in monitoring housekeeping activities in the building • Ensure: <ul style="list-style-type: none"> ○ Housekeeping staff attend the building regularly ○ Cleaning is carried out as per schedule • Report: <ul style="list-style-type: none"> ○ Non-performance or delays
		<p>6.6 Complaint Reporting</p> <ul style="list-style-type: none"> • Receive basic complaints from residents (where applicable) • Record and inform: <ul style="list-style-type: none"> ○ Overall supervisor ○ Housekeeping staff • Follow up informally to ensure action
		<p>6.7 Monitoring of Common Areas</p> <ul style="list-style-type: none"> • Ensure proper usage of: <ul style="list-style-type: none"> ○ Lobbies

		<ul style="list-style-type: none"> ○ Staircases ○ Corridors ○ Passenger Lifts • Prevent: <ul style="list-style-type: none"> ○ Misuse ○ Obstruction of common areas • Report damages or issues immediately
		<p>6.8 Coordination with other Building Attendants / Supervisors/ Visitor managers</p> <ul style="list-style-type: none"> • Act under the direction of: <ul style="list-style-type: none"> ○ Overall Supervisor • Provide updates on: <ul style="list-style-type: none"> ○ Building condition ○ Visitor movement ○ Issues or complaints
		<p>6.9 Emergency and Incident Reporting</p> <ul style="list-style-type: none"> • Immediately report: <ul style="list-style-type: none"> ○ Water leakages ○ Hygiene issues ○ Suspicious persons ○ Any unusual incident ○ Lift Malfunction ○ Fire Incident • Assist in managing situations until further instructions

E. DESIGNATION – HOUSEKEEPER

1	OBJECTIVE OF THE ROLE	The Housekeeper shall be responsible for cleaning, sanitation, and upkeep of assigned areas , ensuring that the premises remain clean, hygienic, and presentable always .
2	MINIMUM EDUCATIONAL QUALIFICATION	1) Minimum 10th pass (preferred) 2) Ability to understand basic instructions
3	MINIMUM EXPERIENCE CRITERIA	1) Minimum 1–2 years of experience in: a) Housekeeping services

		b) Cleaning operations
4	KEY SKILLS	<ol style="list-style-type: none"> 1) Basic knowledge of cleaning practices 2) Ability to handle cleaning equipment 3) Discipline and punctuality
5	SCOPE OF DUTIES AND RESPONSIBILITIES	<p>5.1 Cleaning Activities</p> <ol style="list-style-type: none"> 1) Sweeping and mopping of floors 2) Cleaning of: <ol style="list-style-type: none"> a) Lobbies, corridors, staircases b) Rooms (hostel/VOF) c) Washrooms 3) Dusting of furniture and fixtures <hr/> <p>5.2 Waste Handling</p> <ol style="list-style-type: none"> 1) Collection and disposal of garbage 2) Cleaning of bins and garbage areas <hr/> <p>5.3 Equipment Usage</p> <ol style="list-style-type: none"> 1) Use of: <ol style="list-style-type: none"> a) Cleaning tools b) Mechanised equipment (where trained) <hr/> <p>5.4 Consumable Management</p> <ol style="list-style-type: none"> 1) Replenishment of: <ol style="list-style-type: none"> a) Soap, tissues, toiletries (where applicable) <hr/> <p>5.5 Room Maintenance (Hostel/VOF)</p> <ol style="list-style-type: none"> 1) Bed making 2) Linen change 3) Room cleaning during occupancy change <hr/> <p>5.6 Reporting</p> <ol style="list-style-type: none"> 1) Report:

		<ul style="list-style-type: none"> a) Damages b) Leakages c) Hygiene issues
		<p>5.7 Discipline & Conduct</p> <ul style="list-style-type: none"> 1) Wear uniform and ID card 2) Follow instructions of supervisors 3) Maintain professional behaviour
6	WORKING HOURS	<ul style="list-style-type: none"> 1) Shift-based 2) Weekly off with reliever arrangement
7	<u>PERFORMANCE PARAMETERS</u>	<ul style="list-style-type: none"> 1) Cleanliness standards 2) Timeliness of work 3) Behaviour and discipline
8	REPLACEMENT CLAUSE	Replacement within 7 days in case of unsatisfactory performance.

Section VII
Minimum Number of Staff to be deployed.

Firms should consider the following number of staff required for the day-to-day activities/maintenance in connection with providing the AMC service.

