



भारतीय रिज़र्व बैंक, राँची
निविदा आमंत्रण सूचना
(केवल ई-क्रय के माध्यम से)

20 फरवरी 2026

रिज़र्व बैंक ऑफ़ इंडिया, राँची - 834001 को रखरखाव परिचारक उपलब्ध कराने के लिए ई-निविदा

क्षेत्रीय निदेशक, भारतीय रिज़र्व बैंक, राँची द्वारा एमएसटीसी पोर्टल के माध्यम से भारतीय रिज़र्व बैंक, राँची के परिसरों पर रखरखाव परिचारकों की सेवा देने के लिए एक कॉन्ट्रैक्टर को नियुक्त करने के लिए ई-निविदा आमंत्रित करते हैं (जिसे इसके बाद "रखरखाव परिचारकों के लिए कॉन्ट्रैक्टर की नियुक्ति" कहा जाएगा)। विस्तृत निविदा सूचना के साथ ई-निविदा एमएसटीसी वेबसाइट <https://www.mstcecommerce.com/eprocn/> और बैंक की वेबसाइट <https://www.rbi.org.in> पर निविदा मेनू के अंतर्गत दिनांक 20 फरवरी 2026 को अपराह्न 04 बजे से उपलब्ध रहेगा।

2. सभी इच्छुक निविदाकर्ताओं को ई-निविदा प्रक्रिया में भाग लेने के लिए उपर्युक्त दिए गए वेबसाइट के माध्यम से एमएसटीसी पोर्टल पर स्वयं को रजिस्टर करना होगा।

3. कार्य की अनुमानित लागत **₹37,00,000/- (जीएसटी सहित लगभग)** है।

4. ई-निविदा प्रक्रिया का शिड्यूल इस प्रकार है:

1	विभाग का नाम	मानव संसाधन प्रबंध विभाग
2	कार्य का नाम	भारतीय रिज़र्व बैंक, राँची - 834001 के परिसरों पर रखरखाव परिचारकों की सेवा देने के लिए एक कॉन्ट्रैक्टर को नियुक्त करने के लिए ई-निविदा (जिसे इसके बाद "रखरखाव परिचारकों के लिए कॉन्ट्रैक्टर की नियुक्ति" कहा जाएगा) 1 अप्रैल 2026 से 31 मार्च 2027 की अवधि के लिए।
3	निविदा सं.	ई-निविदा सं. RBI/RANCHI REGIONAL OFFICE/HRMD/4/25-26/ET/1036[Providing Maintenance Attndnts]
4	निविदा का माध्यम	ई-प्रोक्योरमेंट सिस्टम, वेबसाइट https://www.mstcecommerce.com/eprocn/ के माध्यम से ऑनलाइन (भाग I- तकनीकी वाणिज्यिक बोली और भाग -II - वित्तीय बोली)
5	कार्य की अनुमानित लागत	₹37,00,000/- (रूपये: सैंतीस लाख मात्र) (जीएसटी सहित लगभग)
6	निविदाकर्ताओं को डाउनलोड हेतु उपलब्ध निविदा आमंत्रित करने की सूचना (एनआईटी) की तिथि	20 फरवरी 2026 को अपराह्न 04 बजे से
7	प्री-बिड मीटिंग की तारीख	26 फरवरी 2026 को पूर्वाह्न 11:30 बजे भारतीय रिज़र्व बैंक, पहली मंजिल, जिला परिषद भवन, कुचेरी चौक, राँची (झारखंड)
8	बयाना जमा राशि (ईएमडी) जमा करने की अंतिम तिथि	13 मार्च 2026 को अपराह्न 04 बजे से पहले
9	https://www.mstcecommerce.com/eprocn/ पर ऑनलाइन तकनीकी बोली (Part-I) और वित्तीय बोली (Part-II) जमा करने के लिए ई-निविदा शुरू करने की तारीख	20 फरवरी 2026 को अपराह्न 04 बजे से



10	तकनीकी बोली (Part-I) और वित्तीय बोली (Part-II) जमा करने के लिए ई-निविदा बंद करने की तारीख	13 मार्च 2026 को अपराह्न 04 बजे तक						
11	तकनीकी बोली (भाग-I) के खोले जाने की तिथि और समय	13 मार्च 2026 को अपराह्न 04 बजे						
12	वित्तीय बोली (भाग-II) के खोले जाने की तिथि और समय	वित्तीय बोली खोलने की तारीख और समय को अलग से सूचित किया जाएगा।						
13	बयाना जमा राशि	<p>₹74,000/- (कुल अनुबंध मूल्य का 2% होने के नाते प्रत्येक बोलीदाता द्वारा एनईएफटी के रूप में 13 मार्च 2026 को या उससे पहले, अपराह्न 04 बजे से पहले जमा किया जाएगा) लाभार्थी खाता नाम आरबीआई एनईएफटी आवक प्राप्त</p> <table border="1"><tr><td>Beneficiary A/c Name</td><td>RBI NEFT Inward Received</td></tr><tr><td>Beneficiary A/c number</td><td>186003001</td></tr><tr><td>IFSC</td><td>RBIS0RNPA01 (Fifth and Tenth character in IFSC is Zero)</td></tr></table> <p>कृपया एनईएफटी लेनदेन टिप्पणियों में अपना नाम/कंपनी का नाम बताएं। निविदाकर्ताओं को यह भी सलाह दी जाती है कि वे लेन-देन संख्या (स्कैन की गई प्रति) के साथ प्रेषण का प्रमाण निम्नलिखित ई-मेल आईडी पर भेजें: hmrdranchi@rbi.org.in</p>	Beneficiary A/c Name	RBI NEFT Inward Received	Beneficiary A/c number	186003001	IFSC	RBIS0RNPA01 (Fifth and Tenth character in IFSC is Zero)
Beneficiary A/c Name	RBI NEFT Inward Received							
Beneficiary A/c number	186003001							
IFSC	RBIS0RNPA01 (Fifth and Tenth character in IFSC is Zero)							
14	लेन देन शुल्क	एमएसटीसी लिमिटेड द्वारा शुल्क के रूप में लेनदेन शुल्क का भुगतान एमएसटीसी भुगतान गेटवे के माध्यम से ऑनलाइन किया जाएगा।						

5. प्राप्त निविदाओं के भाग-I की जाँच करने के पश्चात् योग्य निविदाकर्ताओं के निविदा के भाग-II को अगले कार्य दिवस को खोला जाएगा, जिसकी सूचना सभी योग्य निविदाकर्ताओं को दी जाएगी। बैंक के पास बिना कोई कारण बताए किसी भी या सभी ई-निविदाओं को स्वीकार करने या अस्वीकार करने का अधिकार सुरक्षित है।

नोट: सभी निविदाकर्ता कृपया ध्यान दें कि ई-निविदा के लिए कोई भी परिशिष्ट/ शुद्धि-पत्र, यदि भविष्य में जारी किया जाता है, तो केवल ऊपर दिए गए आरबीआई और एमएसटीसी वेबसाइट पर अधिसूचित किया जाएगा और समाचार पत्र में प्रकाशित नहीं किया जाएगा।

क्षेत्रीय निदेशक
भारतीय रिज़र्व बैंक, राँची



RESERVE BANK OF INDIA
Ranchi

E-TENDER FOR
providing Maintenance Attendants at the premises of
Reserve Bank of India, Ranchi
Tender No. (RBI/RANCHI REGIONAL OFFICE/HRMD/4/25-
26/ET/1036[Providing Maintenance Attndnts])



RESERVE BANK OF INDIA, RANCHI OFFICE

NOTICE INVITING TENDER

(only through e-Procurement)

SCHEDULE OF TENDER (SOT)

1	Description of Works	e-Tender for providing 9 Maintenance Attendants at Reserve Bank of India, Ranchi						
2	Estimated Cost (Yearly)	₹ 37,00,000/- (Rupees Thirty-seven lakh only)						
3	Earnest Money Deposit	₹ 74,000/- (i.e. 2% of Estimated Amount) May be deposited through NEFT towards <table border="1"><tr><td>Beneficiary A/c Name</td><td>RBI NEFT Inward Received</td></tr><tr><td>Beneficiary A/c number</td><td>186003001</td></tr><tr><td>IFSC</td><td>RBIS0RNPA01 (Fifth and Tenth character in IFSC is Zero)</td></tr></table> <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: hrmdranchi@rbi.org.in</p>	Beneficiary A/c Name	RBI NEFT Inward Received	Beneficiary A/c number	186003001	IFSC	RBIS0RNPA01 (Fifth and Tenth character in IFSC is Zero)
Beneficiary A/c Name	RBI NEFT Inward Received							
Beneficiary A/c number	186003001							
IFSC	RBIS0RNPA01 (Fifth and Tenth character in IFSC is Zero)							
4	Validity of Quoted Rates	Initially for one year from April 01, 2026 to March 31, 2027 (to be renewed and extended for a period of maximum two years, one year at a time, subject to satisfactory performance and adherence to contractual obligations by the contractor). The wages are subject to be reviewed as per the notification of Chief Labour Commissioner, Central Government.						
5	Mode of Tender	e-Procurement System (Online Part I – Technical Bid and Part-II-Financial bid) through https://www.mstcecommerce.com						
6	E-Tender No.	RBI/RANCHI REGIONAL OFFICE/HRMD/4/25-26/ET/1036[Providing Maintenance Attndnts]						
7	Date of NIT available (viewing of Tender) to parties for download	February 20, 2026 from 16.00 PM onwards						
8	Transaction Fees	Fees will be submitted to MSTC https://www.mstcecommerce.com						

9	Schedule of offline Pre-bid meeting	February 26, 2026 at 11:30 hours at Reserve Bank of India, 1 st Floor, Zila Parishad Bhawan, Kutchery Chowk, Ranchi (Jharkhand)
10	Date of Starting of e-Tender for Online submission on MSTC website	February 20, 2026 at 16:00 hrs.
11	Last Date of Submission of EMD to RBI, Ranchi	March 13, 2026 at 16:00 hrs.
12	Date of Closing of Online e-tender for submission of Technical & Commercial Bid	March 13, 2026 at 16:00 hrs.
13	Date and Time of Opening of Part I i.e. Technical bid	March 13, 2026 at 16:00 hrs.
14	Date & Time of Opening of Part II i.e., Financial bid	Will be communicated in due course.

