



**भारतीय रिजर्व बैंक
संपदा विभाग, नागपुर**

ई-निविदा

बैंकों के मधुबन वरिष्ठ अधिकारियों के फ्लैट्स, बायरामजी टाउन अधिकारियों के क्वार्टर (BTOQ), टेलंकहेड़ी रोड स्टाफ क्वार्टर (TRSQ), अमरावती रोड स्टाफ क्वार्टर (ARSQ) और अट्रे लेआउट स्टाफ क्वार्टर (ALSQ), नागपुर में सफाई और हाउसकीपिंग कार्य के लिए वार्षिक रखरखाव अनुबंध।

निविदा की अनुसूची (एसओटी)

कार्य का नाम	बैंकों के मधुबन वरिष्ठ अधिकारियों के फ्लैट्स, बायरामजी टाउन अधिकारियों के क्वार्टर (BTOQ), टेलंकहेड़ी रोड स्टाफ क्वार्टर (TRSQ), अमरावती रोड स्टाफ क्वार्टर (ARSQ) और अट्रे लेआउट स्टाफ क्वार्टर (ALSQ), नागपुर में सफाई और हाउसकीपिंग कार्य के लिए वार्षिक रखरखाव अनुबंध।
ई-निविदा संख्या	RBI/Nagpur Regional Office/Estate/5/25-26/ET/176[AMC for Housekeeping]
निविदा का तरीका	ई-खरीददारी प्रणाली (ऑनलाइन भाग I - तकनीकी-वाणिज्यिक बोली और भाग II - मूल्य बोली के माध्यम से https://www.mstcecommerce.com/eprocn/)
पार्टियों को एनआईटी उपलब्ध होने की तिथि	12 जून, 2025 दोपहर 03:00 बजे।
बोली पूर्व बैठक	स्थान:- सम्मेलन कक्ष, मुख्य कार्यालय भवन, आरबीआई, नागपुर. दिनांक और समय:- 16 जून, 2025, सुबह 11:00 बजे
कार्य की अनुमानित लागत	₹19.93 लाख
i) बयाना जमा (ईएमडी)	i) भारतीय रिजर्व बैंक, नागपुर के पक्ष में एनईएफटी या बीजी या डीडी के रूप में कुल अनुबंध राशि के @ 2% कार्य के पुरस्कार की सूचना के बाद ही सफल बोलीदाता द्वारा जमा किया जाना है, जिसे कार्य प्रदान

	करने की तारीख से 14 दिनों के भीतर प्रस्तुत किया जाना है।
ii) निविदा शुल्क	ii) शून्य
(https://www.mstcecommerce.com/eprocn/) पर ऑनलाइन तकनीकी-वाणिज्यिक बोली और मूल्य बोली प्रस्तुत करने के लिए ई-निविदा शुरू होने की तिथि	17 जून, 2025 को दोपहर 2:00 बजे।
तकनीकी-वाणिज्यिक बोली और मूल्य बोली जमा करने के लिए ऑनलाइन ई-निविदा के समापन की तिथि	27 जून, 2025 दोपहर 02:00 बजे।
भाग-I के खुलने की तिथि और समय (यानी तकनीकी-वाणिज्यिक बोली)	27 जून, 2025 दोपहर 03:00 बजे।
भाग-II मूल्य बोली: भाग-II बाद की तारीख को या उसी तारीख को ऑनलाइन खोला जाएगा, जिसकी सूचना निविदाकर्ताओं को दी जाएगी.	
एमएसटीसी लेनदेन शुल्क	एमएसटीसी पोर्टल में उल्लिखित लेनदेन शुल्क का भुगतान एमएसटीसी लिमिटेड के पक्ष में एमएसटीसी भुगतान गेटवे / एनईएफटी / आरटीजीएस के माध्यम से.

2. बैंक सबसे कम कीमत वाली निविदा को स्वीकार करने के लिए बाध्य नहीं है और किसी भी निविदा को पूर्ण या आंशिक रूप से स्वीकार करने का अधिकार सुरक्षित रखता है। बैंक बिना कोई कारण बताए सभी निविदाओं को अस्वीकार करने का अधिकार भी सुरक्षित रखता है।

3. भविष्य में निविदा में कोई भी संशोधन / शुद्धिपत्र, यदि कोई हो, केवल आरबीआई वेबसाइट और एमएसटीसी वेबसाइट पर अधिसूचित किया जाएगा जैसा कि ऊपर दिया गया है और समाचार पत्र में प्रकाशित नहीं किया जाएगा।

नोट: -

यह नोटिस केवल सूचना के लिए प्रकाशित किया जा रहा है और यह इस सीमित निविदा में बोली लगाने के लिए खुला आमंत्रण नहीं है। इस निविदा में भागीदारी केवल आमंत्रण द्वारा है और चयनित खरीद इकाई के सूचीबद्ध ठेकेदारों तक सीमित है। अनचाहे प्रस्तावों को अनदेखा किया जा सकता है। हालांकि, जो ठेकेदार भविष्य में ऐसी निविदाओं में भाग लेना चाहते हैं, वे प्रक्रिया के अनुसार RBI के पास नामांकन के लिए आवेदन कर सकते हैं।



**Reserve Bank of India, Nagpur
Estate Department**

E-Tender for

Annual Maintenance Contract for Cleaning & Housekeeping work at Banks Madhuban Senior Officers flats, Byramji Town Officers Quarters (BTOQ), Telankhedi Road Staff Quarters (TRSQ), Amravati Road Staff Quarters (ARSQ) and Atrey Layout Staff Quarters (ALSQ), Nagpur

Tender Part – I

Name of Tenderer _____

Address _____

Last date of Submission	:	June 27, 2025 (up to 14:00 Hrs)
Pre-Bid Meeting		11:00 hrs on June 16, 2025
Validity of the tender	:	3 months from the date of opening of the PART-I of the tender
Cost of Application form/Tender	:	--Nil--

DISCLAIMER

Reserve Bank of India, Estate Department, Nagpur, has prepared this document to give background information on the Project 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 accurate, neither Reserve Bank of India nor any of its authorities or agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

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

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



Reserve Bank of India, Nagpur

NOTICE INVITING TENDERS (NIT)

1. Regional Director, Reserve Bank of India, (Estate Department) Nagpur invites online e-tenders in % (percentage) rate form in two-bids system through MSTC Ltd. from Bank's approved eligible contractors empaneled under of Housekeeping works in RBI, having - Digital Signature Certificate (DSC) issued from any agency authorized by Controller of Certifying Authority (CCA), Govt. of India, as per the description of following work indicated in Schedule of Tender.

2. Schedule of E-Tender (SOT):

All information of e-tendering and complete bid documents can be viewed /downloaded from the following e-portal / website. <http://www.mstcecommerce.com/eprochome/rbi>)

Name of the Work	Annual Maintenance Contract for Cleaning & Housekeeping work at Banks Madhuban Senior Officers flats, Byramji Town Officers Quarters (BTOQ), Telankhedi Road Staff Quarters (TRSQ), Amravati Road Staff Quarters (ARSQ) and Atrey Layout Staff Quarters (ALSQ), Nagpur
e-Tender no	RBI/Nagpur Regional Office/Estate/5/25-26/ET/176[AMC for Housekeeping]
Mode of Tender	e-Procurement System (Online Part I - Techno-Commercial Bid and Part II - Price Bid through (https://www.mstcecommerce.com/eprocn/)
Date of NIT available to parties to download	From 03:00 PM of June 12, 2025.
Pre-Bid meeting	Venue:- Conference Room, MOB, RBI, Nagpur. Date and Time:- June 16, 2025, 11:00 AM
i) Earnest Money Deposit	i) To be deposited by successful bidder only, after intimation of award of work @2% of the total contract amount in the form of NEFT or BG or DD in favour of Reserve Bank of India, Nagpur, to be submitted within 14 days from date of award of work.
ii) Tender Fees	ii) Nil

Date of Starting of e-Tender for submission of online Techno-Commercial Bid and price Bid at (https://www.mstcecommerce.com/eprocn/)	02:00 PM of June 17, 2025.
Date of closing of online e-tender for submission of Techno-Commercial Bid & Price Bid	02:00 PM of June 27, 2025.
Date & time of opening of Part-I (i.e. Techno-Commercial Bid) Part-II Price Bid: Part II will be opened online on subsequent date or on the same date, which will be intimated to the tenderers.	03:00 PM of June 27, 2025.
MSTC Transaction Fee	Payment of Transaction Fee as mentioned in the MSTC portal through MSTC payment gateway / NEFT / RTGS in favour of MSTC Limited.

3. The Bank is not bound to accept the lowest Tender and reserves the right to accept either in full or in part any tender. The Bank also reserves the right to reject all the tenders without assigning any reason therefor.

4. Any amendments / corrigendum to the tender, if any, issued in future will only be notified on the RBI Website and MSTC Website as given above and will not be published in the newspaper.

Note:-

This notice is being published for information only and is not an open invitation to quote in this limited tender. Participation in this tender is by invitation only and is limited to the selected Procuring Entity's enlisted contractors. Unsolicited offers are liable to be ignored. However, contractors who desire to participate in such tenders in future may apply for enlistment with RBI as per procedure.

Shri. Sachin Y Shende
Regional Director
Reserve Bank of India
Nagpur-440001

Important instructions for e-procurement

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

1	<p>Process of E-tender:</p> <p>Registration: The process involves vendor's registration with MSTC e-procurement portal which is free of cost. Only after registration, the vendor(s) can submit his/their bids electronically. Electronic Bidding for submission of Technical Bid as well as Commercial Bid will be done over the internet. The vendor should possess Class III signing type digital certificate. Vendors are to make their own arrangement for bidding from a P.C. connected with Internet. MSTC is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).</p> <p>SPECIAL NOTE: THE TECHNICAL BID AND THE COMMERCIAL BID HAS TO BE SUBMITTED ON-LINE AT https://www.mstcecommerce.com/eprocn/</p> <p>(Version 3- New Common Portal)</p> <p>1)Vendors are required to register themselves online with www.mstcecommerce.com → e-Procurement → PSU/Govtdepts→ Select RBI Logo->Register as Vendor -- Filling up details and creating own user id and password→ Submit.</p> <p>2) Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form.</p> <p>In case of any clarification, please contact RBI/MSTC, (before the scheduled time of the e-tender). Contact person (RBI):</p> <ol style="list-style-type: none"> 1. Shri G P Sharma, Manager (Tech- Civil) – Contact No. 9619034637 gyansharma@rbi.org.in 2. Shri Shivdas Rathod, Assistant Manager - Contact No. 8975849196 shivdasrathod@rbi.org.in 3. Shri Palash Chaurasia, Assistant Manager- Contact No. 9421987412 prchaurasia@rbi.org.in <p><i>Contact person (MSTC Ltd.)</i></p> <ol style="list-style-type: none"> 1. Ms Tanmoy Sarkar, Deputy Manager; Email id: tsarkar@mstcindia.co.in Phone No: 8349894664 2. Ms. Rupali Pandey, Asst. Manager- rpandey@mstcindia.co.in – Mobile -9458704037 3. Mr. Abhishek Kr. Kanaujia, Executive – Mobile – 9953089772 4. Helpdesk at MSTC Nagpur for vendors - 022-22886268/22822789 5. Helpdesk – Landline -- 022 22870471/022 22886266/033 22901004 <p>The bidders can also submit their issues vide e-mail at helpdesk@mstcindia.co.in</p>
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	<p>System Requirement:</p> <p>i) Windows 7 or above OperatingSystem</p> <p>ii) IE-7 and above Internetbrowser.</p> <p>iii) Signing type digitalsignature</p> <p>iv) Latest updated JRE 8 (x86 Offline) software to be downloaded and installed in the system.</p> <p>To disable “Protected Mode” for DSC to appear in The signer box following settings may be applied.</p> <p>a. Tools => Internet Options =>Security => Disable protected Mode If enabled- i.e, Remove the tick from the tick box mentioning “Enable Protected Mode”.</p> <p>b.Other Settings: F</p>
	<p>Tools => Internet Options => General => Click On Settings under “browsing history/Delete Browsing History” =>Temporary Internet Files => Activate “Everytime I Visit theWebpage”.</p> <p>To enable ALL active X controls and disable ‘use pop up blocker’ under</p> <p>Tools→ Internet Options → custom level (Please run IE settings from the page www.mstcecommerce.com once)</p>
2	<p>The Techno-commercial Bid and the Price Bid shall have to be submitted online at www.mstcecommerce.com/eprochome/rbi. Tenders will be opened electronically on specified date and time as given in the Tender.</p>
3	<p>All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity.</p>
4	<p>Special Note towards Transaction fee:</p> <p>The vendors shall pay the transaction fee using “Transaction Fee Payment” Link under “My Menu” in the vendor login. The vendors have to select the particular tender from the event dropdown box. The vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, the vendor shall generate a challan by filling up a form. The vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, the vendor shall have the provision of making payment using its Credit/ Debit Card/ Net Banking. Once the payment gets credited to MSTC’s designated bank account, the transaction fee shall be auto authorized and the vendor shall be receiving a system generated mail.</p> <p>Transaction fee is non-refundable.</p> <p>A vendor will not have the access to online e-tender without making the payment towards transaction fee.</p> <p>NOTE</p> <p>Bidders are advised to remit the transaction fee well in advance before the closing time of the event so as to give themselves sufficient time to submit the bid.</p>