SI No	Category of Staff	Required Number/s
1	Overall Supervisor	3 Highly Skilled
2	Visitor Manager cum Front Office Supervisor	7 Skilled
3	Building Attendant	32 Semi-Skilled
4	Housekeeper	87 unskilled
Grand Total		129

Note: -The staff as shown above are to be categorized under (i) Highly Skilled, (ii) skilled, (iii) semi-skilled, (iv) unskilled etc., by the contractor as per criteria defined in the Tender document and ensure payment of at least minimum wages to the staff under each category, in accordance with the Central Minimum Wages stipulated for each category. Bidder shall bear in mind the said requirement, while quoting the rates. **However, RBI Belapur reserves the right to decide on the number of staff to be deployed by the vendor on any given day after giving a reasonable notice as decided by RBI Belapur to the contractor. The payment to be made to the contractor for labour deployment will be on pro-rata basis based on actual deployment.**

The contractor should not hire staff from the existing service providers of RBI Belapur without taking consent of the RBI Belapur.

Documentary proof of the same will have to be submitted before deployment in the premises.

Annexure-I

Details of relevant works/ similar qualifying works executed during the last 5 years

Sr. No.	Name and address of the firm	Value of the work	Whether works completed in time or not (give date of commencement & and date of completion)	Completion period as per work order	Fax /phone number & contact person of the firm

(Attach sheet if required)

Authorised signatory

NAME AND ADDRESS OF THE CONTRACTOR:

SIGN & SEAL OF THE CONTRACTOR:

Date:

Place:

Annexure - II

CLIENT'S CERTIFICATE REGARDING PERFORMANCE OF CONTRACTOR

(On Client's Letter Head)

Chief General Manager
Reserve Bank of India
Belapur-400 614

Madam/ Dear Sir,

Client's Certificate Regarding Performance of M/s _____

Name & Address of the Client: _____

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 (indicate amount) if any	
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
	e) General behavior	Outstanding/Very Good/Good/Satisfactory/Poor

Signature of the Reporting Officer* with Office Seal

Name:

Designation:

Contact No:

E-mail ID:

() Regarding performance report/clients certificate, for works carried out for Government/ public sector companies, the certificate should be signed by the concerned Executive Engineer or an officer in an equivalent or higher rank.*

For works carried out for Private companies, Copy of TDS must be submitted for proving the credentials/contract amount.

(i) All columns should be filled in properly.

(ii) The Client Certificates should be submitted addressed to "Chief General Manager, Reserve Bank of India, Belapur-400614" for each of the Prequalification work/s.

Annexure III

Proforma of Performance Bank Guarantee for Security Deposit

(To be submitted on Non-judicial stamp paper of appropriate value purchased in the name of the issuing bank)

No.

Date

To:

**The Chief General Manager
Reserve Bank of India
Belapur-400 614**

Madam/ Dear Sir,

In consideration of your agreeing to accept the security deposit of ₹ _____ (Rupees _____ only) furnishable to you by Messrs. (hereinafter referred to as "the contractor") in terms of their contract with you for **"Providing Housekeeping, Pest Control, Front office & Facility Management Services under Annual Maintenance Contract to be provided at Bank's residential colony including Zonal Training Centre premises at Kharghar, Navi Mumbai"** as per their Tender No. ___ dated _____ and your Special Conditions of Contract and other tender documents relating thereto subject to the conditions and alterations mutually agreed upon the set forth or referred to in your Contract dated _____ in the form of guarantee from us in the manner hereinafter contained, we _____ (Name of the Bank) do hereby covenant and agree with you as follows :

1. We undertake to indemnify you and keep you indemnified from time to time to the extent of ₹ _____ (Rupees _____ only) against any loss or damage caused to or suffered by or that may be caused to or suffered by you by reason of any breach or breaches on the part of the contractor of any of the terms and conditions contained in the said Contract and in the event of the contractor making any default or default in carrying out any of the work under the said Contract or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding in total the said sum of INR _____ (INR only) as may be claimed by you as your losses and/or damages, costs, charges or expenses by reason of such default on the part of the contractor.
2. Notwithstanding anything to the contrary, your decision as to whether the contractor has made any such default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Guarantee but will pay the same forthwith on your demand without any protest or demur.
3. This guarantee shall continue and hold good until it is released by you on the application by the contractor after expiry of the relative guarantee period of the said Contract and after the contractor had discharged all his obligations under the said Contract and produced a certificate of due completion of the work under the said contract and submitted a "No Demand Certificate", provided always that this guarantee shall in no event remain in force after the day of _____ without prejudice to your claim or claims arisen and

demanded from or otherwise notified to us in writing before the expiry of six months from the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.