In case of any clarification, you may please contact the following officials of RBI:

Shri Nitin Gaurav, Manager - hmrdranchi@rbi.org.in - 9455143206

Shri Dharmvir Singh, Asst. Manager - hmrdranchi@rbi.org.in - 8850678743

Quotations will be opened on the due date and time as specified in this document. You may nominate a representative to be present on the occasion.

Note: All the bidders may please note that any amendments/corrigendum to the NIT, if issued in future, will be notified on the RBI Website and MSTC Website and **will not be published in the newspaper.**

February 20, 2026

Regional Director
Reserve Bank of India
Ranchi Office

DISCLAIMER

(i) Reserve Bank of India, Ranchi 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.

(ii) The information is not intended to be exhaustive. Interested parties are required to make their own inquiries and respondents will be required to confirm in writing that they have done so, and they do not rely only on the information provided by Reserve Bank of India in submitting the Tender. The information is provided on the basis that it is non – binding on Reserve Bank of India or any of its authorities or any of their respective officers, employees. Reserve Bank of India reserves the right not to proceed with the work or to change the scope of the work, to alter the 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 made to persons or entities expressing interest.

(iii) In case of any dispute arising due to tender document, the English version of the same will be valid.

(iv) The office timing of RBI Ranchi is 09.45 AM to 5.45 PM. The duty hours should be as per Labor law notified by central Government for Maintenance Attendants.

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SECTION-I

e-Tender for providing 9 Maintenance Attendants at Reserve Bank of India, Ranchi

2. IMPORTANT INSTRUCTIONS FOR E-TENDER

This is an e-procurement event of Reserve Bank of India, Ranchi which involves engagement of a contractor for providing services of Maintenance Attendants at the premises of RBI Ranchi (hereinafter referred to as “engagement of contractor for attendants and maintenance”). The e-procurement service provider is MSTC limited. Bidders/ vendors/ contractors (any of the three terms mean the same hereinafter) are requested to read the terms & conditions of this tender before submitting their online tender.

- (i) Process of e-Tender: The process involves vendor’s registration with MSTC e-procurement portal which is free of cost. Only after registration, the contractor(s) can submit his/ their bids electronically. Electronic Bidding for submission of Technical Bid as well as Financial bid will be done over the internet. The contractors should possess Class III signing type digital certificate. Contractors are to make their own arrangement for bidding from a P.C. connected with Internet. MSTC is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).
- (ii) Special Note: both the technical bid and financial bid have to be submitted on-line at www.mstcecommerce.com/eprocn
- a) “Contractors are required to register themselves online with www.mstcecommerce.com → e-Procurement → PSU/Govt. Depts. → Select RBI Logo → Register as Vendor → Filling up details and creating own user id and password→ Submit.
- b) “Contractors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form. In case of any clarification, please contact MSTC, before the scheduled time of e-Tender.
- c) Contact person (MSTC Ltd):
- i. Mr. Shriyansh Jain, e-mail Id: rmcogn2@mstcindia.in, Mobile: 7411651015
 - ii. Mr. Tanmoy Datta, e-mail Id: rmcogn4@mstcindia.in, Mobile: 9674487807
- d) System Requirement:
- Windows 7 or above Operating System
 - IE-7 and above Internet Explorer
 - Signing type digital signature
 - JRE-7 update 9 and above software to be downloaded and installed in the system.
- To disable “Protected Mode” for Digital Signature Certificate (DSC) to appear in the signer box following settings may be applied.
- Tools => Internet Options =>Security => Disable protected Mode if enabled- i.e., Remove the tick from the tick box mentioning “Enable Protected Mode”.

e) Other Settings:

Tools => Internet Options => General => Click on Settings under “browsing history/ Delete Browsing History” => Temporary Internet Files => Activate “Every time I Visit the Webpage”.

To enable ALL active X controls and disable ‘use pop up blocker’ under Tools→ Internet Options → custom level (Please run IE settings from the page <https://www.mstcecommerce.com> once).

3. BIDDING PROCESS -

(i) The Technical Bid and the Financial bid shall have to be submitted online at www.mstcecommerce.com/eprocn. Bids will be opened electronically on specified date and time as given in the Tender.

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

(iii) The vendor shall pay the transaction fee using “Transaction Fee Payment” Link under “My Menu” in the vendor login. The vendor has to select the particular tender from the event dropdown box. The vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, the vendor shall generate a Challan by filling up a form.

(iv) The vendor shall remit the transaction fee amount as per the details printed on the Challan without making change in the same.

(v) On selecting Online Payment, the vendor shall have the provision of making payment using its Credit/ Debit Card/ Net Banking. Once the payment gets credited to MSTC’s designated bank account, the transaction fee shall be auto authorised, and the vendor shall be receiving a system generated mail.

(vi) Transaction fee is non-refundable. A vendor will not have the access to online e-Tender without making the payment towards transaction fee.

NOTE: Bidders are advised to remit the transaction fee well in advance before the closing time of the tender so as to give themselves sufficient time to submit the bid. Information about tenders/ corrigendum uploaded shall be sent by email only during the process till finalization of tender. Hence the contractors are required to ensure that their corporate email I.D. provided is valid and updated at the time of registration of vendor with MSTC. Contractors are also requested to ensure validity of their DSC (Digital Signature Certificate).

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

4. BIDDING IN E-TENDER:

The process involves Electronic Bidding for submission of Technical and Financial bid.

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

(ii) The vendor(s) who have submitted transaction fee can only submit their Technical Bid

and Financial bid through internet in MSTC website www.mstcecommerce.com → e-procurement → PSU/Govt depts → Login under RBI → My menu → Auction Floor Manager → live event → Selection of the live event.

(iii) The vendor(s) should allow running JAVA application. This exercise has to be done immediately after opening of Bid floor. Then they have to fill up Common terms/Commercial specification and save the same. After that click on the Technical bid. If this application does not run then the vendor(s) will not be able to save/submit / their/ his Technical bid.

(iv) After filling the Technical bid, vendor(s) should click 'save' for recording his/ their Technical bid. Once the same is done, the Financial bid link becomes active and the same has to be filled up and then vendor(s) should click on "save" to record his/ their Financial bid. Then once both the Technical bid and Financial bid have been saved, the vendor(s) can click on the "Final submission" button to register their bid.

(v) Vendor(s) is/ are instructed to use Attach Doc button to upload documents. Multiple documents can be uploaded.

(vi) In all cases, vendor(s) should use his/ their own ID and Password along with Digital Signature at the time of submission of bid.

(vii) During the entire e-Tender process, the vendor(s) will remain completely anonymous to one another and also to everybody else.

(viii) The e-Tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned. All electronic bids submitted during the e-Tender process shall be legally binding on the vendor(s). Any bid will be considered as valid bid offered by that vendor and acceptance of the same by Reserve Bank of India will form a binding contract between Reserve Bank of India and the Vendor for execution of supply.

(ix) It is mandatory that all the bids are submitted with Digital Signature Certificate, otherwise the same will not be accepted by the system.

(x) Reserve Bank of India reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.

(xi) No deviation of the terms and conditions of the tender document is acceptable. Submission of bid in the e-Tender floor by any vendor confirms his acceptance of the terms & conditions of the tender.

(xii) Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.

(xiii) The tender inviting authority has the right to cancel this e-Tender or extend the due date of receipt of bid(s) without assigning any reason thereof.

(xiv) Vendor(s) are requested to read the vendor guide and see the video in the page www.mstcecommerce.com/eprocn to familiarize him/ them with the system before bidding.

5. NOTICE INVITING TENDER (Only through e-procurement)

SCHEDULE OF TENDER (SOT)

1	Description of Works	e-Tender for providing 9 Maintenance attendants at Reserve Bank of India, Ranchi.						
2	Estimated Cost (Yearly)	₹ 37,00,000/- (Rupees Thirty-seven lakh only)						
3	Earnest Money Deposit	₹ 74,000/- (being 2% of the total contract value shall be deposited by each bidder) in the form of NEFT on or before March 13, 2026 before 16.00 Hrs <table border="1"><tr><td>Beneficiary A/c Name</td><td>RBI NEFT Inward Received</td></tr><tr><td>Beneficiary A/c number</td><td>186003001</td></tr><tr><td>IFSC</td><td>RBIS0RNPA01 (Fifth and Tenth character in IFSC is Zero)</td></tr></table> <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: hmrdranchi@rbi.org.in</p>	Beneficiary A/c Name	RBI NEFT Inward Received	Beneficiary A/c number	186003001	IFSC	RBIS0RNPA01 (Fifth and Tenth character in IFSC is Zero)
Beneficiary A/c Name	RBI NEFT Inward Received							
Beneficiary A/c number	186003001							
IFSC	RBIS0RNPA01 (Fifth and Tenth character in IFSC is Zero)							
4	Validity of Quoted Rates	Initially for one year from April 01, 2026 to March 31, 2027 (to be renewed and extended for a period of maximum two years, one year at a time, subject to satisfactory performance and adherence to Contractual obligations by the contractor). The wages are subject to be reviewed as per the notification of Chief Labour Commissioner, Central Government.						
5	Mode of Tender	e-Procurement System (Online Part I – Technical Bid and Part-II-Financial bid) through https://www.mstcecommerce.com						
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7	Date of NIT available (viewing of Tender) to parties for download	February 20, 2026, from 16:00 Hrs.						
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10	Date of Starting of e-Tender for Online submission on MSTC website	February 20, 2026, from 16:00 Hrs..
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11	Last Date of Submission of EMD to RBI, Ranchi	March 13, 2026 at 16:00 hrs.
12	Date of Closing of Online e-tender for submission of Technical & Financial Bid	March 13, 2026 at 16:00 hrs.
13	Date and Time of Opening of Part I i.e. Technical bid	March 13, 2026 at 16:00 hrs.
14	Date & Time of Opening of Part II i.e., Financial bid	Will be communicated in due course.