5	Information about tenders /corrigendum uploaded shall be sent by email only during the process till finalization of tender. Hence the vendors are required to ensure that their corporate email id provided is valid and updated at the time of registration of vendor with MSTC. Vendors are also requested to ensure validity of their DSC (Digital Signature Certificate).
6	E-tender cannot be accessed after the due date and time mentioned in NIT.
7	<p>Bidding in e-tender:</p> <p>a) Vendor(s) need to submit necessary EMD, Tender fees and Transaction fees (If ANY) to be eligible to bid online in the e-tender. Tender fees and Transaction fees are non-refundable. No interest will be paid on EMD.</p> <p>b) The process involves Electronic Bidding for submission of Technical and Commercial Bid.</p> <p>c) The vendor(s) who have submitted transaction fee can only submit their Technical Bid and Commercial Bid through internet in MSTC website www.mstcecommerce.com → e-procurement → New Common Portal -> Bid Floor Manager→ live event →Selection of the live event→ Techno Commercial Bid.</p>
	<p>d) The vendor 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 is not run then the vendor will not be able to Save/submit his Technical bid.</p> <p>e) After filling the Technical Bid, vendor should click 'save' for recording their Technical bid. Once the same is done, the Commercial Bid link becomes active and the same has to be filled up and then vendor should click on "save" to record their Commercial bid. Once both the Technical bid & Commercial bid has been saved, the vendor can click on the "Final submission" button to register their bid</p> <p>f) Vendors are instructed to use Attach Doc button to upload documents. Multiple documents can be uploaded.</p> <p>g) In all cases, vendor should use their own ID and Password along with Digital Signature at the time of submission of their bid.</p> <p>h) During the entire e-tender process, the vendors will remain completely anonymous to one another and also to everybody else.</p> <p>i) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.</p> <p>j) All electronic bids submitted during the e-tender process shall be legally binding on the vendor. Any bid will be considered as the valid bid offered by that vendor and acceptance of the same by the Bank will form a binding contract between Bank and the Vendor for execution of the work.</p> <p>k) It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.</p> <p>l) Bank reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.</p> <p>m) 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 terms & conditions for the tender.</p>

	Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.
	No deviation to the technical and commercial terms & conditions are allowed.
	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.
	Vendors are requested to read the vendor guide and see the video in the page https://www.mstcecommerce.com/eprocn/ to familiarize them with the system before bidding.

Important Note

1. THIS IS A LIMITED TENDER ENQUIRY. ONLY THOSE BIDDERS/VENDORS WHO ARE EMPANELLED AS VENDORS WITH RBI FOR SUCH WORKS GIVEN BELOW UNDER THE CATEGORY OF ₹10.00 TO ₹25.00 LAKHS ARE ELIGIBLE TO PARTICIPATE IN THIS TENDER. BIDDERS ARE ADVISED TO CHECK WITH RBI REGARDING THEIR ELIGIBILITY FOR THIS TENDER BEFORE PARTICIPATING.

Date: -

Signature and seal of the Bidder

Place: -

Name and address:

Phone/Mobile no.

e-mail

SECTION-A
LETTER OF OFFER

Place: _____

Date: _____

Shri Sachin Y Shende

Regional Director
Reserve Bank of India
Nagpur-440001.

Respected Sir,

Having examined the requirements, conditions and schedule of quantities relating to the captioned work and having visited and examined the site of the works and also having acquired the requisite information relating thereto as affecting the tender, I/We hereby offer to take up "Annual Maintenance Contract of Cleaning and Housekeeping of flats Banks Telankhedi Road Staff Quarters, Amravati Road Staff Quarters, Byramji Town Officers Quarters, Senior Officers Flats at Madhuban Apartment and Atrey Layout Staff Quarters, Nagpur" at the rates mentioned in schedule of quantities and in accordance with the general terms and conditions of contract attached hereto.

Memorandum

A	Description of works	Annual Maintenance Contract for Cleaning & Housekeeping work at Banks Madhuban Senior Officers flats, Byramji Town Officers Quarters, Telankhedi Road Staff Quarters, Amravati Road Staff Quarters and Atrey Layout Staff Quarters, Nagpur
B	Estimated cost	₹19.93 lakhs
C	Earnest Money	To be deposited by successful bidder only, after intimation of award of work @2% of the total contract amount in the form of NEFT or BG or DD in favour of Reserve Bank of India, Nagpur, to be submitted within 14 days from date of award of work.

E	Period of AMC	Annual Maintenance Contract effective from July 01, 2025 . Contract shall be initially executed for one year (or fraction of year decided by the Bank) and may be renewed for additional two years depending on the satisfactory performance of the work.
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2. Should this tender be accepted, I/We hereby agree to abide by and fulfill the terms and provisions of the said Conditions of Contract annexed hereto so far as they may be applicable or in default thereof to forfeit and pay to the Reserve Bank of India the amount mentioned in the said conditions.
3. Successful tenderer has to deposit a sum of **2% of total contract amount** as Earnest Money Deposit with the Reserve Bank of India, Estate Department, Nagpur-440001 by depositing DD/BG drawn of Schedule Commercial bank of said amount personally with Shri B Kamal Nayak (Assistant General Manager).

OR

Earnest Money Deposit (EMD) shall be deposited through NEFT in favour of Reserve Bank of India, Nagpur in the A/c 8714295 & IFSC – RBIS0NGPA01) (5th and 10th being zero).

EMD amount is not to bear any interest. Should I/We fail to execute the contract when called upon to do so, I/We do hereby agree that this sum shall be forfeited by me/us to the Reserve Bank of India.

4. In addition, the successful bidder will have to submit performance bank guarantee of equivalent amount of 5% of contract amount for successful execution of the contract. The performance bank guarantee will be released after successful execution of work yearly basis. This guarantee is renewable in case the contractor is willing to the work for another subsequent year.
5. Our bankers are (full address)
 - (i)
 - (ii)

The names of partners of our firm are:

- (i)
- (ii)

Name of the partner of the firm authorized to sign

OR

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

Yours faithfully,

Signature of Contractor

Signatures and addresses of witnesses

	Signature	Address
(i)		
(ii)		

SECTION-B
Articles of Agreement

The Agreement is made the _____ day of _____, 2025 between the Reserve Bank of India, Mumbai-400 001 (hereinafter called “the Employer”) of the one part and M/s. _____ (hereinafter called “the Contractor”) of the other part.

WHEREAS the Employer is desirous of carrying out Annual Maintenance Contract for Cleaning & Housekeeping work at Banks Madhuban Senior Officers flats, Byramji Town Officers Quarters, Telankhedi Road Staff Quarters, Amravati Road Staff Quarters and Atrey Layout Staff Quarters at Nagpur, as indicated in the work order:

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

A. NOW IT IS HEREBY AGREED AS FOLLOWS:

- i. This agreement will come into effect from _____ and will remain in force up to _____ or unless it is terminated as per the terms herein after contained.
- ii. The monthly charges of ₹.....(Rupeesonly) covering the minimum wages of manpower deployed for rendering efficient maintenance services shall be payable on monthly basis subject to submission of bill. The payment thereon will be made after the same is duly certified by the ACT/P&SO/Bank’s officials to the effect that the maintenance services have been provided satisfactorily and after deducting all statutory dues/ taxes etc.
- iii. The above charges are firm and not subject to labour conditions, exchange variations or any other condition whatsoever.
- iv. The above charges also include Insurance Charges and any other tax and duty or other levy, whether existing or levied in future by the Central Government or the State Government or any local authority. GST will be paid separately at the applicable rate.
- v. The contractor shall be responsible for providing services on regular basis as per the scope of work and terms and conditions of the contract.

B. Services to Be Rendered by the Contractor:

The contractor shall:

- i. Ensure that he deploys trained and competent persons who are physically fit and are not suffering from any chronic or contagious diseases for carrying out the works.

- ii. Be responsible and liable for payment of salaries, statutory minimum wages and other legal dues to the persons who are employed by him for the purpose of rendering the services required by the Bank/ Employer under the agreement.
- iii. Ensure that all persons employed by him, for the purpose for rendering the services required by the Bank under this agreement, are insured with Government of India recognized insurance companies, for which no extra payment will be made by the Bank. The contractor shall be responsible for any injury or damages to any persons, animals or any other things.
- iv. Ensure that his employees, while in the residential premises of the Bank or while carrying out their obligations under this agreement, observe the standards of cleanliness, decorum, safety, good behavior and general discipline laid down by the Bank or its authorized agents and the Bank/ employer shall be the sole judge as to whether or not the contractor and/ or his employees have observed the same.
- v. Personally, and exclusively supervise the work of his employees so as to ensure that the services rendered under this agreement are carried out to the satisfaction of the Bank.
- vi. Ensure that no employees of the contractor will enter or remain in the Bank's residential premises beyond the specified time limits unless and absolutely necessary for fulfilling contractor's obligations.
- vii. Be liable for any damage caused to the bank or its premises or any part thereof or to any fixtures or fittings/equipment's thereof or any property of the Bank and therein by any act, omission, default or negligence of the contractor or his employees or agents.
- viii. Supply identity cards to his/ her employees or agents who shall be doing the job at the Bank's premises. All the employees and agents should bear the identity card and their uniform for all the times while they are working in the Bank's premises.