4. Should it be necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this Guarantee on your request till such time as may be required by you. Your decision in this respect shall be final and binding on us.
5. You will have the fullest liberty without effecting this guarantee from time to time to vary any of the terms and conditions of the said contract or extend the time of performance of the contractor or to postpone for any time or from time to time any of your rights or powers against the contractor and either to enforce or forbear to enforce any of the terms and conditions of the said Contract and we shall not be released from our liability under this guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the contractor or any other forbearance, act or omission on your part or any indulgence by you to the contractor or by any variation or modification of the said contract or any other act, matter or things whatsoever, which under the law relating to sureties would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of ₹ _____ (Rupees _____ only) as aforesaid.
6. This guarantee shall not in any way be affected by your taking or varying or giving up any securities from the contractor or any other person, firm, or company on its behalf or by the winding up, dissolution, insolvency, or death, of the contractor.
7. In order to give full effect to the guarantee herein contained you shall be entitled to act as if we were your principal debtors in respect of all your claims against the contractor hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety-ship and other rights, if any, which are in any way inconsistent with any of the provisions of this guarantee.
8. Subject to the maximum limit of our liability as aforesaid, this guarantee will cover all your claim or claims against the contractor from time to time arising out of or in relation to the said contract and in respect of which your claim in writing is lodged on us before expiry of six months from the date of expiry of this guarantee.
9. Any notice by way of demand or otherwise hereunder may be sent by special courier, mail, fax or registered post to our local address as aforesaid and if sent by post, it shall be deemed to have been given when the same has been posted.
10. This guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees heretofore given to you by us (whether jointly with others or alone) and now existing un cancelled and that this guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.
11. This guarantee shall not be affected by any change in the constitution of the contractor or us nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will ensure to the benefit of and be available to and enforceable by the absorbing or amalgamated company or concern.
12. Any forbearance, act or omission on the part of the Bank in enforcing any of the conditions of the said tender or showing of any indulgence by the Bank to the Tenderer shall

not discharge the Surety in any way and the obligations of the Surety under this guarantee shall be discharged only on the intimation thereof being given to the Surety by the Bank.

13. This guarantee is irrevocable during the period of its currency and shall not be revoked without your previous consent in writing.
14. We further agree and undertake to pay you without demur the amount demanded by you in writing notwithstanding any difference or dispute or controversy that may exist or arise between you and contractor or any other person.
15. Notwithstanding anything contained herein above our liability under this guarantee is restricted to ₹ _____ (Rupees _____ only). Unless a written claim is lodged on us for payment under this guarantee within six months from the date of expiry, including extensions if any, of this guarantee all your rights under the guarantee shall be forfeited and we shall be deemed to have been released and discharged from all liabilities there under, irrespective of whether the original guarantee is returned to us.
16. We have power to issue this guarantee in your favour under the Memorandum and Articles of Association of our bank and the undersigned has full power to execute this Guarantee under the Power of Attorney granted to him by the bank.

For the bank with Name, Designation & Seal

Note: - (i) Bankers' certificates should be on letter head of the bank

(ii) In case of partnership firm, certificate to include names of all partners as recorded with the bank.

Annexure IV

Draft Articles of Agreement
(On Non-Judicial Stamp Paper of appropriate value)

This AGREEMENT is made at _____ on this day of 2026, between Reserve Bank of India, a statutory body established under the RBI Act, 1934, having its Central Office at Fort, Mumbai, and one of its Offices at CBD Belapur, represented by its Chief General Manager, Reserve Bank of India, Belapur, 400614. (Hereinafter called **the Bank, RBI, Reserve Bank or “the EMPLOYER”** the employer shall mean **“Principal Employer”** for the purposes of this agreement) on the one part.

AND

_____ (proprietorship/partnership firm/ Company), incorporated under the provisions of the Companies Act (in case of a Company) and having its registered office at _____ (hereinafter called **“the CONTRACTOR”**) represented by Shri who is authorized to enter this agreement by its Board of Directors on the other part.

AND WHEREAS the Employer has intention of engaging a Contractor for Annual Maintenance Contract for “providing housekeeping, pest control, front office & facility management services under Annual Maintenance Contract to be provided at Bank’s residential colony including Zonal Training Centre premises at Kharghar, Navi Mumbai” has caused requirements and specifications describing the works to be done to be prepared by or under the direction of Bank’s Chief General Manager.

AND WHEREAS the Employer had called for tenders from eligible contractors “providing housekeeping, pest control, front office & facility management services under Annual Maintenance Contract to be provided at Bank’s residential colony including Zonal Training Centre premises at Kharghar, Navi Mumbai” as has been indicated in the scope of work and other documents attached to the tender.

AND WHEREAS the said conditions numbered _____ to _____ inclusive, the Specifications and the Schedule relating to the works specified in the memorandum have been signed by or on behalf of the parties hereto.