In case of any clarification, you may please contact the following officials of RBI:

Sl. No.	Name	Designation	Email	Mobile
1	Shri Nitin Gaurav	Manager	hmranchi@rbi.org.in	9455143206
2	Shri Dharmvir Singh	Asst. Manager	hmranchi@rbi.org.in	8850678743

Quotations will be opened on the due date and time as specified in this document. You may nominate a representative to be present on the occasion.

Note: All the bidders may please note that any amendments/corrigendum to the NIT, if issued in future, will be notified on the RBI Website and MSTC Website and **will not be published in the newspaper.**

February 20, 2026

Regional Director
Reserve Bank of India
Ranchi Office

e-Tender for providing 9 Maintenance Attendants at Reserve Bank of India, Ranchi

Name of the Tenderer: _____

Address: _____

Date of pre-bid meeting: February 26, 2026 at 11:30 hours at RBI
Ranchi, 1st Floor, Zila Parishad Bhawan
Kutchery chowk, Ranchi - 834001

Date of starting online submission: February 20, 2026 at 16:00 hours

Date of Closing of Online e- tender: March 13, 2026 at 16:00 hours

Date of opening of Tender (Part-I): March 13, 2026 at 16:00 hours.

(i) We have carefully examined the tender document, broad scope of work relating to the tender specified in the memorandum hereinafter set out and having visited and examined 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 in the Part – II of the tender documents.

(ii) We also agree that our tender will remain valid for acceptance by the Bank for 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 Bank Guarantee or payment through any instrument of bank towards security deposit valid during the entire period of validity of tender, as per the enclosed proforma ([Annex IV](#)).

(iii) 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.

(iv) 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.

(v) The Tender is submitted in two parts. Part I contains all commercial terms and conditions and technical particulars and Part II contains only the financial bid in the Bank's proforma.

Signature:

Name:

Seal of the Tenderer

Dated this Month..... 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 should be enclosed).

Witnesses

(a) Signature with name, address and date

(b) Signature with name, address and date

SECTION- II

General Instructions to Tenderers and Special Conditions

1. TENDER FEES: The tender document can be downloaded from the website and Rs. 74,000/- (Rs. Seventy-Four thousand only) Earnest Money Deposit (EMD) shall be submitted in favor of "Reserve Bank of India, Ranchi" through NEFT. Any tender submitted without the requisite fee will be rejected summarily. This fee will be paid online in the MSTC website.

Eligibility Criteria - Firms who fulfill the following criteria are eligible to apply:

- (i) Minimum 05 years' experience in the field of undertaking similar works viz., Housekeeping & Cleaning Services (including toilet cleaning) of buildings or complexes of residential / commercial / industrial nature) ending December 2025 (i.e. from December 2020 till December 2025).
- (ii) The intending tenderers must have executed successfully similar works, as mentioned above, during last five years ending December 2025 (i.e. from December 2020 till December 2025). These works should be either of the following:
 - a) Three works each costing not less than the amount equal to 40% of the estimated cost
 - Or
 - b) Two works each costing not less than the amount equal to 50% of the estimated cost
 - Or
 - c) One work costing not less than the amount equal to 80% of the estimated cost.

AND

- (iii) Tenderers should have a minimum yearly turnover of 100% of the estimated cost (₹ 37 Lakh) during the last three (03) financial years ending March 2025 supported by documentary evidence. The turnover of the service provider during the last three years taken individually shall not be less than the estimated cost of the work. Micro and Small Enterprises (MSEs) irrespective of the category, are exempted from prior turnover criteria subject to submission of valid documentary proof.
- (iv) The service provider shall submit valid registration/ licenses under applicable Contract Labour Laws.
- (v) Tenderers should have applicable tax registrations (PAN, GST) supported by documentary evidence.
- (vi) Tendering firms/companies should have bank account in a scheduled bank.
- (vii) The agency must have an office in Ranchi.

In support of the above, the following documents should be submitted:

- a) PAN Number.
- b) GST Registration Certificate.

- c) Income Tax Return for the last 03 years.
- d) Certificate from clients (at least one client) about the quality of service provided.
- e) Police Verification/ Character Certificate of the contractor and all their employees.
- f) Tenderers should submit copies of the detailed work order indicating scope and value of works and completion certificate for the qualifying works.
- g) The service provider shall submit valid certificate of registration issued by Employees' State Insurance Corporation (ESIC).
- h) The service provider shall submit valid certificate of registration issued by Employees' Provident Fund Organization (EPFO).

2. Tenderers are advised to use only the forms downloaded from the MSTC website. In case the tenders are submitted using the downloaded tender forms from the website, if any change/modification thereto is found subsequently, such tenders are liable for disqualification. However, if they desire to submit additional information, they may do so on their own letter head. **Each page of the forms shall be signed and submitted.** Each copy of the tender shall be clearly marked as "original" and "duplicate" as the case may be.

Note:

(i) RBI shall obtain at least one report on the past performance of the tenderer from his/ their clients and shall evaluate the said reports as per the evaluation criteria before opening of the Part- II of the tenders. If any tenderer is not found to possess the required eligibility (specified in [Annex III](#)) for participating in the tendering process at any point of time and /or his/ their performance reports received from his/ their clients and /or his bankers' report are found unsatisfactory, RBI reserves the right to reject his tender offer.

(ii) RBI is not bound to accept the lowest tender and reserves the right to accept either in full or in part any tender and also reserves the right to reject all the tenders without assigning any reasons thereof.

3. Pre- Bid Meeting

(i) Tenderers requiring any clarification regarding this document shall contact RBI in writing at the email address (hmranchi@rbi.org.in) provided in this document or raise enquiries during the pre-Bid meeting.

(ii) The tenderers' designated representatives are invited to attend a pre-bid meeting on February 26, 2026 at 11:30 hours at Reserve Bank of India, 1st Floor, Zila Parishad Bhawan, Kutchery Chowk, Ranchi- 834001. The purpose of the meeting will be to clarify issues and to answer questions raised at that stage.

(iii) Absence from the pre-Bid meeting will not be a cause for disqualification for a tenderer.

4. Documents comprising the Tender: The Tender shall comprise the following:

- Notice Inviting e-tender
- Technical Bid Details
- Financial bid Details
- Earnest Money Deposit (EMD) through NEFT
- [Annex I, II, III, IV](#) etc.

5. Period of Validity of Tenders

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

6. Submission, Sealing and Marking of Tenders

- (i) Tenderers submitting tenders electronically shall follow the electronic tender submission procedures specified in the instructions regarding E-Tender.
- (ii) The tenderers shall submit their technical bid as well as the Financial bid in prescribed format along with copies of necessary documents as indicated in the tender document. E-Tender with all information shall be submitted on or before the prescribed time and date.
- (iii) If desired / prescribed information is not submitted, RBI will assume no responsibility for acceptance of tender.
- (iv) Hard copy of all the documents to be given to the RBI, Ranchi by the date of pre-bid meeting.

7. Deadline for Submission of Tenders.

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

8. Late Tenders:

No Tender after the deadline shall be allowed on the e-portal.

9. Tender Opening:

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

10. Service Charge: As per the Office Memorandum dated January 06, 2023, issued by Department of Expenditure, Ministry of Finance, Government of India, the minimum service charges in the procurement of Manpower Outsourcing Services be fixed at 3.85% by procurement agencies with maximum cap of 7%. The bidder/tenderer/agency has to quote service charge accordingly. Quotations with service charge less than 3.85% and more than 7% would be treated as invalid and will not be considered. In monthly bill, the service charge rate (in terms of percentage) will be fixed. The service charge, in terms of amount, will be accordingly calculated for payment. The financial bid of the Tender shall be evaluated based on the 'Total Cost of work' quoted by the bidder (Total Manpower charges + Service charges).

- (i) The quoted service charge will cover the cost of Agency profit & overhead, insurance and all taxes (except GST). The payment thereon will be made after the same is duly certified

by the Bank's Officers that the services have been provided satisfactorily and after deducting all statutory dues/taxes, etc.

- (ii) The quoted service charge will be firm and not subject to labour conditions, exchange variations or any other condition whatsoever. The agency will be bound to pay statutory Central Govt. minimum wages to the workforce employed by him / them, therefore, rate should be quoted keeping this in mind. Tenders having 'quoted rates' below the Central Govt. minimum wages are bound to be rejected.
- (iii) The quoted service charge shall also include Insurance charges (Workmen compensation/ All-risk policy and Third-Party liability), and all applicable existing or future taxes levied by the Central Government or any State or Local authority.
- (iv) To accommodate and to promote competitiveness among the agencies, RBI Ranchi advises the agencies to determine the service charge on parameters such as Deployment / Training Cost, Administrative & Overhead Charges, insurance related cost & Profit Margin.
- (v) Bank shall consider the changes in pay structure as recommended by Central Govt. (Central Minimum Wages) if published during the period of the contract. The Agency will have to submit valid notification of the Central Government in this regard.