C. Minimum wages

- I. The firm shall ensure payment of minimum wages to the workmen employed by them through NEFT to their bank account/s and shall maintain a register of wages and shall issue a wage slip to every workman employed by they/them and obtain their signature or thumb impression on the wage slips. In addition, they have to provide essential amenities like drinking water, first aid facility etc. to their employees as per Contract Labour Act 1970/latest code 2019.
- II. Salary of the employees shall be disbursed through NEFT only to their bank account and a copy of the NEFT payment shall be produced with the bill to be submitted to the Bank for payment.
- III. The successful Tenderer has to give undertaking on Non Judicial Stamp Paper of applicable value before the award of the work that he undertakes to actually pay wages to all the labourer of all descriptions to be engaged by him for completion of that particular job/work at the rate which is not less than the one prescribed under minimum wages under CLRA Act and also keep the Principal Employer indemnified against all the actions that may be initiated against the Principal Employer by the Statutory Authorities for his failure to pay such wages and provide the essential amenities.

- IV. The successful Tenderer shall indemnify and keep indemnified the Bank against all losses and claims, damages or compensation for breach of any provisions of the Payment of Wages Act, 1936, Minimum Wages Act, 1948 and code 2019, Contract Labour (Regulation and Abolition) Act, 1970 or any other labour law/statute in force in this regard. The firm only shall be responsible for liabilities, if any, in this regard.
- V. The Bank may also insist, if necessary, the successful Tenderer for bank account payment of labours and he will furnish the bank account details of engaged labours as proof of payment on enquiry.

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

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

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

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

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

F. Termination of Agreement:

- i. Without prejudice to what is contained hereinabove, the Bank shall at its sole and absolute discretion, be entitled to terminate this agreement forthwith by written notice without assigning any reason and without payment of any compensation, if
 - a) In the opinion of the Bank (which shall not called in question by the contractor and shall be binding on the contractor), the contractor fails or refuses to implement this agreement to the Bank's satisfaction and/ or b) The contractor commits a breach of any terms and conditions of this agreement and/ or c) For any reason whatsoever, the contractor becomes disentitled in law to perform his obligations under this agreement and/ or d) There is any variation in the ownership/ partnership or management of the contractor or his business without the prior approval in writing of the Bank to such variation.
 - ii. In the event of termination of this agreement for any reason whatsoever, the contractor/ or persons employed by him or his/ her agents shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.
- G. Stamp duty:** The contractor shall bear the cost of the stamp duty of this agreement. Bank shall retain the original and the contractor shall retain the copy of the same.
- H.** The contractor shall ensure payment of minimum wages to the workmen employed by him/ her/ them.
- I.** The contractor shall indemnify and keep indemnified the Bank against all losses and claims, damages or compensation for breach of any provisions of the payment of wages Act, 1936, Minimum Wages Act, 1948, Contract Labour (Regulation and Abolition) Act, 1970 or any other labour law/ statute in force in this regard. The contractor only shall be responsible for liabilities, if any, in this regard.
- J.** The several parts of this contract have been read and fully understood by the contractor.
- K.** All payments by the Employer under this Contract will be made only at Nagpur.
- L.** In consideration of the said Contract amount to be paid at the times and in the manner set forth in the said conditions, the Contractor shall, upon and subject to the said conditions, execute and complete the work shown upon the said specifications and the schedule of quantities.
- M.** The Employer shall pay the Contractor the said Contract amount or such other sum as shall become payable at the times and in the manner specified in the said conditions.
- N.** The said Conditions and Appendix thereto shall be read and construed as forming part of this agreement and the parties hereto shall respectively abide by, submit themselves to the said conditions and perform the agreements on their part respectively in the said conditions contained.

- O. The agreement and documents mentioned herein shall form the basis of this Contract. If the contractor is a partnership or an individual.
- P. The Contractor shall obtain a licence as contemplated under the Contract Labour (Regulation and Abolition) Act, 1970 or any other law, as applicable, failing which he alone would be responsible for actions/proceedings ensuing thereto. The Bank shall not be held responsible for acts, commissions or omissions of the contractor and shall in no way made liable to the labourers engaged by the contractor.
The following letters are the part of agreement:

a) Estate (Nagpur) No. _____ dated _____

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

Signature Clause:

SIGNED AND DELIVERED by the Reserve Bank of India

by the hand of

Shri _____
(Name and designation)

In the presence of

(1) Shri _____
(Name & Designation)

(2) Shri. _____
(Name & Designation)

SIGNED AND DELIVERED BY

If the party is a partnership firm or an Individual should be signed by all or on behalf of all the Partners.

In the presence of:

1) Shri. _____
(Witness)

(2) Shri. _____
(Witness)

THE COMMON SEAL OF _____
Was hereunto affixed pursuant to the
resolutions passed by its Board of
Directors at the meeting held on
_____ in the
presence of

1) _____

2) _____

Directors who have signed these presents in
token thereof

If the Contractor signs under its
common seal, the signature
clause should tally with the sealing
clause in the Articles of
Association.

In presence of

1) _____

2) _____

SIGNED AND DELIVERED BY the Contractor
by the hand of Shri
_____ and
duly constituted attorney.

If the Contractor is signing by hand
of power of Attorney, whether a
company or individual.

SECTION- C

GENERAL INSTRUCTIONS TO TENDERERS:

(To be read in relevance to e-tendering process only)

1. Issue and Submission of Tender:

Participation in this tender will be allowed to empaneled contractors in respective category & who have experience in related trades like cleaning and housekeeping work. Tender for **"Annual Maintenance Contract for Cleaning & Housekeeping work at Banks Madhuban Senior officers flats, Byramji Town Officers Quarters Telankhedi Road Staff Quarters, Amravati Road Staff Quarters and Atrey Layout Staff Quarters, Nagpur "** as the case may be shall be uploaded through MSTC website strictly in accordance to the procedures prescribed in Section-I of this document & will be remain open to the tenderer for participation before **14:00 hrs on June 27, 2025** under any circumstances whatsoever.

2. Bids in Two-part system

The tender in two parts (Part I comprising of duly filled tender part I, EMD, commercial bid/details, literature etc. and Part II comprising of duly filled-in tender part II) should be submitted online as e-Tender using digital signature not later than the date and time of submission of tender/bid on-line. Tender inviting authority and Name of work, office is as specified in Section - A. No tender will be accepted after the specified date and time for submission of tender under any circumstances whatsoever.

Bids shall be submitted online only and those received in physical form will not be entertained.

3. Part I – Commercial:

- a) Part-I shall contain the unpriced tender consisting of scope of works as specified, deploying skilled & unskilled workers, documents and commercial terms and conditions etc. Earnest Money shall be submitted through NEFT only.
- b) Part-I of the tender as submitted shall contain the following and to be deposited in the RBI, Estate Department, Nagpur Office unless otherwise stated separately in this document:

- i) Successful tenderer has to deposit a sum of **2% of total contract amount** as Earnest Money Deposit with the Reserve Bank of India, Estate Department, Nagpur-440001 by depositing DD/BG drawn of schedule commercial bank of said amount personally with Shri B Kamal Nayak (Assistant General Manager).

OR

- ii) Earnest Money Deposit (EMD) shall be deposited through NEFT in favour of Reserve Bank of India, Nagpur in the A/c 8714295 & IFSC – RBIS0NGPA01) (5th and 10th being zero).
- iii) Power of Attorney/authorization with the seal of the company/firm in the name of the person signing the tender documents.

- iv) Performance bank Guarantee as stated in the 'Memorandum'

4. Part II – Price Bid:

- a. This part shall contain prices in Indian Rupees only and shall be opened through online after due fulfilment of condition as per Part-I tender. Change of terms and conditions and technical deviations, if any, found in Part II of the tender will not be taken into account and will be treated as null and void.
- b. Rates should be quoted in percentage (%) of profits only. No request for any change in rate or conditions after the opening of the part II tender will be entertained.
- c. The rates quoted shall be based on the Part-II of tender and shall be firm and binding without any Escalation whatsoever till the entire Contract period.
- d. The contractor shall quote rates of quantities considering all the conditions mentioned above and elsewhere in the tender document.

5. Clarifications and pre-bid meeting:

- i) If the contractor shall have any doubt as to the meaning of any portion of the general conditions or the special conditions or the scope of the work or the specifications or any other matter concerning the work, he shall in good time, before the scheduled date of Pre-bid meeting, put forth the particulars thereof and submit them to the RBI, in writing, addressed to the Tender Inviting Authority, specified in 'SOT' in order that such doubts may be clarified authoritatively during Pre-bid meeting and shall be conveyed to all the bidders in due course. Once a tender is submitted, the matter will be decided according to tender conditions in the absence of such authentic pre-clarification.
- ii) In order to explain the scope of work, other details and to clarify any issues/ queries raised by the bidders, a **Pre-bid meeting** shall be arranged on **the date, time and venue specified in 'SOT'**. The bidders are advised to peruse the tender and visit the site and submit any matter requiring clarification to the RBI latest by **5:00 PM** on the previous working day. In case the bidder wishes to include any condition while tendering for the work, he will have to submit the same before the pre-bid meeting to enable the RBI to examine/ consider the same. RBI's decision in the matter shall be conveyed to all the bidders after pre-bid meeting but before the scheduled date of submission of the tenders. All the bidders are advised to attend the Pre-bid meeting in their own interest. Any tender received with any deviation / Condition is liable for rejection.

6. Preparation of bid and Cost of bidding:

- i) The bidder must obtain for himself on his own responsibility and at his own expenses all the information which may be necessary for the purpose of making a tender and for entering into a contract.
- ii) The Contractor shall be deemed to have carefully examined the specifications of work and site conditions including labour, means of access to the work site, nature of the work, the general and special conditions, schedules and shall be deemed to have visited the site work, to have fully informed himself regarding the local conditions means of access to the work, nature of the work and all matters pertaining thereto and carried out his own investigations to arrive at the rates quoted in the tender

7. **Percentage rate Contract:** The bidder should note that unless otherwise stated, the tender is strictly percentage (%) rate contract, and his attention is drawn to the fact that surcharge rate quoted for entire scope of schedule work should be correct, workable, and self-supporting.
8. **Surcharge Rate in % of the contract:** The tenderer should quote only surcharge rate in % over & above schedule cost of the contract mentioned Section-D below for entire scope of the contract.
- a. The percentage rate for surcharge shall include contractor's overhead and profit, cost of all tolls & equipment's, packing & transport of materials, loading, unloading and for delivery at site, insurance charges, small-valued materials like hand gloves, brush, tolls and equipment's, cost of uniforms to workers deployed at site etc. complete.
 - b. Tenderers must include in their surcharge rate royalties and any other tax and duty or other levy levied by the Central Government or any State Government or local authority, if applicable as per latest notification/s of Govt. of India/State Govt./Statutory/local Authority. **GST as applicable will be paid as extra.**
 - c. New levies at actual in addition to statutory variation in taxes, duties, levies and cesses except income tax shall be reimbursed/adjusted as per applicability. For reimbursement of the amounts paid, Contractor shall produce documentary proof of enhancement of taxes (except income tax) and receipts of payments. Any reduction in any taxes, etc. shall be recovered from the dues to the contractor.
 - d. The contractor shall furnish a break-up of surcharge rate as may be sought for by the Bank, along with supporting documents etc. This, however, shall not be construed for any additional claim at any point of time.
 - e. The surcharge rate shall also be firm and shall be valid for the entire duration of the contract and/or extension thereof and shall not be subject to exchange variations, labour conditions, fluctuations in railway freights or any conditions whatsoever.
9. **The schedule rates for wages of skilled/unskilled workers include basic wages, VDA plus ESI & PF and HRA component as detailed given in Section-D. The minimum basic wages of skilled/unskilled workers are based on rates of wages (Industrial workers- Construction and Maintenance of buildings and roads, etc.) notified as in order of Government of India, Ministry of Labour & Employment Office of the Chief Labour Commissioner(C) New Delhi dated 28/03/2025. The minimum monthly basic wages are calculated considering 26 days in a month. The minimum basic wages of the skilled/unskilled workers shall be revised as per notification from Government of India, Ministry of Labour & Employment Office of the Chief Labour Commissioner (C) New Delhi & paid for to the contractor.**
10. If tenderers feel any surplus/extra amount required to be quoted over & above Schedule Rates, the same must be included in **Surcharge Rate only**.