AND WHEREAS the Contractor has agreed to execute upon and subject to the Conditions set forth herein, and to the Terms and Conditions of Contract set forth in the Tender document, (all of which are collectively hereinafter referred to as “the said Conditions”) the works shown upon at the respective rate therein set forth amounting to the sum as therein arrived at or such other sum as shall become payable there under (hereinafter referred to as “the said Contract Amount”).

A. NOW IT IS HEREBY AGREED AS FOLLOWS

1. This agreement shall come into effect from ----- and will remain in force up to -----
----- . However, the contract may be extended further on same terms and conditions, for another Two years, one year at a time, or part thereof with mutual consent of both the parties, subject to satisfactory performance of the services provided and adherence to contractual obligations by the concerned firm/company.

2. The charges of ₹ _____ (Rupees _____ only)
will be inclusive of manpower and materials used for efficient rendering of the housekeeping and maintenance services and shall be payable on monthly basis subject to submission of bill/invoice. The payment thereon will be made after the same is duly certified by the Bank's officials to the effect that the maintenance services have been provided satisfactorily, subject to statutory deductions.
3. The Employer shall pay the Contractor the said Contract Amount or such other sum as shall become payable, at the times and in the manner specified in the said Conditions.
4. The above charges also include GST, Insurance Charges and any other tax and duty or other levy, whether existing or levied in future by the Central Government or the State Government or any local authority.
5. The said conditions and scope of work thereto and the correspondence attached hereto shall be read and construed as forming part of this Agreement, and the parties hereto shall respectively abide by, submit themselves to the said Conditions and the correspondence and perform the agreement on their part respectively in the said Conditions contained and the correspondence contained
6. The contractor shall be responsible for providing services on regular basis as per the scope of work and terms and conditions of the contract.
7. The term "Officer-in-Charge" in the said Conditions shall mean the Officer entrusted or any other successor of the Bank nominated by the Employer for that purpose will function as "Officer-in-Charge".
8. The Reserve Bank of India will administer and arrange for supervision of works through the Bank's staff including certification of bills, making payments and implementation of various terms, conditions and stipulations of the contract, execution of the work, quality of work, quality of materials, progress and completion of the contract.
9. The plans, agreement and original Tender documents mentioned herein shall form the basis of this Contract.
10. All payments by the Employer under this Contract will be made only at Belapur CBD.

11. Undertaking

I undertake to actually pay wages to all labourers of all description to be engaged by me for completion of _____ work awarded to me at the rate which is not less than the one prescribed under the Minimum Wages Act 1948 and to ensure compliance of essential amenities as provided under the CLRA Act 1970 and also keep the Principle Employer indemnified against all the actions that may be initiated against the Principle Employer by the Statutory Authorities for his failure to pay such wages and provide the essential amenities. I also undertake to ensure compliance of all other laws and statutes (Central as well as State) for the purposes of this agreement. The Bank shall not be liable for any violations by the Contractor in this regard.

12. All disputes arising out of or in any way connected with this agreement shall be deemed to have arisen at Mumbai and only Courts in Mumbai shall have jurisdiction to determine the same.
13. That the several parts of this Contract have been read by the Contractor and fully

understood by the Contractor. The Contractor shall not be entitled for the payment for the quantities beyond the tendered quantities unless ordered for by specific written instructions from the Bank's Manager.

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

The Contractor shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The Contractor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason."

15. **Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and Sexual Harassment Rules, 2013:** If a complaint is received from any victim female employee of the contractor against the sexual harassment by any of the employees of the employer, it shall be taken into cognizance by the regional grievance committee constituted by the employer. If the involvement of any employee/ employees of the contractor is proved in any cases of sexual violence against any woman employee/ women employees of the employer and if monetary compensation is payable to such woman employee/ women employees, the contractor shall be fully responsible to pay such compensation. The contractor shall be responsible to educate its employees about 'prevention of sexual harassment of women at workplaces and related issues. The contractor shall continue to provide the employer a complete and updated list of their employees deployed within the premises of the bank from time to time.

16. **Adherence to IS Policy:** The Contractor / Employees of the Contractor posted in the Bank premises / Residential Colonies will adhere to the Information Security Policy of the Bank.

17. Prohibition on Deployment of Foreign Nationals and Mandatory Submission of Police Verification for Employees:

1) The contractor shall ensure that no employee deployed on the bank premises is a foreign national, such as a Bangladeshi, who is not legally authorized to work in India under Indian laws. The contractor shall provide written certification regarding the nationality, legal residential status, and eligibility to work in India for all employees prior to deployment.