10. Bid Evaluation Criteria

The Technical Bids shall be evaluated based on the available documents submitted and the conditions specified in the tender document by the bidder on MSTC website.

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

11. Clarification of Tenders

(i) To assist in the examination, evaluation, comparison of the tenders and qualification of the tenderers, RBI may, at its discretion, ask any tenderer for a clarification regarding its tender, allowing a reasonable time for response. Any clarification submitted by a tenderer that is not in response to a request by RBI shall not be considered. RBI request for clarification and the response shall be in writing. No change in the prices or substance of the tender shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by RBI in the evaluation of the tenders.

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

12. Signing of Contract:

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

13. Disclaimer-ii

(i) Though adequate care has been taken while preparing this document, the tenderers shall satisfy themselves that the document is complete in all respects. Intimation of any

discrepancy shall be given to RBI immediately. If no intimation is received from any tenderer within seven (7) days from the date of notice inviting e-tender, it shall be considered that this document is complete in all respects.

(ii) RBI reserves the right to modify, amend or supplement this document including all formats and Annex.

(iii) While this document has been prepared in good faith, neither RBI nor its employees or advisors will make any representation or warranty, express or implied, or accept any responsibility or liability, whatsoever, in respect of any statements or omissions therein, or the accuracy, completeness or reliability of information, and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this document, even if any loss or damage is caused by any act or omission on their part.

14. The Regional Director, Reserve Bank of India, Ranchi reserves the right to accept or reject any or all tenders without assigning any reason whatsoever and his decision will be binding on all the parties.

Note- The tenderers may visit the site before quoting the rates to assess the quantum of work.

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

SECTION - III

Terms and Conditions of the Contract:

General Instructions:

1. Reserve Bank of India, Ranchi intends to engage contractors for providing Maintenance Attendant at RBI, Ranchi on contract basis as per laid down Contractual obligations for 01 year starting from April 01, 2026 to March 31, 2027. However, due to unavoidable circumstances if the contract could not be awarded on the scheduled date the cost of the contract will be arrived based on per month cost for the broken period if any. However, the Contract can be extended for a period of maximum two years, one year at a time, subject to satisfactory performance and adherence to Contractual obligations by the contractor.

2. The estimated number of Maintenance Attendants will be Nine (9), which includes minimum one female attendant also. The Bank reserves the right to increase or decrease the number of persons to be deployed before awarding the work or at any time during the currency of the Contract. The Bank reserves the right to award entire Contract to one contractor or separately. As such, if bank feels necessary, the contract for one of the locations could be awarded to different contractor. The value of contract may be higher if additional manpower is required.

3. Submission of Tender:

Interested contractors shall apply through e-tender in prescribed format in two parts **Part-I** and **Part-II** separately. **Part-I** of the tender will contain the **Technical Bid** including the contractor's covering letter, contractor's additional conditions, if any. **Part-II** of the tender will contain contractor's **Financial Bid** only.

4. Earnest Money Deposit (EMD)

i. Earnest Money Deposit (EMD) is to be submitted along with the tender through NEFT for ₹ 74,000/- (Rs. Seventy-four thousand only) i.e. 2% of estimated amount. Failure to comply with this condition will render the tender void and the tender will be rejected. The EMD will be returned to all the contractors, except the successful contractor after the completion of the tender process. No interest shall be paid on this deposit.

ii. The successful bidder has to submit a Performance Bank Guarantee (PBG) from a scheduled bank of Rs. 1,85,000/- (Rs: One lakh Eighty-five thousand only) in favour of the Regional Director, Reserve Bank of India, valid for a period beyond six months of the validity of the Contract within a period of thirty days from award of the Contract. The EMD submitted along with the bid will be returned soon after receipt of the PBG. The format for PBG is given in [Annex IV](#).

iii. The Performance Bank Guarantee (PBG) shall be adjusted against any loss, theft, damage, etc. caused by the contractor or by the Attendant deployed and/or breach of one or more of the conditions of the agreement by the contractor.

5. Scope of work: Work to be performed by Maintenance Attendants:

(i) Office premises consists of two buildings viz, Main Office Premises and Ombudsman Office Premises. To perform activities such as receiving and delivering documents or items, including correspondence, memorandum, publications, records, files, packages, etc. and to

assist with basic Office duties such as photocopying, filing and assisting Bank Staff as and when necessary.

(ii) To serve Officers / staff of the Bank with water, tea/ coffee and lunch upon demand and to attend to visitors and promptly serve them with water, tea/ coffee and other needs.

(iii) To maintain cleanliness of the Office, Office equipment's and furniture and clean them as and when required.

(iv) Cleaning of floors/toilets (three times daily)/common areas etc. with suitable tile cleaning chemicals provided by the bank and keeping the passage clean always, even if it means cleaning repeatedly. Refilling of Hand Wash / Liquid Soap, Air freshener etc. as and when require.

(v) Cleaning of windows and doors every day.

(vi) To perform other miscellaneous office work assigned by the Officers / staff of the Bank.

(vii) Over and above the activities mentioned above, any other work relating to Housekeeping of the designated areas will be done as and when required as per the instructions of the Officers / staff of the Bank.

(viii) Where the services of the maintenance attendants are utilized for miscellaneous work outside of the office viz. deposit of electricity and telephone bills, delivery/fetching of letters, bringing purchased items from Shops etc, out of pocket expenses incurred towards conveyance (to and from) etc. may be claimed by the Contractor in two slabs, ₹60 and ₹80. The lesser amount to be paid for visit to the places within a periphery of one KM (Road distance). This money will be paid to the Contractor on quarterly basis.

(ix) The Firm / Contractor has to deploy 9 persons on all working days. The Office normally remains closed on Saturdays/Sundays and Bank Holidays. However, the firm will have to deploy Attendants in case office is required to be open on holidays/Saturday/Sunday. The monthly payment for the aggregate mandays for the entire month will be the basis for payment.

6. If the space in the application form is insufficient for furnishing full details, such information may be supplemented on a separate sheet of paper duly signed.

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

8. Financial Bids of only those contractors who qualify the Technical Bid will be entertained. Financial Bids of the contractors who do not qualify will not be entertained.

9. Eligibility Criteria (Pre-qualification Criteria):

(i) Minimum 05 years' experience in the field of undertaking similar works viz., Housekeeping & Cleaning Services (including toilet cleaning) of buildings or complexes of residential / commercial / industrial nature) ending December 2025 (i.e. from December 2020 till December 2025).

(ii) The intending tenderers must have executed successfully similar works, as mentioned above, during last five years ending December 2025 (i.e. from December 2020 till

December 2025).

(iii) These works should be either of the following:

a) Three works each costing not less than the amount equal to 40% of the estimated cost

Or

b) Two works each costing not less than the amount equal to 50% of the estimated cost

Or

c) One work costing not less than the amount equal to 80% of the estimated cost.

AND

(iv) Tenderers should have a minimum yearly turnover of 100% of the estimated cost (₹ 37 Lakh) during the last three (03) financial years ending March 2025 supported by documentary proof. The turnover of the service provider during the last three years taken individually shall not be less than the estimated cost of the work. Micro and Small Enterprises (MSEs) irrespective of the category, are exempted from these criteria subject to submission of valid documentary proofs.

(v) The service provider shall submit valid registration / licenses under applicable Contract Labour Laws.

(vi) Tenderers should have applicable tax registrations (PAN, GST) supported by documentary evidence.

(vii) Tendering firms/companies should have bank account in a scheduled bank.

(viii) The agency must have an office in Ranchi.

(ix) Contractors should have account in scheduled commercial banks and should give an undertaking that they are ready to receive the payments through National Electronic Funds Transfer (NEFT).

(x) Rates quoted by the agency should be in accordance with The Contract Labour Act 1970, The Payment of Wages Act 1936, The Minimum Wages Act 1948, The Employment of children Act 1938, Employee State Insurance Act 1948, Provident Fund Act 1952, Payment of Gratuity Act 1972, The Payment of Bonus Act 1965 and other acts as applicable from time to time. Tender having quoted rates below the prescribed rates will be rejected. Further, any quotes which is adjudged to be predatory in nature or divergent from the prevailing market rates, will be at discretion of RBI for acceptance or rejection, even if the contractor pledges to comply with the applicable labour laws and other laws as specified earlier. The GST will be borne by the Bank so as to ensure that the net payment done to the contractor does not fall below the prescribed minimum wages. The wages are subject to review as per the notification of Chief Labour Commissioner, Central Government. The Bank shall deduct TDS, CGST TDS, SGST TDS and other statutory dues (wherever applicable) as per statutory norms.

10. Eligibility Criteria for Maintenance Attendants to be deployed:

- i. Maintenance Attendants must be persons between 18 and 50 years of age. The upper age limit has been kept at 50 years keeping in view our special requirement of climbing the floor of the office multiple times, if required, and shuttling between the Main Office Premises and Ombudsman Office Premises.
- ii. Knowledge of local language is desirable for Maintenance Attendants.
- iii. Maintenance Attendants should have Aadhar Card or Voter ID to prove their identification.
- iv. Character & Antecedents of Maintenance Attendants should be verified by Police/Civil Authorities before their engagement in the bank and should be submitted to RBI Ranchi prior to their engagement in the bank.

11. Wages Structure: For Maintenance Attendants

Rates quoted by the contractor shall be a fixed amount throughout the period of the agreement. However, the Bank shall consider changes on revision of minimum wages as notified by the Government during the currency of the contract only to the extent of increase in the applicable minimum wages. The Bank may consider payment of additional or lesser amount in case the nature of job is changed temporarily or perpetually or in compliance of any act/ law introduced or rescinded by the Government.