11. The contractor's surcharge rate shall also be applicable for payment towards supplying of various cleaning materials for carrying out maintenance works during the execution of the contract and the same shall be paid over & above actual procurement cost of materials.

12. **Opening of Tender:** As per the procedures laid down in Section-I hereto for opening of e-tender.

Duly filled tender Part I, commercial details, literature etc., called Part I of the tender, will be opened on e-Tender mode on the time and date, as specified in SOT, at his/her office, by the tender inviting authority, as specified in SOT or his authorized representative in the presence of authorized representatives of the bidders who choose to be present.

Part II ie. Price Bid of those bidders, who are found qualified after scrutiny of Part I of the tender will be opened on the same day, as specified in SOT, at his/her office, by the tender inviting authority, in presence of the authorized representatives of the qualified bidders.

13. **Validity of Tender:**

a) The Tender along with the prices shall remain valid initially for a period of 3 months from the date of opening of Part-I, which period may be further extended by mutual agreement in writing by the Tenderer and the Tenderer shall not cancel or withdraw the tender during this period or change the quoted rates.

b) The Reserve Bank of India does not bind itself to accept the lowest or any tender and reserves to itself the right to accept or reject any or all the tenders either in whole or in part without assigning any reasons for doing so. The tenderer whose tender is not accepted shall not be entitled to claim any costs, charges, damages and expenses of and incidental to or incurred by him through or in connection with his submission of tenders, even though the Bank may right to modify/withdraw the tender.

14. **Modification / substitution / Withdrawal of Bids:**

i) No modification or substitution of the submitted Bid shall be allowed after the due date and time of submission of the tender.

ii) A Bidder may withdraw its submitted Bid, provided that written notice of the withdrawal is received by the Bank, before the last date for submission of Bids. In case a Bidder wants to resubmit his Bid, he shall submit within the due date a fresh Bid following all the applicable conditions.

15. (a) The tenderers are advised to submit the tender based strictly on the General Conditions of the Contract and scope of works as specified contained in the tender documents, and not to stipulate any deviations. If acceptance of the terms and conditions given in the tender documents has any price implications, the same should be considered and included in the quoted price. Tender containing deviations from the terms and conditions is liable to be rejected.

(b) All information, correspondence letters shall be submitted and addressed to Shri. Sachin Y Shende, Regional Director, Estate Department, Reserve Bank of India, Nagpur-440001.

16. The interest bidder must fill up their rates and submit tender forms/formats issued by the Bank online only on visiting MSTC E-tendering website.
17. The tenderer whose tender is not accepted shall not be entitled to claim any costs, charges, damages and expenses of and incidental to or incurred by him through or in connection with his submission of tenders, even though the Bank may elect to modify/withdraw the tender.
18. **(i) Earnest Money Deposit (EMD) during contract period:**
- a) The Earnest Money Deposit as mentioned in the memorandum at section- A of this tender by a Demand Draft or by NEFT or in the form of irrevocable Bank Guarantee in the enclosed prescribed format shall only be accepted by the Bank issued by a Schedule Bank in both the cases. The demand draft or Bank Guarantee shall be drawn in favour of Reserve Bank of India, Nagpur. The validity of the Bank Guarantee shall be for **12 months** from the last date of receipt of tender which period may be further extended in case of extension of validity of tender with respect to clause 11a hereof. Further, it shall be extended by the successful bidder up to the completion of the work.
 - b) **Under no circumstances Earnest money deposit will be accepted in the form of fixed deposit receipt of Bank or Insurance Guarantee or Cheque etc.**
 - c) The Earnest Money Deposit (EMD) paid by the tenderer shall be held by the Reserve Bank of India as Security for the execution and due fulfilment of the contract. No interest shall be paid on the said deposit.
 - d) The EMD paid by the successful tenderer shall be held by the RBI as a part of security for execution and due fulfillment of the contract. No interest shall be paid on this deposit. The Earnest Money Deposit (EMD) of the successful tenderer shall be converted into a part of Security Deposit (SD). In case of EMD in the form of Bank Guarantee, the same shall remain valid/ revalidated up to completion of work.
- (ii) Performance Guarantee:** The Contractor whose tender is accepted, will be required to furnish performance guarantee of 5% (Five Percent) of the tendered amount within the 14 days from the date of issue of work order. This guarantee shall be from any Scheduled Bank as per the approved proforma annexed hereto.
19. All compensation or other sums of money payable by the Contractor to the Employer under the terms of this Contract may be deducted from the security deposit if the amount so permits and the Contractor shall, unless such deposit has become otherwise payable, within ten days after such deduction make good in cash the amount so deducted.
20. The security deposit of the successful bidder will be forfeited if he fails to comply with any of the conditions of the Contract.
21. **Employer's right to accept or reject any or all the bids:** Notwithstanding anything mentioned above, RBI reserves the right to accept or reject any Bid at any time prior

to award of Contract without thereby incurring any liability to the affected Bidder or Bidders. The Employer shall not assign any reason for rejection of any or all Bids.

Place:

Signature of the tenderer with seal

Date:

Address

SECTION-D

General Terms and Conditions of the Contract

1. On receipt of intimation from the Bank the acceptance of his/their tender, the successful tenderer shall be bound to sign the formal Contract agreement within fourteen days, in accordance with the draft agreement and the Schedule of Conditions. The written acceptance by the Reserve Bank of India of a tender will constitute a binding contract between the Reserve Bank of India and the Person so tendering, whether such formal agreement is or is not subsequently executed within the stipulated period of Fourteen days. Unless the contract agreement is signed, no payment shall be entertained by the Bank. **The agreement shall be executed in duplicate. One copy will remain in the custody of Employer and the second set of copy will remain in the custody of contractor. The agreement shall be made on necessary stamp paper (having worth equal to applicable stamp duty in the state of Maharashtra) and the cost of necessary stamp duty on both the document shall be borne solely by the contractor.**
2. Each of the tender documents should be deemed to be signed by the person or persons submitting the tender and is taken at his/their having acquainted himself/themselves with the General Conditions of Contract, Specifications, Special Conditions, etc. as laid down.
3. The Contractor shall not assign or not sublet any portion of the contract except with the written consent of the Employer. In case of breach of these conditions, the Employer may serve a notice in writing on the Contractor rescinding the contract whereupon the security deposit shall stand forfeited to the Bank, without prejudice to his other remedies against the Contractor.
4. The Contractor shall carry out all the work strictly in accordance with instructions of the Bank's Engineer. If any changes required during the currency of the contract by deviating the tender requirements based on the opinion of the Bank's Engineer (with the prior approval in writing from the Employer), the Contractor shall carry out the same. The Bank's Engineer's decision in such cases shall be final.
5. The Bank reserves the right to terminate the contract if the contractor fails to execute the job within the specified period or fail to keep the programmed of work as per the programmed given by the contractor and approved by the Bank.
6. **The Surcharge rate quoted shall cover contractor's overhead & Profit, tools/ machinery/equipment used for efficient rendering of services, small value materials, transportation, insurance charges towards workmen compensation policy of workers and all taxes, duty or other levy levied by Central Government or any State Government or local authority if applicable excluding Good and Service Tax (GST). No claim in respect of other tax, duty or levy whether existing or future shall be entertained by the Employer. Good and Service Tax (GST) shall be paid extra as applicable or reimbursed as per actual paid by the contractor. Original receipt of payment of GST shall be produced along with claim against GST. Anything extra to be paid over and above statutory minimum wages of Central Government, Ministry of labour & Employment shall also cover in surcharge rate only.**

7. Criteria of Rates and renewal of Contract

Intending contractor will have to pass the minimum wages and other benefits given in the table below to the workmen and produce Bank account statement of the workmen. They will quote the overhead and Administration Charges as mentioned in row-8 below. The monthly bill raised will be the minimum wages of the workmen and other benefits passed + their quoted percentage. For considering minimum wages, engineering area minimum wages are considered. Original tax Invoice for uniform, liveries and other items shall be produced at least once in a year failing which from the last bill appropriate deductions shall be made. Proof of PF and ESIC of all the workmen shall also be provided to claim the reimbursement. It will be the sole responsibility of the contractor to meet all the labour related laws.

a) Prevailing Minimum Wages Chart

Sr. No.	Particular	Helper (Unskilled)
		₹805/- per day
1	Basic (26 days)	20930.00
2	HRA@5%	1046.50
A	Total Salary	21976.50
	Deductions	
1	PF Contributions @ 12% of 'A'	2511.60
2	Professional Tax @ 1.43% of 'A'	314.26
B	Total Gross Deductions.	2825.86
	Net Salary in hand	19150.64
	Employer Contribution	
1	PF@12 %	2511.60
C	Total Employer Contribution	2511.60
D	Cost to Company (A+C)	24488.10
1	Overhead+ Administrative Charges (OAC) (in % percentage of D above)	In Price Bid Firm need to quote this as % of D above
2	Total Cost per manpower	
3	GST @ 18%	
4	Manpower Required	5
	Total Amount (INR)	

b) Firm will have to quote Overhead and administrative charges (OAC charges) as percentage of the total charges. It is mandatory to provide the above minimum wages and other amenities to workmen.

c) Firm will need to provide the mandatory Bank account statement of payment of the above minimum wages from the second month onwards. The evidence must be enclosed with the AMC bill. The percentage indicated above shall remain fixed during the entire contract period. However, based on increase in minimum wages etc. an AMC amount shall be automatically increased.

8. The rate quoted shall be for the complete item including cleaning and housekeeping of internal sanitary installations, glass panes and flooring etc. for all time. The payment thereon will be made after the same is duly certified by the concerned Bank's Staff/Officers that the services have been provided satisfactorily and after deducting all statutory dues/taxes, etc.
9. (i) A schedule of probable items in respect of specified materials in **Schedule – A**, which shall be required during the period of AMC for any work and specifications accompany these special conditions. The Schedule of probable items / quantities shall be liable to alteration by omission, deductions or addition at the discretion of the Bank.

(ii) Contractors should also note that quoted surcharge rate shall be applicable for settlement of bills in respect of supply of materials (schedule of probable items of materials to be consumed at sites) over and above the actual cost of material based on supporting invoices submitted for settlement of their claims.

(ii) The contractor shall submit the monthly bills in every month in respect of materials consumed in works supported with tax invoices in full quantity including duly verified and signed acknowledgements/call sheets by concerned *Banks staff/officers*, caretakers of respective properties. *These items of material shall be utilized in flats through the workman's engaged in this contract and no extra payment shall be paid on account of labour components.*
10. The Contractor shall carry out all the work strictly in accordance with ***schedule of quantities***, details and instructions of the Bank. ***If in the opinion of the Bank changes have to be made in the scope of work & with the prior approval in writing from the Bank.*** If any changes required during the currency of the contract by deviating the tender requirements based on the opinion of the Bank's Engineer (with the prior approval in writing from the Employer), the Contractor shall carry out the same. ***The Bank's decision in such cases shall be final. The Banks decision in such cases shall be final & shall not be open to arbitration.***
11. (a) The EMD of the successful contractor shall be held by the Bank till last date of of the contract & the same shall be released without any interest to the contractor after expiry of the contract. The security deposit of the successful tenderer will be forfeited if he/they fails to comply with any of the conditions of contract. No interest will be paid on Security Deposit withheld by the Bank.