2) Deployment of any foreign national shall be deemed a material breach of this agreement, which may result in immediate termination of services, recovery of contracted costs, and referral of the contractor to law enforcement authorities under relevant provisions of the Foreigners Act, 1946 and the Indian Penal Code, 1860.

3) Within fifteen (15) calendar days of receiving the contract, the contractor shall submit valid police verification reports for all deployed employees, obtained through government-designated channels. The bank shall have the right to verify the authenticity of such reports, as may be done through digital verification mechanisms (such as QR codes, online

portals, etc.) as per statistical guidelines.

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

Signature Clause

SIGNED AND DELIVERED by the Reserve Bank of India by the hand of Shri
 (Name and Designation)

In the presence of

Witnesses-

1)

Address:

2)

Address:

If the part is a partnership firm or any individual should be signed by all or on behalf of all the partners

SIGNED AND DELIVERED BY

.....

Witnesses-

1).....

Address

2)

Address

The COMMON SEAL OF

was hereunto affixed pursuant to the resolutions passed by its Board of Directors at the meeting held on
in the presence of

1)

2)

If the Contractor signs under its common Seal the signature clause should tally with their sealing clause in the Articles of Associations.

The Contractor is signing by the hand of power of attorney whether a company or individual.

Directors who have signed these presents in taken thereof in the presence of

1)

2)

If the Contractor is signed by the hand of Power of Attorney, whether of a company or an individual

SIGNED AND DELIVERED BY

The Contractor by the hand of Shri/ Smt./ Ms.

And duly constituted attorney.

**** Note: Bank Reserves the Right to modify the contents of the Article of the Agreement before the Agreement is entered with the contractor. Draft of Actual agreement to be executed will be shared to the successful bidder after award of work.**

Annexure -V

FORM OF BANKERS' SOLVENCY CERTIFICATE FROM A SCHEDULED BANK

1. Composition of the firm (whether Partnership/ Private Limited/ Public Limited.)
2. Credit facility/ Overdraft facility enjoyed by the firm.
3. The period from which the firm has been banking with your bank.
4. Any other remarks.

This is to certify that to the best of our knowledge and information M/s -----
----- 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

Address of Branch:

Contact details (Telephone no.; Mobile no.; email id):

Note:

- 1. The certificate should be of a date later than date of Notice inviting tender**
- 2. Bankers' certificates should be on letterhead of the bank, addressed to enlistment authority.**
- 3. In case of partnership firm, certificate to include names of all partners as recorded with the bank.**

Annexure VI

Details of Bankers

The details of our bankers in the following format are uploaded.

Sr. No.	Name of Bank	Branch and its complete address	Name of the contact person	Telephone and FAX number
1	2	3	4	5

Authorised signatory

NAME AND ADDRESS OF THE CONTRACTOR:

SIGN & SEAL OF THE CONTRACTOR:

Date:

Place:

Please enclose a copy of cancelled cheque

10. Nature of the Account: (Tick whichever is applicable & put 'x' mark for the balance two accounts)

Saving Bank Account	Cash Credit Account	Current Account
----------------------------	----------------------------	------------------------

11. Bank Account Number of the Supplier: ©

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

© Fill up from the 1st column. For the balance left out blank columns, please mention 'x' mark.

We hereby declare that the particulars given above are correct and complete. If the transaction is delayed for reasons of incomplete or incorrect information, we would not hold MDL responsible.

Date: Supplier's Seal: Authorized Signature of the Supplier:
Certified that the particulars as per Serial Numbers 2, 7 to 11 are correct as per our records.

Date: Bank's Stamp Authorized Signature of the Officer of the Bank.

- Encl. (1) A blank/ cancelled cheque or photocopy of a cheque or front page of Savings Bank Passbook issued by your Bank**
(2) A copy of PAN Card

Note: The above bank details will be used to return the EMD/SD amount of the tenderer, if applicable upon completion of the tender process.

Annexure VII

Format for Power of Attorney for Signing of Application/Proposal and Documents

(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 **“providing housekeeping, pest control, front office & facility management services under Annual Maintenance Contract to be provided at Bank’s residential colony including Zonal Training Centre premises at Kharghar, Navi Mumbai”** including signing and submission of all documents and providing information / responses to **RBI Belapur**, representing us in all matters before **RBI Belapur**, and generally dealing with **RBI Belapur**, 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.