12. Agreement Between the successful contractor and the Bank

The successful contractor shall execute an Agreement, at its own expenses, on a non-judicial Stamp Paper of appropriate value, as per the format provided by the Bank, in duplicate, on receipt of intimation from the Bank of the acceptance of his tender. The Bank and the contractor will retain one copy of the agreement each.

13. No Commitment to Accept Lowest or any Tender

The Bank does not bind itself to accept the lowest or any tender and reserves the right to accept or reject any or all the tenders, either in whole or in part, without assigning any reasons for doing so. Further if the rates quoted by the contractor is found to be in contravention of payment of minimum wages act or other applicable laws, the Bank will have the discretion to award tender to the contractors complying these laws/rules (as mentioned earlier in para 9(ix)).

14. Terms of Payment:

- i. The contractor shall be responsible and liable for payment of salaries, statutory minimum wages, PF, Gratuity, Insurance, Bonus and other admissible allowances and other legal dues to the manpower deployed for the purpose of rendering the services required by the Bank under this tender.
- ii. Where the services of the maintenance attendants are utilized for miscellaneous work outside of the office viz. deposit of electricity and telephone bills, delivery/fetching of letters, bringing purchased items from Shops etc., out of pocket expenses incurred towards conveyance (to and from) etc. may be claimed by the Contractor in two slabs, ₹60 and ₹80. The lesser amount to be paid for visit to the places within a periphery of one KM (Road distance). This money will be paid to the Contractor on quarterly basis.
- iii. The Office normally remains closed on Saturdays/Sundays and Bank Holidays. However, the firm will have to deploy Attendants in case office is required to be open on holidays/Saturday/Sunday. The monthly payment for the aggregate man-days for the entire

month will be the basis for payment.

iv. The contractor will not be paid any payments in advance. Monthly payment confirming to the attendance of the manpower deployed as per the documents to be maintained by the contractor and submitted to the Bank shall be made by the Bank after the end of every calendar month. The contractor must ensure payment to the manpower deployed by 5th of every month and submit bill towards the same by 10th of the same month (or next working day if 10th is not a working day).

v. The requisite manpower deployment shall be provided as per the requirement of the Bank and the Attendants deployed by the contractor shall not claim themselves as the employees of the Bank and there shall be no employer-employee relationship between the Bank and the persons so deployed by the contractor.

vi. In the event of termination of the contract for any reason whatsoever, the contractor or the manpower deployed shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.

15. Penalty and Liquidated Damages:

i. The Bank will impose a penalty at a suitable rate / pro rata basis per person per day if the manpower deployed are found either unauthorized absent from their post or sleeping while on duty. In addition to this penalty, such lapses will be viewed seriously by the Bank and may result in termination of the contract.

ii. In case of breach of any/or more of the conditions in the agreement and/or services provided by the successful contractor are found not satisfactory (not maintaining the manpower, found not alert on duty, indiscipline and improper uniform/turnout etc.), during any period of the agreement, an amount subject to minimum 10% (or any percentage at the discretion of the Bank) of the total monthly bill would be deducted as liquidated damages for one month and if the performance continues to be unsatisfactory in any of the subsequent months the services of the successful contractor can be terminated by giving a short notice of one month or forthwith depending upon the exigencies and also disqualifying it from participation in future empanelment. However, in case of serious offences such as theft, pilferage or gross misconduct, the bank reserves the right to terminate the contract forthwith by written notice and without payment of any compensation.

16. Uniform and Other Facilities:

i. It shall be the responsibility of the successful contractor to provide full uniform (summer and winter both) along with the name plate/identity card to the manpower deployed to perform their duties. The Bank will reimburse for two sets each of full uniform (summer and winter both) along with a raincoat and a pair of shoes for each attendant in a year with specification laid down therein along with Identity Cards. The identity cards shall be produced on demand by any authority of the Bank or of the Government. The Bank will reimburse an amount of Rs. 8000 /- per maintenance attendant in a year.

ii. The Bank will not provide fooding and lodging to the Maintenance attendant in the Bank's Premises or elsewhere.

17. Reporting:

i. The contractor will introduce its manpower to Officer-In-Charge, declared as Controlling Officer or any other person authorized by the Bank on its behalf for the operation of the agreement by the Bank, for verification and satisfaction before their deployment and the

contractor shall furnish the complete particulars / bio-data of attendant with passport size colour photo, before deployment, including a copy of the Aadhar Card or Voter ID, wherever applicable.

- ii. The Bank reserves the right to advise the contractor to remove any attendant found not discharging his duties satisfactorily or of doubtful character and it will immediately remove such person / persons and provide replacement.
- iii. The duty points and retention of Attendants deployed by the contractor will be decided by the Bank through its Officer-in-Charge or any person so authorized in this regard and the contractor will have to abide by such direction.
- iv. In case of any pilferage, damage or theft alleged to have been committed by the manpower of the contractor, the contractor or its representative shall report the matter immediately to the authorities of the Bank and shall take up the matter with the police for lodging FIR/ Proper investigation and recovery of loss.
- v. It may be distinctly understood that there shall not be any unauthorised absenteeism (except on medical grounds supported by medical documents), by the attendants. In case of unauthorised absenteeism, if any, replacement attendant will have to be provided by the contractor.
- vi. The contractor shall obtain the medical verification done for its workforce (to be deployed for the purpose). The contractor shall also ensure that staff deployed in services is free from any contagious or communicable diseases and arrange their regular Health check-ups (once in a year). The cost of the regular health check-up is to be borne by the contractor and not by RBI. The documentary evidence in this regard will be required to be furnished to the Bank within a fortnight of employee commencing work.

18. Termination of the Contract:

- i. Without prejudice to what is contained hereinabove, the Bank shall at its sole and absolute discretion, be entitled to terminate this agreement forthwith by written notice without assigning any reason and without payment of any compensation:

(a) If, in the opinion of the Bank (which shall not be called in question by the contractor and shall be binding on the contractor) the contractor fails or refuses to implement this agreement to the Bank's satisfaction and/or

(b) If, the contractor commits a breach of any terms and conditions of this agreement and/or

(c) If, for any reason whatsoever, the contractor becomes disentitled in law to perform his obligations under this agreement and/or

(d) In case, the contractor wants to terminate the agreement for any reason, it may do so after giving one months' prior notice.

19. Settlement of Disputes by Arbitration:

If any dispute, differences or questions shall, at any time, arise between the parties as to the construction of this Agreement or concerning anything herein contained or arising out of this Agreement or as to the rights, liabilities and duties of the said parties and binding, the same shall be referred to arbitration under the provisions of Arbitration and Conciliation Act, 1996

or any statutory modification thereof and the decisions of the Arbitrator/panel of Arbitrators shall be final and binding on both the parties. Further, such disputes, difference or questions, if any, shall be deemed to have arisen at Ranchi and only courts in Ranchi shall have jurisdiction to determine the same.

20. Other terms and conditions:

The contractor shall indemnify and keep indemnified the Bank against all losses and claims, damages or compensation for the following: -

i. Any loss due to theft, pilferage etc. and will make good the loss sustained by the negligence, absenteeism or dereliction of duty by the manpower deployed.

ii. Any loss suffered by the Bank as a result of disclosure of any confidential information.

Failure to observe the above shall be treated as breach of Contract on the part of the contractor and the Bank shall be entitled to claim damages and pursue legal remedies.

iii. All losses and claims, damages or compensation for breach of any provisions of The Contract Labour Act 1970, The Payment of Wages Act 1936, The Minimum Wages Act 1948, The Employment of children Act 1938, Employee State Insurance Act 1948, Provident Fund Act 1952, Payment of Gratuity Act 1972, The Payment of Bonus Act 1965 or any other law/statute applicable/introduced from time to time in this regard. The contractor shall be wholly responsible for liabilities, if any, in this regard.

iv. Any dispute regarding working hours and of compensation payable to the workers deployed by the contractor will be the responsibility of the contractor and no representation will be entertained on this issue by this Office. The contractor shall totally indemnify the Bank in this regard.

v. If awarded, the contractor shall not assign the Contract. The contractor shall not sublet any portion of the Contract except with written consent of the Bank. In case of breach of these conditions, the Bank may serve a notice in writing on the contractor rescinding the Contract.

vi. If any contractor is not found to possess the required eligibility for participating in the tendering process at any point of time and/or his performance reports received from his clients are not found satisfactory, the Bank reserves the right to reject his offer even after digitally opening of Part-I of the tender and his Part-II of the tender will not be considered. The Bank is not bound to assign any reason for rejecting the tender.

vii. After prima facie scrutiny, if any contractor is found not fulfilling the required eligibility criteria, the tender submitted by it will not be processed further.

viii. The contractor / manpower deployed by it shall not disclose directly or indirectly to anyone details of this Office, operational process, technical know-how, security arrangements, administrative / organizational matters, infrastructure / systems / equipment's etc., which may come to the possession or knowledge of the contractor during the course of discharging his Contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. The contractor shall treat the details of the Contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The contractor shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or

elsewhere without the previous written consent of the Bank.

ix. 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 Contractual obligations with respect to non-disclosure and confidentiality will survive till the expiry or termination of this agreement for whatever reason.

x. The contractor shall ensure that no employee of the contractor will enter or remain on the Bank's premises beyond the specified time limits until and unless it is absolutely necessary for fulfilling Contractual obligations.

xi. The contractor shall obtain Police Verification report on character and antecedents of his personnel and other details relating to age, educational qualification, name and permanent address to be provided under this Contract along with their passport size photographs before engaging them for duty in Bank's Premises. Only well trained, literate, disciplined and honest personnel shall be deployed.