(b) In addition to the EMD described above, the successful tenderer, within a period of **14 days** from the date of award of work by the Bank, shall submit a **Performance (bank) Guarantee** (to be arranged by the contractor at his own cost) obtained from any of the nationalized / scheduled commercial bank, in the format approved by the Bank for an amount equivalent to 5% of the contract value.

This is to ensure adherence to complete the work and execution in respect of rendering satisfactory services to maintain hygienic working condition at all time.

The above-noted **Performance Bank Guarantee** shall be valid up to expiry date of the contract and shall have to be renewed by the contractor up to extended time, if any. In case, the contractor fails to comply with any of the above conditions, the Bank will be at liberty to invoke the Guarantee based on the certificate issued by the Bank's Engineer. The Guarantee shall be released after expiry of the contract.

12. All compensation or other sums of money payable by the contractor to the Employer under the terms of this contract may be deducted from his security deposit if the amount so permits and the contractor shall, unless such deposit has become otherwise payable, within ten days after such deduction make good in cash the amount so deducted.
13. *All the statutory deductions will be deducted at source including GST as per the extent guidelines. Tenderer should have GST registration number and must quote their rates including GST levied by the Central Government and State Government at the prevailing rate while quoting their rates for various items and no claim in this regard shall be considered by the Bank at any stage. It is mandatory for contractor to disclose the brake up of his portion of tax liability while submitting the claims for payment i.e. taxable value and applicable taxes in prescribed bill format/schedule issued by GST council for composite or supply of goods as applicable in the cases. Apart from TDS pertaining to GST, the Bank is not responsible for payment of GST for the service rendered by the contractor. It is the responsibility of the contractor to pay GST to the tax authority.*
14. Successful bidder is considered as a specialized agency who will use their own employees for providing services to the Bank. They are not expected to engage any employees exclusively for the Bank. To certify this the successful bidder will be required to submit an affidavit.
15. **The firm/ agency shall be bound to pay statutory Central Govt. minimum wages to the workforce employed by him / them. The minimum wages shall be reviewed as per notifications of Central Govt., Ministry of Labour and Employment. Accordingly, revised minimum wages shall be paid.**
16. Contractor has to arrange the services of the workers for minimum 26 days in a month to fulfil his obligation as per AMC including making alternate arrangement of workers. In no case, the flats in Bank premises remain unattended of cleaning and housekeeping services. In view of the closure of certain flats during weekdays, workers may be granted weekly off days excluding Saturdays and Sundays to maintain operational efficiency.
17. **Payment to the contractor:**

A) Monthly charges payable to contractor

- a) The monthly charges for providing services of workers shall be based on Schedules of rates for workmen as in Price-Bid (Part-II) of tender and surcharge rate quoted. The surcharge rate shall be firm and binding whatsoever till the entire Contract period.
- b) Escalation Clause: The rates of wages of workers can be increased based on the revision of statutory Minimum Wages of Central Government, Ministry of Labour and Employment Department.
- c) AMC Charges shall be payable on Monthly basis subject to submission of bill / invoice. The contractor shall raise monthly invoice on Reserve bank of India, Nagpur latest by 10th of succeeding month. 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.
- d) Payment shall be made on monthly basis as per schedule of rates and surcharge rate quoted. Wages of workers shall be paid on **Actuals/ Pro rata basis as the case may be**, subject to rendering of satisfactory services duly certified by Bank Official. The bill/invoice raised should be submitted along with the documentary evidence in respect of the wages paid namely Bank statement and EPFO, ESIC premium paid challans wherever applicable. Payment shall be made through e-mode (NEFT).
- e) The contractor shall get / obtain the monthly attendance certificate from caretakers of the respective colony and submit the bill on monthly basis for maintenance charges to the Estate Department. The necessary certification of caretakers regarding satisfactory services and completion of all schedule activities in the colonies and status of activities in progress with reasons for delay / hindrance if any in attending the complaints shall be obtained by contractor and submitted along with monthly bills to Estate Department. After scrutiny and certification by the concerned assistant caretakers, security officer. The bill will be paid by NEFT.

B) Reimbursement cost payable to the contractor for cleaning material:

- a) Charges for supply of cleaning material shall be based on actual purchase cost plus surcharge rate. The surcharge rate shall be firm and binding whatsoever till the entire Contract period.

18. The successful bidder/contractor shall

- a) ensure that he/she deploys only adult, well trained and competent persons who are physically & medically fit and are not suffering from any chronic or contagious diseases, for carrying out the maintenance works.
- b) be responsible for and arrange to bear costs of such equipment and other paraphernalia as Bank considers necessary for effectively rendering the services required by the Bank.

- c) The contractor shall be responsible for providing services on regular basis as per the scope of work and terms and conditions of the contract. The contractor shall be responsible for all types of maintenance activities of the said office and residential premise.
- d) **Insurance Clause-**
The contractor shall take insurance at his cost to cover following risk in the joint names of the Bank-
 - 1) **Workmen compensation policy for all workers employed by the contractor at site.**
- e) **He shall ensure that the insurance cover is kept alive during the tenure of this agreement. Contractor shall submit original copy of insurance cover (valid for entire contract period) to Bank.**
- f) Maintain neatly, completely and legibly registers, records, reports & returns for inspection by various authorities at short notice.
- g) Be responsible and liable for payment of salaries, statutory minimum wages, ESI, EPF, Bonus and other legal dues to the persons who are employed by him for the purpose of rendering the services required by the Bank/Employer under the agreement.
- h) Provide information as required in respect of all his employees employed by him/her to enable the Bank to monitor compliance of ESI, EPF, etc.
- i) Ensure that all persons employed by him/her, for the purposes for rendering the services required by the Bank, are insured with Government of India recognized insurance companies, for which no extra payment will be made by the Bank. The contractor shall be responsible for any injury or damages to any persons, animals or any other things.
- j) Ensure that his/her employees, while on the premises of Bank or while carrying out their obligations, observe the standards of cleanliness, decorum, security, safety, good behaviour and general discipline as 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 his employees have observed the same.
- k) Personally, and exclusively supervise or employ sufficient supervisory personnel, exclusively to supervise the work of his/her employees so as to ensure that the services rendered are carried out to the satisfaction of the Bank.
- l) The contractor shall ensure that the workers / labourers employed by him do their work faithfully and fittingly. Supervisor appointed by the contractor's shall conduct surprise visits on a regular basis inside the premises to ensure that the staff are working properly.
- m) The contractor shall ensure that the workers employed have not been convicted by a court of law/ do not have criminal record or criminal proceeding

against them. Full bio data, including passport size photograph, of each employee/ labour employed for the job inside the Bank's premises shall be submitted to the Bank. It shall be the duty of the contractor to arrange for police verification of all workers employed by him.

- n) Ensure that no employee of the contractor will enter or remain in the Bank's premises beyond the specified time limits unless and absolutely necessary for fulfilling contractors' obligations.
- o) Be liable for any damage caused to the bank or its premises or any part thereof or to any fixtures or fittings thereof or any property of the Bank and therein by any act, omission, default or negligence of the contractor or his employees or agents.
- p) Supply identity cards to his/her employees or agents who shall be doing the subject job at the Bank's premises. All the employees and agents should bear the identity card for all the times they are working in Bank's premises.
- q) Provide distinct uniform to his/her employees or agents different from the Bank's employees. The uniform should have logo of the contractor's firm/company and shall be kept neat, tidy and in a wearable condition.
- r) Obtain Police Verification report on character and antecedents of its 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 able bodied, physically fit, well trained, literate, disciplined and honest personnel shall be deployed.
- s) The contractor shall bear the stamp duty on the original of this agreement, which shall be executed in duplicate, and the Bank shall retain the original and the contractor shall retain the duplicate.
- t) Contractor shall, at least once in the month and/ or as and when called, in person visit the designated officer (Estate Department) at the Main Office Building for better coordination and / or performance review.
- u) Work/job to be undertaken by the contractor through employment of Labours /workers/employees is **not of permanent nature**.

19. **Duty and Discipline:** The Agency shall be obliged to comply with the following:

- a. Not to permit or carry on any unlawful activity or create indiscipline in the premises of the Reserve Bank of India.
- b. To be solely responsible for employment, dismissal, termination, and re-employment of its employees and shall keep the Reserve Bank of India informed of all development in this regard.
- c. To pay all dues of its employees and keep the Reserve Bank of India absolved

- and indemnified from any liability in this respect.
- d. To be responsible for behavior of its employees, their turnout and uniform and ensure good conduct, cooperation and discipline towards employees/officers of Reserve Bank of India, and its representatives.
 - e. To appropriate corrective and disciplinary action against its employees against whom the Reserve Bank of India, notifies.
 - f. In case services rendered by the contractor are found to be unsatisfactory, a written notice shall be issued and the amount, on proportionate basis will deducted from the bill.
 - g. On expiry of the agreement the agency shall be liable and responsible to make all statutory payments to its employees and make all other statutory obligation and liability and obtain suitable discharge in favour of the Reserve Bank of India, so that no liability or obligation devolve on the Reserve Bank of India.
20. The scope of schedule work shall be considered for extension on the basis of successful completion / performance of current contract if the employer found it suitable by mutual consent / agreement in writing by the contractor. The Bank reserves the right to award the repeat order or not and is bank`s discretion.
21. Contractor has to work with due diligence and ensure that cleaning and housekeeping of flats is to be maintain hygienic condition for entire period as per contract. If contractor fails to execute the work as per tender terms and conditions and does not attend complaints of cleaning nature from residents/officials in time, the Bank at its sole discretion will get the work done at contractor`s risk and cost. Expenditure incurred so will be recovered from Security Deposit held with the Bank.
22. Any deficiency in services such as non-maintenance of cleaning and housekeeping of flats, not attending complaints from residents/officials, etc., is observed by the Bank, it will be brought to the notice of the supervisory staff of the Contractor. If no action is taken within reasonable time, a proportionate/appropriate amount from the contractor`s monthly dues will be deducted as penalty for deficiency in services.
23. The Contractor shall not be entitled to any compensation for any loss suffered by him on account of delays in commencing or executing the work, whatever the cause of delays may be, including delays arising out of modifications to the work entrusted to him or in any sub-contract connected therewith or delays in awarding contracts for other trades of the project or in commencement or completion of such works or in procuring Government controlled or other cleaning materials or in obtaining water and power connections for purposes or for any other reason whatsoever and the Employer shall not be liable for any claim in respect thereof. The Employer does not accept liability for any sum besides the tender amount, subject to such variations as are provided for herein.

24. The successful tenderer must co-operate with other contractor/(s) appointed by the Employer so that the work shall proceed smoothly without any delay and to the satisfaction of the Bank's Engineer.
25. That the persons deployed by the contractor for the services mentioned above shall be the employees of the contractor for all intents and purposes and that the persons so deployed shall remain under the control and supervision of the contractor and in no case, shall a relationship of employer and employee between the said persons and the Bank, RBI Nagpur, shall accrue/arise implicitly or explicitly. It will be the responsibility of the contractor to ensure that no liability on this account should come on Reserve Bank of India, Nagpur in respect of workers deployed by him.
26. The contractor must comply with the Contract Labour (Regulation and abolition) Act, 1970 at his own cost and the rules made thereunder by the Government from time to time.
27. (i) Under the CLRA Act including those with regard to payment of wages and providing essential amenities etc., It is necessary for the contractor in addition to the terms and conditions of the contract which also contains provisions for payment of wages and providing essential amenities as per the CLRA Act so agreed to an undertaking should be given on a Non Judicial Stamp paper of applicable value before award of work to the effect that if the particular job /work/project is awarded to him, **he under takes to actually pay wages to all the laborers of all descriptions to be engage by him for completion of that particular job/ work /project, at the rate which is not less than the one prescribed under the Minimum Wages Act 1948 and to ensure compliance of essential amenities as provided under the CLRA Act** and also keep the Principle Employer Indemnified against all the action that may be initiated against the Principle Employer by the Statutory Authorities for his failure to pay such wages and provide the essential amenities.