Authorised signatory

NAME AND ADDRESS OF THE CONTRACTOR:

SIGN & SEAL OF THE CONTRACTOR:

Date:

Place:

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

Annexure VIII

NEFT Details

Details of Bank Account for Effecting E-Payments

NEFT Details

Details of Bank Account for Effecting E-Payments towards EMD

Name of the Institution: Reserve Bank of India, Belapur

Address (in full): Reserve Bank of India, Belapur-400614

1	Name of the Account Holder (as appearing in the Bank Account)	Reserve Bank of India, Belapur
2	Account Number	186003001
3	Type of Account (Savings, Current etc.)	Current
4	PAN Number	AAIFR5286M
5	Name of the Bank	Reserve Bank of India
6	Name of the Branch	RBI Belapur
7	Address of the Bank	RBI Belapur-400614
8	NEFT/IFS Code	RBIS0NMPA01 (Fifth and Tenth character in IFSC is Zero)
9	Name of the Account	NEFT Inward Account
10	GST Number	27AAIFR5286M1ZG

Details indicating exemption from payment of IT (if applicable):

NOTE: - UNDER SECTION 48 OF RBI ACT 1934, RBI SHALL NOT BE LIABLE TO PAY INCOME TAX OR SUPER TAX ON ANY OF ITS INCOME, PROFITS OR GAINS.

Annexure IX

Details of RBI's Residential Colony including Zonal Training Centre at Kharghar & its Premises

a) RBI Residential Colony, Clubhouse and Other Common Area:

Total Land Area (in Sqm):

Location / Level/ Floor	Building Name	Number of Flats (For quarterly Cleaning)	Area (Carpet area of each flat in sqm)	No. of Toilets / Washrooms / Restrooms (Common & Attached) For weekly Cleaning
	Tower No. 1 (Grade D & Above)	19 + 1 (Home Office)	146.08	$(4*19) + 2 = 78$
	Tower No. 2,3,4 & 5 (Grade B & C)	159 + 1 (Creche)	113.31	$3*160 = 480$
	Tower No. 6,7,8 & 9 (Grade A)	176	93.12	$2*176 = 352$
	Clubhouse*	-	1972.904	14
	Total	356		924

*Floor wise details of Club House

Ground Floor

- i. Lobby/ Pre-function Area
- ii. Community Hall 1 & 2
- iii. Multi-Purpose Hall
- iv. Stage and Green Room 1 & 2
- v. Ladies Rest Rooms
- vi. Gents Rest Rooms
- vii. Kitchen 1 & 2
- viii. Toilet Blocks (M/F)
- ix. Male / female Changing Rooms
- x. Swimming Pool / Kids Pool
- xi. Male / Female Rest Rooms

First Floor

- i. Gymnasium
- ii. Sports Room
- iii. Women Rest Room
- iv. Men Rest Room
- v. Toilet Blocks (M/F)

- vi. Electrical Room
- vii. Storeroom

b) Hostel, VOF and THH:

Total Land Area (in Sqm):

Location / Level/ Floor	Building Name	Number of Flats (For quarterly Cleaning)	Area (Carpet area of each flat in sqm)	No. of Toilets / Washrooms / Restrooms (Common & Attached) (For weekly Cleaning)
Hostel Building				
	SRA	10	59.68	10
	VOF	4	59.68	4
	Executive VOF	4	59.68	4
	THH	4	59.68	4
	Hostel	64	29.29	64
	Other rooms and facilities/amenities	Ground & First Floor	1423.25	4
Total		86		86 ^

(In addition to above 2 Linen Rooms are also present) ^

c) ZTC Academic Block and Caretaker Block:

Total Land Area (in Sqm):

Location / Level/ Floor	Building Name	Number of Flats (For quarterly Cleaning)	Area (Carpet area of each flat in sqm)	No. of Toilets / Washrooms / Restrooms (Common & Attached) (For weekly Cleaning)
	Academic Block^{&}	-	2921.708	15
	Caretaker Block[*]	-	841.552	9
	Other rooms and facilities/amenities		-	-
Total			3763.26	24

&Floor wise details of Academic Block

Ground Floor

- i. Entrance Lobby and networking space
- ii. Classrooms
- iii. Faculty in waiting & Storeroom
- iv. Electrical room
- v. Utility Room
- vi. Auditorium
- vii. Toilet Blocks (M/F)

First Floor

- i. Data & Server Room
- ii. Faculty in waiting & Storeroom
- iii. Classrooms
- iv. Toilet Block (M/F)
- v. Conference Room
- vi. Utility Terrace

Second Floor

- i. Terrace Garden
- ii. Faculty Rooms – 10 Nos
- iii. Pantry
- iv. Record Room
- v. Faculty Lounge
- vi. Administrative Office
- vii. Library
- viii. Terrace with Pergola Glass Canopy for Special Lunch/Dinner
- ix. Toilet Blocks (M/F)

* Floor wise details of Caretaker Block

Ground Floor

- i. Doctor's Cabin
- ii. Waiting cum Medicine Room
- iii. Pharmacist Room
- iv. Medicine Store
- v. Toilet for Doctor
- vi. Gents Toilet
- vii. Toilet Blocks (M/F)
- viii. Watchman Cabin
- ix. Visitor cum drivers waiting area
- x. Consumer Co-operative Store

First Floor

- i. Male Changing Room
- ii. Engineer's Office
- iii. Caretaker Office
- iv. Caretaker's Storeroom
- v. Female Changing Room
- vi. FTTH Control Room
- vii. BMS Control Room
- viii. Electrical Storeroom

d) Profile of the Residential Colony including ZTC at Kharghar & its Premises

A.	Total Plot Area (Sqm)	104048.00 Sq.mt.
B	Total Built up Area	94548.76 sqm
C	Total BUA (considered with FSI)	74411.29 Sq.mt.

Note: The above indicated list is indicative, however, it would include other areas which have been constructed under the above facilities.

Annexure X-A

Service Setup available at Mumbai/ Navi Mumbai region

1. Whether having any Office at: Mumbai/Navi Mumbai region

(If Yes, please provide Address, name of contact persons and details of contact (e-mail Id / Phone, etc.)

2. Please indicate the status of the Office: (Full-fledged regional Office/Branch Office).

(The firm should have its own office (s) at Mumbai/ Navi Mumbai region with sufficient qualified technical personnel for providing RELEVANT WORKS Service.)

3. No. of Permanent staff at the Centre:

4. Contact details and address of the Office:

Authorised signatory

NAME AND ADDRESS OF THE CONTRACTOR:

SIGN & SEAL OF THE CONTRACTOR:

Date:

Place:

Documentary proof for address should be submitted (E.g. Electricity bill, Telephone bill or any other proof)

Annexure X-B
Declaration

I/We hereby solemnly declare that:

(a) The firm/company is not involved in illegal activities or financial frauds. There are no cases with the Police/ Court/ Regulatory authorities against the tenderer.

(b) The firm/company has not been prosecuted or suffered any penalty for violation of any statutory laws by any Authority.

(c) The firm/company has not been suspended/delisted/ disqualified by any organization including Reserve Bank of India on any grounds.

(d) The firm/company has not rescinded/abandoned any contract awarded by any of his clients before the expiry of prescribed period of contract. The firm/company shall give details of all disputes it had with its clients and furnish the status thereof.

Authorised signatory

NAME AND ADDRESS OF THE CONTRACTOR:

SIGN & SEAL OF THE CONTRACTOR:

Date:

Place:

Annexure XI

Indicative Calculation of Manpower Cost

Sr. No.	1	2	3	4
Category	Overall Supervisor	Visitor Manager cum Front Office Supervisor	Building Attendant	Housekeeper
Wage Category	Highly Skilled	Skilled	Semi-skilled	Unskilled
No. of Workers	3	7	32	87
No. of days	26	26	26	26
Minimum wages per day (Minimum Wage + VDA)	1094	1008	918	827
Basic Salary	28444	26208	23868	21502
Minimum wages for total working days in ₹	85332	183456	763776	1870674
ESI (3.25%) *Applicable only of basic < 21,000	0	0	0	0
EPF (12% of Basic + VDA or 1800 per person whichever is lower) per person	1800	1800	1800	1800
EDLI and Admin Charges {@1% (i.e., 0.5%+0.5%) on ₹15,000/-}	150	150	150	150
Total Statutory Payment	5850	13650	62400	169650
Total amount for per month	91182	197106	826176	2040324
Total Manpower Cost Per Month				31,54,788
Manpower Cost for 10 months				3,15,47,880

Annexure XII

Proforma for Indemnifying the Employer against Contract Labour Rules/Regulations

(On Non-Judicial Stamp Paper of appropriate value)

To,

The Chief General Manager
Reserve Bank of India
Belapur-400614

Dear Sir/Madam,

“PROVIDING HOUSEKEEPING, PEST CONTROL, FRONT OFFICE & FACILITY MANAGEMENT SERVICES UNDER ANNUAL MAINTENANCE CONTRACT TO BE PROVIDED AT BANK’S RESIDENTIAL COLONY INCLUDING ZONAL TRAINING CENTRE PREMISES AT KHARGHAR, NAVI MUMBAI”.

We, M/s (Name of contractor), hereby undertake that we shall comply with all the statutory rules/ regulations about 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

NAME AND ADDRESS OF THE CONTRACTOR:

SIGN & SEAL OF THE CONTRACTOR:

Date:

Place:

Annexure XIII

Proforma for Indemnifying the Employer against Patent Rights

(On Non-Judicial Stamp Paper of appropriate value)

To,

The Chief General Manager
Reserve Bank of India
Belapur-400614

Dear Sir/Madam,

“PROVIDING HOUSEKEEPING, PEST CONTROL, FRONT OFFICE & FACILITY MANAGEMENT SERVICES UNDER ANNUAL MAINTENANCE CONTRACT TO BE PROVIDED AT BANK’S RESIDENTIAL COLONY INCLUDING ZONAL TRAINING CENTRE PREMISES AT KHARGHAR, NAVI MUMBAI”.

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, license 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 Bank’s Engineer in this behalf.

Yours faithfully,

For _____

Authorised signatory

NAME AND ADDRESS OF THE CONTRACTOR:

SIGN & SEAL OF THE CONTRACTOR:

Date:

Place:



**RESERVE BANK OF INDIA
Belapur-400614**

PART – II (Financial/ Price Bid)

**E- TENDER FOR PROVIDING HOUSEKEEPING, PEST CONTROL, FRONT OFFICE & FACILITY
MANAGEMENT SERVICES UNDER ANNUAL MAINTENANCE CONTRACT TO BE PROVIDED AT
BANK'S RESIDENTIAL COLONY INCLUDING ZONAL TRAINING CENTRE PREMISES AT
KHARGHAR, NAVI MUMBAI**

Name of the Tenderer: _____

Address: _____

E-mail ID & Contact Number: _____

Date of Publication of e-Tender	May 08, 2026, from 20:00 Hours onwards
Last date of Submission of Bid	May 29, 2026, up-to 14:00 Hours
Pre-bid Meeting	Off-line at Conference Room, RBI, Belapur on May 18, 2026, at 15:00 Hours
Publication of minutes of pre-bid meeting, if any	May 19, 2026
Date of Opening of Part- I of e-Tender	May 29, 2026, on or after 15:30 Hourss



**RESERVE BANK OF INDIA
Belapur-400614**

**E- TENDER FOR PROVIDING HOUSEKEEPING, PEST CONTROL, FRONT OFFICE & FACILITY
MANAGEMENT SERVICES UNDER ANNUAL MAINTENANCE CONTRACT TO BE PROVIDED AT
BANK'S RESIDENTIAL COLONY INCLUDING ZONAL TRAINING CENTRE PREMISES AT
KHARGHAR, NAVI MUMBAI**

Part II - PRICE BID

**(This is for illustrative purpose only and the Price Bid should not be submitted
with Part I –Technical Bid. It should be submitted online in MSTC Portal)**

Item no.	Description	Qty	Unit	Rate (R)	Amount (R*10)
1. Labour Component					
i	Towards Deployment of Overall Supervisor – 3 - Highly Skilled	1	Per Month	91,182	9,11,820
ii	Towards Deployment of - Visitor Manager cum Front Office Supervisor – 7 – Skilled	1	Per Month	1,97,106	19,71,060
iii	Towards Deployment of Building Attendant – 32- Semiskilled	1	Per Month	8,26,176	82,61,760
iv	Towards Deployment of Housekeeper – 87 - unskilled	1	Per Month	20,40,324	2,04,03,240
	Total Manpower Cost (A)			3154788	3,15,47,880
Non-Labour Component					
2	Towards supply of Cleaning Material as indicated in SECTION VI - Detailed Scope of Work	1	Per Month	Rates should be quoted in MSTC under the Section of Financial Bid	Rates should be quoted in MSTC under the Section of Financial Bid (B)

3	Towards provision of Machinery and Equipment as indicated in SECTION VI - Detailed Scope of Work	01	Per Month	Rates should be quoted in MSTC under the Section of Financial Bid	Rates should be quoted in MSTC under the Section of Financial Bid (C)
4	Towards performing pest control works as indicated in SECTION VI - Detailed Scope of Work	01	Per Month	Rates should be quoted in MSTC under the Section of Financial Bid	Rates should be quoted in MSTC under the Section of Financial Bid (D)
5	Towards provision of Misc. Cost viz. - Admin Charges, insurance Cost, Stamp Duty, Uniform Charges, safety gear, shoes etc. and any other cost as foreseen by the vendor	01	Per Month	Rates should be quoted in MSTC under the Section of Financial Bid	Rates should be quoted in MSTC under the Section of Financial Bid (E)
6.	Contractor Profit	01	Per Month	Rates should be quoted in MSTC under the Section of Financial Bid	Rates should be quoted in MSTC under the Section of Financial Bid (F)
7	Total – Non-Labour Cost				G = B+C+D+E+F
8	Total		Per Month		H = A +G
9	GST (18%) to be auto calculated in excel sheet				I
10	Total Bid Amount (8+9)				J = (H + I)