xii. The contractor shall ensure payment of wages to labourers of all descriptions deployed by it as per the rates quoted by it ensuring compliance with Minimum Wages Act, 1948 (and other applicable laws as mentioned earlier in para 9(ix)). The contractor has to give an undertaking on his letter head of applicable value before the award of the work that it undertakes to actually pay wages to labourers of all descriptions deployed by it for the purpose of rendering services required by the Bank as per the rates quoted in the tender ensuring compliance with Minimum Wages Act, 1948 and other applicable laws. The contractor shall also keep the Bank indemnified against all the actions that may be initiated against it by the Statutory Authorities for its failure to pay such wages and provide the essential amenities.

xiii. The contractor shall ensure that the manpower deployed, while on the premises of Bank or while carrying out their obligations, observe the standards of cleanliness, neat uniform, display of I cards, decorum, safety, good behaviour and general discipline laid down by the Bank or its authorized agents and the Bank shall be the sole judge as to whether or not the contractor and /or the manpower deployed have observed the same.

xiv. The Contract can be further extended for a period of maximum two years, one year at a time, subject to satisfactory performance and adherence to Contractual obligations by the contractor. The decision of the Bank in this regard will be final.

xv. All liabilities arising out of any legal dispute, accident etc. shall be borne/ paid by the contractor and the Bank shall not be liable in any manner whatsoever.

xvi. The Bank shall not be responsible for payment of any compensation for death of or injury or accident to any of the manpower deployed which may arise out of and in the course of their duties and employment. It is agreed and understood that the contractor shall alone be liable to pay such damages or compensation to the persons deployed.

21. Opening of Tender:

Part-I of the tender will be opened online through MSTC website at 16:00 Hrs on March 13, 2026 in the presence of the contractors or authorized representative of the contractors who choose to be present. Part-II, Financial Bid of only those contractors who qualify the Part-I

Technical Bid will be opened at a later date which will be advised to the contractors.

22. Validity of Offer:

The application and rates quoted in the tenders shall remain valid for acceptance by the Bank for a period of 90 days from the date of opening of the Financial Bid. The aforesaid period of 90 days may be extended by mutual agreement and the contractor shall not cancel or withdraw the tender during this period.

23. In case more than one contractor quote the same rate in Financial Bid, the award of the contract will be decided on the basis of experience of serving in PSU Banking Sector. If the same situation prevails, the Bank reserves the right to award the Contract to any of them. The decision of the Bank in this regard will be final and binding on the contractors.

24. The contractor must obtain for itself on its own responsibility and at its own expenses all the information which may be necessary for the purpose of making tender and for entering into a Contract and must inspect the site of work, acquaint itself with all local conditions, means of access to the work, nature of the work and all matters pertaining thereto.

25. Clarifications, if any, may be obtained from the Assistant General Manager/ Manager, Human Resource Management Department, Reserve Bank of India, First Floor, Zila Parishad Bhawan, Kutchery Chowk, Ranchi -834001

I/We hereby declare that I/We have read and understood all the above instructions/conditions and the same will remain binding upon me/us in case the above-mentioned Annual Contract is entrusted to me/us.

I/we also note that this letter will form part of the Contract document and that the contents of this letter shall be supplemental to the conditions in the tender and not in derogation thereof except to the extent specifically provided herein.

Signature and seal of the contractor/s

Date: _____

Place _____ Landline/Mobile No. _____

PART I – TECHNICAL BID

To
The Regional Director
Reserve Bank of India
Ranchi

Sl. No.	Particulars	Details to be filled in by the Tenderer
1	Name of the Tenderer	
2	Type of Tenderers (whether Proprietorship/LLP/ Partnership/Pvt. Ltd. etc.)	
3	Name of the proprietor/partners/directors of the Tenderer with designation	
4	Authorised person of the tenderer to make commitment to the Bank (Name, designation, contact details including telephone/fax/e-mail)	
5	Business Address of the Tenderer along with Telephone No., Mobile No., Fax No. and e-mail	
6	Work Experience – Whether the contractor has experience of at least 05 years as on December 31, 2025.	
7	Number of Manpower on Rolls	
8	Completed similar contracts/works (Providing office/ maintenance attendants) in other locations. Indicate locations.	
9	Whether the agency has an office in Ranchi	
10	Whether their background is verifiable through the Police Station of Ranchi (such certificates must be tendered after award of contract).	
11	Average Turn Over in last 3 financial years as on March 31, 2025	
12	Names and Addresses of the existing clients	
13	Bank Account in a scheduled bank	
14	Income Tax Returns of last three financial year.	
15	PAN (Self-Attested Copy to be submitted)	
16	GST (Self-Attested Copy to be submitted)	

Dated this _____ day of _____ 2026.

Signature:

Name:

Seal of the Tenderer



Evaluation Matrix: Internal Evaluation Parameters Set by the Bank and Weightage score

Sr. No.	Evaluation Parameter	Weightage
1.	Average Turn Over in last 3 financial years as on March 31, 2025	Maximum weightage 20
	a. ₹2.0 crore and above	20*
	b. ₹1.0 crore and above but less than ₹2.0 crore	15
	c. Upto ₹1.0 crore	10
2.	Completed similar contracts/ works (Providing office/ maintenance attendants) in other locations	Maximum weightage 25
	a. More than five similar works in other locations	25
	b. More than three but less than or equal to five in other locations	20
	c. One but less than or equal to Three in other locations	15
3.	Number of years in providing office/ maintenance attendants	Maximum weightage 10
	a. 10 years and above	10
	b. More than 7 years but less than 10 years	7
	c. More than 5 years but less than 7 years (as on December 31, 2025)	5
4.	Number of Manpower on Rolls	Maximum weightage 15
	a. More than 30	15
	b. More than 10 and up to 30	10
	c. Up to 10	05
5.	Service quality by the bidder at current similar facilities, Feedback from the other client	Maximum weightage 30
	a. Very Good	30
	b. Good	15
	c. Satisfactory	10

Scores will be allocated to the bidders as per the criteria mentioned in this evaluation matrix. The bidders scoring 60 or more marks will qualify in Part-I. Financial bids i.e. Part-II of only those bidders will be opened.

The marks obtained in the above matrix is for qualifying only and will not carry any weightage for Part II i.e. financial bids.

*** In case of MSEs, full marks will be given even when their Average Turn Over in last 3 financial years is less than ₹2.0 crore.**

Note - In the event of financial bid (L1) being same of more than one technically eligible vendors, the highest marks as per the technical evaluation matrix shall be considered for awarding the contract. Further, even if, there is more than one eligible vendor/s then the vendor having more experience in this field shall be awarded the contract.

DECLARATION PART I – TECHNICAL BID

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

1. The information provided by me/us is/ are true to the best of my/ our knowledge and if any information is found incorrect or false, I/ we may be debarred from the tender process/ being awarded the contract.

2. I/ We agree to abide by the terms and conditions stipulated by RBI as mentioned in the tender documents.

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

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

5. I / We understand that after selection, I / We would be under the obligation to provide services of Maintenance Attendants at RBI Ranchi.

Dated this Month..... 2026

Signature:

Name:

Seal of the Tenderer:

PART-II Financial Bid

Tender for Engagement of Contractors for providing Maintenance Attendant at RBI, Ranchi from April 01, 2026 to March 31, 2027.

Name of Contractor:
(With full address and Contact No.)

Sr. No.	Category	No. of persons to be deployed	Rate per person	Total charges for all the persons
1	Maintenance Attendant			
2	Total Monthly Charges			
3	Service Charge	@ %		
4	Total cost including service charge			
5	GST (as applicable)			
6	Grand Total			

Date:
(Signature of Contractor)
Name and Address with seal

Terms and Conditions PART-II Financial Bid:

1. In case more than one contractor quote the same rate in Financial Bid, the award of the contract will be decided on the basis of the experience in PSU banking sector. If the same situation prevails, the Bank reserves the right to award the Contract to any of them. The decision of the Bank in this regard will be final and binding on the contractors.

2. Alteration and overwriting are not allowed.

3. Rates quoted by the agency should be in accordance with The Contract Labour Act 1970, and other applicable laws. Further, any quotes which is adjudged to be predatory in nature or divergent from the prevailing market rates, will be at discretion of RBI for acceptance or rejection, even if the contractor pledges to comply with the applicable labour laws and other laws as specified in para 9 (ix) of the tender document.

4. The service charge to be quoted in the Financial Bid will be exclusive of applicable GST.

Declaration of the Tenderer PART-II Financial Bid

1. The above information is true to the best of my/our knowledge and if any information is found untrue or false, I/We may be debarred from the tender process/ being given the contract.
2. I / We agree to abide by the terms and conditions and guidelines stipulated by the RBI, Ranchi as mentioned in **Annexures**.
3. I/We understand that the RBI, Ranchi reserves the right to accept or reject any or all the tenders either in full or in part without assigning any reason there for.
4. I / We understand that after selection, I / We would be under the obligation to provide services of Maintenance Attendants at RBI Ranchi.

Signature

Name and seal of the Company/Firm/Agency

Dated this Month..... 2026

Annexure – I (Check List)

- | | |
|---|---------|
| 1. MSTC Registration Fee: | Yes/ No |
| 2. All the documents which are specifies in Part I (Technical Bid) have been attached | Yes/ No |
| 3. Signature on all the pages of tender documents and attachments | Yes/ No |

(N.B.: Self-certified copies are to be attached as proof.)

It is certified that the information furnished above are true and correct to the best of my knowledge. In case, it is found that the information submitted is wrong or there has been a misrepresentation of facts, I shall have no objection for my proposal to be rejected, or the Contract to be terminated if the Contract has been signed.