Before release of its payment a contractor has to submit a certificate that he has actually paid all the dues of all the labours of all descriptions engage by him for completion of the warded job/ work/ project at the rate which is not less than the one prescribes under the Minimum Wages Act 1948 and he has complied with the provisions of CLRA Act with regard to providing the essential amenities to the contract labour. The veracity of such certificate may be verified by the Assistant Manager/ Manager (Non-Technical) nominated by the Principal Employer as his/ her representative and duly authorized to be present at the time of disbursement of wages by various contractors.

28. (ii) The contractor shall be required to obtain a license, from the office of the Assistant Labour Commissioner, Government of India, Nagpur as provided under section 12(1) of the Contract Labour (Regulation & Abolition) Act, 1970 read with section 21 Contract Labour (Regulation & Abolition) Central Rules, 1971 and also comply with the other requirements of the above Act or any other law as applicable, failing which he alone

would be responsible for actions/ proceedings ensuring thereto. The Bank shall not be held responsible for acts, commissions or omissions of the contractor and shall in no way be made liable to the labourers engaged by the Contractor.

(iii) The contractor shall indemnify and keep indemnified the Bank against all losses and claims, damages or compensation for breach of any provisions of the Payment of Wages Act, 1936, Minimum Wages Act, 1948, Contract Labour (Regulation and Abolition) Act, 1970 or any other labour law/statute in force in this regard. The contractor only shall be responsible for liabilities, if any, in this regard.

(iv) The Contractor shall be responsible for due observation and implementation of the entire statutory conditions and requirements of labour laws as applicable to his workmen such as Industrial Disputes Act, Payment of P.F., ESI Act, Workmen's compensations Act, etc. and all Government Liabilities.

29. Contractor shall **ensure payment of wages to all workmen's / staff deployed under this contract only through bank account**. Being a Principal Employer the Bank shall be at liberty to call upon the tenderer to submit the documentary evidence in respect of complying with this condition at Banks discretion. Photocopy of bank statement, wage slips duly signed by Contractor and counter signed by each labour to be submitted to Bank.
30. The contractor has to give undertaking on Non-judicial Stamp Paper of applicable value before the award of the work that he undertakes to actually pay wages to all the workers of all descriptions to be engaged by him for completion of that particular job/work at the rate at which is not less than the one prescribed under minimum wages under CLRA Act and also keep the Principle Employer indemnified against all the actions that may be initiated against the Principle Employer by the Statutory Authorities for his failure to pay such wages and provide the essential amenities.
31. The contractor shall be solely responsible for any violation of provision of the labour laws or any other statutory provisions and shall further keep the Reserve Bank of India indemnified from all acts of omission, fault, breaches and/or any claim, demand, loss, injury and expense arising out of non-compliance of the aforesaid statutory provisions. Contractor's failure to fulfil any of the obligations hereunder and/or under the said Acts, rules/regulations and/or any bye-laws or rules framed under any of these, the Reserve Bank of India shall be entitled to recover any such losses or expenses, which it may have to suffer or incur on account of such claims, demand, loss or injury, from the contractor's monthly payment and security Money Deposit.
32. That the contractor shall be liable for the payment of wages and all other dues which workers are entitled to receive under the various labour laws and other statutory provisions. Wages to the workers should be paid by 3rd of every month. Payment to every workmen should be done through banking channel only. The contractor shall maintain a register of attendance, register of wages and shall issue a wage slip to every workman employed by him/them and obtain their signature or thumb impression on the

wages slip in the presence of the Bank's authorized officer assigned for this work. A copy of such wage slip or bank account details/passbook copy shall be submitted to the Bank after every payment as proof of payment to the workmen. The contractor should pay minimum wages stipulated by the Government of India, Ministry of Labour from time to time and submit monthly compliance certificate (with details of wage paid) on payment of minimum wages for the workers deployed in our premises.

33. That the contractor shall submit the proof of having deposited the amount of ESI and EPF contributions towards the persons deployed at RBI, Nagpur in their respective names before submitting the monthly bill of AMC.
34. Contractor has to provide first aid facility etc. to its employees as per Contract Labour Act 1970. The agency/ contractor has to give undertaking on Non Judicial Stamp Paper of applicable value before the award of the work that he undertakes to actually pay wages to all the labourer of all descriptions to be engaged by him for completion of that particular job/work at the rate which is not less than the one prescribed under minimum wages under CLRA Act and also keep the Principal Employer indemnified against all the actions that may be initiated against the Principal Employer by the Statutory Authorities for his failure to pay such wages and provide the essential amenities.
35. The Bank shall not be responsible for payment of any compensation for death of or injury or accident to any of the staff 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 such staff.
36. Without prejudice to the other rights of the Employer against Contractor in respect such default, the Employer shall be entitled to deduct from any sums payable to the contractor the amount of nay damages, compensation costs, charges and other expenses paid by the Employer and which are payable by the contractor under this clause.
37. The Contractor shall formulate the mechanism and job/assignment of work to its personnel in consultation with Caretaker/Asst. caretaker or Bank's nominee. The contractor shall further be bound by and carry out the directions/ instructions given to him by the Bank's Engineer/ Caretaker/Asst. caretaker from time to time.
38. Bank's Caretaker/Asst. caretaker shall be at liberty to carry out surprise check on the persons as deployed by the contractor in order to ensure that persons deployed by him are doing their duties.
39. That in case any of the persons so deployed by the contractor does not come up to the mark or does not perform his duties properly or commits misconduct or indulges in any unlawful acts or disorderly conduct, the contractor shall immediately withdraw and take suitable action against such persons on the report of the RBI, Bhopal in this respect. Further, the contractor shall immediately replace the particular person so deployed on the demand of the Bank in case any of the aforesaid acts on the part of the said person.

40. That all precautions will be taken by the contractor towards the safety of their employees, and it will be the sole responsibility of the contractor towards any untoward incident i.e. compensation, etc, to its employees.
41. The Bank will not provide accommodation to the contractor/workers in the Bank's premises. Labours will not be allowed to stay at Banks Premises after working hours.
42. The contractor has to obtain necessary working passes of their workers in time to carry the work.
43. The contract could be considered for renewal further for 2 years (one year at a time) on same terms and conditions provided the Bank finds the services of the contractor satisfactory and if the Bank so desires. The decision of the Bank in this regard shall be final.

44. **Termination of the contract on default**

(a) The Bank may without prejudice to any other remedy for breach of Contract, by one month's written notice of default sent to the successful Tenderer and upon the successful Tenderer's failure and neglect to propose and/or execute any corrective action to set right the default, terminate this Contract in whole or in part: shall be done in case:

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

or

(ii) If the successful Tenderer fails to perform any other obligation(s) under the Contract.

(b) On termination of the Contract for default, the security deposit of the successful Tenderer will be forfeited.

(c) On termination of the Contract for default, action will be taken to blacklist the successful Tenderer at the discretion of the Bank.

(d) The Bank has right to go to court of law in case of breach of the terms and conditions as specified in the tender document.

(e) Termination for Insolvency: The Bank may at any time terminate the Contract by giving written notice to the Tenderer, without compensation to the Tenderer, if the Tenderer becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which the Bank is or will be entitled to take or seek.

45. The Contractor / Agency shall comply with the provisions of **“the Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013”**. In case of any complaint of sexual harassment against its employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor / Agency and the Contractor/Agency shall ensure appropriate action under the said Act in respect to the complaint.

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.

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. The contractor shall be responsible for educating its employees about prevention of sexual Harassment at workplace and related issues.

46. **Non-disclosure Clause:**

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

47. safety measures as per the safety code of tender shall be strictly adhered. I/We hereby declare that I/We have read and understood the above instructions/conditions and the same will remain binding upon me/us in case the above mentioned Annual Maintenance Contract is entrusted to me/us.

Date: _____

Signature, name and seal of the Tenderer Place:

SAFETY CODE

1.	First aid appliances including adequate supply of sterilized dressing and cotton wool shall be kept in a readily accessible place.
2.	An injured person shall be taken to a public hospital without loss of time, in cases where the injury necessitates hospitalization.
3.	Workers employed shall be provided with protective footwear and rubber hand gloves.
4.	Suitable and strong scaffolds should be provided for workmen for all works that cannot safely be done from the ground.
5.	Those engaged in cleaning glass panes, tube rods etc. shall be provided with aprons, gloves, helmets and safety's belts.
6.	The ropes used in hoisting or lowering material or as a means of suspension shall be of durable quality and adequate strength and free from defects.
7.	No portable single ladder shall be over 8 meters in length. The width between the side rails shall not be less than 30 cm (clear) and the distance between two adjacent rungs shall not be more than 30 cm. When a ladder is used an extra mazdoor shall be engaged for holding ladder.

FIRE SAFETY CODE

1	Vacuum cleaning machine and other electrically operated equipment's used at site shall be plugged into correctly rated electrical outlets.
2	Only ISI marked 7 pin plug and other appliances and equipment's shall be used.
3	Electrical power cables/wires used shall not have any joints and shall be properly rated.
4	All electrical appliances shall be safely and securely earthed to prevent leakage current while in operation.
5	Two buckets of water and sand shall be kept in an easily accessible area on the site.
6	Power supply shall be switched off from the mains when equipment is not in use.
7	None of the passages near lift lobby and staircases shall be used for stacking / dumping any kind of materials/waste.
8	Battery operated emergency light/torches shall be provided by the contractor to the workmen while working beyond office hours.

I/We hereby declare that I/we have read and understood the above instructions to the contractors.

Place:

Signature of Tenderer with stamp

Date:

Address:

Appendix Hereinbefore Referred To

Reference to clauses in Conditions Hereinbefore Referred To

<u>Clause No.</u>	<u>Description</u>	<u>Provision</u>
16 of General terms and condition of contract	Periodicity of bill	Monthly`
memorandum	Date of commencement	July 01, 2025
Memorandum	Date of Completion	Annual Maintenance Contract effective from July 01, 2025. (Contract shall be initially executed for one year or fraction of year decided by the Bank and may be renewed for two more year depending on the satisfactory performance of the work. The total contract period will be up to a maximum period of thirty-six months.)
10(a) of General terms and condition of contract	EMD	To be deposited by successful bidder only, after intimation of award of work @2% of the total contract amount in the form of NEFT or BG or DD in favour of Reserve Bank of India, Nagpur, to be submitted within 14 days from date of award of work.
10 of General terms and condition of contract	Security Deposit	EMD plus Performance Bank Guarantee of equivalent amount of 5% of contract amount. Security Deposit will be released on completion of successful execution of work on yearly basis. This BG is renewable in case the successful contractor is willing to continue the work for subsequent year.
16 of General terms and condition of contract	Interest for delayed payment	3% per annum

Date:

Signature with seal of the tenderer

Place:

SECTION - E

Details Scope of Annual Maintenance Contract Work

SCOPE OF WORK:

1. The scope of work shall include deploying the required manpower i.e., **05 - unskilled workers** with necessary tools & equipment to discharge their duties. They will be required to render a minimum 8 hours of service for six days in a week and one day weekly off (**preferably excluding Saturday and Sunday**) will be compulsory given to each worker. Hence, the workers have to render services for 26 days in a month.
2. Maintenance Workers deployed at the premises will have to attend weekly cleaning of toilets & bathrooms along with flooring, dado, fittings, toilet seat, seat cover, wash basin, granite top and bottom, wash basin in lobby, mirrors, doors and windows with glass panes/louvers etc. with Good quality, Branded and Bank approved cleaning material required for carrying out cleaning work **once a week** inside flats / quarters of Banks Telankhedi Road Staff Quarters, Amravati Road Staff Quarters, Atrey Layout Staff Quarters ,Byramji Town Officers Quarters and Madhuban Senior Officers Flats.
3. Cleaning of window glass panes from both sides, Electric lights etc., fans with soap water or approved chemicals (if required) shall be required to attend **once in three months**. Cleaning all types of flooring of the rooms including removing stains, inside Bank's flats / quarters, **once in a year** etc. all as directed by Banks Engineer.
4. The Bank will not provide any kind of assistance in the form of men/material and contractor will have to make their own arrangements for deputing the required manpower. The contractor will be solely responsible for the risk involved during discharge of duties by his workers. The Bank accepts no liability towards helper/labour deployed by the contractor. Any damage to the Bank's property caused by the contractor will have to be made good by the contractor at his cost failing which the same will be deducted from the amount payable to the contractor.