Signature of the Bidder/Authorized representative

With Name & seal

Details of Bankers

Name of the Bank:

Name of the Branch and its Complete Postal Address:

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

Type of Account:

Account Number:

Name of Account Holder:

IFSC Code:

Whether Credit facility / Overdraft Facility enjoyed by the bidder:

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

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

Authorised Signatory (With Name and Seal)

(To be submitted by the firm through the client)

Client's Report (On Client's Letter Head)

Located at..... Performance details of the Firm

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

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

Place:

PERFORMANCE BANK GUARANTEE FORM (For an amount of Rs. 1,85,000/-)

To,
The Regional Director
Reserve Bank of India
Ranchi

WHEREAS _____ (Name of successful bidder) hereinafter called "Successful Bidder" has undertaken, Contract No. _____ dated, _____ to for providing Maintenance Attendants at Reserve Bank of India, Ranchi (Description of Services) hereinafter called "the Contract" in pursuance of Request for Empanelment Document dated _____ and Request for Quotation dated _____ issued by RBI Ranchi.

AND WHEREAS it is one of the terms of the tender document that the successful bidder has to submit a performance bank guarantee by a scheduled bank for entering into a contract.

AND WHEREAS it has been stipulated by you in the said contract that the successful bidder shall furnish you with a bank guarantee by a scheduled bank for the sum specified therein as security for the compliance with the successful bidder's performance obligations in accordance with the contract.

AND WHEREAS we have agreed to give guarantee for the successful bidder.

THEREFORE, WE hereby affirm that we are guarantors and responsible to you up to a total sum of **Rs. 1,85,000/- (Rupee: One lakh Eighty-five thousand only)** only and we undertake to pay you, upon your first written demand declaring the successful bidder to be in default under the contract and without demur cavil or argument, any sum or sums within the amount as aforesaid, without your needing to prove or to show the grounds or reasons for your demand or the sum specified therein.

2. A letter from your office that the successful bidder has committed default in the due and faithful performance of all or any of its obligations under and in accordance with the contract shall be conclusive, final and binding on us. We further agree that you shall be the sole judge as to whether the successful bidder is in default in due and faithful performance of its obligations under the contract and your decision that he is in default shall be final and binding on us notwithstanding any differences between you and successful bidder or any disputes between you and him pending before an Arbitrator or any other court or tribunal or authority.
3. In order to give effect to this guarantee you shall be entitled to act as if we are the principal debtor and any change in our constitution or that of successful bidder shall not, in any way, or manner affect our liability or obligation under this guarantee.
4. You shall have liberty, without affecting in any manner our liability under this guarantee, to vary at any time, the terms and conditions of the contract or to extend the time or period for compliance or to postpone for any time the exercise of any of your rights or enforce or forebear from enforcing any of the terms and conditions of the contract and we shall not be released from our liability or obligation under this guarantee by any exercise of such liberty by you or other forbearance, indulgence, act or omission on your part.

5. We undertake not to revoke this guarantee during its currency.
6. Any notice by way of request, demand or otherwise hereunder may be sent by post addressed to us at _____ branch, which shall be deemed to have been duly authorized to receive such notice and to effect payment thereof forthwith, and if sent by post it shall be deemed to have been given at the time when it ought to have been delivered in due course of post and in proving such notice, when given by post, it shall be sufficient to prove that the envelope containing the notice was posted and a certificate signed by any of your officers that the envelope was so posted shall be conclusive.
7. This guarantee shall continue and hold good until it is released by you on the application by the Agency after expiry of the relative guarantee period of the said Contract and after the agency 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 two months after the day of expiry of the contract without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing.

Signed and sealed this _____ day of _____ 2026 at _____ .

SIGNED, SEALED AND DELIVERED

For and on behalf of

By:

(Signature)

(Name)

(Designation)

(Address)

Articles of Agreement

This Agreement made on this _____ day of _____ 2026 between Reserve Bank of India, having its Office at First Floor, Zila Parishad Bhawan, Kurchery Chowk, Ranchi, Jharkhand 834001 (hereinafter referred to as the "Bank") which expression shall unless it is repugnant to the context or meaning thereof deemed to include its affiliates, successors and assigns of the ONE part and

_____, having his/her residence at

_____ (Hereinafter referred to as the "Contractor or Vendor- hereinafter referred to as Contractor which implies vendor also") which expression shall unless it is repugnant to the context or meaning thereof deemed to include his heirs, representatives, administrators and assigns of the OTHER part.

Whereas the Contractor is carrying on the business of providing personnel for Maintenance attendants and has adequate experience in such jobs for rendering such services and whereas the Bank is desirous of availing services of the Contractor for the purpose as indicated in the letter no. __ dated _.

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

NOW IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES HERETO AS FOLLOWS:

1. That the Contractor shall provide Maintenance Attendants for the Main Office Premises and Additional Office Premises.

2. This agreement will come into effect from April 01, 2026 and will remain in force up to March 31, 2027 or unless it is terminated as per the terms hereinafter contained.

3. The quoted charges of ₹. _____ (In words: Rupees _____) covering the cost of manpower deployed shall be payable on monthly basis subject to submission of invoice. The payment thereon will be made after the same is duly certified by the Bank's Officials to the effect that the services have been provided satisfactorily and after deducting all statutory dues/ taxes, etc.

4. Scope of work:

Work to be performed by Maintenance Attendant:

i. Office premises consists of two buildings viz, Main Office Premises and Ombudsman Office Premises. To perform activities such as receiving and delivering documents or items, including correspondence, memorandum, publications, records, files, packages, etc. and to assist with basic Office duties such as photocopying, filing and assisting superiors as and when necessary. They will also be trained for emergency situations like firefighting, earthquake etc.

ii. To serve Officers / staff of the Bank with water, tea/ coffee and lunch upon demand and to attend to visitors and promptly serve them with water, tea/ coffee and other needs.

iii. To maintain cleanliness of the Office, Office equipment's and furniture and clean them as and when required.

iv. Cleaning of floors/toilets (three times a day)/ common area etc. with suitable tile cleaning chemicals provided by the bank and keeping the passage clean at all times, even if it means cleaning repeatedly. Refilling of Hand Wash / Liquid Soap, Air freshener etc. as and when require.

v. Further, in case of pandemic situation, natural disaster and similar conditions calling for extra cleanliness, the contractor will be required to provide additional maintenance attendants.

vi. Cleaning of windows and doors every day.

vii. To perform other miscellaneous office work assigned by the officers / staff of the Bank.

viii. Over and above the activities mentioned above, any other work relating to Housekeeping of the designated areas will be done as and when required as per the instructions of the Officers / staff of the Bank.

ix. Where the services of the maintenance attendants are utilized for miscellaneous work outside of the office viz. deposit of electricity and telephone bills, delivery/fetching of letters, bringing purchased items from Shops etc, the out-of-pocket reimbursement per visit is proposed to be paid in two slabs, ₹ 60 and ₹ 80. The lesser amount to be paid for visit to the places within a periphery of one KM (Road distance). This money will be paid to the Contractor at the time of payment of the monthly bill. This money will be paid to the Contractor on quarterly basis.

x. The Firm/ Contractor has to deploy 10 persons on all working days. The Office normally remains closed on Saturdays/Sundays and Bank Holidays. However, the firm will have to deploy Attendants in case office is required to be open on holidays/Saturday/Sunday. The monthly payment for the aggregate mandays for the entire month will be the basis for payment.

The scope of work mentioned above is indicative and not exhaustive. The bank may assign similar works which are mentioned in the “terms and conditions of the contract” of this tender document.

5. Eligibility Criteria for Maintenance Attendants to be deployed: Please refer to the relevant portion of para 10 and 11 of “terms and conditions of the contract” of this tender document.

6. Wage Structure: For Maintenance Attendant

Rates quoted by the contractor shall be a fixed amount throughout the period of the agreement. However, the Bank shall consider changes on revision of minimum wages as notified by the Government during the currency of the contract only to the extent of increase in the applicable minimum wages.

7. Terms of Payment:

i. The contractor shall be responsible and liable for payment of salaries, statutory minimum wages, other admissible allowances and other legal dues to the manpower deployed for the purpose of rendering the services required by the Bank under this tender. Rates quoted by the contractor shall be a fixed amount throughout the period of the agreement. However, the Bank shall consider changes on revision of minimum wages as notified by the Government during the currency of the contract only to the extent of increase in the applicable minimum wages. The Bank may consider payment of additional or lesser amount in case the nature of job is changed temporarily or perpetually or in compliance of any act/ law introduced or rescinded by the

Government.

ii. Where the services of the maintenance attendants are utilized for miscellaneous work outside of the office viz. deposit of electricity and telephone bills, delivery/fetching of letters, bringing purchased items from Shops etc., the out-of-pocket reimbursement per visit is proposed to be paid in two slabs, ₹ 60 and ₹ 80. The lesser amount to be paid for visit to the places within a periphery of one KM (Road distance). This money will be paid to the Contractor at the time of payment of the quarterly bill.

iii. The Office normally remains closed on Saturdays/Sundays and Bank Holidays. However, the firm will have to deploy Attendants in case office is required to be open on holidays/Saturday/Sunday. The Office normally remains closed on Saturdays/Sundays and Bank Holidays. However, the firm will have to deploy Attendants in case office is required to be open on holidays/Saturday/Sunday. The monthly payment for the aggregate mandays for the entire month will be the basis for payment.

iv. The contractor will not be paid any payments in advance. Monthly payment confirming to the attendance of the manpower deployed as per the documents to be maintained by the contractor and submitted to the Bank shall be made by the Bank after the end of every calendar month. The contractor must ensure payment to the manpower deployed by 5th of every month and submit bill towards the same by 10th of the same month (or next working day if 10th is not a working day). The bill should be submitted along with documentary evidence such as acknowledgment of Maintenance Attendants' regarding payment made to its manpower, failing which the bill may not be paid.

v. The requisite manpower deployment shall be provided as per the requirement of the Bank and the persons deployed by the contractor shall not claim themselves as the employees of the Bank and there shall be no employer-employee relationship between the Bank and the persons so deployed by the contractor.

vi. In the event of termination of the contract for any reason whatsoever, the contractor or the manpower deployed shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.