A) Services of Skilled and Un-skilled workers to be arranged on monthly basis

The skilled and unskilled workers are required to deployed on daily basis at Bank's premises as under:

Sr. No.	Description	No. of Workers in BTOQ (6 days in a week)	No. of Workers in TRSQ (6 days in a week)	No. of Workers in ARSQ (6 days in a week)	No. of Workers in ALSQ and Madhuban (6 days in a week)	<u>Total</u>

1.	Workers/ Helpers (unskilled)	1 no. on weekly basis	1 no. on weekly basis	1 no. on weekly basis	2 no. on weekly basis	5 No.
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Note: Bank may utilize the services of workers at any premises in case of exigency of requirement.

B) Scope of cleanings and housekeeping work of Banks flats:

The services rendered under the contract shall include the following item of work without claiming any extra cost:

- a) **Weekly Activities:** Cleaning toilets and bathrooms along with flooring, dado, fittings & fixtures, toilet seat, seat cover, wash basin, granite top and bottom, wash basin in the lobby, mirrors, doors and glazed louvers etc. using good quality Banks approved cleaning material viz. acids, detergents or chemicals (wherever required), phenyl, water etc. inside Bank's quarters, **once in a week**, etc. as directed by Bank.

b) Quarterly Activities:

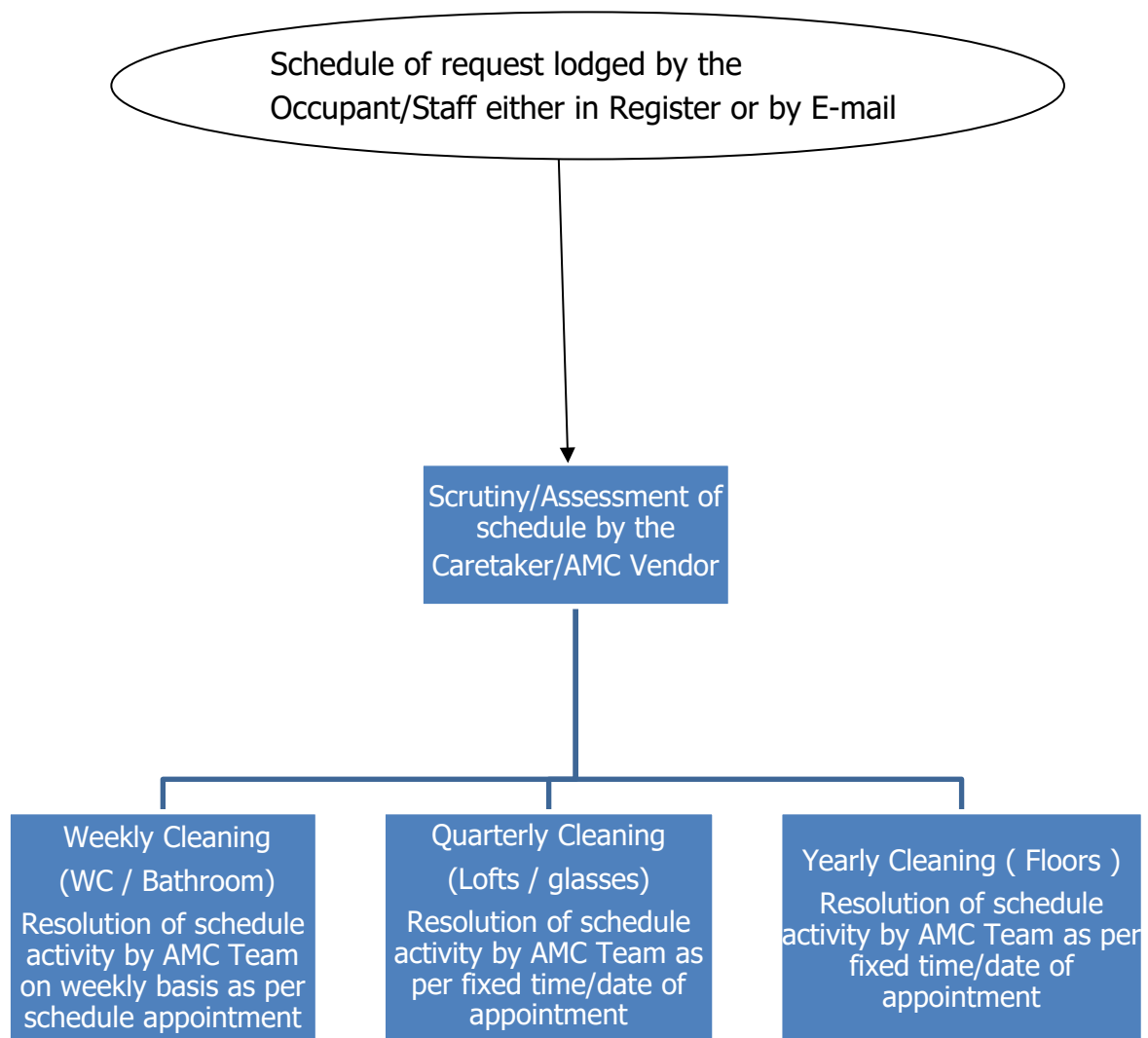
- i. Cleaning of window glass panes from both sides, Electric lights etc., fans with soap water or chemicals, removal of cobwebs, vacuum cleaning / cleaning of inaccessible areas (like lofts etc.), inside the Bank's quarters **once in three months**.
- ii. Periodical cleaning of toilets, lofts, glass panes and floorings at Banks various properties shall be carried out with high-pressure cleaning system technique. The work includes thoroughly cleaning the water closets, wall dados, base floor by manually as well as mechanical means with high pressure jet water, removing the dirty water so collected along with the sludge with the help of vacuum / suction pump & disposing off the same. After cleaning the spraying antibacterial sterilizing agents by mechanical sprayers on all the cleaned area, allowing the same for specific time as per requirement. Then clean and dry the walls with clean mops etc.

c) Yearly Activities:

- i. Cleaning all types of flooring of the rooms including removing stains, inside Bank's flats / quarters, **once in a year**, with Good Quality, Branded, Bank approved acid, detergents, bleaching powder or cleaning chemicals of approved make, all complete as directed by Bank. The cleaning shall be carried out in workmanlike manner manually or mechanically using equipment like floor cleaners, vacuum cleaners etc. as directed by Bank. Providing mops, floor and vacuum cleaners, detergents, acid, chemicals, room fresheners, disinfectants, good quality cleaning material required for carrying out cleaning of internal floor inside flats. The cleaning shall be carried out in workmanlike manner manually or mechanically using modern equipment like floor and vacuum cleaners etc. as directed by Bank.

C) Supply of Materials : Supply of materials will be as per particulars given in Schedule – A , and charges shall be reimbursed as per actual purchase cost plus contractors surcharge rate.

C) Flow - Chart for services to be rendered



Schedule – A

Schedule of Probable Items/Materials/Consumables

Sr. No	Description		Unit
1.	Branded quality of Disinfectants, acids, chemicals		
	(A)	Disinfectants / toilet cleaner – M/s Harpic	Litre
	(B)	Bleaching powder / detergents	Kg
	(C)	Floor Cleaning Acids, Disinfectant surface cleaner – M/s Lizol, M/s. Phenyle,	Litre
	(D)	Glass and household cleaner - Colin	Litre
	(E)	Air fresheners	Each
2	Branded quality of consumables items		
	(A)	Scrubbers, Brush, Mops etc.	Each

Schedule – B

Details of Utilities and Floor areas of various types of flats (as on May 31, 2025)

Sr. No.	Name of Property	Type of Flats	Approximate Area (sq. feet)	No. of Flats	Utilities per Flat		
					WC	Bathroom	Bathroom Including EWC
1	TRSQ	A-Type Officers	663	24 (1 vacant)	1	0	1
		B-Type Class-III-Sharing Flats	490	4	1	0	1
		Class-III Flats	490	34 (1 vacant)	1	1	0
2	ARSQ	A-Type Officers Flats	850	16 (3 vacant)	1	1	1
		A-Type Sharing Flats	602	4 (1 vacant)	1	-	1
		Class-III Flats	602	35 (9 vacant)	1	1	-
		Class-IV Flats	500	31 (1 vacant)	1	1	-
3	BTOQ	A-Type Flats	910	23 (3 vacant)	1	1	1
		B-Type Flats	744	23 (4 vacant)	1	1	-
4	ALSQ	Officers Flats (Converted)	1100	5	1	1	1
		Class-III Flats-Sharing	560	4	-	-	2
		Class-III Flats	560	68 (12 vacant)	1	1	-
		Class-IV Flats	400	63 (24 vacant)	1	1	-
5	Madhuban Apart.	Sr. Officers Flats	1100	7	-	-	3

Required Manpower

Sr.No.	Name of Property	Required Manpower
1	TRSQ	1
2	ARSQ	1
3	BTOQ	1
4	ALSQ	2
5	Madhuban Apartment	
	Total Manpower Required	5

Annexure-I

Proforma of Bank Guarantee for Earnest Money Deposit/BID Security

(On Non Judicial Stamp Paper of appropriate value)

Place : _____

Date : _____

The _____

Reserve Bank of India,

Dear Sir,

Name of work: Annual Maintenance Contract for Cleaning & Housekeeping work at Banks Madhuban Senior officers flats, Byramji Town Officers Quarters, Telankhedi Road Staff Quarters, Amravati Road Staff Quarters and Atrey Layout Staff Quarters, Nagpur

WHEREAS

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

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

M/s _____, (hereinafter called as "Tenderer/Bidder"), who are our constituents to submit their tender for the said work and have requested us to furnish guarantee to the Employer in respect of the said sum of ₹ _____ (Rupees _____ only). In respect of EMD.

NOW THIS GUARANTEE WITNESSETH

1. We _____ (Bank) do hereby agree with and undertake to Reserve Bank of India, their Successors, Assigns that in the event of the Reserve Bank of India coming to the conclusion that the Tenderer have not performed their obligations under the said conditions of the tender or have committed a breach

thereof, which conclusion shall be binding on us as well as the said Tenderer, we shall on demand by the Reserve Bank of India, pay without demur to the Reserve Bank of India, a sum of ₹ _____ (Rupees _____ only) or any lower amount that may be demanded by the Reserve Bank of India. Our guarantee shall be treated as equivalent to the Earnest Money Deposit for the due performance of the obligations of the Tenderer under the said Conditions, provided, however, that our liability against such sum shall not exceed the sum of ₹ _____ (Rupees _____ Only).