8. Interest Free Earnest Money Deposit:

i. The successful contractor shall deposit interest free Earnest Money Deposit of 74,000/- (Rs. Seventy-four thousand only). This amount shall be paid through NEFT.

ii. The security deposit shall be adjusted against any loss, theft, damage, etc. caused by the contractor or by the Attendant deployed and/or breach of one or more of the conditions of the agreement by the contractor.

9. Penalty and Liquidated Damages:

i. The Bank will impose a penalty at a suitable rate / pro rata basis per person per day if the manpower deployed are found either unauthorizedly absent from their post, sleeping while on duty or any other act amounting to negligence of duties. In addition to this penalty, such lapses will be viewed seriously by the Bank and the Bank may charge suitable liquidity damages as mentioned in the Tender Document or may even resort to terminate the contract.

ii. In case of breach of any/or more of the conditions in the agreement and/or services provided by the successful contractor are found not satisfactory (not maintaining the man power, found not alert on duty, indiscipline and improper uniform/turnout etc.), during any period of the

agreement, an amount subject to minimum 10% (or any percentage at the discretion of the Bank) of the total monthly bill would be deducted as liquidated damages for one month and if the performance continues to be unsatisfactory in any of the subsequent months, the services of the successful contractor can be terminated by giving a short notice of one month or forthwith depending upon the exigencies and also disqualifying it from participation in future empanelment. However, in case of serious offences such as theft, pilferage or gross misconduct, the bank reserves the right to terminate the contract forthwith by written notice and without payment of any compensation.

10. Uniform and Other Facilities:

i. It shall be the responsibility of the successful contractor to provide full uniform (summer and winter both) along with the name plate/identity card to the manpower deployed to perform their duties. The Bank will reimburse for two sets each of full uniform (summer and winter both) raincoat along with a pair of shoes for each attendant in a year with specification laid down therein along with identity cards. The identity cards shall be produced on demand by any authority of the Bank or of the Government. The Bank will reimburse an amount of Rs. 8,000/- per maintenance attendant in a year.

ii. The Bank will not provide accommodation to the maintenance attendant in the Bank's Premises or elsewhere.

11. Reporting:

i. The contractor will introduce its manpower to Officer-In-Charge, declared as controlling Officer or any other person authorized by the Bank on its behalf for the operation of the agreement by the Bank, for verification and satisfaction before their deployment and the contractor shall furnish the complete particulars/ bio-data of attendant with passport size colour photo, before deployment, including a copy of the Aadhar Card, wherever applicable.

ii. The Bank reserves the right to advise the contractor to remove any attendant found not discharging his duties satisfactorily or of doubtful character and it will immediately remove such person / persons and provide replacement.

iii. The duty points and retention of Attendants deployed by the contractor will be decided by the Bank through its Officer-in-Charge or any person so authorized in this regard and the contractor will have to abide by such direction.

iv. In case of any pilferage, damage or theft, the contractor or its representative shall report the matter immediately to the authorities of the Bank and shall take up the matter with the police for lodging FIR/Proper investigation and recovery of loss.

v. It may be distinctly understood that there shall not be any unauthorised absenteeism by the attendants. In case of unauthorised absenteeism, if any, replacement attendant will have to be provided by the contractor.

12. Termination of the Contract:

i. Without prejudice to what is contained hereinabove, the Bank shall at its sole and absolute discretion, be entitled to terminate this agreement **by written notice of one month**. However, in case of serious offences such as theft, pilferage or gross misconduct, the bank reserves the right to terminate the contract forthwith by written notice and without payment of any compensation. Further, the bank also reserves the right to terminate the contract:

If, in the opinion of the Bank (which shall not be called in question by the contractor and shall be binding on the contractor) the contractor fails or refuses to implement this agreement to the

Bank's satisfaction and/or

(a) If, the contractor commits a breach of any terms and conditions of this agreement and/or

(b) If, for any reason whatsoever, the contractor becomes disentitled in law to perform his obligations under this agreement and/or

(c) In case, the contractor wants to terminate the agreement for any reason, it may do so after giving one months' prior notice.

13. Settlement of Disputes by Arbitration:

If any dispute, differences or questions shall, at any time, arise between the parties as to the construction of this Agreement or concerning anything herein contained or arising out of this Agreement or as to the rights, liabilities and duties of the said parties and binding, the same shall be referred to arbitration under the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification thereof and the decisions of the Arbitrator/panel of Arbitrators shall be final and binding on both the parties. Further, such disputes, difference or questions, if any, shall be deemed to have arisen at Ranchi and only courts in Ranchi shall have jurisdiction to determine the same.

14. Other terms and conditions:

i. The contractor shall indemnify and keep indemnified the Bank against all losses and claims, damages or compensation for the following:

(a) Any loss due to theft, pilferage etc. and will make good the loss sustained by the negligence, absenteeism or dereliction of duty by the manpower deployed.

(b) Any loss suffered by the Bank as a result of disclosure of any confidential information.

Failure to observe the above shall be treated as breach of Contract on the part of the contractor and the Bank shall be entitled to claim damages and pursue legal remedies.

i. All losses and claims, damages or compensation for breach of any provisions of The Contract Labour Act 1970, The Payment of Wages Act 1936, The Minimum Wages Act 1948, The Employment of children Act 1938, Employee State Insurance Act 1948, Provident Fund Act 1952, Payment of Gratuity Act 1972, The Payment of Bonus Act 1965 or any other applicable law/statute in force from time to time in this regard. The contractor shall be wholly responsible for liabilities, if any, in this regard.

ii. Any dispute regarding working hours and of compensation payable to the workers deployed by the contractor will be the responsibility of the contractor and no representation will be entertained on this issue by this Office. The contractor shall totally indemnify the Bank in this regard.

iii. If awarded, the contractor shall not assign the Contract. The contractor shall not sublet any portion of the Contract except with written consent of the Bank. In case of breach of these conditions, the Bank may serve a notice in writing on the contractor rescinding the Contract.

iv. The contractor / manpower deployed by it shall not disclose directly or indirectly to anyone details of this Office, operational process, technical know-how, security arrangements, administrative / organizational matters, infrastructure / systems / equipments etc., which may come to the possession or knowledge of the contractor during the course of discharging his

Contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. The contractor shall treat the details of the Contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The contractor shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Bank.

v. 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 Contractual obligations with respect to non-disclosure and confidentiality will survive till the expiry or termination of this agreement for whatever reason.

vi. The contractor shall ensure that no attendant of the contractor will enter or remain on the Bank's premises beyond the specified time limits until and unless it is absolutely necessary for fulfilling Contractual obligations.

vii. The contractor shall obtain Police Verification report on character and antecedents of his personnel and other details relating to age, educational qualification, name and permanent address to be provided under this Contract along with their passport size photographs before engaging them for duty in Bank's Premises. Only well trained, literate, disciplined and honest personnel shall be deployed

viii. The contractor shall ensure payment of wages to labourers of all descriptions deployed by it as per the rates quoted by it ensuring compliance with Minimum Wages Act, 1948. The contractor has to give an undertaking on his letter head before the award of the work that it undertakes to actually pay wages to labourers of all descriptions deployed by it for the purpose of rendering services required by the Bank as per the rates quoted in the tender ensuring compliance with Minimum Wages Act, 1948 and other applicable laws. The contractor shall also keep the Bank indemnified against all the actions that may be initiated against it by the Statutory Authorities for its failure to pay such wages and provide the essential amenities.

ix. The Sexual Harassment of women at workplace:

The Contractor shall be solely responsible for full compliance with the provision of "the Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013

- a. In case of any complaint of sexual harassment against its employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor and the Contractor 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 contractor against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.
- c. The contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the contractor, for instance any monetary relief to Bank's employee, if sexual violence by the employee of the contractor is proved.
- d. The contractor shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.
- e. The contractor shall provide a complete and updated list of its employees who are deployed within Bank's premises

x. The contractor shall ensure that the manpower deployed, while on the premises of Bank or while carrying out their obligations, observe the standards of cleanliness, neat uniform, display of I cards, decorum, safety, good behaviour and general discipline laid down by the Bank or its authorized agents and the Bank shall be the sole judge as to whether or not the contractor and /or the manpower deployed have observed the same.

xi. The Contract can be further extended for a period of maximum two years, one year at a time, subject to satisfactory performance and adherence to Contractual obligations by the contractor. The decision of the Bank in this regard will be final.

xii. All liabilities arising out of any legal dispute, accident etc. shall be borne/ paid by the contractor and the Bank shall not be liable in any manner whatsoever.

xiii. The Bank shall not be responsible for payment of any compensation for death of or injury or accident to any of the manpower deployed which may arise out of and in the course of their duties and employment. It is agreed and understood that the contractor shall alone be liable to pay such damages or compensation to the persons deployed.

15. Stamp Duty

The Contractor shall bear the stamp duty of this Agreement which will be executed in duplicate. The Bank and the Contractor will retain one copy of the agreement each.

In witness, thereof the parties hereto have subscribed their respective hands hereto and, on a duplicate, hereof on the day and year hereinabove first mentioned.

Signed and delivered

Shri _____ (sign and seal of the Contractor)

In the presence of (witness):

Signed and delivered for and on behalf of Reserve Bank of India by (sign and seal of the Bank)

Shri _____ its duly authorized Officer in the presence of (witness)