2. We also agree to undertake to and confirm that the sum not exceeding ₹ _____ (Rupees _____ only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the Reserve Bank of India on receipt of a notice in writing stating the amount is due to them and we shall not ask for any further proof or evidence and the notice from the Reserve Bank of India shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. We undertake to pay the amount claimed by the Reserve Bank of India within a period of one week from the date of receipt of the notice as aforesaid.
3. We confirm that our obligation to the Reserve Bank of India under this guarantee shall be independent of the agreement or agreements or other understandings between the Reserve Bank of India and the Tenderer.

This guarantee shall not be revoked by us without prior consent in writing of the Reserve Bank of India.

We hereby further agree that –

- a) Any forbearance or commission on the part of the Reserve Bank of India in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said tender and / or hereunder or granting of any time or showing of any indulgence by the Reserve Bank of India to the Tenderer or any other matters in connection therewith shall not discharge us in any way and our obligation under this guarantee. This guarantee shall be discharged only by the performance by the Tenderers of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding ₹ _____ (Rupees _____ only).
- b) Our liability under these presents shall not exceed the sum of ₹ _____ (Rupees _____ only).
- c) Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents in tendering for the said work or their obligations there under or by dissolution or change in the constitution of our said constituents.

- d) This guarantee shall remain in force up to six months from _____ (date of scheduled completion) provided that if so desired by the Reserve Bank of India, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.
- e) Our liability under this presents will terminate unless these presents are renewed as provided hereinabove on the _____ or on the day when our said constituents comply with their obligations, as to which a certificate in writing by the Reserve Bank of India alone is the conclusive proof whichever date is later. **Unless a claim or suit or action is filed against us within six months from the date under clause (d) above of any extended period, all the rights of the Reserve Bank of India against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.**

Yours faithfully,

For and on behalf of

_____ Bank.

Authorized official (with seal)

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

Proforma of Bank Guarantee for Performance Security Deposit

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

BG. No..... Issue Date

Amount:..... Expiry Date.....

To:

The

Reserve Bank of India

Estate

.....

Dear Sir,

_____ (Name of work) _____

_____ Bank Guarantee for PERFORMANCE SECURITY DEPOSIT _____

In consideration of the Reserve Bank of India, Estate Department ... having its Registered Office at..... (hereinafter called the "Bank" which expression shall unless repugnant to the subject or context include its administrators, successors and assigns) having agreed under the terms and conditions of the Award Letter bearing No..... dated..... issued by the Reserve Bank of India , which has been unequivocally accepted by the Contractor M/s...* work of..... (hereinafter called the said Contract) to accept a Deed of Guarantee as herein provided for Rs..... (Rupees.....only) from a Nationalized Bank in lieu of the security deposit to be made by the Contractor or in lieu of the deduction to be made from the Contractor's bills, for the due fulfilment by the said Contractor of the terms and conditions contained in the said Contract.

1. We, the..... (Name of the issuing Bank) (hereinafter referred to as "the said bank" and having our registered office at..... do hereby undertake and agree to indemnify and keep indemnified the Bank from time to time to the extent of Rs.....(RupeesOnly) against any loss or damage, costs, charges and expenses caused to or suffered by or that may be caused to or suffered by the Bank by reason of any breach or breaches by the said Contractor of any of the terms and conditions contained in the said Contract and to unconditionally pay the amount claimed by the Bank on demand and without demur to the extent aforesaid.
2. We,..... Bank, further agree that the Bank shall be the sole judge of and as to whether the said Contractor has committed any breach or breaches of any of the terms and conditions of the said Contract and the extent of loss, damage, costs, charges and expenses caused to or suffered by or that may be caused to or suffered by the Bank on account thereof and the decision of the Bank that the said Contractor has committed such breach or breaches and as to the amount or amounts of loss, damage, costs charges and expenses caused to or suffered by or that may be caused to or suffered by the Bank from time to time shall be final and binding on us.
(*Refer note at the end of the proforma.)
3. We, the said bank further agree that the Guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Contract and till all the dues of the Bank under the said Contract or by virtue of any of the terms and conditions governing the said Contract have been fully paid and its claims satisfied or discharged and till the owner certifies that the terms and conditions of the said Contract have been fully and properly carried out by the said Contractor and accordingly discharges this Guarantee subject, however, that the Bank shall have no claim under the Guarantee after 90 (Ninety) days from the date of expiry of the Defects Liability Period as provided in the said Contract, i.e. (date) or from the date of cancellation of the said contract as the case may be, unless a notice of the claim under this Guarantee has been served on the bank before the expiry of the said period in which case the same shall be enforceable against the bank notwithstanding the fact, that the same is enforced after the expiry of the said period.

4. The Bank shall have the fullest liberty without affecting in any way the liability of the bank under this Guarantee or Indemnity, from time to time, to vary any of the terms and conditions of the said Contract or to extend time of performance by the said Contractor or to postpone for any time from time to time any of the powers exercisable by it against the said Contractor and either to enforce or forbear from enforcing any of the terms and conditions governing the said Contract or securities available to the Bank and the said bank shall not be released from its liability under these presents by any exercise by the Bank of the liberty with reference to the matters aforesaid or by reason of time being given to the said Contractor or any other forbearance act or omission on the part of the Bank or any indulgence by the Bank to the said Contractor or any other matter or thing whatsoever which under the law relating to sureties would, but for this provision, have the effect of so releasing the bank from its such liability.
5. It shall not be necessary for the Bank to proceed against the Contractor before proceeding against the bank and the Guarantee herein contained shall be enforceable against the bank, notwithstanding any security which the Bank may have obtained or obtain from the Contractor shall at the time when proceedings are taken against the bank hereunder, be outstanding or unrealized.
6. We, the said bank, lastly undertake not to revoke this Guarantee during its currency except with the previous consent of the Bank in writing and agree that any change in the Constitution of the said Contractor or the said bank shall not discharge our liability hereunder. If any further extension of this Guarantee is required, the same shall be extended to such required periods on receiving instructions from M/s.....on whose behalf this guarantee is issued.

In the presence of

For and on behalf of (the bank)

WITNESS

1. _____

Signature _____

2.

Name & Designation

Authorization No: _____

Date and Place: _____

Banker's Seal _: _____

Accepted

(Signature of the Officer)

For and on behalf of the

(Reserve Bank of India)

NOTES

***For Proprietary Concerns**

Shri _____ son of _____ resident of _____ carrying on business under the name and style of _____ at _____ (herein after called " the said Contractor" which expression shall unless the context requires otherwise include his heirs, executors, administrators and legal representatives.

***For Partnership Concerns**

M/s _____ a partnership firm with its office _____ (hereinafter called "the said Contractor" which expression shall unless the context requires otherwise include their heirs, executors, administrators and legal representative); the names of their partners being

(i) Shri _____ S/o. _____

(ii) Shri _____ S/o. _____

***For Companies**

M/s..... a company registered under the Companies Act, 1956 and having its registered office atin the State of (hereinafter called "the said Contractor" which expression shall unless the context requires otherwise include its administrators, successors and assigns).

Place :

Date :

Signature of contractor with seal.



RESERVE BANK OF INDIA, NAGPUR **ESTATE DEPARTMENT**

Annual Maintenance Contract for Cleaning & Housekeeping work at Banks Madhuban Senior Officers flats, Byramji Town Officers Quarters, Telankhedi Road Staff Quarters, Amravati Road Staff Quarters and Atrey Layout Staff Quarters, Nagpur

Preamble to Price Bid

1. Visiting the site, gathering information about the work and understanding the scope of the work well before quoting the rates.
2. Providing all cost and charges incurred by the contractor complying with safety, health and welfare measure pertaining to contractor's staff and work peoples deployed at site.
3. Contractor shall be fully responsible for all the staff/workmen deployed by him. Statutory minimum wages should be paid (as per the prevailing minimum wages chart at Part-I of tender) to all workmen/staff and certificate confirming the same should be attached month bill invoices for payment.
4. The rate to be quoted for surcharge shall include contractor's overhead and profit, cost of all tools and plants, small, valued materials like gloves, insurance charges, cost of uniforms to workers deployed at site, etc.
5. Tenderers must include royalties and any other tax and duty or other levy levied by the Central Government or any State Government or local authority, if applicable as per latest notification/s of Govt. of India/State Govt./Statutory/local Authority. Good & Service Tax shall be paid extra as applicable

Place: _____

Signature with seal of the Tenderer

Date: _____



Reserve Bank of India
Estate Department, Nagpur

Annual Maintenance Contract for Cleaning & Housekeeping work at Banks Madhuban Senior Officers flats, Byramji Town Officers Quarters, Telankhedi Road Staff Quarters, Amravati Road Staff Quarters and Atrey Layout Staff Quarters, Nagpur.

Part II (Price Bid)

Sr. No.	Description	Unit (%)
1.	Percentage of Overhead and administrative Charges (OAC) of for supply of 05 nos. of manpower for Annual Maintenance Contract (AMC) for Cleaning & Housekeeping work at Banks Madhuban Senior Officers flats, Byramji Town Officers Quarters, Telankhedi Road Staff Quarters, Amravati Road Staff Quarters and Atrey Layout Staff Quarters, Nagpur as described in the scope of the work mentioned in part-I of the tender and as detailed by the Bank's Engineer.	

IMPORTANT NOTE:

1. Contractor shall refer 'Tender part -I 'carefully before quoting their rates in accordance in all respects with the specifications and instructions of contract conditions.
2. The rate quoted for surcharge (OAC) shall include contractor's overhead and profit, cost of all equipment's, insurance charges, small-valued materials like hand gloves, pans and buckets, tools and equipment's, transportation, etc. complete. Tenderers must include in their rate royalties and any other tax and duty or other levy levied by the Central Government or any State Government or local authority, if applicable as per latest notification/s of Govt. of India/State Govt./Statutory/local Authority.
2. Payment shall be made on **Actuals, on Pro rata basis i.e.** adjustment of wages payable as per actual deployment of workers on Pro rata basis as mentioned in part-I of tender document.
3. The surcharge rate shall be quoted over the cost of Labour complying with the minimum wages act, materials and inclusive of tools & plant, convenes, contractor's overhead expenses etc. Bidders shall note that the rates not complying with the statutory requirements (minimum wages act) / imbalance shall be treated as invalid.
4. **Applicable portion of taxes as per the extent guidelines in respect of payment towards Goods and Service taxes to state and central tax authorities, employers contribution towards P.F., ESI Act (insurance premium)) shall be borne by the Bank**

	<p>and same shall be reimbursed to tenderers on the basis of proof of evidence submitted by contractors in respect of the payments made to authorities as per actuals.</p> <p>5. Equivalent items mean equivalent in quality, finish, specification & cost-price.</p> <p>6. Price – Bids shall be evaluated on the basis of quoted surcharge rate in % (percentage) over the fixed monthly charges for both service component's (i.e. Labour and small value material supply) and excluding premium payable in r/o. of GST, EPFO, ESIC etc.</p>
1	All material, labour, tools and plants to be arranged by the contractor and all test certificates are to be furnished by the contractor for materials used for the work.
2	I / We have read the terms and conditions with specifications, schedule of quantities and other relevant details pertaining to work and agree to abide by them.

Place:

Seal and signature of the firm

Date: