



भारतीय रिज़र्व बैंक/ RESERVE BANK OF INDIA
संपदा विभाग/ ESTATE DEPARTMENT
भुवनेश्वर/ Bhubaneswar

e-Tender for awarding Contract for Integrated Facility Management Services (IFMS) at Bank's Main Office Premises (MOP) and Three (03) Residential Colonies of RBI Bhubaneswar, Odisha.

e-Tender No: **RBI/Bhubaneswar Regional Office/Estate/33/25-26/ET/682**

Part -I (Techno-Commercial bid)

Name of Bidder: _____

Address: _____

Date of publication of NIT	December 08, 2025 after 18:00 Hrs
Pre-Bid meeting	December 30, 2025 at 11:00 Hrs.
Last date and time for Submission of bids	January 12, 2026 up to 15:00 Hrs.
Opening date and time of Part-I (Techno-Commercial bid)	January 12, 2026 up to 16:00 Hrs.

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Disclaimer

Reserve Bank of India, Bhubaneswar (the Bank) has prepared this tender document. The information is provided to prospective Bidders to enable them to bid for **e-Tender for awarding Contract for Integrated Facility Management Services (IFMS) at Bank's Main Office Premises (MOP) and Three (03) Residential Colonies of RBI Bhubaneswar, Odisha.**

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

The Bank reserves the right not to proceed with this tender, to alter the timetable reflected in this document, to update scope of work or to change the process or procedure to be applied. It also reserves the right to decline to discuss the tender further with any respondent. No reimbursement of cost of any type or on any account will be paid to persons or entities submitting their Bid.

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corrigendum to the tender, if any, issued in future will only be notified on the RBI Website and MSTC Website and will not be published in the newspaper.



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Notice Inviting e-Tender [NIT]

e-Tender No: **RBI/Bhubaneswar Regional Office/Estate/33/25-26/ET/682**

e-Tender for awarding Contract Integrated Facility Management Services (IFMS) at Bank's Main Office Premises (MOP) and Three (03) Residential Colonies of RBI Bhubaneswar, Odisha.

Online Tenders in two parts by **E-Tendering** process are invited for awarding Integrated Facility Management Services (IFMS) at Bank's Main Office Premises (MOP) and Three (03) Residential Colonies of RBI Bhubaneswar, Odisha from **April 01, 2026, to March 31, 2027**. The work is estimated to cost approx. **₹4,06,00,000/-** for 12 months including all taxes. It may be further renewed for two years (one year at a time) at the sole discretion of the Bank for the FY:2027-28 and FY:2028-29 subject to satisfactory performance by the vendor and adherence to terms and condition of tender.

2. Online tenders will be available for view/ download to all bidders from **18:00 Hrs of December 08, 2025**. The Bidders who do not submit Earnest Money Deposit (EMD) along with Part-I (Techno-Commercial Bid) will not be considered for opening of Part-I of tender. The Bidders who do not comply with the eligibility criteria in technical evaluation will not be considered for opening of their Part-II (Price Bid) of tender.

3. The EMD paid by NEFT (with proof) shall be submitted through email – estatebhubaneswar@rbi.org.in so as to reach us latest by **14:00 Hrs. on January 12, 2026**.

4. All the documents relating to eligibility criteria should be uploaded on MSTC site. Same will be downloaded after bid opening date for examination by the Bank.

5. A Pre-bid meeting (off-line mode) of the intending Bidders will be held on **December 30, 2025 at 11:00 hrs.** at Main Office Premises, Reserve Bank of India, Bhubaneswar.

6. The Bank shall obtain reports on past performance of the tenderer from his clients and bankers. The Bank shall evaluate the said reports before opening of the Part-II (Price Bid) of the tenders. If any tenderer is not found to possess the required eligibility for participating in the tendering process at any point of time and/or his performance reports received from his clients and/or his bankers are found unsatisfactory, the Bank

reserves the right to reject his offer even after opening of Part - I of the tender. The Bank is not bound to assign any reason for doing so.

7. Part-I of the tenders will be opened on-line at **16:00 hrs. on January 12, 2026.** Part-II (Price bid) of the eligible/qualified bidders shall be opened on a subsequent date which will be intimated in advance.

8. Amendments / Corrigendum to the tender, if any, issued in future will only be notified on the RBI Website and MSTC Website and will not be published in the newspaper. **As this is an e-Tender, the rates shall be submitted only in online mode in MSTC portal and not to mention the rates on any other documents, otherwise the bid shall be rejected.**

9. 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 there for.

Bhubaneswar
Date :December 08, 2025

Regional Director
RBI, Bhubaneswar

SCHEDULE OF TENDER (SOT)

The tendering will be done through the e-Tendering portal of MSTC Ltd (<https://www.mstcecommerce.com/eprocn>). The schedule of the tender is as follows:

a. e-Tender no	RBI/Bhubaneswar Regional Office/Estate/33/25-26/ET/682
b. Mode of Tender	e-Procurement System (Online Part I - Techno-Commercial Bid and Part II - Price Bid through www.mstcecommerce.com/eprocn)
c. Date of NIT available to parties to download (Notice for Inviting Tender)	December 08, 2025 after 18:00 Hrs.
d. Pre-Bid meeting (All queries/ clarification, if any, must be discussed in the pre-bid meeting only)	December 30, 2025 at 11:00 Hrs. (Venue: Reserve Bank of India, Estate Department, II Floor, RBI, Bhubaneswar-751001). Note: The participants are advised to confirm their participation through mail ids mentioned, one day before to make the necessary arrangements.
e. Date of placing minutes of the pre-bid meeting	January 02, 2026
f. Earnest Money Deposit (EMD)	EMD of ₹8,12,000/- (Rupees Eight Lakh Twelve Thousand Only) to be remitted through: i. NEFT/RTGS: A/C No-186003001, Reserve Bank of India, IFSC Code – RBIS0BBPA01 (5 th and 10 th character is 'zero'), Branch Name – Bhubaneswar. The details of transaction may be provided to estatebhubaneswar@rbi.org.in (Or) i. Demand Draft/Bank Guarantee: DD/BG in favour of Reserve Bank of India, Bhubaneswar to be delivered in physical form at Reserve Bank of India, Pt. J. N. Marg, Bhubaneswar-751001 4

	EMD in any of the above forms shall be deposited in original at the office of tender inviting authority on or before the due date The validity of the BG should be up to the validity of the bid. However, in case of extension of the Bid, the BG also needs to be extended
g. Last date of submission of EMD	January 12, 2026 up to 14:00 Hrs.
h. Date of Starting of e-Tender for submission of online Techno-Commercial Bid and Price Bid at www.mstcecommerce.com/eproc	January 02, 2026 from 15:00 Hrs.
i. Date of closing of online e-tender for submission of Techno-Commercial Bid & Price Bid N.B: Bids which are incomplete i.e., if any document as required as per this tender is not submitted by this date and time is liable to be rejected at the sole discretion of the Bank.	January 12, 2026 up to 15:00 Hrs.
j. Date & time of opening of <ul style="list-style-type: none"> Part-I (i.e., Techno-Commercial Bid) Part-II Price Bid 	<ul style="list-style-type: none"> January 12, 2026 at 16:00 Hrs. Date of opening of Part II i.e., Price-bid shall be informed separately to eligible bidders.
k. Transaction Fee	Payment of transaction fees will be paid online through MSTC payment gateway.



Section I

1.1 Eligibility Criteria

The tender for the above work in two parts i.e., Part-I containing techno-commercial specifications and the terms & conditions (Rates and amounts of items shall not appear anywhere in this part) and Part-II containing only rates of items and amounts in figures shall be filled only on the MSTC portal as per the prescribed timeline. This is an e-procurement event of Reserve Bank of India, Bhubaneswar and the e-procurement service provider is MSTC Ltd. Bids containing false and / or inadequate information are liable for rejection. Only those bidders, who satisfy the following eligibility criteria shall be eligible to participate in the e-tender:

Name of the work: Integrated Facility Management Services (IFMS) at Bank's Main Office Premises (MOP) and Three (03) Residential Colonies of RBI Bhubaneswar, Odisha.	
Integrated Facility Management (IFM) refers to a method of consolidating all facility services and functions i.e., Plumbing, Pump operation, Carpentry/ Fabrication, Electrical, Gardening/ Horticulture, Maintenance/ housekeeping, Cleaning, etc. under one outsourced team of experts. Working with an Integrated Facility Service Provider gives the responsibility of all supporting service functions in the hands of the outsourcing agency. The Integrated Facility Service Provider manages all service deliveries, administration, training, operational management, integration, innovation and provides strategic support to the client organization.	
1.1.1	Eligibility criteria:
(a)	Bidder should be a company registered under Companies Act or a partnership firm registered under Indian Partnership Act or a registered proprietary concern. Copy of the Memorandum and Articles of Association/ Certificate of Incorporation/ Partnership Deed/ similar other relevant documents should be submitted as part of Techno-Commercial Bid
(b)	<u>Registrations:</u> Bidder must have registration under GST, Employee State Insurance Act, Provident Fund, Labour laws (if applicable). Bidder must submit Copy of PAN, GST Registration certificate, Certificate for registration under Employee State Insurance Act, certificate for EPF registration, License from respective Authorities (Central/State) for carrying Electrical works, registration under labour laws (if applicable) as part of Techno-Commercial Bid.

(c)	<p>(i) Past Experience: The bidder should have minimum 5 years of experience of executing similar work(s)*. Bidder shall submit the documentary evidence in support of minimum experience of 5 years (i.e., the bidder should have undertaken similar work(s)* prior to November 30, 2020 in providing <u>Integrated Facility Management Services or Similar nature of services</u> (Similar work means providing IFMS services at Govt./Autonomous Organizations// A class airports/ Well-known Hospitals/5-Star Hotel/ Big Malls/large office or residential premises, etc.)</p> <p>(ii) Minimum value of each completed similar work(s)* (qualifying) during specified period.: The bidder should have experience of satisfactorily completed similar work(s)* during last 5 years ending on November 30, 2025, should be either of the following:</p> <ul style="list-style-type: none"> a) Three completed works each costing not less than 40% of the estimated cost of the contract i.e. 40 % of ₹1,62,40,000/- OR b) Two completed works each costing not less than 50% of the estimated cost of the contract i.e. 50 % of ₹2,03,00,000/- OR c) One completed work costing not less 80% of the estimated cost of contract i.e., 80% of ₹3,24,80,000/- <p>Details of work shall be supported by work orders and client performance certificates duly signed by the competent authority by respective organisations.</p> <p>A client-wise list of work(s), year(s) of execution of work (s) awarded, and actual value of executed work(s), names and full contact details of the officers/ authorities/ departments under whom the work(s) was/were executed should be furnished as per <u>Annexure II (A, B & C).</u></p> <p>Client Reports (as per the format given in <u>Annexure IV</u>) duly signed by appropriate authority showing the details of work carried out must be enclosed along with Techno-Commercial Bid.</p> <p>Note: In respect of Departments other than Government Departments/ Public Sector Undertakings, apart from the certificates mentioned above, the TDS certificates (Form 26 AS) issued by Income Tax Department matching with the payments related to the work executed shall also be enclosed.</p>
(d)	<p>The details along with documentary evidence of previous experience of similar nature of work, if any, of carrying out works for the Reserve Bank of India/ Central Government Establishment/ State Government/ Public Sector Undertaking at any center should also be given.</p>

(e)	<p>Bidder should have <u>Annual financial turnover of ₹406.00 Lakh</u> (100% of the Estimated Cost) or more during the last three financial years.</p> <p>FY 2022-23 FY 2023-24 FY 2024-25</p> <p>Copies of the Income Tax Clearance Certificates/ Income Tax Assessment orders/ IT Returns along with latest audited final accounts of the business of the Bidder duly certified by a Chartered Accountant or certificate of turnover issued by a Chartered Accountant should be enclosed as proof of their credit worthiness and turnover for the last three years.</p>
(f)	<p>Bankers' Solvency Certificate of value <u>not less than ₹406.00 Lakh</u> as per the proforma given in <u>Annexure V</u> along with the Techno-Commercial Bid.</p>
(g)	<p>The Bidder must have minimum work force of 98 labourers (unskilled/ semi-skilled/ skilled/ highly skilled). The bidder should furnish documentary evidence in support of their claim of having the required workforce on their payroll (PF Statement/ ESIC Statement).</p>
(h)	<p>i. Bidder should have its local office/ service setup at Bhubaneswar, Odisha.</p> <p style="text-align: center;">or</p> <p>ii. Shall ensure to setup its office in Bhubaneswar, Odisha before entering into the final contract with the Bank if it comes out as the Final Successful Bidder. In connections with this, the bidders may submit the declaration in their letter head regarding the service set-up in Bhubaneswar, Odisha within two (02) months from issue of work order.</p>

**Signature and Name of the authorized person
of the firm/bidder with office seal**

1.2 Form of Tender

Place:

Date:

**The Regional Director
Estate Department
Reserve Bank of India
Bhubaneswar**

e-Tender for awarding Contract for Integrated Facility Management Services (IFMS) at Bank's Main Office Premises (MOP) and Three (03) Residential Colonies of RBI Bhubaneswar, Odisha.

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 involving the tender, I/We hereby offer to take up the Annual Maintenance Contract for providing Integrated Facility Management Services (IFMS) at Bank's Main Office Premises (MOP) and Three (03) Residential Colonies of RBI Bhubaneswar, Odisha.

Important Information:

Estimated cost of the work (inclusive of cost of labour, material, services, EPF/ ESIC contributions, Bonus, profit/ overhead cost, Taxes, etc.)	Approx. ₹4,06,00,000/- for 12 months including all taxes.
Earnest Money Deposit (EMD)	EMD of ₹8,12,000/- by way of a NEFT/RTGS/ DD/ Bank Guarantee using details as given at SOT
Performance Bank Guarantee	Performance Bank Guarantee (Refer clause 4.11 in <u>Section IV</u>)
Power of Attorney	Shall be submitted in favor of the person signing the tender document in case of a company (<u>Annexure IX</u>).
Payment condition	Refer clause 4.6 in <u>Section IV</u>
Penalty	As specified in Clause 4.5 in <u>Section IV</u>
Validity of the tender	90 days from the date of opening of techno-commercial Bid
All disputes arising shall be subject to the jurisdiction of courts in	Bhubaneswar, Odisha.

Address for dispatching the
Bank Guarantee

The Regional Director, Reserve Bank of India,
Estate Department, Pt. Jawaharlal Nehru Marg,
Bhubaneswar-751001, Odisha

2. The Bank reserves the right to accept or reject any or all Bids without assigning any reasons and also reserves the right to relax any of the terms and conditions. No Bidder shall have any cause of action or claim against the Bank for rejection of his Bid. All information submitted in response to this tender shall be the property of Reserve Bank of India and it shall be free.

3. We also agree that our tender will remain valid for acceptance by the Bank for 90 days from the date of opening of the tender and this period of validity can be extended for such period as may be mutually agreed between the Bank and us in writing. We also agree to deposit the EMD amount of Rs -----/- through NEFT /DD/Bank Guarantee in the prescribed format.

4. Should this Tender be accepted, I/we hereby agree to abide by and fulfill all the terms and conditions of the Tender and in the event of any default thereof, to forfeit and pay to you or your successors, or assignees or nominees such sums of money as are stipulated in the conditions contained in the tender document and the Articles of Agreement together with the written acceptance of the Contract.

5. I/ We understand that you reserve the right to accept or reject any or all the tender either in full or in part without assigning any reason therefor.

Dated this _____ day of _____ 2026.

For _____ and _____ on _____ behalf _____ of _____ M/s _____

(Signature with seal)

Name _____

Designation _____

Place _____

Date _____

(Certified true copy of the Power of Attorney of the above signatory should be enclosed).

Witnesses

(1) Signature with _____
name, address and date _____

(2) Signature with _____
name, address and date _____

1.3 Important instructions for E-procurement

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

You are requested to read and understand the Notice Inviting Tender and subsequent corrigenda if any, before submitting your online tender.

Process of E-tender:

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

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

1) Vendors are required to register themselves online with www.mstcecommerce.com/eprocn/

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

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

Contact details:

a) Contact person (MSTC) For Vendors:

HO Central Help Desk: (For vendors)

Phone Number :07969066600

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

Availability

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

b) Contact person (MSTC) at Bhubaneswar

Please visit www.mstcindia.co.in/content/Contact.aspx

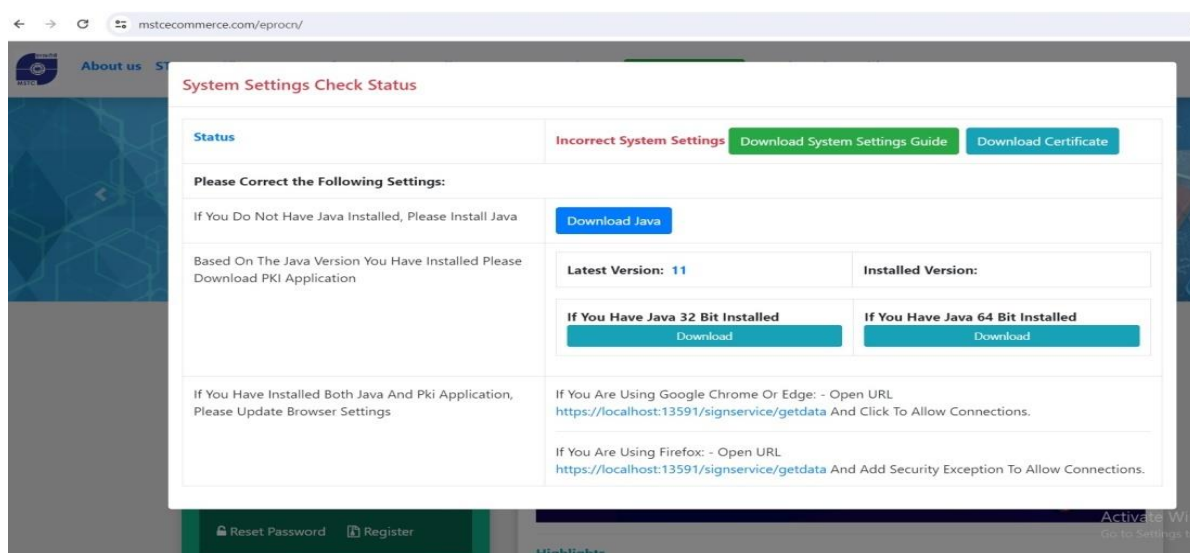
Contact Person	Mail	Mobile
Shri Mahesh Ramavath	rmahesh@mstcindia.co.in	8801281004
Help Desk/ Office	helpdesk@mstcindia.co.in	0674-2544199/ 2950091

c) Contact person at RBI (Bhubaneswar)

Contact Person	Mail	Mobile
Shri Prem Shankar Konapala, AGM	premshankark@rbi.org.in	8074376753
Shri Manoj Pati, Manager	manojpati@rbi.org.in	7008475898
Shri. Rajesh Satapathy, AM	rajeshsatapathy@rbi.org.in	7684074612
Shri Rajesh Bonagiri, AM	rajeshbonagiri@rbi.org.in	9160541941
Generic e-mail	estatebhubaneswar@rbi.org.in	

System Requirement:

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



- i) Windows 7 or above Operating System
- ii. Edge/Google Chrome
- iii) Signing type digital signature iv) Latest updated JRE 8 (x86 Offline) software to be

downloaded and installed in the system.

To disable “Protected Mode” for DSC to appear in The signer box following settings may be applied.

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

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

To enable ALL active X controls and disable ‘use pop up blocker’ under

Tools→ Internet Options→ custom level (Please run IE settings from the page www.mstcecommerce.com once)

1.. Special Note towards Transaction fee: The vendors shall pay the transaction fee using “Transaction Fee Payment” Link against the specific tender in the “Bid Floor”/through the “Pay Transaction fee” in “Event catalog” through their login. Service Provider / Contractor / Vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, Service Provider / Contractor / Vendor shall generate a challan by filling up a form. Service Provider / Contractor / Vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, Service Provider / Contractor / Vendor shall have the provision of making payment using its Credit / Debit Card / Net Banking. Once the payment gets credited to MSTC’s designated bank account, the transaction fee shall be auto authorized.

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

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

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

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

5.Bidding in E-tender:

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

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

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

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

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

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

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

- d) In all cases, bidder should use their own ID and Password along with Digital Signature at the time of submission of their bid.

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

Unit of Measure (UOM) is indicated in the e-tender Floor. Rate to be quoted should be in Indian Rupee as per UOM indicated in the e-tender floor/tender document.

Section II

2.1 Detailed Scope of Works

Name of work: Integrated Facility Management Services (IFMS) at Bank's Main Office Premises (MOP) and Three (03) Residential Colonies of RBI Bhubaneswar, Odisha.

1. Area of work:

- i. Bank's Main Office Premises (MOP) at Unit III, J N Marg, Bhubaneswar.
- ii. Officers' Quarters at Nayapalli (OQNP) at Nayapalli, IRC Village, Bhubaneswar.
- iii. Staff Quarters at Vidyut Marg (SQVM) at Vidyut Marg, Unit 4, Bhubaneswar.
- iv. Staff Quarters at Baramunda (SQBM) at Baramunda, Bhubaneswar.

The Bank's Staff and Officer quarters, i.e., 03 Residential Colonies at Nayapalli, Vidyut Marg & Baramunda, comprise of Flats, VOFs, THHs, Medical flats, Single room accommodations, Dispensary, Caretaker's office, Community Hall, Gymnasium, Recreation Room, etc. This work is the facility management for all premises (Main Office Premises including the Annex buildings and 3 colonies/quarters) which includes all types of routine, preventive, periodical, corrective and break down maintenance works of the following nature:

- i. Supervision of all the contractual works (mostly ones being carried under this IFMS) in all four premises.
- ii. Plumbing and sanitary installations related work in all four premises
- iii. Pump operation work in all four premises
- iv. Carpentry and Fabrication work in all four premises
- v. Electrical installations related work in all four premises
- vi. Gardening/ Horticulture works in all four premises.
- vii. Maintenance and Housekeeping works in three residential premises.
- viii. Cleaning of flats in three residential premises.
- ix. Cleaning of Toilets/ Bathrooms etc. in three residential colonies.
- x. Lifting of all kinds of Garbage from all four premises and shifting the green/wet garbage to Organic Waste Converter (OWC) yard at SQBM from the rest three premises at their own arrangement/own vehicle as directed by Bank's Officials on daily basis. Further, shifting of Manure/Organic fertilizers generated from OWC, SQBM to remaining three premises MOP, OQNP and SQVM on a regular interval (Weekly basis) at their own arrangement/own vehicle as directed by Bank's Officials.

2. Details of flats and other areas (the details tabulated below covers almost all the places but still remains non-exhaustive as there are numerous areas within our four premises) where work is to be carried out:

S. No.	Flats Details	Nos.
a)	Total No. of general flats in Officers' Quarters Nayapalli	100
	Total No. of general flats in Staff Quarters Vidyut Marg	164 (120+44)
	Total No. of general flats in Staff Quarters Baramunda	92
	Total No. of general flats in Main Office Premises [MOP] {Note - Main Office Building [MOP] also includes the Annex Buildings}	10
b)	RD's Residence/ Bungalow at Officers' Quarters at Nayapalli (OQNP)	01
c)	Executive Visiting Officer's Flats (VOFs)/ Visiting Officer's Flats (VOFs)/ Transit Holiday Home (THH)/ Single Room Accommodations (SRAs)/ Medical Flats	32
d)	Common areas other than Flats/ VOFs/ SRAs/ THHs/Medical Flats (including Parks, Staircase, Playground (including Children Play area), Terrace, Fishpond, Fountains, Land scapings)	Various areas
e)	Officer Lounge Dining Room	01
f)	Staff Canteen at Main Office	01
g)	Staff Canteen Block at OQNP	01
h)	Gymnasium	04
i)	Dispensary	04
j)	Creche	01
k)	Recreation Room	01
l)	Caretaker Office/ Enquiry Office	04
m)	Caretaker's Store	04
n)	Community Hall	03
o)	Pump Room	04
p)	Police Barak (MOP)	01
q)	Contact Center (MOP-Annex Building)	01
r)	Gardening Areas 1. Main Office Premises, Unit III, J N Marg, Bhubaneswar 2. RBI Officers Quarters, Nayapalli, Bhubaneswar 3. RBI Staff Quarters, Vidyut Marg, Bhubaneswar 4. RBI Staff Quarters, Baramunda, Bhubaneswar	

NOTE: Above status may inter-change, however overall no. of flats will remain the same.

3. Details of Manpower-

- Supervisors (Technical-High Skilled) must have minimum Diploma in engineering with 3 years' experience in the field of Civil/ Electrical Engineering related works.
- Supervisors (Non-Technical-Highly skilled) must have minimum Intermediate or equivalent with 3 years' experience in the field of housekeeping and gardening/horticulture services.
- Skilled Electrician / Wireman: Should possess valid electrician / wireman license with at least 3 years of work experience.
- Semi-Skilled Helper to Electrician / Wireman: Should possess at least 3 years of work experience.

(Work experience certificate from the Employer should be submitted at the time of scrutiny of the bids).

The supervisors shall carry active mobile phone (provided by the contractor) available at site for taking instructions from Bank's Engineers /Colony Caretakers /AMC Desk Officers/ Security Officers or any person deputed by the Bank to supervise the work at site and shall also deploy **minimum** manpower as under:

Sr. No.	Particulars	Highly skilled	Skilled	Semi - skilled	Unskilled
1	Supervisor (Technically Qualified)	04	-	-	-
2	Supervisor (Non-Technical but Qualified)	04	-	-	-
3	Plumbing and sanitary installations related Work	-	04	04	-
4	Pump Operation Work	-	-	04	-
5	Carpentry Work	-	04	04	-
6	Fabrication Work	-	02	02	-
7	Electrical Work	-	10	09	-
8	Gardening/ Horticulture Work	-	-	08	11
10	Maintenance and Housekeeping works in three colonies	-	-	-	19
11	Cleaning of flats	-	-	-	04
12	Cleaning of Toilets/ Bathrooms etc. in all residential flats	-	-	-	05
	Total - 98	8	20	31	39

Note:

- (a) The Bank reserve the right to seek additional manpower or reduce the workforce as indicated above whenever necessary. In case of additional manpower, the Bank will reimburse the insurance and uniform cost on actual basis on production of documentary evidence and the decision of the Bank in this regard is final.
- (b) The Wages calculated at Annexure X are inclusive of reliever charges in case of 365 days deployment. No extra amount will be paid for the reliever.
- (c) The amount quoted by the respective bidder for Item B : Profit/Service Charges of Non-Labour Component of Price Bid (Part-II) shall be converted to percentage (up to two decimals) of total minimum wages detailed at Sl. No. – 23 (Total wages excluding GST) of Annexure X. The same percentage (up to two decimals) shall be applied for the calculation of Profit/Service Charges on the total minimum wages excluding GST during the contract period as and when any increase/decrease in Minimum wages as prescribed by the Chief Labour Commissioner (Central), Ministry of Labour & Employment from time to time and the associated liabilities like Bonus, PF and ESI components.

4. Work Timings:

Providing services for IFMS and to look after general maintenance of the Main Office Premises (MOP) and three (03) residential Colonies, on all weekdays including Saturdays, Sundays and Holidays from morning to evening (different timing schedules for different works) with lunch break and weekly off (for certain works) as decided by the Bank.

Work Description	No. of Days	Workforce in Premises	Other Remarks
Supervisor (Technically Qualified - High Skilled)	312 (All weekdays including Saturday, Sunday and Holidays with one day weekly off, which will be decided by the Bank)	a) 02 (01 Civil and 01 Electrical) – MOP and SQVM b) 02 - 01 Civil and 01 Electrical for OQNP and SQBM	26x12 days
Supervisor (Non-Technical but	312 (All weekdays including Saturday, Sunday and Holidays	01 – MOP 01 – OQNP 01 – SQVM	26x12 days

Qualified - High Skilled)	with one day weekly off, which will be decided by the Bank)	01 – SQBM	
Experienced Plumber	312 (All weekdays including Saturday, Sunday and Holidays with one day weekly off, which will be decided by the Bank)	01 – MOP 01 – QQNP 01 – SQVM 01 – SQBM	26x12 days
Experienced Carpenter	312 (All weekdays including Saturday, Sunday and Holidays with one day weekly off, which will be decided by the Bank)	01 – MOP 01 – QQNP 01 – SQVM 01 – SQBM	26x12 days
Experienced Fabricator	312 (All weekdays including Saturday, Sunday and Holidays with one day weekly off, which will be decided by the Bank)	02 – MOP & three residential colonies	26x12 days
Experienced Electrician-MOP	312 (All weekdays including Saturday, Sunday and Holidays with one day weekly off, which will be decided by the Bank)	03 – MOP	26x12 days
Experienced Electrician-Colonies	365 (All weekdays including Saturday, Sunday and Holidays with one weekly off for office premise deployment and no weekly off at all for colony deployment. However, in case of manpower deployment in colonies, replacement based one day weekly-off shall be provided to each worker by replacing a suitable reliver in place, provided that premise wise total no. of workers remains same on any particular day.	03 – QQNP 02 – SQVM 02 – SQBM	28/29/30/31x1 2 days
Helper to Plumber	312 (All weekdays including Saturday, Sunday and Holidays with one day weekly off, which will be decided by the Bank)	01 – MOP 01 – QQNP 01 – SQVM 01 – SQBM	26x12 days
Pump Operator	365 (All weekdays including Saturday, Sunday and Holidays with no weekly off at all on any day.	01 – MOP 01 – QQNP 01 – SQVM 01 – SQBM	28/29/30/31x1 2 days

	However, in case of manpower deployment in colonies, replacement based one day weekly-off shall be provided to each worker by replacing a suitable reliver in place, provided that premise wise total no. of workers remains same on any particular day.		
Helper to Carpenter	312 (All weekdays including Saturday, Sunday and Holidays with one day weekly off, which will be decided by the Bank)	01 – MOP 01 – OQNP 01 – SQVM 01 – SQBM	26x12 days
Helper to Fabricator	312 (All weekdays including Saturday, Sunday and Holidays with one day weekly off, which will be decided by the Bank)	02 – MOP & three residential colonies	26x12 days
Helper to Electrician-MOP	312 (All weekdays including Saturday, Sunday and Holidays with one day weekly off, which will be decided by the Bank)	02 – MOP	26x12 days
Helper to Electrician-Colonies	365 (All weekdays including Saturday, Sunday and Holidays with one weekly off for office premise deployment and no weekly off at all for colony deployment. However, in case of manpower deployment in colonies, replacement based one day weekly-off shall be provided to each worker by replacing a suitable reliver in place, provided that premise wise total no. of workers remains same on any particular day.	03 – OQNP 02 – SQVM 02 – SQBM	28/29/30/31x1 2 days
Gardening Workers	312 (All weekdays including Saturday, Sunday and Holidays with one day weekly off, which will be decided by the Bank)	02 – MOP 02 – OQNP 02 – SQVM 02 – SQBM	26x12 days

Gardening Workers (helpers)	312 (All weekdays including Saturday, Sunday and Holidays with one day weekly off, which will be decided by the Bank)	03 – MOP 04 – OQNP 02 – SQVM 02 – SQBM	26x12 days
Maintenance and Housekeeping workers in three colonies	365 (All weekdays including Saturday, Sunday and Holidays with no weekly off at all on any day. However, in case of manpower deployment in colonies, replacement based one day weekly-off shall be provided to each worker by replacing a suitable reliver in place, provided that premise wise total no. of workers remains same on any particular day.	06 – OQNP 07 – SQVM 06 – SQBM	28/29/30/31x1 2 days
Cleaning of flats	312 (All weekdays including Saturday, Sunday and Holidays with one day weekly off, which will be decided by the Bank)	01 – OQNP 02 – SQVM 01 – SQBM <i>(Quarterly cleaning/ as per the requirement)</i>	26x12 days
Workers for cleaning of Toilets/ Bathrooms etc. in all residential flats	312 (All weekdays including Saturday, Sunday and Holidays with one day weekly off, which will be decided by the Bank)	02 – OQNP 02 – SQVM 01 – SQBM <i>(Weekly cleaning)</i>	26x12 days

Timing of the various works are as under:

Work Description	Work Timing @ Office	Work Timing @ Colonies
Supervisor (Technically Qualified)	Work Hour – 09:00 AM to 01:00 PM Lunch/ Break Time – 01:00 PM to 02:00 PM	Work Hour – 07:00 AM to 11:00 AM Lunch/ Break Time – 11:00 AM to 03:00 PM
Supervisor (Non-Technical Qualified)	Work Hour – 02:00 PM to 06:00 PM	Work Hour – 03:00 PM to 07:00 PM

Experienced Plumber	Work Hour – 09:00 AM to 01:00 PM	Work Hour – 08:00 AM to 12:00 Noon
Experienced Carpenter	Lunch/ Break Time – 01:00 PM to 02:00 PM	Lunch/ Break Time – 12:00 Noon to 03:00 PM
Experienced Fabricator	Work Hour – 02:00 PM to 06:00 PM	Work Hour – 03:00 PM to 07:00 PM
Experienced Electrician	<p>Work Hour – 09:00 AM to 01:00 PM</p> <p>Lunch/ Break Time – 01:00 PM to 02:00 PM</p> <p>Work Hour – 02:00 PM to 06:00 PM</p>	<p>OQNP: One person each in 3 shifts of 8 hours (6AM-2PM, 2PM-10PM & 10PM-6AM with every shift having break of one hour for meal)</p> <p>SQVM: One person each in 2 shifts of 8 hours (6AM-2PM & 2PM-10PM with every shift having break of one hour for meal)</p> <p>SQBM: One person each in 2 shifts of 8 hours (6AM-2PM & 2PM-10PM with every shift having break of one hour for meal)</p>
Helper to Plumber	Work Hour – 09:00 AM to 01:00 PM	Work Hour – 08:00 AM to 12:00 Noon
Pump Operator	Lunch/ Break Time – 01:00 PM to 02:00 PM	Lunch/ Break Time – 12:00 Noon to 03:00 PM
Helper to Carpenter	Work Hour – 02:00 PM to 06:00 PM	Work Hour – 03:00 PM to 07:00 PM
Helper to Fabricator		
Helper to Electrician	<p>Work Hour – 09:00 AM to 01:00 PM</p> <p>Lunch/ Break Time – 01:00 PM to 02:00 PM</p> <p>Work Hour – 02:00 PM to 06:00 PM</p>	<p>OQNP: One person each in 3 shifts of 8 hours (6AM-2PM, 2PM-10PM & 10PM-6AM with every shift having break of one hour for meal)</p> <p>SQVM: One person each in 2 shifts of 8 hours (6AM-2PM & 2PM-10PM with every shift having break of</p>

		one hour for meal) SQBM: One person each in 2 shifts of 8 hours (6AM-2PM & 2PM-10PM with every shift having break of one hour for meal)
Gardening Workers	Work Hour – 09:00 AM to 01:00 PM	Work Hour – 08:00 AM to 12:00 Noon
Gardening Workers (helpers)	Lunch/ Break Time – 01:00 PM to 02:00 PM Work Hour – 02:00 PM to 06:00 PM	Lunch/ Break Time – 12:00 Noon to 03:00 PM Work Hour – 03:00 PM to 07:00 PM
Maintenance and Housekeeping workers in three colonies	NA	Work Hour – 07:00 AM to 11:00 AM Lunch/ Break Time – 11:00 AM to 02:00 PM Work Hour – 02:00 PM to 06:00 PM
Workers for Cleaning of flats	NA	Work Hour – 08:00 AM to 12:00 Noon Lunch/ Break Time – 12:00 Noon to 03:00 PM Work Hour – 03:00 PM to 07:00 PM
Workers for cleaning of Toilets/ Bathrooms etc. in three residential colonies	NA	Work Hour – 08:00 AM to 12:00 Noon Lunch/ Break Time – 12:00 Noon to 03:00 PM Work Hour – 03:00 PM to 07:00 PM

Important Notes regarding Scope of Work, Manpower, etc.

Note 1:

The Bank reserve the right to change/ update the timing of manpower deployment if it is found to be necessary, provided there will be no major change in total shift of the work. On special occasion or as per special need, the Bank reserves the right to make the labourers work for **some additional time after their quota of normal shifts, provided that such instances should not recur frequently.**

Note 2:

In emergency works, workers will have to continue to work till the emergency is over. The weekly holiday should be given to the workers only after consultation with the Bank.

- a. Electricity and water shall be given to agency at nearest available point free of cost by the Bank but all the other arrangements have to be made by the successful bidder at their own.
- b. In case of any worker of the successful bidder found to be giving poor workmanship, disobeying instruction of the Bank and misbehaviour etc. the agency will replace such person(s) from the work as directed by the Bank.
- c. The successful bidder shall ensure that workforce once deployed at one premise, may be rotated on regular interval from one premise to another with the prior intimation to the Bank. In case replacement of manpower deployed at any premise of the Bank, the same should be deployed only after getting due approval by writing an e-mail/ application to the Bank in well advance.

Note 3:

The Scope of Various Works listed on forthcoming pages are only indicative.

Any related repair/ maintenance/ general work not specifically mentioned but required for the healthy operation of the system/ operation concerned as well as for the satisfaction of the Complainant/ Bank's engineers/ AMC Officer/ other representatives of the Bank will be considered as part of IFMS' scope of work and there shall be no questioning in this regard and Bank's decision in this regard shall be final.

Note 4:

Contractors are advised to visit the various sites for understanding the detailed scope of work before submitting their tenders and confirming to the terms and conditions.

Role of Supervisors

Providing services of Eight (08) High Skilled supervisors [Four (04) Technically Qualified and Four (04) Non-Technical but Qualified] at MOP and three residential colonies for IFMS and the details are as below:

- Technically (High skilled) Qualified Supervisors shall supervise the IFMS Technical tasks of Plumbing & Sanitary installations related Work, Pump Operation Work, Carpentry Work, Fabrication Work and Electrical Work.
- Non-technical (High skilled) but Qualified Supervisors shall supervise the IFMS Non-technical tasks of Gardening/ Horticulture Work, Maintenance and Housekeeping works in three colonies, Cleaning of flats in all residential colonies, Cleaning of Toilets/ Bathrooms etc. in residential colonies and Lifting

of garbage and Transportation of Green Waste/Manure To/From to OWC Yard, SQBM.

The supervisors will ensure timely attending of complaints (pertaining to IFMS works) lodged through Mobile App/Complaint Management System or in the complaint registers maintained at Caretaker's office or Colony gate. He will provide necessary help to the Bank's engineers/ Caretakers in taking measurements of various works.

While supervisors shall look after the IFMS works, on some occasions (based on requirement only) Bank's engineer or any other person deputed by the Bank might also assign them to supervise the works of other contractors in the office/ colony.

Deployment of all Supervisors shall be done on six weekdays per week including Saturdays, Sundays and Holidays (excluding one day off per supervisor as decided by the Bank) for attending day-to-day supervision jobs.

2.2 PLUMBING/ SANITARY

1. Area of work:

The work is for Bank's Main Office Premises, Officers' Quarters at Nayapalli, Staff Quarters at Vidyut Marg & Baramunda and any other site as per Bank's requirement which includes all types of routine, preventive, periodical maintenance works generally of Plumbing and sanitary installations. Any addition/ alteration that will be done in the Premises in the future will also be covered.

2. Details of Manpower:

Bidder shall deploy Plumbers/ Helpers (manpower as indicated in the tender) at site for taking instruction from Bank's officials//Colony Caretaker/Supervisor.

3. Plumbing and Sanitary

(A) Scope of services to be rendered shall broadly include the following items of work:-

Providing and making necessary arrangement to attend the sanitary & plumbing related routine/ periodic/ preventive maintenance/ breakdown, plumbing/ sanitary complaint works by engaging services of minimum 4 experience plumbers and 4 semi-skilled plumbers for aforesaid four Bank's Premises. Maintaining the installations in serviceable, clean and hygienic conditions for proper habitation of Bank's properties including periodic cleaning of sewer lines/manholes/septic tanks, storm water drains, fountains etc. by deploying additional manpower as and when required without any extra charge.

i. Works to be attended on daily basis.

- a. Removal of blockages in soil waste line, gully/ nahani traps, manholes, inspection chambers, bottle traps, sinks, wash hand basin, urinals, water closets and the removal of debris outside the Bank's Premises without any cost. During the removal and re-fixing of the connecting pieces, taps, stop cocks, valves or any other CI fittings such as Eye Plug etc. are required, the same shall be replaced without any extra charges.
- b. Replacement of washers including the cost of washers for bib taps, pillar taps, stop cocks, rubber gaskets for flushing cisterns and plunger washers for low level flushing tanks.
- c. Repairing of flushing systems CI/PVC/any other make porcelain, fordham including removal of siphons, bells, float valves, provision of cotter pin plunger washers, nut and bolts for siphon, 'S' hooks, nakucha for the Ball-cock etc. including removal and re-fixing of tanks with new accessories of appropriate sizes.
- d. Disconnecting and reconnecting plumbing connection in case of water heaters, geysers, coolers, electrical gadgets, whenever such electrical gadgets are required to be replaced/repared.
- e. Cementing of joints of various drainages lines, gaps between wash basins, sinks and that of walls, pointing of joints of tiles of floors and dados, cementing of loose tiles, floors and dados, including re-fixing the same with white cement and matching pigment.
- f. Re-fixing of loose fixtures and fittings including supporting brackets such as wash basins, sinks, flushing cistern, drain boards, towel rods, mirrors, glass shelves, soap holders, nahani traps, gratings and any other fixtures and fittings as existing in the properties including removal of existing fittings/fixtures without causing any damage. Grouting of new wooden gutties in cement mortar and refixing with new screws; removing where necessary.
- g. Disconnecting and reconnecting suction and delivery connection of water pumps whenever the pumps are required to be taken away for repairs/replacement. Removal of air locks from suction lines/delivery lines as and when required.
- h. All installations will be routinely checked and preventive maintenance will be provided whenever necessary.
- i. The complaints registered by the resident in the complaint book maintained with the Bank via mobile/desktop application will be checked daily and all complaints will be attended promptly. After satisfactory completion, the signature shall be obtained from respective resident or their representative followed by caretaker of the respective properties. No complaint shall be kept pending for more than 5 working days.
- j. Any plumbing or civil repairs for proper operation of the fountains as directed by the Bank's officials.

- k. Cleaning of Water Logging areas (as and when basis)
- l. Maintaining water meter reading register on daily basis & put up to Bank's officials and preparation of monthly and quarterly report for onward submission to PDCO Green Portal. Periodically/ regular general maintenance of all water meters.
- m. Liaison with local authorities, if required.
- n. Cleaning of wall cladding.
- o. Maintenance and proper functioning of Soil Pipe, water pipe, all inlet and outlet pipes for plumbing and sanitary system
- p. Arresting seepage arises out of leakage of pipe etc.
- q. Removal of debris created due to plumbing/sanitary work to be taken and dumped in the Corporation Garbage bin or disposed of outside Bank's premises at appropriate place as per statutory norms.
- r. Any other related works as desired by the Bank.

ii. Works to be attended on fortnightly basis.

- a. Thorough cleaning of fountain at Main Office Premises.
- b. Removal of the debris collected due to the plumbing work.
- c. Inspection of premises and submitting the report of major defects.

iii. Works to be attended on monthly basis.

- a. Cleaning of terrace- Chajja, jali, road gully etc.
- b. Cleaning the vegetation from the buildings wherever appear.
- c. To uproot any wild growth on and around the buildings/structures within the premises. The same shall be done with acid, wherever necessary.
- d. Keeping the rainwater outlets on terraces, canopies, free of debris, foreign materials, etc. to ensure quick flow of water from terraces etc. A preventive maintenance cleaning has to be taken on monthly basis in a year and every fortnight during rainy season.
- e. Maintenance of drainage slabs.

iv. Works to be attended on half yearly basis.

- a. Cleaning of drains/ sewer lines including removal of sludge from manholes and septic tank, road gully, etc. inside the Premises up to Municipal Manhole (including removal of debris and disposing the same out of the Premises) complying with all statutory norms.
- b. The plumbing/sanitary installations in the vacant flat to be inspected on half yearly basis and report to be submitted.
- c. Cleaning of surface drains, rainwater pipes, chambers and manholes including removal of mild grouse on pipes and terraces of buildings.
- d. Cleaning of STP tanks in consultation with the Caretaker/ Bank's officials.
- e. Cleaning of storm water drain.
- f. Servicing of all types of valves.

v. Work to be attended in case of Emergency.

- a. Pre and post preparation arrangement in case of any disaster like cyclone etc.
- b. Services to be provided for any emergency, official exigency even in outside work time.

(B) The cost of following items of work should also be included in the quoted rates:

The rate quoted shall also include all types of consumables (**see Annexure VIII**) (e.g., cost of washers of bib cock/ angle cock/flush cock, Teflon tape and all the tools etc., as required at site.

Note: Any material required for repair/replacement/maintenance of the plumbing work will be supplied by the Bank except what is mentioned at (B) above.

In case the Successful Bidder fails to ensure the same, the work will be got done by the Bank through its other agencies in the field at the risk and cost of the contractor and the cost so incurred by the Bank will be recovered from the monthly bills of contractor.

4. Duties of Plumbers:

- i. **Providing services of experienced plumber and helper** with required tools and consumables on six weekdays per week including Saturdays, Sundays and Holidays (excluding one day weekly off per worker as decided by the Bank) for attending sanitary and plumbing works as per the scope of work given in the tender document of routine nature including preventive maintenance and breakdown repairs etc. Their scope of work includes repairs to water supply and drainage pipelines, taps, wall mixtures, sink-mixtures, traps, flushing cisterns, WCs, wash-basins, urinals, water meters, float valves, gate valves, sluice valves, etc.; fixing of sanitary & plumbing fittings {cost of plumbing fittings will be paid separately at Standard Approved Rates (SARs) of the Bank or at market rates or as per CPWD rates with allowable profit and overheads for non SAR items}, removal of blockage of traps, WCs, Sewer lines, air blockage to water supply lines or any other works related to sanitary & plumbing installations in the colony, etc., all complete as directed.
- ii. Service contract in respect of the above works shall be excluding the cost of material like fittings, fixtures, pipes, clamps, etc. However, it shall include the cost of all consumables/ perishable materials like spun yarn, putty, cotton thread, washers etc., necessary tools & plants, services of experienced plumber/labour whenever required for day-to-day maintenance and attending to repairs, preventive maintenance, replacements, etc (**see Annexure VIII**).
- iii. Pre-monsoon cleaning of sunshades, surface drains, rainwater pipes, chajjas, gully traps, storm water drains, khura/ mouth of rainwater pipes at terraces, etc. once in a year to obviate blockage to free flow of rainwater etc.,

- iv. Operating and servicing of all types of valves once in 6 months.
- v. Inspection of water tanks (Overhead and Underground), toilets, kitchen, terraces and common areas, etc. with regard to their conditions and leakages etc. to be done once in 6 months and reporting to the concerned staff of the Bank.

5. Manpower Requirement Table

The estimated number of persons that needs to be deployed to undertake aforesaid work is tabulated below. However, the Bank reserves the right to increase or decrease the number of persons to be deployed before awarding the work or anytime during the currency of contract.

Location	Minimum manpower requirement	
	Skilled	Semi-Skilled
Main Office Building	01	01
Officers' Quarters at Nayapalli	01	01
Staff Quarters at Vidyut Marg	01	01
Staff Quarters at Baramunda	01	01
SUB-TOTAL	04	04

2.3 PUMP OPERATION

1. Area of work:

The work is for Bank's Main Office Premises, Officers' Quarters at Nayapalli, Staff Quarters at Vidyut Marg & Baramunda which includes all types of routine, preventive, periodical maintenance works generally of Pump operation. Any addition/ alteration that will be done in the Premises in the future will also be covered.

2. Details of Manpower:

Bidder shall deploy Pump Operators at site for taking instruction from Bank's officials/ Colony Caretaker/Supervisor.

3. Pump operation:

(A) Scope of services to be rendered shall broadly include the following items of work:-

Providing and making necessary arrangement to attend the pump operations and related routine/ periodic/ preventive maintenance/ breakdown, pump related complaint works by engaging services of 4 semi-skilled pump operators for aforesaid four Bank's Premises.

- i. **Works to be attended on daily basis.**
 - a. The operating personnel in each site will look after daily pump operation so as to provide uninterrupted water supply throughout the year.
 - b. Undertake preventive maintenance along with day-to-day operation of water lifting and Submersible Pump-Motor sets at designated locations.
 - c. Address the complaints in respect to the LT panel, Main switches & Bus-Bar chamber, Starter for pump-motor sets installed in the pump house of the work area.
 - d. Cleaning of pump room and equipment.
- ii. **Works to be attended on monthly basis.**
 - a. Checking and proofing of gland packing, if required.
 - b. Checking and tightening of connections in motor terminal box.
 - c. General inspection and cleaning of the switches and starters.
 - d. Testing of protection relays and preventers for safety of equipment.
 - e. Tightening of cable connection.
- iii. **Works to be attended on yearly basis.**
 - a. Lubricating pump & motor bearings.
 - b. Check pump shaft.
 - c. Check pump coupling.
 - d. Insulation resistance test of the cables, panels and motor.
 - e. Earth resistance test.
- iv. **Works to be attended in case of Emergency.**
 - a. Pre and post preparation arrangement in case of any disaster like cyclone etc.
 - b. Services to be provided for any emergency, official exigency even in outside work time.

(B) The cost of following items of work should also be included in the quoted rates:

The rate quoted shall also include all types of consumables oil, grease, cotton waste etc. as required at site. **(See Annexure VIII)**

Note: Any material required for repair/replacement/maintenance of the pump operation work will be supplied by the Bank except what is mentioned above at (B)

In case the Successful Bidder fails to ensure the same, the work will be get done by the Bank through its other agencies in the field at the risk and cost of the contractor and the cost so incurred by the Bank will be recovered from the monthly bills of contractor.

4. Duties of Pump Operators

- i. **Providing services of experienced pump operators** with required tools and consumables on all weekdays including Saturdays, Sundays and Holidays with

no weekly off for attending pump operation and maintenance works as per the scope of work given in the tender document of routine nature including preventive maintenance and breakdown repairs etc.

- ii. Maintain logbooks/ register for attending day-to-day complaints, pump operation and preventive maintenance of electrical installations in consultation with the Bank's Engineer and furnish the same to the Bank, whenever called upon.
- iii. Maintain water meter registers by recording the readings on a daily basis and submit the same to Bank's Engineers, whenever called upon.
- iv. Work has to be carried out as per Indian Electricity Rules and Specification amended up-to-date and to the full satisfaction of the Bank.

5. Manpower Requirement Table

The estimated number of persons that needs to be deployed to undertake aforesaid work is tabulated below. However, the Bank reserves the right to increase or decrease the number of persons to be deployed before awarding the work or anytime during the currency of contract.

Location	Minimum manpower requirement
	Semi-Skilled
Main Office Building	01
Officers' Quarters at Nayapalli	01
Staff Quarters at Vidyut Marg	01
Staff Quarters at Baramunda	01
SUB-TOTAL	04

Semi-Skilled worker should have working knowledge of electrical equipment up to 650 volts and minimum three years of electrical maintenance work / Pump operation experience in Banks, institutions, commercial buildings, private organisations, residential colonies, etc. **(Work experience certificate from the employer should be submitted at the time of scrutiny of the bids)**

2.4 CARPENTRY AND FABRICATION

1. Area of work:

The work is for Bank's Main Office Premises, Officers' Quarters at Nayapalli, Staff Quarters at Vidyut Marg & Baramunda which includes all types of routine, preventive, periodical maintenance works generally of Carpentry, Fabrication & Interior works. Any addition/ alteration that will be done in the Premises in the future will also be covered. The contractor is advised to visit the site before quoting their rates to assess the quantum of work.

2. Details of Manpower:

Successful Bidder shall deploy carpenter with active mobile phone available at site (mobile phone provided by the contractor should be available all the time for any breakdown or emergency services) for taking instruction from Bank's officials/ colony caretaker/ Supervisor and responsible for all the properties/works within this contract.

3. Carpentry and Fabrication

(A) Scope of services to be rendered shall broadly include the following items of work:-

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

Providing and making necessary arrangement to attend the carpentry related routine/ periodic/ preventive maintenance works in respect of aforesaid four premises to be performed by carpenter and helper. To attend routine/ preventive / breakdown carpentry/civil complaints & maintaining the installations in serviceable, clean and hygienic conditions for proper habitation of Bank's properties such as oiling/ repairing/ replacement of doors/ windows/ wooden/ metallic items, gate, repairs to cloth hanging system, preparation of new name plates, numbers/ lettering work, POP false ceiling repair, other false ceiling repair and repair to cornice etc., steel window related works, modular kitchen related works, repairs of letter boxes, modification of window opening/ grill for air-conditioner, welding work of iron, steel and aluminium make, etc. & other related works. The rate shall include the cost of nails & screws, adhesive, putty, incl. tools & plants etc (**see Annexure VIII**), all complete as required at site, as directed by the Bank. Also, the Contractor shall deploy additional manpower, whenever necessary.

i) Works to be attended on daily basis.

- a. Removing and re-fixing the loose hard-ware items with necessary screws as required at site etc. complete.
- b. Replacement of worn-out wooden beading, any wooden members, broken glass panes of door and window shutters and any damaged hardware fitting etc.
- c. Repairing of bath/ WC doors including partial replacement of panels, styles/ rails, glass panes, night-latch, all hardware like tower-belts, hooks and eyes, handles, hinges etc. including wooden/ aluminium/ steel doors.
- d. Repair and welding related works pertaining to iron, steel and aluminium make furniture, door, window, etc.
- e. Repairing/ Replacement of keys of cupboards, drawers, etc.
- f. The complaints registered by the resident in the complaint book maintained with the Bank/Caretaker/mobile/desktop application will be routinely checked daily

and all complaints will be attended promptly. After satisfactory completion the signature shall be obtain from respective resident or their representative. No complaint registered in the Complaint Register shall be kept pending for more than five days.

- g. Fittings/ fixtures and other materials procured with the approval of Bank will be paid as per Bank's SAR or at reasonable rate/ market rate approved by the Bank or as per applicable CPWD rate for carpentry works.
- h. Removal of debris created due to Carpentry work to be taken and dumped in the Corporation Garbage bin or disposed of outside Bank's premises at appropriate place as per statutory norms.
- i. Shifting of furniture within the Bank's Premises/colonies.
- j. Attending to all the preventive maintenance works.
- k. Fixing of curtain rods, mosquito nets, etc.
- l. Any other related works as instructed by Bank's officials.
- m. Minor repair of doors/windows, modular kitchen, latches/handles, tables/drawers, chairs etc./sofas, beds and almirahs. The cost of the material will be paid separately as per Standard Approved Rates of the Bank or at market rates with allowable profit in case of non-SAR items or as per applicable CPWD rate.

ii) Works to be attended on fortnightly basis.

- a. Inspection of office premises, other premises and submitting the report of major defects.

iii) Works to be attended on call basis.

- a. Servicing/repairing of table drawers, checking chairs, etc.

iv) Works to be attended on half yearly basis.

- a. Greasing and oiling to hinges etc.
- b. Servicing of door closures.
- c. Servicing of floor springs.

v) Work to be attended in case of Emergency.

- a. Pre and post preparation arrangement in case of any disaster like cyclone etc.
- b. Services to be provided for any emergency, official exigency even in outside work time.

(B) The cost of following items of work should also be included in the quoted rates:

- a) Work shall be carried out at all height; no extra payment shall be paid for scaffolding etc.
- b) Consumables like tapes, nuts, nails, bolts, glands/ thimbles, lead wires etc. **(see Annexure VIII)**

Note: Any material required for repair/ replacement/ maintenance in the carpentry/ fabrication work will be supplied by the Bank excepting what is stated at (B) above.

In case the Successful Bidder fails to ensure the same, the work will get done by the Bank through its other agencies in the field at the risk and cost of the contractor and the cost so incurred by the Bank will be recovered from the monthly bills of contractor.

4. Duties of the Carpenter/ Semi-skilled helper

- i. **Providing services of experienced carpenter and helper** with required tools and consumables on six weekdays per week including Saturdays, Sundays and Holidays (excluding one day weekly off per worker as decided by the Bank) for attending day to day complaints of carpentry/ fabrication works. The works may be related to attending the complaints recorded by the colony residents in complaint register/s kept in the Caretaker's Office or at the main gate of the colony. Removal of debris generated from carpentry/ fabrication works under the scope of this AMC.
- ii. The service contract shall include the cost of scaffolding, T&P, consumables like nails, screws, washers, PVC or wooden gutties, adhesives, sandpaper, lubricant/oil, etc., **(see Annexure VIII)** all complete as directed.
- iii. The carpentry fittings/fixtures in the vacant flat to be inspected on half yearly basis and report to be submitted.
- iv. Maintenance of Complaints Register, Attendance Register, Routine/preventive/periodic maintenance work register, any other logbooks as directed by Bank's Engineers.

5. Manpower Requirement Table

The estimated number of persons that needs to be deployed to undertake aforesaid work is tabulated below. However, the Bank reserves the right to increase or decrease the number of persons to be deployed before awarding the work or anytime during the currency of contract.

Location	Minimum manpower requirement [Carpenters]		Minimum manpower requirement [Fabricators]	
	Skilled	Semi-Skilled	Skilled	Semi-Skilled
Main Office Building	01	01	02	02
Officers' Quarters at Nayapalli	01	01		
Staff Quarters at Vidyut Marg	01	01		
Staff Quarters at Baramunda	01	01		
SUB-TOTAL	04	04	02	02

2.5 ELECTRICAL WORK

1. Area of work:

The work is for Bank's Main Office Premises, Officers' Quarters at Nayapalli, Staff Quarters at Vidyut Marg & Staff Quarters at Baramunda which includes all types of routine, preventive, periodical, breakdown maintenance works of Electrical installations. Any addition/ alteration that will be done in the Premises in the future will also be covered.

2. Scope of services to be rendered under the contract shall broadly include the following items of Electrical Maintenance work:

- a. Daily Checking and cleaning of Diesel Generator Sets (if available), Transformers, Oil circuit breakers, Air circuit breakers and all Power Panels at the in residential premises for its proper functioning and maintaining the logbooks.
- b. Attending of all day to day electrical maintenance and repair / rectification / restoration of 220 / 440 volt electrical and electromechanical systems as per Indian Electricity Rules at office / Colony premises which covers all departments, vaults, residential flat, community hall, caretaker office, street lights, Transformer yard & Fuse box, Meter panel, Gym, Inverters and battery installation, Common area, Dispensary etc. and any other work necessary inside the premises as assigned from time to time by Caretaker or Technical Staff.
- c. During power outage, necessarily follow up, lodging of complaint & liaison with electricity service provider must be taken for early restoration of power. The electricity service provider must be assisted during restoration of power supply inside premises.
- d. Visual inspection of earthing condition and pouring of water as and when required.
- e. Operation & monitoring of DG set during power failure (where DG set is available). Also, ensuring stock of sufficient diesel as backup in residential premises.
- f. General periodical preventive maintenance and visual check (once in every quarter) of all major Switch Gear equipment like Main switch, Fuse box, Cable termination box, etc. and Condition Assessment of Meter box, Feeder panel etc. (once in every quarter) located at entrance of each residential building. The material required to keep the system healthy shall be supplied by the Bank.
- g. Daily Checking and cleaning of Solar Power Plant etc. for its proper functioning
- h. Attending to day-to-day maintenance of electrical complaints received from Caretaker, Protocol and Security Officer, office staff and residents of staff quarters.
- i. Liaison with local authorities of electric supply for reporting power failures in case of emergencies.

- j. Checking of all the water pumps, starter panels and motors at the four aforesaid premises for its proper functioning and repairing, if required.
- k. Checking of exhaust, wall mounted, pedestal and ceiling fans once in a year and repairing, if required.
- l. Quarterly Preventive maintenance of all the switches, MCBs, fuses, cable terminals. Meter panels, Sub Power Panels etc. in all the flats, staircase, streetlights, pump room etc. after thorough checking of the entire system including insulation. This includes the corrective measures in the defective/ loose terminals at office premises officers/staff quarters and shall be recorded in register.
- m. Maintenance of lights, fans, shoe polish machines, geysers, any other electrical gadgets etc. in the aforesaid four premises including pathway lights, common area lights, etc.
- n. Regular checking and cleaning of cables, ceiling fans, geysers, UPS and battery, energy meter panels etc. and repairing, if required.
- o. Checking and repairing the starter connection for tightness on routine basis.
- p. Checking and repairing of streetlights and periphery Lightings and make it good immediately.
- q. Checking of fountain motors, garden lights, streetlights, substation etc. Daily work of switching-on/off of lights in office building and colonies whenever required.
- r. The Successful Bidder shall be responsible for preventive & breakdown maintenance of all installations at the four aforesaid premises through the same electricians. The electrician will attend the complaint which are not advised but required for safety after getting the prior approval from the Bank's officials.
- s. Whenever a particular equipment goes out of order, the fact shall be brought to the notice of the Bank's Electrical Engineer immediately. If the material is required to be replaced, material may be issued by Banks Electrical Engineer / Caretaker available in stock. The complaints at residence quarters shall be attended through shift wireman as and when required.
- t. Removal of debris created due to electrical work to be taken and dumped in the Corporation Garbage bin or disposed of outside Bank's premises at appropriate place as per statutory norms.
- u. Inspection of premises and submitting the report of major defects.
- b. To attend and rectify the defects in the Bank's electrical/ electromechanical installations at all locations inside the Bank's premises, staircase lights, dispensary, pump room, cooperative society, common area, etc.
- c. To check all the electrical connections, telephone, cable TV, AC etc. to ensure proper working condition for VIP areas viz. RD cabin, RD secretariat, Governor room, DG cabins, Board room etc. as applicable on daily basis.
- d. Daily recording of the electrical meter reading.
- e. To check the level of distilled water in the batteries of inverters and DG sets and all the electrical connections of Bank's inverter/ DG sets in the office. To

refill the distilled water in the batteries and to clean the cabinet and batteries of inverter. These activities are to be carried out once in a month.

- f. To water the earth pits inside the premises every fortnight. To check all the earth stations and insulation resistance of cables and submit the test report for the same once in six months.
- g. To clean all common area lighting fixtures/ wall fans/ ceiling fans/ exhaust fans/ / AC diffuser units/ AC grills once in a month.
- h. Operation of Passenger Lift/Bullion lift at Main Office Premises.
- i. To carry out regular/ periodical maintenance and tightening of electrical connections of SFU, floor panels, MCB DBs, RCCBs located at various floors, meter rooms, riser mains, panel rooms, pump room etc.
- j. To keep all electrical installations in up-to-date condition and complaints of any individual/ employee should not be kept pending. To clean all the electric meter room with the help of broom once in a month and keep meter room in hygienic condition.
- k. To attend and rectify the emergency complaints after regular hours.
- l. To check all the safety (electric and mechanical) of all the ceiling fans/ wall fans/ pedestal fans once in a quarter. To replace the faulty parts such as split pin, quarter pin, rubber bush, etc. (except fan motor and fan blade).
- m. To maintain a register for preventive maintenance and daily visits/ complaints in consultation with Engineer-in-charge or his representative.
- n. To carry out electric preventive maintenance of DBs, panels, etc. in a month and submit the report duly signed and stamped by the Engineer-in-charge.
- o. Providing temporary electrical connection to the contractors/other service vendors through proper wiring with RCBO/ELCB protection etc. from the nearby power source.
- p. To carry out the complete servicing of geysers, exhaust and ceiling fans once in a year.
- q. To replace /install tube light fittings/ street light fittings/geysers/ceiling fans/exhaust fans/cabin fans/wall fans/pedestal fans/LED/PL or fluorescent tube light/PL and CFL lamps/ electrical switching materials (accessories) using required Hardware like screw, plug, anchor fastener, cord wire etc. All electrical accessories required for the replacement in the Bank will be obtained prior approval by the Bank.
- r. To assist the Bank's engineer in maintaining electrical stock book and also during dead stock reconciliation activity.
- s. To obtain signature of complainant and caretaker in the complaint book after rectification of complaint. To write the reason for incomplete rectification of complaint in the remark column of the respective complaint in the complaint book.
- t. To assist BSNL official or other service providers viz. cable TV, intercom lines etc. to install or rectify defects inside the Bank. To coordinate with BSNL official to rectify long pending issues.

- u. Evacuation from lifts in case of trapping and lodging the complaints with respective vendor under breakdown. Close monitoring/ operating of the Bullion/ goods lift on daily basis.
- v. To disconnect electric connection and remove the submersible pump-motor set in the underground tank, re-install it after rectification of work in it and to reconnect electrical connection to it by providing water-proof insulation tape on the joint after installation of submersible pump-motor set in the underground tank.
- w. To clean all solar panels installed on roof top of the building before sunrise and after sunset every 15 days. Daily recording of the energy generation of solar inverters installed in the Main Office Building premises and residential premises. In case of solar inverter found not working, same is to be brought to notice of Bank's Engineer.
- x. Daily checking and operation of audio/ video systems of Board Room/ Conference room and regular checking of PA system.
- y. Regular checking and cleaning of all panels, loose connection, UPS, DG sets, transformers, circuit breakers, inverters, wet/ dry riser system, fire alarm system, solar panel and geysers, passenger lifts, water lifting pumps, PA system, intercom system, VDP system and electrical & mechanical equipment etc. for its proper functioning and healthy operation and maintenance.
- z. Daily work such as switching ON/OFF of streetlights and common area lights whenever required.
- aa. The vendor is to provide suitable liveries/uniform to their staff deputed at Bank with the name of the vendor/agency displayed on the front pocket and the profession (either Electrician or Helper) on the back. **The bidder** should also provide safety shoes, safety goggles, 1100V rated insulated gloves, fuse pullers and safety helmet to all his employees deputed and ensure of using the same while on duty. **The rates quoted for consumables in the price-bid includes cost aforesaid safety items.**
- bb. Taking energy meter reading at particular date of the month or as instructed by Bank's Engineer for the Approx. 50 energy meters at SQVM colony and submitting the reading to the Bank on priority basis without fail.
- cc. Operation of DG sets, pumps, lifts, fire extinguishers etc. in case of any emergency.
- dd. The usual working hours for MOP electrical workers will be from 9:00 AM to 6:00 PM (excluding daily break time) on all weekdays including Saturday, Sunday and Holidays with one weekly off as decided by the Bank. The usual working hours for electrical workers in colonies will be in shifts where, 24 hours will be divided into 3 shifts of 8 hours each i.e., 6AM-2PM, 2PM-10PM & 10PM-6AM and rotation wise deployment will be there as per the manpower requirement table placed on the last page of this Scope of 'Electrical Works'. In case of manpower deployment in colonies, replacement based one day weekly off, as decided by the Bank, shall be provided to each worker to follow statutory

laws/ compliance, provided that allocated no. of workers remains same on any particular date & time.

- ee. If required, the technicians may attend office on Sunday/holiday for attending works/complaints in office premises.
- ff. The list is only indicative. Any maintenance work not specifically mentioned above but required for the healthy operation of the system concerned and for the satisfaction of the complainant/Bank's engineer will be considered in part of scope of work.

Frequency of maintenance and servicing of electrical panel/ AMF panel/ Cables in residential colonies.

S. No.	Description	Frequency
1.	Checking whether there is any abnormal temperature rise in any electrical panel.	Monthly
2.	Cleaning the Bus bar chamber for dust and other foreign materials, carbon deposits if any, loose connections, burning, checking the insulation for breakage /failure, tightening all the jumper connections etc.	Half yearly
3.	Megger testing of panel (phase to phase, phase to neutral as well as phase to earth)	Half yearly
4.	Megger testing of cable for insulation resistance between phases and phase to earth	Yearly
5.	Checking the load on the cable with ammeter/Tong tester	Yearly
6.	Checking of contactors and cleaning of contacts	Quarterly
7.	Checking of control wiring meters and protect system and battery charger	Monthly

Other electrical works are listed as under –

1.	Physical inspection of the panels, bus bar chambers, switches and cables (frequency monthly basis). (a) Checking high temperature using contactless temperature measuring techniques. (b) Tightening of the nuts & bolts. (c) Maintaining log of breakdown and parts replacement. (d) Physical Cleaning of the panels. (e) Supply and fixing of minor burnt parts of panels such as indicators, ammeters, control fuses, selector switches, terminal connectors and thimbles.
2.	Breakdown maintenance of Street lighting.

	<p>(a) Checking of the street lighting and overhead lights on daily basis and keeping record in register.</p> <p>(b) Repairing the streetlights/ Tube light fitting/ flood light fitting during the day hours. The material such as lamps and drivers shall be provided by the Bank or will be paid as per the SAR rates.</p> <p>(c) The Bank, however, will provide the ladder required for the streetlight repairing and safe custody of the same will be the responsibility of the firm.</p> <p>(d) Checking the control boxes of all the lights and repairing the same.</p> <p>(e) Checking the earthing of the poles.</p>
3.	Attending to electrical complaints of office building during office hours as and when required by the Bank. All the complaints shall be lodged in the register provided by the Bank and same shall be attended immediately. The complaint register should be produced either daily or according to the requirement or when asked to do so by the Bank's Engineer or any official authorized by the Bank.
4.	Helping the Bank's staff in meeting fire emergencies if any.
5.	Operation of water pumps, whenever advised to do so.
6.	Evacuation from lifts (if available) in case of man trapping and lodging the complaints with the OEM in respect of lifts under breakdown.
7.	Monitoring the operations & maintenance of entire electrical installations including DG sets and water pumps, EPABX system, AC units, Fire alarm system and other equipment connected to power sources carefully. In any observations/fault findings, they have to immediately bring it to the notice of Engineer-in-Charges of respective premise/Caretakers/AMC officials for rectification through AMC vendors. Keeping all records by maintaining registers/ logbooks/ call sheets etc. in consultation with Banks' engineers, etc.

3. Special Conditions:

- a. If any staff is on leave or absent from the prescribed minimum strength, the Successful bidder should provide replacement immediately with equally qualified & experienced person.
- b. Service/ Maintenance Report/ Call Sheet shall be maintained in each case duly countersigned by user/ complainant followed by caretaker of the respective properties.
- c. The successful bidder's workforce should attend to the breakdown call immediately. Major/minor complaints shall be attended immediately. The firm has to depute staff/ technicians on all weekdays including Sunday/Bank holidays or in case of emergency/for very essential work/breakdown etc., without extra charges/payment.
- d. The Successful bidder shall depute electrician of proven capability with required minimum **LT license**. Successful bidder will be held responsible for any

mischievous / damages that may take place in the office / Residential colonies on account of workmen's negligence.

e. The Successful bidder's LT license copy as issued by respective Authorities shall be submitted to the Bank.

- f. The Successful bidder should visit the Bank's office and meeting may be held with the concerned authority at least once in a quarter or as & when required to sort out the problems faced by the Bank/Successful bidder/staff.

Note: Any material required for repair/replacement/maintenance of the electrical installation will be supplied by the Bank or cost of required material will be paid separately at Standard Approved Rates (SARs) of the Bank or at market rates or as per applicable CPWD rates with allowable profit and overheads for non-SAR items}.

- g. The Successful Bidder shall be responsible for providing necessary tools required for day-to-day electrical maintenance at no extra cost.
- h. The bidder should provide a mobile handset with SIM card to the electricians working in shifts on which he is available round the clock and can be contacted 24 x 7 hrs. No extra charges shall be paid by the bank for mobile handset and recharge of SIM card.
- i. Electricians shall have duty timings as per the schedule or as directed by the Bank's Engineers time to time.
- j. The bidder shall furnish biodata along with passport size photograph of the person deployed for the work. In case of absence of regular electrician an alternative electrician shall be authorized by the bidder to carry out the maintenance work with the bidder's signature duly authenticated.
- k. The bidder should take the workman compensation policy for the actuals no. of electrician to be deployed at site in the joint names (Bank's name should be mentioned first) before commencement of work.
- l. Bank will not be responsible for any additional claim i.e.: tax/insurance charges/any charges raised due to accident/mishap.
- m. The amount claimed by the bidder for the service contract will be inclusive of liaison charges with State Electricity Board/Company for getting the electrical work clearance, if any, during the currency of the contract.
- n. Agency is required to give prompt service. Bidder shall attend the complaint lodged in complaint book/mobile/desktop application preferably on the **same day** from the time of lodgement of the complaint. However, for major electrical work, agency shall complete the job as directed by the Bank. In case of inordinate delay beyond the stipulated time, Bank has a right to levy a penalty for each unattended complaint.
- o. In case of absence of regular technician/semiskilled Technician, the alternate person shall be authorized by the Successful bidder to carry out the maintenance work with the Successful bidder's signature duly authenticated. The Successful bidder will be required to work after obtaining necessary entry pass issued by the competent authority as appointed by the Bank. All such staff

should have photo identify cards with address, duly signed by the authorized signatory of the Successful bidder.

- p. Attending personal electrical household works / repairs of residents / allottee will not be considered part of the contract.
- q. Neat housekeeping at all times is the responsibility of the contractor. The debris / dust or any waste generated out of the work due to discharge of duties under this tender shall be cleaned as frequently as required and shall be stored at the specified place inside the Bank's Premises, as per the instructions of the Bank's Engineer. The tenderer shall remove all the debris stored at the specified place inside the Bank's premises and shift it to the approved waste dumping place as per Municipal regulations as and when the accumulated waste is around one truck load or earlier, if instructed by Bank's Engineer. The contractor shall be solely responsible for any penal action/ penalties levied by Municipal authorities for violation of their rules/ regulations in this regard.
- r. The bidder should note that the tender scope of work and other documents describing parameters of maintenance work are only indicative in nature and cannot be taken as complete in detail and finishes. It is expected that the bidder should understand the intent of such tender documents and provide for materials, workmanship, finishes and accessories appropriately so as to deliver the service of high standards. Bank reserves the right to insist on selection of material, workmanship, detailing and finishes, which they consider are appropriate and suitable for the intended use. The contractor is not eligible to claim extra on this account. No claim from the contractor at a later date will be entertained for his failure to understand this condition. The decision of the Bank in respect of the quality of material, type of work, workmanship, finish etc. shall be final and binding on the contractor.
- s. Wearing of uniform and safety items: The successful bidder shall provide distinctive proper uniform and all safety items to his workmen engaged for the maintenance work.
- t. The Bank reserves the right to ask bidder to supply additional manpower as required by the Bank depending upon site requirement for execution of the work mentioned in the scope of work at the same rate as regular electricians.
- u. In case the Successful Bidder fails to ensure the same, the work will be get done by the Bank through its other agencies in the field at the risk and cost of the contractor and the cost so incurred by the Bank will be recovered from the monthly bills of contractor.
- v. Work to be attended in case of Emergency:**
 - a) Pre and post preparation arrangement in case of any disaster like cyclone etc.
 - b) Services to be provided for any emergency, official exigency even in outside work time.

Duties of Electrician

Providing services of experienced licensed Electrician (in the category of skilled/ semi-skilled) on daily basis i.e., 24x7x365 days to attend day to day electrical complaints lodged through Mobile/desktop application or in the register kept in the Caretaker's office or at colony gate, maintaining electrical installations in serviceable, clean and hygienic conditions. The rate shall include the cost of all required tools & plants, all consumables like electric tape, nails, screws, PVC gutties, wooden gutties, wires up to 2.0 m length, etc. all complete as required at site or as directed by the Bank's Engineer or any other person deputed by the Bank.

4. Details of Manpower- Bidder shall deploy **Licensed Electricians** with active mobile phone available at site for taking instruction from Bank's officials/ colony caretaker and responsible for all the properties/works within this contract.

Manpower Requirement Table

The estimated number of persons that needs to be deployed to undertake aforesaid work is tabulated below. However, the Bank reserves the right to increase or decrease the number of persons to be deployed before awarding the work or anytime during the currency of contract.

Location	Minimum manpower requirement	
	Skilled	Semi-skilled
Main Office Building – Electrical maintenance works & lift operation	Three wiremen in general shift – 6 days in a week – Total work force – 3	Two helper in general shift – 6 days in a week – Total work force – 2
Officers' Quarters at Nayapalli Staff Quarters at Vidyut Marg Staff Quarters at Baramunda – Electrical maintenance work <i>Shift timings:</i> 06.00 AM to 2.00 PM 02.00 PM to 10.00 PM 10.00 PM to 06.00 AM	OQNP: one wireman in 3 shifts – 7 days in a week – Total Workforce – 3 SQVM: One wireman in 2 shifts – 7 days in a week – Total Workforce – 2 SQVM: One wireman in 2 shifts – 7 days in a week – Total Workforce – 2	OQNP: one helper in 3 shifts – 7 days in a week – Total Workforce – 3 SQVM: One helper in 2 shifts – 7 days in a week – Total Workforce – 2 SQVM: One helper in 2 shifts – 7 days in a week – Total Workforce – 2
SUB-TOTAL	10 [07 @ 365 days & 03 @ 312 days]	09 [07 @ 365 days & 02 @ 312 days]

Note:

1. Skilled Electrician / wireman: Should possess valid electrician / wireman license with at least 3 years of work experience in Banks, institutions, commercial buildings, private organizations, residential colonies, etc. (Work experience certificate from the employer, License from Statutory Authority should be submitted at the time of scrutiny of the bids)

2. Semi-Skilled Helper to Electrician / wireman: Should possess at least 3 years of work experience in Banks, institutions, commercial buildings, private organisations, residential colonies, etc. (Work experience certificate from the employer should be submitted at the time of scrutiny of the bids)

3. In 365 days' works, replacement shall be given for those weekly off to each worker with a suitable replacement.

2.6 GARDENING/ HORTICULTURE

1. Area of Work: The services as detailed below will be required to be rendered at the **Bank's Main Office Premises (MOP), Officers' Quarters at Nayapalli (OQNP), Staff Quarters at Vidyut Marg & Baramunda (SQVM and SQBM)**. Any addition/ alteration that will be done in the Premises in the future will also be covered.

2. Scope of services to be rendered under the contract shall broadly include the following items of Electrical Maintenance work:

i. Maintenance of Green Areas

a. Maintenance of existing gardening and horticultural work already done to develop green areas in the aforesaid four premises.

b. The work involves day to day watering, trimming, weeding and carrying out other maintenance related activities deploying unskilled/skilled labours with required tools and equipment and maintaining various plants like, shrubs, hedges, ground covers, trees, grass lines, lawn areas, indoor potted plants, vertical garden, fountains, land scapings etc. as required at site and as directed by the Bank's authorized officials.

c. The work also includes uprooting/ cutting and removing wild grass and all other undesirable plants, weeds, etc. growing anywhere inside the aforesaid four premises and pruning of trees whether standing in Bank's properties or leaning into Bank's properties from time to time as required at site and as directed by the Bank.

d. The work also involves removal of all the waste materials generated on account of garden maintenance work from the Bank's properties and satisfactory disposal thereof at authorized municipal dumps outside the said

premises. The contractor has to liaise with BMC and obtain necessary permission following all the applicable statutory provisions for dumping the garbage.

- e. New Plants/saplings/vertical gardens- The work involves plantation and maintenance of new plant/sapling/vertical gardens at desired place/places. Cost of new plant/sapling/vertical garden will be reimbursed by the Bank subject to prior approval of the rates plants, sapling etc by the Bank's official. The Bank, however, will be at liberty to purchase from any other agency and the Successful Bidder will not have any say in that matter.
- f. Maintenance of vertical garden and periodic changes in the patterns of vertical garden.
- g. Successful bidder will be responsible for weekly monitoring of garden and green patches in the Bank's premises. Successful bidder should meet the Bank's official at periodic interval or as and when desired by the Bank.
- h. Painting of pots of potted plants twice in a year with any approved shade as per requirement of Bank. (The cost of the paint will be reimbursed to the Successful Bidder separately, for which prior approval for the same has to be obtained from the Bank). The Bank, however, will be at liberty to purchase from any other agency and the Successful Bidder will not have any say in that matter.
- i. Any related work as advised by Bank's authorized officials.
 - ii. **Application of Manure and Pesticides-** The plants, flower beds, potted plants, vertical garden and green area shall be provided with approved pesticides and filling with approved garden soil mixed with Bio Organic/processed manure in standard proportion/as per the manufacturer's specification **at least once in a quarter** so as to ensure the satisfactory growth and maintenance of entire green areas, plants, shrubs, flower beds, potted plants, hedges, etc. The cost of Manure, Pesticides and soil will be reimbursed to the Successful Bidder separately, for which prior approval for the same has to be obtained from the Bank. The Bank, however, will be at liberty to purchase it from any other agency and the Successful Bidder will not have any say in that matter.
 - iii. **Periodic Trimming of Trees and Anti-termite Treatment-**
 - a. The Successful Bidder will have to periodically undertake trimming of trees.
 - b. The Successful Bidder will have to carry out **eco-friendly termite** treatment to the trees **once in a year** or as directed by the Bank, the cost of eco-friendly termite treatment soil will be reimbursed to the Successful Bidder separately, for which prior approval has to be obtained from the Bank. The

Bank, however, will be at liberty to purchase from any other agency and the Successful Bidder will not have any say in that matter.

- c. The Successful Bidder will also be required to do necessary liaising with the neighbouring property owners/ concerned municipal authorities for trimming/cutting and removal of fully decayed trees from the premises.
- d. The health and growth of the plants and lawns is the prime concern of the Bank and if not found satisfactory it may lead to imposing of penalty at the discretion of the Bank. The damaged plants / lawns etc., may be got replaced at the risk and cost of the Successful Bidder at the sole discretion of the Bank. The Bank's decision in this regard shall be final and binding on the Successful Bidder.
- e. The Successful Bidder shall have to jointly **photograph the existing works** with Bank's authorized officials at the time of taking over the same for maintenance. A soft copy of all such photographs shall be submitted to the Bank by the Successful Bidder immediately before taking over the maintenance of existing gardening, horticultural and indoor potted plants. All such works shall be maintained throughout the AMC period.
- f. The Successful Bidder shall keep separate set of tools, tackles, hose pipes, hand-operated or power-operated lawn mower, hedge cutter, wood cutter etc. for each property of his own, required for the proposed AMC work. The water sources are provided at various convenient locations in the premises and the Successful Bidder shall maintain the desired length of leak proof hose pipe at site for adequate day to day watering. The Successful Bidder shall immediately bring any shortfall in the water availability to the notice of the Bank.
- iv. In case of potted plants, the Successful Bidder shall maintain the potted plants kept in premises/colonies and place them at prominent locations. Potted plants kept indoors may be replaced **weekly** with alternate available potted plants in green house/elsewhere. The Successful Bidder should maintain the existing potted plants in good health and shall undertake to replace / replenish the decayed or dead plants with plants of the same variety at its own cost during the contract period. In case of failure to do so, the cost of such plants will be recovered from the monthly bills of IFMS contractor.
- v. The Successful Bidder shall arrange for carefully uprooting and weeding out wild grass and wild growth to get rid of the rootstock, as required at site by deploying required number of workmen as per quantum of work, stacking the same, clearing the area specifically around the existing trees and shrubs, etc. and disposing all the waste vegetation, removal of wild grass and

unwanted materials etc. from the Bank's premises as directed by the Bank's authorized officials. The disposables shall not be burnt in any case.

- vi. Landscaping - The Successful Bidder may also be required to landscape areas within the **Bank's Main Office Premises, Officers' Quarters at Nayapalli, Staff Quarters at Vidyut Marg & Baramunda** as may be directed by the Bank's authorized officials. The cost of such landscaping will be reimbursed to the Successful Bidder separately provided prior approval of the Bank for incurring the expenditure has been obtained. The Bank, however, will be at liberty to get it done from any other agency.
- vii. The Successful bidder will have to maintain the landscape created in future.
- viii. Taking out of any materials shall be as per the Bank's security procedure. Work passes for all the workmen shall be duly obtained from the Security Officer.
- ix. The materials like garden earth, manure and pesticides shall have got to be approved from the Bank's officials before putting it to use. Any rejected materials shall be immediately removed from the site at the cost of the Successful Bidder.
- x. The Successful Bidder shall have to arrange the required connection from the Bank's source of Supply of water / electricity without any extra claim from the Bank.
- xi. Purchase / Repairing of the Successful Bidder's tools / machine / equipment shall be the sole responsibility of the Successful Bidder only.
- xii. The Successful Bidder shall equip each unskilled labours with a dress, a cap, gun boots and other safety precautionary items at the Successful Bidder's cost.
- xiii. The Successful Bidder shall arrange for a First Aid Kit and other statutory utilities like provision of drinking water, etc. at its cost.
- xiv. The Successful Bidder may also be required to arrange for removal of beehives (in small size) from trees/plants in any of the properties at no extra cost.
- xv. **Removing of Dead or Fallen Tree** - Carefully cutting, removal and disposal of wooden parts of dead and/or fallen tree in **Bank's Main Office Premises, Officers' Quarters at Nayapalli, Staff Quarters at Vidyut Marg & Baramunda**.
- xvi. The Successful Bidder should maintain the Hydroponics and Bonsai in the **Bank's Main Office Premises, Officers' Quarters at Nayapalli, Staff Quarters at Vidyut Marg & Baramunda** as and when required.

- xvii. **Removing of extra branches** -Trimming of trees **twice in a year** and / or as directed by Bank's authorized officials in **Bank's Main Office Premises, Officers' Quarters at Nayapalli, Staff Quarters at Vidyut Marg & Baramunda and disposal/removal of garbage from the premises at the cost of vendor.**

3. Manpower Requirement Table

The estimated number of persons that needs to be deployed to undertake aforesaid work on six weekdays per week including Saturdays, Sundays and Holidays (excluding one day weekly off per worker as decided by the Bank) is tabulated below. However, the Bank reserves the right to increase or decrease the number of persons to be deployed before awarding the work or anytime during the currency of contract.

Location	Minimum manpower requirement	
	Semi-Skilled	Unskilled
Main Office Building	02	03
Officers' Quarters at Nayapalli	02	04
Staff Quarters at Vidyut Marg	02	02
Staff Quarters at Baramunda	02	02
SUB-TOTAL	08	11

2.7 Maintenance and Housekeeping work at Bank's Residential colonies

The aim and objective are to provide a high level of a clean, hygienic and presentable look to the entire area. The contractor and his management team will supervise the awarded work. The Contractor has to ensure that the staff deployed is dressed in neat and clean uniform approved by the Bank. The Housekeeping staff will be responsible for cleaning of Residential Premises including corridors, lift lobbies, Lift car (if installed in future), staircases, entire compound area, vehicle parking area, internal roads and internal area along the perimeter wall, adjoining areas and all security guard posts located along the perimeter wall along with cleaning/ maintenance of washrooms/toilets located in each premise.

1. Area of work:

The Bank has three residential quarters located across Bhubaneswar details are, mentioned below.

- i. Officers' Quarters at Nayapalli (OQNP)- Approx. 5 Acre
- ii. Staff Quarters at Vidyut Marg (SQVM)- Approx. 4 Acre
- iii. Staff Quarters at Baramunda (SQBM)- Approx. 6 Acre

The work includes all types of maintenance and housekeeping related works. Any addition/ alteration that will be done in the Premises in the future will also be covered.

2. BLOCK CLEANING:

The following Block cleaning work has to be carried out by **housekeeping staff**:

- a) Cleaning/sweeping of staircase/s, Lift cars (if installed in future), entrance, rear area of all blocks including common area, sunshades, car and two-wheeler parking area and cleaning of road inside the quarters on **daily basis**.
- b) This shall include cleaning the open drain of wastes dumped, clearing the road for broken tree branches, tree fell and disposing them to compost pit/waste collection bins, collecting and disposing any plastic, paper waste etc., (This list of activities is indicative and not exhaustive).
- c) The garbage has to be collected from occupants of the residential colonies **daily** and applying air fresheners in the lift cars/staircase immediately after transporting the garbage.
- d) Collecting the garbage and segregating based on organic and non-organic waste and store at the designated area **daily**. So that the organic waste should be disposed of with Organic Waste Converter (OWC).
- e) Cleaning/sweeping in Caretaker/Asst. Caretaker Office/ Security Office/ Gymnasium/Dispensary/Community Hall/ Volleyball/Badminton Court/ Recreational room/ Maintenance room in residential colonies on a **daily basis**.
- f) Dusting & cobweb removing and washing staircase/s **once in a week** in all the blocks of the colonies.
- g) Cleaning of all common area toilets in Caretaker/Asst. Caretaker Office/ Security guard booth/ Gymnasium/Dispensary/Community Hall/ / Recreational room /Common toilets on a **daily basis** with Green certified / Eco-friendly housekeeping chemicals (Toilet cleaner/Floor cleaner/Glass Cleaner/Carpet Cleaner)
- h) Restock toiletries including liquid hand wash soap, toilet rolls, Air Fresheners, Odonil, sanitary/urinal cubes, naphthalene balls in all common area Toilets, etc. of Free to Use (FTU)basis. No separate charges will be paid.
- i) Cleaning of terrace of the blocks/buildings in a colony on a **weekly basis**.
- j) Deep Cleaning in Caretaker/Asst. Caretaker Office/ Security Office/ Gymnasium/ Dispensary/ Community Hall/ Recreational room/ Maintenance room/ vacant flats in colonies **once in a quarter**. A register to be maintained for all such kind of works carried and obtain signature of Caretaker on a regular interval. The said register shall be shown for verification during Inspection by Estate department/Any authorized Officials.

3.Manpower Requirement:

- a. The estimated number of cleaning/ maintenance persons to be deployed is 19 persons (unskilled).
 - Seven (07) persons at Vidyut Marg Staff Quarters.
 - Six (06) persons at Officers' Quarters Nayapalli.
 - Six (06) persons at Baramunda Staff Quarters.

Working Days: All weekdays including Saturday, Sunday and Holidays. However, replacement based one day weekly off shall be provided to each worker, provided that premise wise total no. of workers remains same on any particular day.

- b. Bank reserve the right to increase or decrease the number of persons to be deployed before awarding the work or during any time during the currency of the contract.
- c. In 365 days', works, replacement shall be given for those weekly off to each worker.

4. Important:

- a. The contractor will be responsible to procure machines, items, if any, required for the maintenance work of the colony.
- b. The Contractor shall provide all kinds of required cleaning materials of **Eco-friendly/ Green certified (Floor/Toilet/Glass/Carpet)** (see **Annexure VIII**). As part of Green Building certification, the Bank may require copy of Invoices regarding purchase of Eco-friendly/Green certified products, therefore the contractor shall provide the copy of such invoices as on when sought by the Bank.
- c. The contractor shall supply bio-degradable garbage bags a packet consists of 30 liners, two packets (one for dry waste in blue colour and one for wet waste green colour) per flat per month (see **Annexure VIII**) to the residents of the occupied flats.
- d. In case of any increase/decrease in the occupancy at three residential colonies, the vendor has to supply garbage bags { **a packet consists of 30 liners, two packets (one for dry waste in blue colour and one for wet waste green colour) per flat per month** } to the newly occupied flats. The details of the total number of flats vis-à-vis current occupancy are as under :

Sl. No.	Name of the Residential Colonies	Total Number of Flats	Current Occupancy (Number)
1	Officers' Quarters at Nayapalli	85 flats and One (01) RD Bungalow	75 flats and One (01) RD Bungalow
2	Staff Quarters at Vidyut Marg	158 flats	112 flats
3	Staff Quarters at Baramunda	92 flats	43 flats

The Vendors should quote the rate for supply of garbage bags { a packet consists of 30 liners, two packets (one for dry waste in blue colour and one for wet waste green colour) per flat per month } under Cost of Consumables and Overheads (Item A of Price Bid) by considering any increase/decrease in the current occupancy. No extra payment will be reimbursed by the Bank in case of change in the current occupancy.

- e. Garbage bags of various sizes required for bins placed in common areas,
Caretaker/Asst. Caretaker Office/ Security Office/

Gymnasium/Dispensary/Community Hall/ Volleyball/Badminton Court/ Recreational room/ Maintenance room in Banks three residential colonies shall also be provided by the contractor.

- f. Bins of various sizes placed in common areas Caretaker/Asst. Caretaker Office/ Security Office/ Gymnasium/Dispensary/Community Hall/ Volleyball/Badminton Court/ Recreational room/ Maintenance room shall be replaced with new one as on when required.
- g. The Contractor shall provide the workers with Face mask, hand gloves at his own cost wherever necessary.
- h. The charges for above all items shall be included in Tender's Consumables/ Overhead charges. No separate payment would be made to the contractor for supplying above items.

Please see Annexure VIII for all list of items to be supplied as and when required as the same is to be included in Tender's Consumables/ Overhead charges.

2.8 Cleaning of Flats

1. Area of work:

The work is for **all the residential flats at Officers' Quarters at Nayapalli, Staff Quarters at Vidyut Marg & Baramunda** which includes all types of cleaning as per the scope mentioned below. Any addition/ alteration that will be done in the Premises in the future will also be covered.

- 2. Scope of services to be rendered under the contract shall broadly include the following items of Cleaning of flats:

Works to be attended on Quarterly basis / as per the requirement on a regular interval using approved chemicals (eco-friendly/ Green Certified):

- a. Proper cleaning of PVC Netlon/ window mesh of different sizes by scrubbing/washing or both SS hand rail and Toughened glass (by washing).
- b. Electrical fans (including kitchen fans), cleaning of light fixtures, cleaning of electric switch boards.
- c. Complete dusting of the flat including balcony, major appliances/ fixtures/ setups.
- d. Removing cobwebs and cleaning in accessible spots in entire flat i.e., wall, loft/top & outside of cupboards etc. ceiling pelmet, window/ ventilator grills and shutter with glass panes etc. with broom/ vacuum cleaner/moping etc. inside the flat.
- e. Cleaning of all rooms by moping the floor and wall dado etc. inside the flat, including carefully moving the furniture.
- f. Debris, if any, to be removed from the flats on same day after completion of the days' work.

- g. The availability of the flat for cleaning is as per the convenience of the resident/occupant. Work is to be carried out without disturbance to the occupants.
- h. Due acknowledgement must be taken from the resident after the cleaning is done.
- i. The details of vacant flats are available with the Caretaker/Asst. Caretaker in the respective premise and deep cleaning of vacant flats should be carried out according to its frequency as mentioned and the same should be duly certified by the respective caretaker.

3. Duties of Cleaning staffs

Providing cleaning services on six weekdays per week including Saturdays, Sundays and Holidays (excluding one day weekly off per worker as decided by the Bank). Appropriate arrangements for cleaning operations are to be made by Contractor through deployment of suitable personnel. The Contractor will be responsible to procure machines, if any, required for the cleaning work of the all premises. Materials are to be approved from the Bank prior to its use. The Contractor shall give all kinds of required cleaning materials (**see Annexure VIII**) as and when required as the same is included in Tender's Consumables/ Overhead charges. The Contractor has to ensure smooth operation of the services as set forth in the Scope of Work and Services. Work shall be carried out in consultation with concerned Caretaker of the Colony.

4. Manpower Requirement Table:

The estimated number of persons that needs to be deployed to undertake aforesaid work is tabulated below. However, the Bank reserves the right to increase or decrease the number of persons to be deployed before awarding the work or anytime during the currency of contract.

Location of Residential Flats	Minimum manpower requirement (Unskilled)
Officers' Quarters at Nayapalli	01
Staff Quarters at Vidyut Marg	02
Staff Quarters at Baramunda	01
SUB-TOTAL	04

Note:

- a) The staff deployed for weekly toilet cleaning may also be used for cleaning of flats.
- b) The Bank reserve the right to increase or decrease the number of manpower to be deployed before awarding the work or during any time during the currency of the contract.

2.9 Cleaning of Toilets/ Bathrooms etc.

1. **Area of work:** The work is for **all the residential flats in Officers' Quarters at Nayapalli, Staff Quarters at Vidyut Marg & Baramunda.** which includes all types of cleaning as per the scope mentioned below. Any addition/ alteration that will be done in the Premises in the future will also be covered.
2. Scope of services to be rendered under the contract shall broadly include the following items of Cleaning of Toilets/ Bathrooms etc.

Works to be attended on Weekly basis for Cleaning of Toilets – Approved cleaning materials eco-friendly and Green Certified

- a. Proper cleaning of Toilets, Washbasins and bathrooms etc., inside the flats occupied at Officers Quarters, Nayapalli and Staff Quarters at Vidyut Marg & Baramunda on a **weekly basis**.
- b. Cleaning the area by pressure jet.
- c. Dusting shall be done on wall above glaze tile area and ceiling to get the clean wall.
- d. The cleaning shall include all sanitary fittings and fixtures, Wall dado, wall tiles, etc.
- e. Works is to be carried out without disturbance to the occupants.
- f. The above said cleaning work consists of washing, scrubbing, cleaning the floor and wall dado of Toilet, bathroom, water closet, sanitary wares, fittings / fixtures (without damaging their shine) including flush tank, common wash basin area, toilet mirror, medicine chest, etc. by using the nylon brush with approved cleaning materials like detergent, toilet cleaner, oxalic acid etc. and outside wash basin and wall dado area.

3. Duties of Cleaning staffs

Providing cleaning services on six weekdays per week including Saturdays, Sundays and Holidays (excluding one day weekly off per worker as decided by the Bank). Appropriate arrangements for cleaning operations are to be made by Contractor through deployment of suitable personnel.

- The contractor will be responsible to procure machines, if any, required for the cleaning work of the aforesaid premises.
- Green Certified/Eco-friendly cleaning materials shall be used for said cleaning and same to be approved from the Bank prior to its use.
- The Contractor shall give all kinds of required cleaning materials, items (**see Annexure VIII**) as and when required as the same is included in Tender's Consumables/ Overhead charges.
- The Contractor has to ensure smooth operation of the services as set forth in the Scope of Work and Services. Work shall be carried out in consultation with concerned caretaker of the Colony.
- A register shall be maintained and obtain acknowledgement from signature of the individual resident as an acknowledgement.

4. Manpower Requirement Table:

The estimated number of persons that needs to be deployed to undertake aforesaid work shall be as tabulated below. However, the Bank reserves the right to increase or decrease the number of persons to be deployed before awarding the work or anytime during the currency of contract.

Location of Residential Flats	Minimum manpower requirement (Unskilled)
Officers' Quarters at Nayapalli- 85 flats (excluding VOF) and 1 RD Bungalow. current occupancy- 76	02
Staff Quarters at Vidyut Marg-158 Flats (excluding THH and Medical flats) Current occupancy- 112	02
Staff Quarters at Baramunda-92 Flats Current occupancy - 43	01
SUB-TOTAL	05

Note:

- a) The staff deployed for weekly toilet cleaning may also be used for cleaning of flats.
- b) The Bank reserve the right to increase or decrease the number of persons to be deployed before awarding the work or during any time during the currency of the contract.

2.10 Lifting of Garbage and Transportation of Green Waste & Manure

1. Area of work:

The work is for **Bank's Main Office Premises, Officers' Quarters at Nayapalli, Staff Quarters at Vidyut Marg & Baramunda** which includes lifting of all types/ kinds of garbage's from Bank premises and ensuring its disposal at appropriate place(s). Further, any addition/ alteration that will be done in the Premises in the future will also be covered.

2. Scope of services to be rendered under the contract shall broadly include the following items of Lifting of Garbage work:

- a. The contractor has to arrange his own vehicle and manpower to remove all types/ kinds of garbage (including horticulture garbage, Civil/Electrical left outs, etc.) from the designated areas of Banks premises and dump them at appropriate yards of Bhubaneswar Municipal Corporation (BMC).
- b. Shift the green/wet garbage to Organic Waste Converter (OWC) yard at SQBM from the rest three premises on **daily basis** at their own arrangement/own vehicle as directed by Banks Officer.
- c. Collecting the Manure generated from OWC yard, SQBM to rest three premises on **Weekly basis** at their own arrangements/own vehicle as directed by Bank's

Officer. **In case of non-functioning of OWC at SQBM, the vendor has to make provision for lifting of green/wet garbage from three residential colonies and Bank's Main Office Premises to designated BMC areas at their own cost.**

d. The contractor has to make his own liaison with BMC and obtain necessary permission for dumping the garbage.

e. The garbage is to be lifted at the earliest to maintain high standard of hygiene in the premises.

3. Manpower

No separate manpower shall be provided for this work as this shall be considered as part of IFMS contract where multiple works under same vendor shall lead to production of garbage which then shall be needed to be taken care of in a proper manner by the vendor concerned.

4. Estimation of Trips

- Number of Trips shall vary week to week, however it is estimated to be around **Two or Three Trips** per premise per week and in few cases where pruning/trimming of the trees is to be done the number of trips may increase to **three/four trips**.
- In case of Green Waste and Manure transportation the number of trips is as mentioned above **(Daily and Weekly)**.
- The lifting of all type/kinds of garbage is the sole responsibility of the successful bidder. **It is to be noted that in no case the Bank shall pay any amount for these trips of garbage lifting/ disposal as the Bidders are advised to quote their Consumables/ overhead component after adjusting for the cost for these trips while filing their Price Bids.** If, the contractor fails to carry out the captioned work, the Bank will arrange its own arrangements from any other agency and charges incurred for said expenditure along with penalty as stipulated shall be recovered from monthly bills.

Section III

General instructions to Bidders

3.1	Tender Document:
3.1.1	Tender shall consist of this document having Nine (09) Sections along with NIT and Annexures, Schedules, Any Addendum, Corrigendum, minutes of Pre-bid meeting, etc. issued by the Bank for the purpose.
3.1.2	Bidders are advised to study all sections of tender documents thoroughly. Submission of Bid shall be deemed to have been done after careful study and examination of the tender documents with full understanding of its implications.
3.1.3	Bidders are advised to use only the forms (tender documents) uploaded on MSTC portal/RBI website. In case the tenders are submitted from downloaded tender forms from any other website, wherein if any change/ modification thereto is found subsequently, such tenders are liable for disqualification. However, if they desire to submit additional information, they may do so on their own letter head/ paper. Each page of the tender forms shall be signed and uploaded on MSTC portal.
3.1.4	Eligibility criteria shall be as per clause 1.1 in <u>Section I</u> of the tender document
3.2	Amendment to tender document
3.2.1	At any time prior to the deadline for the submission of Bids, the Bank may, for any reason, whether at its own initiative or in response to a clarification or query raised by a prospective Bidder, modify the tender by an amendment.
3.2.2	Any such amendment will be hosted on the Bank's website https://www.rbi.org.in/ MSTC only. The addendum(s)/Corrigendum issued will form part of the tender documents.
3.2.3	In order to afford prospective Bidders reasonable time for preparing their Bids after taking into account such amendments, the Bank may, at its discretion, extend the deadline for the submission of Bids.
3.3	Preparation of Bid: Tender in prescribed form shall be uploaded in two parts – Part I (Techno commercial Bid) and Part II (Financial Bid) on MSTC portal.
3.3.1	Techno-Commercial Bid:
	Part-I of the tender will contain Bank's standard conditions (not Price Bid) for the proposed work, tender's covering letter and the EMD (₹8,12,000/-) 2% of the estimated amount.
(i)	Sections I to IX are part of Techno commercial Bid.
(ii)	Bidder must fill all the details specified in various sections/ annexures.
(iii)	EMD shall be part of Techno commercial Bid. No interest is payable on the EMD. The bids received without EMD shall be rejected.

(iv)	<p>The tender documents must be filled in English. If any of the documents is missing or unsigned, the tender may be considered invalid by the Bank at its own discretion.</p> <p>The tender documents must be without any ambiguity and if any of the documents is missing or unsigned, the tender may be considered invalid by the Bank at its discretion. Only the documents as uploaded by the tenderer on MSTC portal shall be considered as final and no additional document shall be entertained for consideration. Conditional bids will be summarily rejected.</p> <p>N.B: Bids which are incomplete i.e., if any document as required as per this tender is not submitted by this date and time is liable to be rejected at the sole discretion of the Bank.</p>
3.3.2	Financial Bid: Part-II of the tender will contain Bidder's Price Bid only
(i)	Currency of Bid: Bid prices shall be quoted in Indian Rupees only. Rates quoted should also include all taxes (excluding GST), charges, levies, cess, insurance, transportation and other Govt. taxes.
(ii)	As indicated above, the rates quoted must be excluding GST. GST @ 18% or the applicable GST rate will be calculated on each applicable item.
(iii)	If any item of the price schedule not filled/uploaded on MSTC portal then the tender of the respective Bidders shall be treated as unresponsive and will be summarily rejected by the Bank at its own discretion.
(iv)	<p>Part-II of the tender will contain no conditions, but tenderer's price Bid only.</p> <p>Special Note for Part-II: - The bidder must quote prices as per format prescribed in Part II as available in MSTC portal.</p> <p>There shall be no provision in the price bid for quoting of the rates for labour component engaged at MOP and three residential colonies. However, the Vendor shall pay the wages to the manpower deployed by him in accordance with the provisions/statutes/acts/terms and conditions stipulated by the Central Government from time to time towards statutory payments viz. Minimum Wages, EPF, ESI, Bonus etc. (as detailed in <u>Annexure X</u>). The fixed cost of labour/workforce (Labour Component) will be reimbursed on actual basis on production of proof of payment as per the statutory rates. In case any statutory payment is not applicable for any vendor or labour category, the same would not be reimbursed even if the same is mentioned in the financial bid.</p>
(v)	Non-Labor Component of Part-II of the Tender document will include the following components:

	<p>a) Cost of consumables and Overheads: cost towards supply of green certified/eco-friendly cleaning products & materials and bio-degradable/ eco-friendly garbage bags of various sizes/ machinery/ tools/ other such consumables on FTU to carry out the specified works as stipulated on various parts of the tender, cost of uniform to personnel engaged, cost towards taking insurance policies, transportation costs (including shifting of green garbage/Manure to & from OWC, SQBM) , lifting of garbage weekly minimum twice/thrice trips to BMC designated places, mobile charges to supervisor & all other overheads etc.</p> <p>Further, the vendor should include profit on Cost of consumables and Overheads (as mentioned at Para 3.3.2(v)(a) above) while quoting the rate for Item A of Non-Labour Component of Price Bid (Part II) in the MSTC Portal.</p> <p>NOTE: The bidders are <u>free</u> to quote any <u>non-zero</u> amount as per their assessment. Bidders quoting zero towards cost of consumables and overheads will be rejected. Please see <u>Annexure VIII</u> for list of consumables to provide by the successful contractor.</p> <p>b) Profit/Service Charges Profit/Service Charges must be quoted more than or equal to 3.00 per cent of the total wages component detailed at Sl. No. – 23 (Total wages excluding GST) of Annexure X which works out to be Rs.8,77,500/- (Rounded off). Bids quoting the Contractor's Profit/Service charges below amount i.e., Rs.8,77,500/- will be rejected without assigning any reason thereof.</p> <p>The bidder must quote the Profit/Service Charges per annum (12 months) as amount in Rs. (Not in Percentage).</p>
3.3.3	<p>It will be imperative on the part of each Bidder to fully acquaint himself with all the local conditions and factors, which would have any effect on the performance of the contract and cost of the items. No request for the change of price shall be entertained, on account of any local condition or factor once the offer of the Bank is accepted by the Bidder. This, however, excludes any changes in minimum wages/government levies which are payable statutorily and may be allowed subject to satisfaction of the Bank.</p>
3.4	<p>Bids shall remain valid for acceptance by the Bank for the period indicated in clause 1.2 of <u>Section I</u>. This period may be further extended, if required, by mutual consent for another two years.</p>

3.5	Earnest Money Deposit (EMD) / Bid security:
3.5.1	The Bidders shall deposit EMD of ₹8,12,000/- by NEFT/RTGS with their Bid. EMD A/C No-186003001, Reserve Bank of India, IFSC Code - RBIS0BBPA01 (5 th and 10 th character is 'zero'), Branch Name – Bhubaneswar
3.5.2	EMD shall be in form of a NEFT/RTGS/ Demand Draft/Bank Guarantee in prescribed format (Annexure I A) drawn on scheduled bank payable to Reserve Bank of India, Bhubaneswar. No interest on EMD shall be paid.
3.5.3	Bids not accompanied by EMD, shall be treated as non-responsive and will be rejected by the Bank at its discretion
3.5.4	The EMD of all tenders other than successful tenderer shall be refunded on expiry of bid validity (including extended validity) or on award of work to the successful tenderer whichever is earlier but without any interest.
3.5.5	The EMD of the Successful Bidder shall be returned after submission of a fresh Performance Bank Guarantee as per clause 4.11.
3.5.6	Compensation/ Recovery from the Contractor: All compensation or other sums of money payable by the Contractor to the Bank under the terms and conditions of this Contract may be deducted from the monthly payable bill amount/Security Deposit or by invoking the Bank Guarantee if the amount so permits unless the Successful Bidder deposits such amounts in cash within ten days of issue of demand notice by the Bank.
3.6	EMD shall be forfeited if the Bidder:
(i)	Makes misleading or false representations in the forms, statements and attachments submitted, suppressed any material information, details of any legal proceedings pending in the court which might otherwise would have created any impact on the eligibility criteria;
(ii)	If the vendor / contractor withdraws bid after opening of the commercial bid.
(iii)	If the vendor / contractor fails to commence the work awarded to him / her within the prescribed time limit.
3.7	Procedure for Submission of Bids
	Interested Bidders / Agencies shall upload the tenders in prescribed form in two parts. Part-I tender will contain the Bidders' covering letter, Bidders' additional conditions, if any, and documents as indicated in Annexure.
3.7.1	Techno-Commercial Bid
(a)	Prices should not be indicated/ included in the Techno-Commercial Bid.
(b)	EMD shall be part of Techno-Commercial Bid
3.7.2	Financial Bid (Price bid)
	No conditions should be indicated in the Financial Bid.
3.8	No conditional/ optional quote shall be accepted.
3.9	Bidders shall not be permitted to alter or modify their Bids after receipt of Bids.

3.10	Receipt of Bids - The Bids will be accepted till the schedule time and date as given in “schedule of tender”.
3.11	Opening of Techno-Commercial Bid
	The Techno-Commercial Bid will be opened on the scheduled date and time as referred to Schedule of Tender (SoT) at Reserve Bank of India, Bhubaneswar.
3.12	Scrutiny of Techno-Commercial Bid
3.12.1	The Techno-Commercial Bid shall be evaluated as per the procedure indicated in special condition of contract (<u>Section IV</u>).
3.12.2	After evaluation of the Techno-Commercial Bid, the Financial Bid of only short-listed Bidders will be opened. The decision of the Bank on technical suitability of the offer shall be final and shall not be called into question.
3.12.3	The Bank shall obtain reports on the past performance of the Bidder from his clients and Bankers. The Bank shall evaluate the said reports before opening of the Part-II of the tenders. If any Bidder is not found to possess the required eligibility for participating in the tendering process at any point of time and/or his performance reports received from his clients and/or his Bankers report are found unsatisfactory, the Bank reserves the right to reject his offer even after opening of Part-I of the tender. The Bank is not bound to assign any reason for doing so.
3.13	Opening of Financial Bid
	The financial Bids of the short-listed Bidders will be opened later and such short-listed Bidders will be intimated about the date and time accordingly. The short-listed Bidders or their authorized representatives may remain present for opening of financial bids if they so desire.
3.14	Scrutiny of Financial Bid
	The Financial Bid shall be evaluated as per the procedure indicated in Section VIII.
3.15	The Bank reserves the right to accept any Bid and to reject any or all Bids
	The Bank reserves the rights to vary the Schedule of Quantities at the time of award of work order or signing of contract or any time during currency of contract.
	Notwithstanding anything mentioned above, the Bank 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 Bank may not assign any reason for rejection of any or all Bids. The Bank reserves the right to cancel/ annul the selection process, at any stage prior to the award of the contract on account of the following:
(a)	in case no Bid is received

(b)	occurrence of any event due to which it is not possible to proceed with the selection process
(c)	evidence of a possible collaboration/ collusion/ mischief on part of Bidders, impacting the competition and transparency of the selection process,
(d)	any other reason, which in the opinion of the Bank necessitates the cancellation of the selection process
(i)	On occurrence of any such event, the Bank shall notify all the Bidders within 7 days or any reasonable time of such decision. The Bank shall also promptly return the EMD submitted by the Bidders within reasonable time of issue of such notice. The Bank is not obligated to provide any reason or clarification to any Bidder on this account. Liability of the Bank under this clause is restricted to returning the EMD and no other reimbursements of costs/ expenses of any type shall be made by the Bank on this account.
(ii)	The Bank further reserves the right to re-tender the process or get the work done by a Government agency or Quasi Government agency if the Bank is of the opinion that the Bids received are not economically or otherwise feasible or not acceptable due to reasons in sub clauses (a) to (d) above.
3.16	Settlement of Disputes and Arbitration:
	<p>Any claims, dispute and or difference arising out of or relating to this contract like specifications, estimates, instructions, orders, quality of workmanship or materials used on the work, interpretation of the terms mentioned in the tender document, validity or termination of this Agreement etc. will be resolved through joint discussion among the Authorized Representatives of the concerned parties. However, if the disputes are not resolved by the discussions as aforesaid, then the matter will be referred for adjudication to the arbitration of a sole arbitrator to be appointed by the Regional Director, Reserve Bank of India, Bhubaneswar. In case the Agency does not agree to such appointment, both the parties will appoint an arbitrator each and the arbitrators then will appoint the Presiding Arbitrator. The Arbitrator may give interim awards and/or directions, as may be required. The award of the Arbitrator/panel of Arbitrators shall be final and binding on both the parties. The Arbitration and Conciliation Act, 1996 shall be applicable. In case of any unresolved dispute between the Agency and RBI it shall fall within the jurisdiction of the courts in Bhubaneswar, Odisha and will be governed by the relevant statutory provisions in force in India.</p> <p>It is agreed that the Contractor shall not delay the carrying out of the works by reason of any such matter, question or dispute being referred to arbitration, but shall proceed with the works with all due diligence and shall until the decision of the arbitrator is given, abide by the decision of the Employer. No award of the arbitrator shall relieve the Contractor of his obligations to adhere strictly to the Employer's instructions with regard to the actual carrying out of the works. The place of Arbitration shall be Bhubaneswar, Odisha.</p>

<p>3.17 (a)</p>	<p><u>Minimum wages</u></p> <p>Rates quoted by the Bidders should be in accordance with the provisions of Contract Labour (Regulation and Abolition) Act, 1970/ Minimum Wages Act. The Successful Bidder shall ensure payment of minimum wages to the workmen employed by them. Payment should be made through NEFT to the Bank account/s of the workmen and Successful bidder shall maintain a register of wages and shall issue a wage slip to every workman employed by them and obtain their signature or thumb impression on the wage slips. In addition, they have to provide essential amenities like drinking water, first aid facility etc. to their employees as per Contract Labour (Regulation and Abolition) Act, 1970.</p> <p>Salary of the employees shall be disbursed through electronic fund transfer only to their bank account and a copy of the electronic fund transfer receipt and bank details shall be produced with the bill to be submitted to the Bank for payment to the Vendor. No cash payment by the company/Successful Bidder shall be made to their employees.</p> <p><u>The total wages payable to the Highly skilled/ skilled/ semi-skilled/ unskilled labourers shall include Minimum Wages and Statutory dues (Basic + Variable Dearness Allowance), Bonus, applicable Employees Provident Fund & Employees state insurance corporation (ESIC).</u></p> <p>The bidders shall follow Minimum Wages Act and all other applicable laws, rules and regulations, statutory requirements. Minimum wages and/ or Variable Dearness Allowance will be revised as per the Notification issued by the Chief Labour Commissioner (Central), Ministry of Labour & Employment from time to time with i.e., effective from 1st April and 1st October every year and any other random revisions (if any) for 'Industrial Workers' – 'CONSTRUCTION OR MAINTENANCE OF ROADS OR RUNWAYS OR IN BUILDING OPERATIONS INCLUDING' for 'Area B'. The bidders shall keep in mind the latest wage structure while offering rates. (Present minimum wages w.e.f. October 01, 2025 is ₹674/-, ₹760/-, ₹893/- and ₹981/- for Unskilled, Semi-skilled, Skilled and Highly skilled workers respectively in 'B' Area.)</p>
<p>(b)</p>	<p>The Successful Bidder has to give undertaking on Non Judicial Stamp Paper of applicable value before the award of the work that it undertakes to actually pay wages to all the labourers of all descriptions to be engaged by it for completion of that particular job/ work at the rate which is not less than 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 the Successful Bidder's failure to pay such wages and provide the essential amenities.</p>

(c)	The Successful Bidder shall indemnify the Bank and keep it indemnified against all losses and claims, damages or compensation for breach of any provisions of the Payment of Wages Act 1936, Minimum Wages Act 1948, Employee Provident Fund Act 1952, Employees' State Insurance Act 1948, Contract Labour (Regulation and Abolition) Act 1970 or any other such labour law/ statute in force in this regard. The Successful Bidder only shall be responsible for liabilities, if any, in this regard.
(d)	<p>The Successful Bidder shall, inter-alia, also follow the Sub-section 5(1) 'Time of payment of wages' of Payment of Wages Act, 1936, as per which –</p> <p>The wages of every person employed upon or in —</p> <p>(a)industrial establishment or commercial establishment upon or in which less than one thousand persons are employed, shall be paid before the expiry of the seventh day.</p> <p>(b) any other industrial establishment or commercial establishment, shall be paid before the expiry of the tenth day, after the last day of the wage-period in respect of which the wages are payable. Incase, the contractor fails to adhere to stipulated timelines, the penalty will imposed as per clause 4.5.</p>
(e)	The Bank will also insist, to the Successful Bidder for Bank account payment details of labourers and it will furnish the Bank account details of engaged labourers as proof of payment on enquiry.
(f)	<p>The Bank will also insist, to the Successful Bidder to submit the Monthly bills along with necessary supportive documents, after due verification from Bank's Engineer/ caretaker/ other such Bank officials, as the case may be, latest by 20th of the following month.</p> <p>It is also informed that monthly bills (along with all the necessary supportive documents) must be submitted within 90 days (at max, in any case) from the date of completion of the work period.</p> <p>Payment of monthly bills /lump sum charges will be paid through NEFT within 45 days on submission of correct invoice along with requisite documents as mentioned in the tender, Wages must be paid to the employees by the contractor without waiting for the payment from the Bank. The bills submitted without the said documents shall not be processed for payment</p>
3.18	Insurance in respect of damages to Persons and Property:
	The Contractor shall be responsible for all injury or damage to persons, animals or things and for all damage to property which may arise from any factor omission on the part of the Contractor. Thus, the contractor needs to undertake the following insurance policies, in the joint names of the Employer i.e., Reserve Bank of India and the Contractor with the name of the former (RBI) being placed first in the policy, mandatorily before commencement of the work.

	<p>a. Workmen Compensation Policy (WCP) for all workmen on gross wages deployed at site.</p> <p>b. Third Party Liability Policy as per following details:</p> <p>(i) For injury to persons – Rs 2 Lakh per person per accident</p> <p>(ii) For damage to property – Rs 5 Lakh per accident</p> <p>Subject to overall ceiling as per extant Insurance guidelines.</p> <p>Note:</p> <ul style="list-style-type: none"> • These policies shall be valid till the completion of the work. If the Successful Bidder does not provide these policies before the commencement of the work, the Bank reserves the right to take the above insurance policies and recover the cost thereof from the bill of the Successful Bidder. • The Contractor shall be responsible for any liability which may not be covered by the insurance policies referred to above and also for all other damages to any person, animal or defective carrying out of this contract, whatever, may be the reasons due to which the damage shall have been caused. • The Contractor shall also indemnify and keep indemnified the Employer against all and any costs, charges or expenses arising out of any claim or proceedings relating to the works and also in respect of any award of damage or compensation arising there from.
3.19	<p>Signing of Contract Agreement</p> <p>The SPECIAL CONDITIONS to the Bidders and special conditions, conditions hereinbefore referred to, Conditions of Contract and Technical Specifications enclosed with the tender documents, the subsequent correspondence exchanged between the Bank and the Bidder and the work order placed shall be the basis of the final contract to be entered into with the Successful Bidder. On receipt of intimation from the Bank of the acceptance of his/their tender, the Successful Bidder shall be bound to implement the Contract and within 14 days thereof, the Successful Bidder shall sign an agreement in accordance with the draft agreement on non-judicial stamp paper/s of appropriate value. The cost of the stamp paper/s shall be borne by the contractor (One Certified copy of the agreement will be handed over to the contractor by the Employer). The Draft format of Articles of Agreement is provided at <u>Section IX</u>.</p> <p>Notwithstanding the signing of the agreement, the written acceptance by the Bank of the tender in itself will constitute a binding agreement between the Bank and the person so tendering, whether such contract is or is not subsequently executed. The cost of necessary stamp paper as per Stamp Act for execution of the agreement shall be borne by the Successful Bidder. No payment for the work done will be made unless contract is signed by the contractor.</p>

	<p>The Successful Bidder shall not sublet any portion of the contract without the permission of the Bank. In case of breach of these conditions, the Bank may serve a notice in writing on the successful Bidder rescinding the contract whereupon the security deposit shall stand forfeited to the Bank, without prejudice to its other remedies against the successful Bidder.</p> <p>If the successful bidder fails to sign the formal agreement within the stipulated period or fails to commence the work on the due date, the letter awarding the work shall be treated as cancelled and the EMD deposited shall be forfeited. Further, the Bank reserves the right to debar such persons/ agencies/ companies from participating in any tenders or undertaking any work in the Bank for a period of three years. However, before doing so, the Bank may give such bidders a seven days' notice to show cause (SCN) and consider any reply submitted to the SCN before finally deciding on debarring the person/ agency/ company. The decision of Regional Director, Bhubaneswar shall be final in this regard.</p>
3.20	Right to Accept Part Tender: The Bank reserves the right to accept the tender either in whole or in part.
3.21	It may also be noted that the general terms and conditions are indicative in nature and the same shall not restrain the Bank from imposing or requiring the tenderer to agree upon such further or other terms and conditions, or to alter, modify or omit those terms and conditions, as are considered necessary for the due and proper execution of the work being awarded under this tender.
3.22	Failure of the successful bidder to comply with the requirements of above clauses shall constitute sufficient grounds for the annulment of the award and invoke the Bank Guarantee submitted.
3.23	Taxes/ Duties/ Levies: The prices quoted shall be exclusive of GST but deemed to have included all other taxes, local levies etc. imposed by Central/State Government/Local Bodies. If the tenderer fails to include such taxes and duties in the tender, no claim thereof will be entertained by the Bank afterwards. Presently GST @ 18% is applicable on this contract and this shall be paid on the applicable components and hence must not be quoted while filling e-Tender.
3.24	Sub-letting of the Contract not allowed - The Contract is not a transferable contract under any circumstances. If awarded, the vendor shall not assign/sublet/transfer the contract either fully or partly or any portion of the contract to any other person or company/organization.
3.25	The Contractor shall be deemed to have satisfied himself before tendering as to the correctness and sufficiency of his tender for the works and of the rates and prices quoted in the Schedule of Quantities, which rates and prices shall, except as otherwise provided, cover all his obligations under the Contract and all matters and things necessary for proper completion and maintenance of the works.

3.26	<p>Employment of child labour is strictly prohibited and will lead to immediate termination of the contract. Weekly holiday must be given to all as mentioned in the scope of work (which should be strictly adhered to) as per Statutory Requirement without affecting services. No extra payment will be considered other than rates quoted by the firm. Similarly leave must be given to the workers as per labour laws with an alternative arrangement.</p>
3.27	<p>Facilitating Service beyond Office hours: Besides normal working hours, the Bank also functions, at times, on odd working hours. If required, the Contractor shall facilitate the maintenance service beyond office hours. The working hours for the workers deployed during that period shall be informed by the Bank. Please note that the said arrangement shall be made by the Contractor within the manpower approved for this contract. No extra payment to the workers shall be made by the Bank. The Bank will not provide any accommodation to the employee engaged by the Contractor. The Contractor must bear all liabilities of his/her employees including transportation costs even when the workers are called for duty on odd hours. The Bank will not bear any liability towards conveyance charges and accommodation of the workers.</p>
3.28	<p>Revision of the contract amount during the financial year: For Labour Component, the Bank shall compensate the Contractor for any increase in Minimum wages as prescribed by the Chief Labour Commissioner (Central), Ministry of Labour & Employment from time to time and the associated liabilities like Bonus, PF and ESI components shall also be compensated accordingly.</p>
3.29	<p>Renewal of the Contract: <u>The period of contract for this year is from April 01, 2026 to March 31, 2027 or as specified by the Bank in the final work order.</u> The said contract is renewable for 2027-28 (April to March) and 2028-29 (April to March) subject to the satisfactory performance of the contractor during FY 2026-27 year and other terms and conditions detailed in the tender document. The escalation in the contract amount during renewal shall be considered as follows:</p> <p>For “Labour Component”, the Bank shall give the Contractor extant Minimum wages (prevalent at the time of renewal) as prescribed by the Chief Labour Commissioner (Central), Ministry of Labour & Employment and the associated liabilities like Bonus, PF and ESI components.</p> <p><u>Non-Labour Component of Price Bid (Part-II)</u></p> <p>(i) Item A : “Cost of consumables and overheads”, on renewal of contract, the revision of rates may be done on the basis of cost escalation. The percentage increase in cost of consumables and</p>

	<p>overheads excluding taxes may be calculated by using the below formula –</p> $AC = AP (15 + 85 \times (CPI_c/CPI_p)) \times 1/100$ <p>where, AC and AP are revised price [current year] and present price [previous year], respectively and CPI_c and CPI_p are Consumer Price Index for Industrial workers for all India for 6 months prior to the commencement date of contract for the current year & previous year, respectively.</p> <p>(ii) Item B : “Profit/Service Charges”</p> <p>The amount quoted by the respective bidder for this Item shall be converted to percentage (up to two decimals) of total minimum wages detailed at Sl. No. – 23 (Total wages excluding GST) of <u>Annexure X</u>. The same percentage (up to two decimals) shall be applied for the calculation of Profit/Service Charges on the total wages excluding GST during the contract period (including renewed period) as and when any changes in Minimum wages as prescribed by the Chief Labour Commissioner (Central), Ministry of Labour & Employment from time to time and the associated liabilities like Bonus, PF and ESI components.</p> <p>However, if any party wants to withdraw from the renewal of contract, either party should give a notice period of three (03) months to the other party before termination of the contract on mutual consideration.</p>
3.30	<p>Pre-Bid meeting:</p> <p>a) Bidders requiring any clarification regarding this document shall contact the Bank in writing at the email address mentioned in this document not later than one day before the date of the pre-Bid meeting or raise enquiries during the pre-Bid meeting.</p> <p>The bidders’ designated representatives are invited to attend a pre-Bid Meeting Offline at 11:00 Hrs. on December 30, 2025 (Venue: Reserve Bank of India, Estate Department, 2nd floor, Bhubaneswar-751001). The purpose of the meeting will be to clarify issues and to answer questions that may be raised at that stage.</p> <p>Note: All the bidders may please note that any amendments / corrigendum to the tender, if issued in future, will be notified on the RBI Website and MSTC Website as given above and will not be published in the newspaper.</p>

Place:

Date :

**(Signature and Name of the authorized person
of the firm/bidder with office seal)**

Section IV:

Special Conditions of the contract

4.1.	Techno-Commercial Bid and Financial bids will be evaluated as per the details provided in <u>Section VIII</u>
4.1.1	Techno-Commercial Bid:
	The Bank would examine and evaluate received Techno-Commercial Bid, as per the proposal submitted by the Bidders in line with the Bank's requirement mentioned in Scope of Work at <u>Section II</u> . All the Bidders who satisfies the Bank's eligibility criteria in Technical Evaluation will be eligible for opening of their Financial Bid.
4.1.2	Financial Bid:
(a)	The evaluation of the tender is detailed at <u>Section VIII</u> i.e. Scrutiny of Bids.
4.2	Renewal of contract
	<p>The service contract shall be valid from April 01, 2026 to March 31, 2027 and it may be further renewed for Two years (One year at a time) subject to satisfactory performance.</p> <p>However, if any party wants to withdraw from the renewal of contract, either party should give a notice period of three (03) months to the other party before termination of the contract on mutual consideration.</p>
4.3	Non-disclosure
	<p>The Successful Bidder 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 Successful Bidder during the course of discharging contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. The Successful Bidder shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under the contract or to comply with applicable laws. The Successful Bidder shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Bank. The Successful Bidder shall indemnify the Bank for any loss suffered by it as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Successful Bidder and the Bank shall be entitled to claim damages and pursue legal remedies. The Successful Bidder 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 Successful Bidder's obligations with</p>

	respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.				
4.4	Identification and Verification of personnel/ employees				
4.4.1	Successful Bidder shall provide identity cards to its 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 at all the times they are working in Bank's premises.				
4.4.2	The Successful Bidder shall 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. A copy of the Aadhaar card of such persons along with police verification report will be furnished to the Bank before their deployment in the Bank's premises.				
4.5	<u>Penalty</u>				
	Sr. No	Type of deficiency/ irregularity	1st instance in a year	2-5 instances in a year	More than 5 instances in a year
	1.	Delay in addressing the complaints lodged by the residents of the colonies/ any officials of the Bank beyond three (03) hours from the time of lodgment of the complaint	Rs.500/- per instance and other action as the Bank may deem fit.	Rs.1000/- per instance and other action as the Bank may deem fit.	Rs.2000/- per instance and other action as the Bank may deem fit.
	2.	In case the performance in regard to the health and growth of the plants and lawns and/or directions given by Bank are not executed in reasonable time or in case of lack of proper maintenance of the plants, vertical gardens, landscaping, potted plants etc.	Rs.500/- per instance and other action as the Bank may deem fit.	Rs.1000/- per instance and other action as the Bank may deem fit.	Rs.2000/- per instance and other action as the Bank may deem fit.
	3.	Quality of the following works, if found not satisfactory by the Bank: (a) Maintenance and Housekeeping (b) Cleaning of Toilets bathrooms (c) Cleaning of flats	Rs.500/- per instance and other action as the Bank may deem fit.	Rs.1000/- per instance and other action as the Bank may deem fit.	Rs.2000/- per instance and other action as the Bank may deem fit.

4.	Delay in supply of consumables as indicated in <u>Annexure VIII</u> which would affect overall cleaning and maintenance of the premises	Rs.2000/- per instance and other action as the Bank may deem fit.	Rs.3000/- per instance and other action as the Bank may deem fit.	Rs.5000/- per instance and other action as the Bank may deem fit.
5.	Non-adherence to stipulated number of shifts regarding lifting of Garbage and transportation of Green Waste & Manure from Bank and three residential colonies	Rs.2000/- per instance and other action as the Bank may deem fit.	Rs.3000/- per instance and other action as the Bank may deem fit.	Rs.5000/- per instance and other action as the Bank may deem fit.
6.	Non wearing of Uniforms by workers deployed at Bank and three residential colonies	Rs.500/- per instance and other action as the Bank may deem fit.	Rs.1000/- per instance and other action as the Bank may deem fit.	Rs.1500/- per instance and other action as the Bank may deem fit.
7.	Change of Employees without intimation and approval of the Bank/ Use of abusive language or behaviour with the Bank's staff in a manner demeaning to them.	Rs.2000/- per instance and other action as the Bank may deem fit.	Rs.3000/- per instance and other action as the Bank may deem fit.	Rs.5000/- per instance and other action as the Bank may deem fit.
8.	Non-payment of wages through electronic mode or non-submission of documentary evidence for such payment	Rs.1000/- per instance and other action as the Bank may deem fit.	Rs.2000/- per instance and other action as the Bank may deem fit.	Rs.3000/- per instance and other action as the Bank may deem fit.
9.	Non maintenance of statutory and other registers/documents or non-submission of required documents sought by the Bank / non-submission of	Rs.1000/- per instance and other action as the Bank may deem fit.	Rs.2000/- per instance and other action as the Bank may deem fit.	Rs.1000/- per instance and other action as the Bank may deem fit.

		documentary evidence for payment of wages.			
10.	Manpower deployed less than as stipulated in Agreement	Rs.500/- per instance per person and other action as the Bank may deem fit.	Rs.1000/- per instance per person and other action as the Bank may deem fit.	Rs.1500/- per instance per person and other action as the Bank may deem fit.	
11.	Wages not being paid as per Central Government Minimum Wages/ Non adherence to Prohibition/Non adherence to Central/State Government laws.	Rs.2000/- per instance and other action as the Bank may deem fit.	Rs.3000/- per instance and other action as the Bank may deem fit.	Rs.5000/- per instance and other action as the Bank may deem fit.	
12.	Non-payment to the workers employed by him as per the timeline fixed in Section 5 of Payment of The Payment of Wages Act, 1936 read along with The Payment of Wages (Procedure) Rules, 1937.	Rs.500/- per instance and other action as the Bank may deem fit.	Rs.1000/- per instance and other action as the Bank may deem fit.	Rs.2000/- per instance and other action as the Bank may deem fit.	
13.	Any other deficiency/irregularity which is of relevance given the nature/scope of the contract	Rs.500/- per instance and other action as the Bank may deem fit.	Rs.1000/- per instance and other action as the Bank may deem fit.	Rs.2000/- per instance and other action as the Bank may deem fit.	
<p>➤ The Bank will depute officers for surprise check of quality of services, quality of consumables supplied, use of abusive language or behaviour by the manpower deployed by the vendor with the Bank's staff in a manner demeaning to them, and any other deficiency/irregularity covered under the scope of this contract.</p> <p>➤ If any such irregularity is detected more than three occasions in a quarter, the Bank reserves the right to initiate proceedings for termination of the contract or blacklisting of such tenderer over and above imposing penalty at detailed if they found any kind of irregularity at para 4.5 (Sl. No. 1 to 13) of <u>Section IV</u> of the Tender document.</p>					

	<ul style="list-style-type: none"> ➤ Bank may consider waiving of penalty only after getting a request from the contractor within 15 days from imposition of penalty and it is satisfied that the reasons cited by the contractor is genuine and found to be beyond its control only after getting the approval from the Competent Authority of the Bank. The Bank's decision in this regard shall be final. ➤ The penalty amount(s) imposed on the Contractor shall be adjusted from the Security Deposit/ Bank Guarantee held by the bank if the amount so permits or from the bills payable to the Contractor, as decided by the Bank.
4.6	Payment Conditions: Payment of monthly bills /lump sum charges will be paid through NEFT within 45 days on submission of correct invoice along with requisite documents as mentioned in the tender, Wages must be paid to the employees by the contractor without waiting for the payment from the Bank. The bills submitted without the said documents shall not be processed for payment.
4.7	Force Majeure: The Bidder/ Successful Bidder shall not be liable for forfeiture of its EMD/ Security Deposit (Performance Bank Guarantee - PBG) or for payment of liquidated damages or termination for default, if the delay in performance or other failure to perform its obligations under the contract is a result of an event of Force Majeure. For purposes of the clause, "Force Majeure" means an event beyond the control of the Bidder/Successful Bidder and not involving the Bidder's/Successful Bidder's fault or negligence and not foreseeable. Such events may include wars or revolutions, fires, floods, epidemics, quarantine restrictions, freight embargoes etc. The Bank will decide whether delay or failure on the part of the Bidder/Successful Bidder was the result of an event beyond his control or not. The decision of the Bank in this regard should be final and binding on the Bidder/Successful Bidder and will not be open to question before any court / forum in any proceedings.
4.8	Termination for Default
4.8.1	The Bank may, without prejudice to any other remedy for breach of contract, by giving three month written notice of default sent to the Successful Bidder and upon the Successful Bidder's failure and/or neglect to propose and/or execute any corrective action to set right the default, terminate this AMC Contract in whole or in part, in case of the following:
(i)	If the Successful Bidder fails to deliver any or all of the items of scope of work as specified in the Tender document within the time period(s) specified in the Contract. Or
(ii)	If the Successful Bidder fails to perform any other obligation (s) under the Contract.
4.8.2	On termination of the Contract for default, the Security Deposit (PBG- Performance Bank guarantee) of the Successful Bidder will be forfeited.

4.8.3	On termination of the Contract for default, action will be taken to blacklist the Successful Bidder at the discretion of the Bank.
4.8.4	The Bank has right to go to court of law in case of breach of the terms and conditions as specified in the tender document.
4.9	<p>Termination for Insolvency:</p> <p>The Bank may at any time terminate the Contract by giving written notice to the Successful Bidder, without compensation to the Successful Bidder, if the Successful Bidder becomes Bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which the Bank is or will be entitled to take or seek.</p>
4.10	<p>Patents:</p> <p>The Successful Bidder shall indemnify the Bank against all claims in respect of patent rights and shall defend all actions arising from such claims and shall itself pay all royalties, license fees, damages cost and charges of all and every sort that may be legally incurred in respect thereof.</p>
4.11	<p><u>Performance Bank Guarantee (PBG):</u></p> <p>Performance Bank Guarantee (PBG) as Security Deposit for completion period: On award of the work, the successful Contractor shall furnish an amount equal to 5% (Five percent) of the contract value in the form of a Bank Guarantee (BG) from any scheduled Bank in the form prescribed by the Bank as per <u>Annexure I B</u> towards Security Deposit or amount equivalent to PBG through online mode (NEFT / RTGS) to Bank's account as mentioned at SOT for the entire period of currency of contract for due fulfillment of the contractual obligations by the contractor for the due fulfilment of the contract. This Performance Bank Guarantee (PBG) shall be initially valid for a period of contract <u>duration plus three (3) months</u> and shall be suitably extended in case of extension of contract period. Such Performance Bank Guarantee (PBG) should be submitted to the Bank within 14 days of the issue of work order or before start of the work whichever is earliest and it will be returned after 3 months of completion of contract period.</p> <p>If the Contractor fails to furnish the Performance Bank Guarantee as security deposit within stipulated time, charges for delay (in case of delays in submission in unavoidable circumstances) in submission of Performance Bank Guarantee shall be recovered from the bills of the contractor at prevailing Bank rate.</p> <p>The Earnest Money Deposit furnished at the time of submission of tender will be returned thereafter i.e. after submission of Performance Bank Guarantee (PBG)/Security Deposit in form NEFT/RTGS.</p> <p>All compensation or other sums of money payable by the Successful Bidder to the Bank under the terms of this Contract may be deducted from the Security Deposit, if the amount so permits unless the Successful Bidder</p>

	deposits such amounts by cheque/Demand Draft/NEFT within fifteen (15) days of issue of demand notice by the Bank.
4.12	Adherence to Safety Code:
	The Contractors should provide an undertaking as detailed at <u>Annexure XII</u> in their letter head regarding adherence to safety code.
4.13	<p>Employment of Staff and employees:</p> <p>The contractor shall provide all necessary superintendence during execution of the work and all along thereafter as may be necessary for proper fulfillment of the obligations under the contract until the expiry of the contract.</p> <p>The Bank shall be at liberty to object to and require the contractor to remove from the works any person who in his opinion misconducts himself or is incompetent or negligent in the performance of his duties or whose employment is otherwise considered by the Bank to be undesirable. Such person shall not be employed again at works site without the written permission of the Bank and the persons so removed shall be replaced as soon as possible by competent substitutes.</p> <p>The following acts by the staff engaged will cause the Bank or the Contractor to initiate strict action against that employee –</p> <p>(i) Willful disobedience, (ii) Theft/Fraud/Dishonesty, (iii) Habitual late attendance, (iv) Habitual indiscipline, (v) Drinking and Smoking in the premises, (vi) Sleeping on duty etc.</p>
4.14	<p>All relevant Statutory Laws to be complied with by the Contractor:</p> <ul style="list-style-type: none"> • The contractor shall obtain a valid license under the Contract Labour (R&A) Act, 1970, and the Contract Labour (Regulation and Abolition) Central Rules, 1971, before the commencement of the work, and continue to have a valid license until the completion of the work. The contractor shall also abide by the provisions of the Child Labour (Prohibition and Regulation) Act, 1986, Minimum Wages (Central Govt.) Rules, 1950. • The contractor shall also comply with the provisions of the building and other Construction Workers (Regulation of Employment & Conditions of Service) Act, 1996 and the building and other Construction Workers Welfare Cess Act, 1996, if applicable. • The contractor shall comply with the provisions of the Payment of Wages Act, 1936, Minimum Wages Act, 1948, Employees Liability Act, 1938, Workmen's Compensation Act, 1923, Industrial Disputes Act, 1947, Maternity Benefits Act, 1961, or the modifications thereof or any other relevant laws and the rules made there under from time to time. <p>The contractor shall comply with provisions of any other relevant law in connection with the work, as may be applicable. Any failure to fulfill these</p>

	requirements shall attract the penal provisions of the concerned Act and Contractor shall be liable to face the consequences thereof in addition to any other penal provisions of this contract. The contractor shall indemnify the Employer for any loss caused due to non-compliance with any of the provisions of laws applicable.
4.15	<p>Other responsibilities of the Successful Bidder:</p> <ul style="list-style-type: none"> • Successful Bidder shall maintain co-operation with other vendors and labourers engaged by the Bank so that all kinds of works of the Bank may run smoothly. • Apart from this IFMS contract, the Bank, on its own discretion, may chose (but not be liable to) the IFMS agency for assignment of miscellaneous electrical/ civil/ general works of painting, false ceiling repair, etc. to which it shall not refuse and shall ensure completion of these tasks in a timely manner as such works need to be done within certain timelines. It may be noted that separate work order and compensation will be given for such works, if any.
4.16	<p>Abiding by the provisions of Sexual Harassment of Women (Prevention, Prohibition and Redressal) Act, 2013 at workplace:</p> <p>The Successful Bidder shall be solely responsible for full compliance with the provision of 'Sexual Harassment for women at workplace (Prevention, Prohibition & Redressal) Act, 2013'. In case of any complaint of sexual harassment against its employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Successful Bidder the Successful Bidder shall ensure appropriate action under the said Act in respect of the complaint.</p> <p>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.</p> <p>The Successful Bidder shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employee of the Successful Bidder, for instance any monetary relief to Bank's employee, if sexual violence by the employee of the Successful Bidder is proved.</p> <p>The Successful Bidder shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.</p> <p>The Successful Bidder shall provide a complete and updated list of its employees who are deployed within the Bank's premises.</p>

4.17	<p>TERMINATION OF AGREEMENT</p> <p>1. 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 at any time by giving three (03) months' notice without assigning any reason and without payment of any compensation, if</p> <ul style="list-style-type: none"> a. in the opinion of the Bank (which shall not be called in question by the Successful Bidder and shall be binding on the Successful Bidder) the Successful Bidder fails or refuses to implement this agreement to the Bank's satisfaction, and/or b. the Successful Bidder commits a breach of any terms and conditions of this agreement / tender, and/or c. the Successful Bidder is adjudged an insolvent or a compromise is entered by it with its creditors or if distress or execution or other process is levied upon or receiver is appointed for any part of the assets or property of Successful Bidder, and/or d. for any reason whatsoever, the Successful Bidder becomes disentitled in law to perform its obligations under this agreement, and/or e. There is any variation in the ownership/partnership or management of the Successful Bidder or its business without the prior approval in writing of the Bank to such variation. <p>2. Right of Bank to terminate the contract in the event of death of Vendor if individual: Without prejudice to any of the rights or remedies under this contract, if the Contractor, being an individual/sole proprietor, dies, the Bank shall have the option of termination of the contract without incurring any liability for such termination.</p> <p>3. In the event of termination of this agreement for any reason whatsoever, the Successful Bidder/or persons employed by it or its agents shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.</p>
4.18	<p>A bidder is liable for debarment/disqualification from bidding on the following grounds:</p> <p>1. If it is determined that the bidder has committed the following acts or omissions in contravention of the code of Integrity:</p>

	<ul style="list-style-type: none"> a. making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process. b. any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained or an obligation avoided. c. any collusion, bid rigging or anticompetitive behaviour that may impair the transparency, fairness and the progress of the procurement process. d. improper use of information provided by the procuring entity to the bidder with an intent to gain unfair advantage in the procurement process or for personal gain. e. any financial or business transactions between the bidder and any official of the procuring entity related to tender or execution process of contract: which can affect the decision of the procuring entity directly or indirectly. f. any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process. g. obstruction of any investigation or auditing of a procurement process. h. making false declaration or providing false information for participation in a tender process or to secure a contract. i. failed to disclose conflict of interest. j. failed to disclose any previous transgressions made in respect of the provisions of sub-clause (i) with any public institution / entity in India or any other country during the last three years or of being debarred by any public procuring institution / entity. <p>2. For any actions or omissions by the bidder other than violation of code of integrity, which in the opinion of the Bank warrants debarment, for the reasons like supply of sub-standard material, non-supply of material, abandonment of works, sub-standard quality of works, failure to abide terms of the tender etc.</p>
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	<p>3. If the bidder has been convicted of an offence-(a) under the Prevention of Corruption Act, 1988; or (b) the Indian Penal Code or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract.</p> <p>The bidder shall submit an undertaking regarding declaration of debarment by public institutions and (as per <u>Annexure VII A</u> on the letterhead) and Undertaking / Declaration / Certificate by the Bidder regarding country sharing land border with India (as per <u>Annexure VII B</u> on the letterhead)</p>
<p>I/ We hereby declare that I/ We have read and understood all the above instructions/conditions and the same will remain binding upon me/us in case the abovementioned Contract is entrusted to me/us.</p> <p>I/we also note that this letter will form part of the contract document and that the contents of this letter shall be supplemental to the conditions in the tender and not in derogation thereof except to the extent specifically provided herein.</p> <p>I/We agree that the Financial Bid is liable to be rejected if any of the above rates and percentage are found not to be in compliance with the respective statutory laws.</p> <p>I/We have gone through the terms and conditions and these are agreed by me/us.</p> <p>Place: (Signature and Name of the authorized person of the firm/bidder with office seal)</p>	
<p>Date :</p>	

Section V

General Conditions of the contract

The following Registers shall be maintained by the Successful bidder -

- i. *Attendance Register*
 - ii. *Routine/preventive/ periodic maintenance work register (Soft and hard form).*
 - iii. *Any other logbooks as directed by the officials of the Bank.*
1. Above registers shall be inspected by the Bank's officials for their verification.
 2. **Providing of all essential tools to his staff for day-to-day maintenance & emergency.**
 3. Providing of all safety equipment's, material to his staff.
 4. **Providing safety shoes, insulated gloves, raincoats, caps, umbrellas, torch, Mobile phone etc. Face Masks to his all staff.**
 5. Provide necessary training to his staff on quality, safety & technology.
 6. Submission of Quarterly Report on Preventive/ periodic maintenance in the prescribed format.
 7. If any staff is on leave/ absent, the Successful bidder should provide replacement immediately with equally qualified & experienced person.
 8. The Bank reserves the right to ask Successful bidder to supply additional manpower as required by the Bank depending upon site requirement for execution of the work, if required.
 9. Manpower deployed should not be in Low Medical Category i.e., should be physically fit in all respects.
 10. The manpower deployed by the Bidder during the currency of the Contract shall not work in any other organization or shall not be deployed by the Bidder at any other organization. If any such instance comes to the notice of the Bank during the agreement period, the Bank shall have the right to impose suitable penalty on the Bidder, which will be recovered from its monthly bills or security deposit or any other dues of the Bidder. Bank shall have the right to ask for a suitable replacement in such a case.
 11. Persons deployed under the contract should be minimum 18 years of age. If the person is above the age of 55 years, the contractor has to submit a physical fitness certificate from a Government Hospital and the same has to be approved by the Bank.
 12. The manpower deployed should be able bodied and trained persons with good health and clean record.

13. **It shall be the responsibility of the successful Bidder to provide full uniform (summer and winter both) along with the name plate/ identity card to the manpower deployed to perform their duties. The identity cards shall be produced on demand by any authority of the Bank or of the Government. The colors of Uniform may be different for each category along with display of their trade on Uniform of work for easy identification.**
14. The Bidder will introduce to the person authorized by the Bank for the operation of the agreement by the Bank, for verification and satisfaction before their deployment and the Bidder shall furnish the complete particulars/ biodata of personnel with passport size color photo, before deployment. In case of additional details sought regarding qualification/experience of the deployed staff (Supervisors/Electricians, etc.), supporting documents duly certified by Gazette officer to be submitted.
15. **The Bank reserves the right to advise the Bidder to remove any personnel found not discharging his duties satisfactorily or of doubtful character and it will immediately remove such person/ persons and provide replacement.**
16. The duty points for the personnel deployed by the Bidder will be decided by the Bank or any person so authorized in this regard and the Bidder will have to abide by such direction.
17. **It may be distinctly understood that there shall not be any absenteeism by the personnel. In case of absenteeism, if any, replacement personnel will have to be provided by the successful contractor. The replacement personnel should be able to join his duty within two hours, failure to do so would render the Bidder liable to pay the damages as mentioned at para 4.5 and suitable deductions will be made from monthly bills of the Contractor. Such replacement personnel shall also be subject to meeting the required standards.**
18. The Bidder shall ensure that the manpower deployed, while on the premises of Bank or while carrying out their obligations, observe the standards of cleanliness, decorum, safety, good behavior and general discipline laid down by the Bank or its authorized agents and the Bank shall be the sole judge as to whether the Bidder and /or the manpower deployed have observed the same.
19. **The Bidder shall provide a day of rest to all the workers deployed as per applicable statutes. In 365 days', works, replacement shall be given for those weekly off to each worker.**
20. The Bidder shall obtain a **license** under Contract Labour (Regulation and Abolition) Act, 1970 or any other law, as applicable from time to time and submit a copy of the same to the Bank, failing which the Bidder alone would be responsible for actions/ proceedings ensuing thereto. The Bank shall not be held responsible

for acts, commissions or omissions of the Bidder and shall in no way be made liable to the persons deployed by the Bidder.

21. **All liabilities arising out of any legal dispute, accident etc. shall be borne/ paid by the Bidder and the Bank shall not be liable in any manner whatsoever.**
22. **The Bank shall not be responsible for payment of any compensation for death of or injury or accident to any of the manpower deployed which may arise out of and in the course of their duties and employment. It is agreed and understood that the Bidder shall alone be liable to pay such damages or compensation to the persons deployed. The contractor will be responsible for taking all safety standards for its personnel deployed at the Bank's premises/ colonies.**
23. **Contractors are advised to quote their rates after visiting the office and staff colony and understanding the volume and complexity of work as given in scope of work stated in the tender.**
24. The labours engaged with plumbers, pump operators, carpenters/ fabricators, electrician, etc. may also be utilized as helpers for attending day to day complaints/ maintenance cleaning works, if needed.
25. The rates shall be applicable for attending complaints at all heights, floors, levels and the contractor has to make his own arrangements of **ladder /scaffolding**, etc. required to attend day to day complaints with all safety standards and the entire cost will be borne by the successful bidder.
26. The payment of bills will be made on **monthly basis** after certification by the Caretaker /Junior Engineer /Assistant Manager or any other person authorized by the Bank for this purpose and submission of all supporting documents as mentioned on various parts of the tender document.
27. All the complaints/ works shall be attended in time. Necessary recovery along with the penalty may be made by the Bank if the complaints are not attended by the contractor in reasonable time. Details of the penalty clause is given in Para 4.5.
28. The payment for all other major materials to be replaced by the Contractor as per the direction of Bank's Engineer, charges shall be paid separately on the Bank's Standard Approved Rate (SAR)/ DSR of CPWD.
29. **Successful bidder should ensure that as and when required by the Bank, they may hire the services of gardening consultant from external agency after getting approval from the Bank. Bank shall pay separately for the consultancy service.**

Section VI:
Documents to be uploaded by the bidder with Techno-Commercial Bid on MSTC website.

Sr. No	Documents to be uploaded in MSTC Portal
1	EMD of ₹8,12,000/- through NEFT/RTGS/DD
2	Signed copy of tender document
3	Proof against – “Bidder should be a company registered under Companies Act or a partnership firm registered under Indian Partnership Act or a registered proprietary concern”
4	Copy of MOA (in case of company)
5	Copy of AOA (in case of company)
6	Certificate of Incorporation
7	Partnership Deed (in case of partnership firm)
8	Firm or proprietorship registration certificate
9	MSME registration certificate (only in case of MSMEs)
10	GSTN registration Certificate
11	ESIC registration Certificate
12	EPFO registration Certificate
13	PAN Card copy
14	<p>Registration of Labour law certificate.</p> <p><i>The contractor shall obtain a valid license under the Contract Labour (R&A) Act, 1970, and the Contract Labour (Regulation and Abolition) Central Rules, 1971, before the commencement of the work, and continue to have a valid license until the completion of the work.</i></p> <p>Registration No. / License No. Under Contract Labour (R & A) Act 1970 of any other employer for whom the agency is currently undertaking the work through contract labour for providing IFMS services.</p>
15	Annexure – I (A): Bank Guarantee in lieu of Earnest Money Deposit (EMD) of amount Rs.8,12,000/-, if applicable
16	Annexure II A: List of similar works and along with copies of work orders/client certificates in support of having 5 years' experience.
17	Annexure II B: List of similar works of Work Orders for all qualified works (40%/50%/80% of estimated value)

18	Annexure II C: List of similar works Copies of Work Orders and their contract details.
19	Annexure III : Client's Certificates for all qualified works (40%/50%/80% of estimated value)
20	Annexure IV A: Details of turnover and Profit for the last three years as per the format. Annexure IV B: Details of Bidder
21	Balance sheet/ profit & loss account with copies of audited annual financial statements/ accounts of the business of the bidder duly certified by a Chartered Accountant for last three financial years (2022-23, 2023-24 and 2024-25). The Income Tax Clearance Certificates / Income Tax Assessment orders along with the latest final accounts of the business of the contractor duly certified by a Chartered Accountant, as a proof of creditworthiness).
22	Annexure V: Banker's Solvency certificate for 100% Estimated value work as per format.
23	Annexure – VI : Escalation Matrix
24	Annexure VII - A : Undertaking regarding declaration of debarment by public institutions and Annexure VII - B : Undertaking / Declaration / Certificate by the Bidder regarding country sharing land border with India
25	Annexure VIII : List of Consumables to be used and to be supplied by the successful bidder. (Furnish signed copy of the same in the letter head)
26	Annexure IX : Power of Attorney in the prescribed format shall be submitted in favor of the person signing the tender documents (in case of accompany)
27	Annexure X : Estimated Cost of wages based on minimum wages (Central) w.e.f. October 01, 2025 and applicable statutory components. (Furnish signed copy of the same in the letter head)
28	Annexure XI : Undertaking on compliance with the wages
29	Annexure XII : Adherence to Safety Code in the format
30	A copy of local address proof having Registered local office within the jurisdiction limits of Bhubaneswar. (or)

	Declaration as mentioned at 1.1 Eligibility Criteria regarding establishment of Service set within 2 (two) months of issue of work order in bidders letter head
31	Proof of total existing work force – PF statement
32	List of contracts awarded in the past to bidder company/firm by Reserve Bank of India at any of its offices. <ul style="list-style-type: none"> ➤ Name of the Office ➤ Total annual value of contract ➤ Details of documentary evidence furnish upon
33	Form of Tender (Clause 1.2 of Section I)
34	Copy of any certification i.e., ISO etc. obtained by the bidder.
35	Work experience certificates from the Employer as mentioned in Section II
36	Documents in support of experience in the respective field.
37	Any Civil Suit/ Litigation/disputes/ suspension/ penalty arisen in the contracts executed during the last 3 years ending on November 30, 2025 / being executed. If yes, please furnish the name of the project, employer, nature of work, contract value, work order and date and brief details of litigation otherwise mention “Nil”
38	Any other disputes with statutory authorities are pending otherwise mention “Nil”
39	Any bank having declared any loan of the bidder as NPA in the last three years if any otherwise mention “Nil”
40	Any other document/s required to be submitted, as mentioned above or as demanded by the Bank.

Note: The Bank reserves the right to call for proof/ verification of any of the above-mentioned.

Place

Date

**Signature and Name of the authorized person
of the firm/bidder with office seal**

Section VII

Techno-Commercial Conditions

Estimated cost of Work is ₹4,06,00,000/-

Sr. No	Description	Details	Acceptance of Bank's terms (YES/NO)
1	Validity of Tender	90 days from the opening of the Part-I of the tender	
2	EMD	EMD of ₹8,12,000/- to be remitted using NEFT/RTGS (UTR number to be submitted along with the Techno-Commercial Bid).	
3	Terms of payment	<p>Payment of monthly bills will be paid through NEFT within 45 days on submission of correct invoice along with requisite documents as mentioned in the tender.</p> <p>The payment thereon will be made after the same is duly certified by the Bank's Officers that the services have been provided satisfactorily and after deducting all statutory dues/taxes, etc. Wages must be paid to the employees by the contractor without waiting for the payment from the Bank.</p>	
4	Scope of work	As per specifications in <u>Section II</u> of the tender	
5	Penalties	As specified in Clause 4.5 of <u>Section IV</u> of the tender	
6	Performance bank guarantee (to be submitted by the Successful Bidder) at the time of award of the work	As per clause 4.11 <u>Section IV</u> of Special Conditions of the contract	

Place

Date

**Signature and Name of the authorized person
of the firm/bidder with office seal**

Section VIII: Scrutiny of Bids

Scrutiny of Bids will be as under:

(a) Technical Evaluation:

The bidders have to submit all the **required documents as mentioned in the eligibility criteria and other documents (Section VI) as specified and other parts of the tender along with the Technical bid**. The Bank will first scrutinize the eligibility of the Bidders as per “qualification/Eligibility criteria” (Refer para. 1.1) of the Section I of the Tender Document. Proposals meeting all the “qualification criteria” will then be assessed for further.

The Bank obtains the confirmation of the Client certificates submitted for qualified works. Also, confirmation from scheduled bank will be obtained against document submitted for Bank’s solvency certificate.

The qualified bidders will be intimated about date and time of opening of Part-II (Price-bid) through e-mail ids provided. The rejected bidders shall also be informed. The decision of the Bank in this regard shall be final and no further correspondence in this regard will be entertained.

(b) Financial Evaluation:

The Bank will open and scrutinize the financial bids of the technically qualified Bidders only. The Financial Bids will have to be submitted in the format as per Part-II on MSTC portal.

Item A: Bidders quoting zero amount towards **cost of consumables and overheads** will be rejected without assigning any reason thereof. The Bank will seek rate analysis and justification from the vendor in case of abnormally low/high rates (- / + 25% of estimate value for consumables and overheads) and the reasons found reasonable only the Bank will award the work. There will not be any changes to the quoted rates.

Item B: “Profit/Service Charges” must be quoted more than or equal to 3.00 per cent of the total minimum wages detailed at Sl. No. – 23 (Total wages excluding GST) of Annexure X which works out to be Rs.8,77,500/- (Rounded off). Bids quoting the Contractor’s Profit/Service charges below amount i.e., Rs.8,77,500/- will be rejected without assigning any reason thereof.

The bidder must quote the Profit/Service Charges per annum (12 months) excluding GST as amount in Rs. (Not in Percentage).

The amount quoted by the bidders for Item A and Item B will be calculated for arriving successful bidder. The lowest amount of sum of Item A and Item B (**rounded off to two decimals**) will be declared as successful bidder (L1).

NB:

(1) Please take a note that there shall be no provision in the price bid for quoting of the rates for labour component engaged at MOP and three residential colonies. However, the Vendor shall pay the wages to the manpower deployed by him in accordance with the provisions/statutes/acts/terms and conditions stipulated by the Central Government from time to time towards statutory payments viz. Minimum Wages, EPF, ESI, Bonus etc. (as detailed in Annexure X). The fixed cost of labour/workforce (Labour Component) will be reimbursed on actual basis on production of proof of payment as per the statutory rates. In case any statutory payment is not applicable for any vendor or labour category, the same would not be reimbursed even if the same is mentioned in the financial bid.

(2) In case of two or more tenderers becoming lowest, i.e., quoting the same amount after the arithmetical check, an appropriate decision such as obtaining discount on already quoted amounts i.e. Item A and Item B of the Non-Labour Component of the Price Bid (Part-II) in sealed envelope from such tenderers shall be taken for selecting the bidder. However, the amount after discount offered by the bidder on Item B should not be less than 3.00% **of the total minimum wages detailed at Sl. No. – 23 (Total wages excluding GST) of Annexure X**.

(3) If there is a tie even after-discount, Selection of Successful bidder will be done by giving additional weightage/ preference to the firm as detailed below. The bidder getting highest marks will be awarded the work.

Sr. No.	Description	Maximum Marks
A	<u>Financial Turnover</u> Average turnover for the FY 2022-23, 2023-24 and 2024-25 more than 5.0 Crore, 01 mark will be assigned for each additional average turnover of 1.0 Crore above estimated cost (subject to maximum of 20 marks). Example: (a) If Average turnover – 5 Cr, Mark – 0 (b) If Average turnover – 6 Cr, Mark – 1 (c) If Average turnover – 8 Cr, Mark – 3 (d) If Average turnover – 28 Cr, Mark - 20	20
B	<u>Experience in the field of Facility Management Services as on March 31, 2025</u> 1 Mark for each year of experience above 5 years (subject to maximum of 20 marks) Example (a) If Experience – 5 years, Mark – 0	20

	(b) If Experience – 6 years, Mark – 1 (c) If Experience – 8 years, Mark – 3 (d) If Experience – 28 years, Mark - 20	
C	<u>Number of Existing/ Current workforce of Unskilled/ Semi-Skilled/ Skilled/ Highly skilled work force:</u> 1. 98 to 150 : 5 Marks 2. 151 to 200 : 10 Marks 3. 201 and above : 15 Marks	15
D	<u>Experience of executing similar contracts in -</u> <ul style="list-style-type: none"> RBI/ Central Government Establishment/ State Government Establishment/ Public Sector Undertaking – 10 Marks Other organizations – 5 Marks 	10
E	<u>Whether the company/ Firm is having ISO or equivalent Certificate</u> 1. Since last one year i.e., from March 2025 - 5 Marks 2. Since last three years i.e., from March 2022 - 10 Marks 3. Since last five years i.e., from March 2010 - 15 marks	15
F	<u>Whether the company/ firm have earned profit (Profit after Tax) during the previous three financial years i.e., 2022-23, 2023-24 and 2024-25</u> 1. Profit after Tax in 2 or 3 years out of previous 3 financial years – 10 Marks 2. Profit after Tax in 1 year out of previous 3 financial years – 5 Marks	10
G	<u>Type of Agency</u> a) Company– 10 Marks b) Partnership Firm/ Proprietary concern – 5 Marks	10
	<u>Total</u>	100

The decision of the Bank in this regard shall be final and no further correspondence in this regard will be entertained.

Section IX
Draft Articles of Agreement

This Agreement made on this _____ day of _____ 2026 between Reserve Bank of India, having its office at Bhubaneswar (Hereinafter referred to as the "**Bank**") which expression shall unless it is repugnant to the context or meaning thereof deemed to include its affiliates, successors and assigns of the ONE part

And

M/s _____, having its office at _____ herein after referred to as the "**Successful Bidder**") which expression shall unless it is repugnant to the context or meaning thereof deemed to include his heirs, representatives, administrators and assigns of the OTHER part.

Whereas the Successful Bidder is carrying on the business of providing **Integrated Facility Management Services (IFMS) at Bank's Main Office Premises (MOP) and Three (03) Residential Colonies of RBI Bhubaneswar, Odisha.**

And whereas the Bank is desirous of availing services of the Successful Bidder for the above purposes as indicated in detail in letter no. _____ dated _____

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

NOW IT IS HEREBY AGREED BY AND BETWEEN THE BANK AND THE SUCCESSFUL BIDDER HERETO AS FOLLOWS

4. This agreement will come into effect from -----and will remain in force up to ----- or until it is terminated as per the terms herein after contained.
5. The quoted charges of Rs. _____ covering the cost of manpower deployed and machinery/equipment used, etc. for efficient rendering of services shall be payable on monthly basis subject to submission of invoice.
6. 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.
7. The above charges are firm and not subject to labour conditions, exchange variations or any other condition, except statutory requirements like minimum wages.

8. The above charges shall include Minimum wages to labourers, VDA, EPF, ESIC, Bonus, Insurance charges and any other tax (excluding Goods and Services Tax - GST) and duty or other levy, whether existing or levied in future by the Central Government or any State Government or any Local Authority. GST will be paid as per actuals.
9. All quoted maintenance articles/equipment and material will be provided by the Successful Bidder. The cost of the any special work done shall be paid separately by the Bank.
10. The Successful Bidder shall be responsible for providing services on regular basis as per the terms and conditions of the tender and as per the Scope of Work and services to be rendered as mentioned in detail under Special Conditions of Contract of the tender.
11. In the said conditions herein before mentioned, AGM/ Manager, Estate Department, Reserve Bank of India, Bhubaneswar shall act on behalf of the Bank.
12. The Agreement, The Final work order, the Tender and the other documents mentioned herein shall form the basis of this Contract.
13. The Employer reserves to itself the right of altering the nature of the work by adding to or omitting any items of work or having portions of the same carried out without prejudice to this contract.
14. All disputes arising out of or in any way connected with this agreement shall be deemed to have arisen at Bhubaneswar and only Courts in Bhubaneswar shall have jurisdiction to determine the same.
15. That all the parts of this contract have been read by the Contractor and fully understood by the Contractor.
16. Future renewals of this contract will be subject to the satisfactory services rendered by the Contractor and on mutual agreed condition by both the parties,
17. In respect of this contract, Renewal, Penalty, Payment Terms etc. will be followed as mentioned in the IFMS Tender.
18. The Successful Bidder shall ensure payment of minimum wages to the workmen employed by it and shall maintain a register of wages and shall issue a wage slip to every workman employed by it and obtain their signature or thumb impression on the wage slips. In addition, it has to provide essential amenities like drinking water, first aid facility etc. to its employees as per Contract Labour (Regulation & Abolition) Act, 1970. The Successful Bidder has to give undertaking on Non Judicial Stamp Paper of applicable value before the award of the work that it undertakes to actually pay wages and attendant benefits to all the labourers of all descriptions to be engaged by it for completion of that particular job/work at the rate which is not less than the 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 the Successful Bidder's failure to pay such wages and provide the essential amenities. The Successful Bidder shall submit along with its monthly bills a copy of the receipts of the wages paid to the workers along with proof of depositing dues like PF, ESI contributions, bonus, etc failing which their bill will not be settled. The Successful Bidder will

ensure compliance with applicable provisions of Minimum Wages Act (among others provisions relating to weekly-offs and payment of overtime wages), PF Act, ESIC Act, Payment of Bonus Act, 1965; Maternity Benefits Act, 1961, etc.

19. The Successful Bidder shall be in possession of all the relevant documents, like license as contemplated under Contract Labour (Regulation & Abolition) Act, 1970 or certificate of registration with PF and Insurance authorities, any other law as applicable which shall be shown to the relevant authorities as and when required, 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 Successful Bidder and shall in no way be made liable to the labourers engaged by the Successful Bidder.
20. **It is also informed that bills, along with all the necessary supportive documents, must be submitted within 90 days [at max - even in the worst-case scenario] from the date of completion of the work period, failing which there will not be any liability on the Bank and the amount may be forfeited.**
21. **Indemnity Clause:** The bidder agrees to indemnify and to keep RBI and its officers, employees, directors and representatives indemnified against all claims (including third party claims) actions, losses, damages, costs, expenses, charges including legal expenses which the RBI may suffer or incur on account of default on the part of bidder due to:

- a) Violations of applicable laws, regulations, guidelines issued by the Government or other statutory authorities during the contract period; or
- b) Breach or non-performance of the terms and conditions of the contract; or
- c) Breach of the representations and warranties made by the bidder; or
- d) Negligent or fraudulent act or omission by the bidder; or any third party for reasons attributable to the bidder.

The Bidder shall also keep the Bank indemnified against any claim from the staff of the bidder and it shall be the duty of the bidder to clearly inform his own personnel/staff that they shall have no claim whatsoever against the Bank and they shall not raise any industrial dispute, either directly and/or indirectly, with or against the Bank in respect of any of their service conditions or otherwise. Further, the bidder shall at all times indemnify the Bank against all claims which may be made under the Workmen's Compensation Act, or rules thereunder or under any law or rules of compensation payable in consequence of any accident or injury sustained by any person in its employment for the purpose of this agreement. The bidder shall be solely responsible for the remuneration and other dues to its employees, as also for omissions/commissions done by them.

22. **In case of any deficiency in services or any complaint remaining unattended the Bank may impose on the Successful Bidder penalty as contained in Section IV of the tender document.**

23. **The Successful Bidder 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 Successful Bidder 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 Successful Bidder 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 Successful Bidder shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Bank. The Successful Bidder shall indemnify the Bank for any loss suffered by the Bank as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Successful Bidder and the Bank shall be entitled to claim damages and pursue legal remedies, apart from termination of contract, at its discretion.
24. **The Successful Bidder 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 Successful Bidder's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.
25. **Abiding by the provisions of Sexual Harassment of Women (Prevention, Prohibition and Redressal) Act, 2013 at workplace:** The Successful Bidder shall be solely responsible for full compliance with the provision of 'Sexual Harassment for women at workplace (Prevention, Prohibition & Redressal) Act, 2013'. In case of any complaint of sexual harassment against its employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Successful Bidder the Successful Bidder shall ensure appropriate action under the said Act in respect of 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 Successful Bidder shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employee of the Successful Bidder, for instance any monetary relief to Bank's employee, if sexual violence by the employee of the Successful Bidder is proved. The Successful Bidder shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues. The Successful Bidder shall provide a complete and updated list of its employees who are deployed within the Bank's premises.

TERMINATION OF AGREEMENT

26. Without prejudice to what is contained hereinabove, the Bank shall at its sole and absolute discretion, be entitled to terminate this agreement forthwith by giving three (03) months written notice without assigning any reason and without payment of any compensation, if

- f. in the opinion of the Bank (which shall not be called in question by the Successful Bidder and shall be binding on the Successful Bidder) the Successful Bidder fails or refuses to implement this agreement to the Bank's satisfaction, and/or
- g. the Successful Bidder commits a breach of any terms and conditions of this agreement / tender, and/or
- h. the Successful Bidder is adjudged an insolvent or a compromise is entered by it with its creditors or if distress or execution or other process is levied upon or receiver is appointed for any part of the assets or property of Successful Bidder, and/or
- i. for any reason whatsoever, the Successful Bidder becomes disentitled in law to perform its obligations under this agreement, and/or
- j. There is any variation in the ownership/partnership or management of the Successful Bidder or its business without the prior approval in writing of the Bank to such variation.

27. Right of Bank to terminate the contract in the event of death of Vendor if individual:

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

28. In the event of termination of this agreement for any reason whatsoever, the Successful Bidder/or persons employed by it or its agents shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.

ARBITRATION

29. If any dispute, difference or question shall, at any time, arise between the parties as to the construction of this Agreement or concerning anything herein contained or arising out of this Agreement or as to the rights, liabilities and duties of the said parties, the same shall be referred to arbitration under

the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification thereof and the decisions of the Arbitrator/Panel of Arbitrators shall be final and binding on both the parties. Further such disputes, difference or questions, if any, shall be deemed to have arisen at Bhubaneswar and only courts in Bhubaneswar shall have jurisdiction to determine the same. The venue of arbitration shall be Bhubaneswar, Odisha, INDIA.

That the parts of this Contract have been read by the Successful Bidder and fully understood by the Successful Bidder.

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

I/ we hereby agree and confirm to disburse the salary of the employees through NEFT directly into their Bank account and also accept the payment in respect of the above works, if awarded to our firm/company, through NEFT.

Signature Clause:

SIGNED AND DELIVERED by Reserve Bank of India, Bhubaneswar

(Name and Designation)

In the presence of -

Witnesses –

1. _____

Address _____

2. _____

Address _____

SIGNED AND DELIVERED BY _____

In the presence of -

Witness -

1. _____

Address _____

2. _____

Address _____

THE COMMON SEAL OF _____

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

In the presence of - Witness –

1. _____

2. _____

If the Successful Bidder
signs under common
seal, the signature clause
should tally with the
sealing clause in the
articles of association.

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

1. _____ -

2. _____

If the Contract is
signed by the hand
of power of attorney,
whether a company or

SIGNED AND DELIVERED BY -
the Successful Bidder by the hand of
Shri _____

Annexure I
A. Proforma Of Bank Guarantee in lieu of Earnest Money Deposit (EMD)
(To be printed on stamp paper)

To
The Regional Director
Estate Department
Reserve Bank of India
Bhubaneswar

Place
Date

Dear Sir,

Integrated Facility Management Services (IFMS) at Bank's Main Office Premises (MOP) and Three (03) Residential Colonies of RBI Bhubaneswar, Odisha.

WHEREAS

The Reserve Bank of India, having its Central Office at Shahid Bhagat Singh Road, Mumbai and an office at Bhubaneswar (hereinafter called the 'Bank') has invited **e-tender** for the work **"Integrated Facility Management Services (IFMS) at Bank's Main Office Premises (MOP) and Three (03) Residential Colonies of RBI Bhubaneswar, Odisha.**

" (hereinafter referred to as 'the Work') on the terms and conditions mentioned in the tender documents.

1. It is one of the terms of invitation of tenders that the Contractor shall furnish a Bank Guarantee for a sum of Rs. _____ (Rupees _____ only) as Earnest Money Deposit.
2. M/s _____, (hereinafter called as Contractor), who are our constituents intend to submit their tender for the said work and have requested us to furnish guarantee to the Bank in respect of the said sum of Rs. (Rupees only).

NOW THIS GUARANTEE WITNESS THE

1. We _____ (Bank) do hereby agree with and undertake to the Reserve Bank of India, their Successors, Assigns that in the event of the Reserve Bank of India coming to the conclusion that the Contractor 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 Contractor, we shall on demand by the Reserve Bank of India, pay

without demur to the Reserve Bank of India, a sum of Rs. _____
(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
Contractor under the said Conditions, provided, however, that our liability
against such sum shall not exceed the sum of Rs. _____/-
(Rupees _____ only).

2. We also agree to undertake to and confirm that the sum not exceeding
Rs. _____/- (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 Contractor.

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 Contractor or any other matters in connection therewith shall
not discharge us in any way and our obligation under this guarantee. This
guarantee shall be discharged only by the performance by the Contractors
of their obligations and in the event of their failure to do so, by payment by
us of the sum not exceeding Rs. _____/-
(Rupees..... only)
- b) Our liability under these presents shall not exceed the sum of
Rs. _____/- (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 _____ 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 that date or 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.

(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).

B. Proforma for Performance Bank Guarantee (PBG) in lieu of Security Deposit

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

Place: _____

Date: _____

To,
The Regional Director
Reserve Bank of India
Estate Department
Bhubaneswar- 751001

Dear Sir,

Integrated Facility Management Services (IFMS) at Bank's Main Office Premises (MOP) and Three (03) Residential Colonies of RBI Bhubaneswar, Odisha.

Bank Guarantee for PERFORMANCE SECURITY DEPOSIT

WHEREAS Reserve Bank of India, having its Central Office at Shahid Bhagat Singh Road, Mumbai, (hereinafter called "the RBI") and its Regional Office at Bhubaneswar (hereinafter referred to as RO Bhubaneswar) has awarded the Contract for the captioned project (hereinafter called the "Contract") to M/s _____ (Name of the Contractor) (hereinafter called "the said Contractor" which expression shall include its successors and assigns).

AND Whereas we, _____ (Name of the Bank), (hereinafter called "the Bank"), are aware that an agreement dated _____ has been executed between the Reserve Bank of India and the contractor and in terms of clause _____ of the said agreement, the contractor is required to submit to RBI a Performance Security for a total amount of ₹. _____ (Rupees _____ only) (Amount in figures and words) for the due fulfilment by the said contractor of the terms and conditions contained in the contract.

AND Whereas, we, (Name of the Bank), at the request of M/s _____, the contractor, do hereby undertake to pay to the RBI an amount not exceeding Rs _____ as Performance Guarantee for due fulfilment of the terms and conditions of the contract.

NOW THIS GUARANTEE WITNESSETH

1. We (Name of the Bank) do hereby agree with and undertake to RBI, their Successors, Assigns that in the event of the RBI coming to the conclusion that the Contractor has not performed the obligations under the said conditions of the contract or have committed a breach thereof, which conclusion shall be binding on us as well as the said contractor; we shall on demand by the RBI, pay without demur to the RBI, an amount that may be demanded by the RBI, subject to a maximum of Rs. _____ only.

2. We also agree to undertake to and confirm that the sum not exceeding Rs. (Rupees only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the RBI on receipt of a notice in writing stating that the amount is due to them and we shall not ask for any further proof or evidence and the notice from the RBI shall be conclusive and binding upon us and shall not be questioned by us in any respect or manner whatsoever. We shall pay to RBI any amount so demanded notwithstanding any dispute/disputes raised by the Contractor either with the RBI or in any suit or proceedings raised/pending before any Court, Tribunal or Arbitrator/s relating thereto and the liability under this guarantee shall be absolute and unequivocal. We undertake to pay the amount claimed by the RBI within a period of one week from the date of receipt of the notice as aforesaid.

3. We confirm that our obligation to the RBI under this guarantee shall be independent of the agreement or agreements or other understandings between the RBI and the Contractor We further agree that the guarantee herein contained shall continue to be enforceable till this sum due to the RBI is fully paid and claims satisfied or till the RBI discharges this Guarantee.

4. We further undertake not to revoke this guarantee during its currency without the previous consent in writing of the RBI.

5. We hereby further agree that –

a) RBI shall have the fullest liberty without affecting in any way the liability of the Bank under this guarantee, from time to time, to extend the time of performance by the Contractor. The Bank shall not be released from its liabilities under these presents by any exercise of RBI of the liberty with reference to the matter aforesaid. Any forbearance or commission on the part of the RBI in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said Contract and/or hereunder or granting of any time or showing of any indulgence by the RBI to the Contractor or any other matters in connection therewith shall not discharge us in any way and our obligation under this guarantee. This guarantee shall be discharged only by the performance by the Contractor of their obligations to the satisfaction of RBI and in the event of their failure to do so, by payment of the sum not exceeding Rs. _____ (Rupees _____ only) by us.

b) Our liability under these presents shall not exceed the sum of Rs. _____ (Rupees _____ only).

c) Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents/clients or their obligations thereunder or by dissolution or change in the constitution of our said constituents.

d) **This guarantee shall remain in force up to -----.**

e) The notice demanding payment can be issued by RBI on the following address of the issuing Bank.

i) Postal address

ii) Email address

iii) Facsimile

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

For and on behalf of _____ (Name of the Bank)

Signature of authorized Bank official

Name:

Designation

Stamp/ Seal of the Bank

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

Witness 1

Signature

Name

Address

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

Annexure II

A. PREVIOUS WORK EXPERIENCE LIST OF IMPORTANT SIMILAR WORKS EXECUTED BY THE BIDDER

(Works completed on or before November 30, 2020)

Sr. No.	Name of client	Nature of work involved in the contract	year(s) of execution of work (s) awarded	Actual value of executed work(s)	Names including mobile number/email id and full contact details of the officers/ authorities/ departments under whom the work(s) was/were executed

* Supporting document shall be furnished.

Place:

**Signature and Name of the authorized person
of the firm/bidder with office seal**

B. Details of similar eligible work(s) (qualifying) completed during last five years i.e. from December 01, 2020 to November 30, 2025

[Work(s) costing above the minimum value specified in pre-qualification criteria].

Sr. No.	Name of client	Nature of work involved in the contract	year(s) of execution of work (s) awarded	Actual value of executed work(s)	Names including mobile number/email id and full contact details of the officers/ authorities/ departments under whom the work(s) was/were executed

* Supporting document shall be furnished.

Place:

**Signature and Name of the authorized person
of the firm/bidder with office seal**

C. List of important similar works 'in hand'

Sr. No.	Name of client	Nature of work involved in the contract	year(s) of execution of work (s) awarded	Contract value of work(s)	Names including mobile number/email id and full contact details of the officers/ authorities/ departments under whom the work(s) was/were executed

* Supporting document shall be furnished.

Place:

**Signature and Name of the authorized person
of the firm/bidder with office seal**

Annexure III

CLIENT's CERTIFICATE REGARDING PERFORMANCE OF SUCCESSFUL BIDDER

Name and address of the Client:

Details of Works executed by Shri /M/s

1.	Name of work with brief particulars	
2.	Agreement No. and date	
3.	Agreement amount	
4.	Date of commencement of work	
5.	Stipulated date of completion	
6.	Actual date of completion	
7.	Details of compensation levied for delay (indicate amount) if any	
8.	Gross amount of the work completed and paid	
9.	Name and address of the authority under whom works executed	
10.	Whether the Bidder employed qualified Supervisor during execution of work?	
11.	i) Quality of work (indicate grading)	Outstanding / Very Good/ Good / Satisfactory / poor
	ii) Amt. of work paid on reduced rates, if any.	
12.	i) Did the Bidder go for arbitration?	
	ii) If yes, total amount of claim	

	iii) Total amount awarded	
13.	Comments on the capabilities of the Bidder.	
	a) Technical proficiency	Outstanding / Very Good/ Good / Satisfactory / poor
	b) Financial soundness	Outstanding / Very Good/ Good / Satisfactory / poor
	c) Mobilization of adequate T & P	Outstanding / Very Good/ Good / Satisfactory / poor
	d) Mobilization of manpower	Outstanding / Very Good/ Good / Satisfactory / poor
	e) General behavior	Outstanding / Very Good/ Good / Satisfactory / poor

Note: All columns should be filled in properly

“Countersigned”

Signature of the
Reporting Officer* with
Office seal

*Officer of the rank of Superintending Engineer or equivalent

Note: The performance/completion certificates obtained from clients can be in any format other than the one specified above, but the certificates should mandatorily contain the information sought above. If the certificates uploaded are not able to establish the information sought above, those will not be accepted.

Annexure IV
A. FINANCIAL INFORMATION

Sr.no.	Details	Financial Year (Amount in Lakh)		
		2022-23	2023-24	2024-25
1	Gross Annual financial turn over certified by Chartered Accountant.			
2	Profit/ Loss			

Note:

- i. Statement shall be supported by figures in balance sheet/ profit & loss account with copies of audited annual financial statements/ accounts of the business of the bidder duly certified by a Chartered Accountant. The Income Tax Clearance Certificates / Income Tax Assessment orders along with the latest final accounts of the business of the contractor duly certified by a Chartered Accountant, as a proof of creditworthiness.
- ii. Submit supporting documents.

**Signature and Name of the authorized person
of the firm/bidder with office seal**

B. Details of Bidder

Sr. No.	Particulars	To be filled by Bidder
1.	Whether sole proprietorship or partnership Bidder or company	
2.	Names of the proprietor/ partners / Directors of the Bidder along with photograph	(Please affix your photograph here)
3.	Address of the Bidder	
	Telephone /Mobile	
	Email	
	Fax	

Sr. No.	Particulars	To be filled by Bidder
1	Name of the Bank	
2	Branch Address	
3	IFSC Code (cancelled cheque may be enclosed)	
4	Telephone and fax number	
5	Name of the contact person	
6	Amount of credit facility/ overdraft facility enjoyed by Bidder from the Bank	
7	The period from which the Bidder has been Banking with Bank	
8	Bank Account Number (must be a current account)	
9.	Type of A/c	
10	Account Holder Full Name	
11	Permanent Account Number (PAN).	

I/we hereby agree and confirm to disburse the salary of the employees through NEFT directly into their Bank account and also accept the payment in respect of the above works, if awarded to our firm /company, through NEFT.

**Signature and Name of the authorized person
of the firm/bidder with office seal**

Annexure V

FORM OF BANKERS' SOLVENCY CERTIFICATE FROM A SCHEDULED BANK

(This should be enclosed with tender in an envelope sealed by the Banker)

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

(Signature)
For the Bank

Note:

1. Bankers' certificates should be on letter head of the Bank, sealed in cover addressed to The Regional Director, Reserve Bank of India, Estate Department, Pt. Jawaharlal Nehru Marg, Bhubaneswar-751001, Odisha.
2. In case of partnership Successful Bidder, certificate to include names of all partners as recorded with the Bank.

Annexure VI

Escalation Matrix

The tenderers are requested to fill in following particulars.

Sl. No.	Escalation Level	Name of the Person & Designation	Address	E-Mail ID	Phone Number
2	Junior Management				
3	Middle Management				
4	Top Management				

Signature of the bidder with seal

Annexure VII

A. Undertaking regarding Declaration of debarment by public institutions/Clients and non-violation of statutory provisions.

To,
The Regional Director
Reserve Bank of India
Estate Department
Bhubaneswar- 751001

Name of Work: **Integrated Facility Management Services (IFMS) at Bank's Main Office Premises (MOP) and Three (03) Residential Colonies of RBI Bhubaneswar, Odisha.**

1. I/We.....(Name of the bidder) declares that
 - a) I/we or any of our allied firm* is/are not debarred / suspended / blacklisted by any public institution / entity in India including Reserve Bank of India at any location in India or any other country as on.....(last date of submission of bid).
 - b) I/We or any of our allied firm* have not made any transgression in respect of the code of Integrity (as mentioned in the tender) with any public institution / entity in India or any other country in last three years as on.....(last date of submission of bid).
 - c) we will inform the Bank in writing, in case, I/we or any of our allied firm* is/are debarred/ suspended/ blacklisted by any public institution / entity in India or any other country on or before award of work for the captioned work.
 - d) do not have any proceedings pending or order passed by any Authority/Court for violation/deficiency of statutory provisions such as EPF, ESI, Bonus, Minimum Wages, or other payments in last three years as on.....(last date of submission of bid).
 - e) have not rescinded/abandoned any contract awarded by any of our clients before the expiry of prescribed period of contract in last three years as on.....(last date of submission of bid).
 - f) have been maintaining a clean tract record without any involvement in unlawful/ illegal activities or financial Banking frauds. We do not have any case with the Police/ Court/ Regulatory authorities against the bidder or proprietor/partners/directors in case of Proprietorship/Partnership firm/company respectively involving the above.

2. I/We.....(Name of the bidder) declare that I/we or our allied firm*.....(Name of the allied firm(s) is/ are debarred / suspended / blacklisted by..... (Name

and address of public institution in India or any other country) and the same effective up to.....(date). A copy of such letter is attached for your information and record.

(seal and signature of the bidder)

Date

Place

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

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

B. Undertaking / Declaration / Certificate by the Bidder regarding country sharing land border with India

(To be submitted by bidders on their letter head duly sealed and signed by the authorized signatory)

To
The Regional Director
Reserve Bank of India
Estate Department
Bhubaneswar- 751001

Name of Work: **Integrated Facility Management Services (IFMS) at Bank's Main Office Premises (MOP) and Three (03) Residential Colonies of RBI Bhubaneswar, Odisha.**

Dear Sir,

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

2. I / We certify that (Name of the bidder)

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

(Strikeout whichever of the above is not applicable).

3. I /We further certify that (Name of bidder) fulfils all requirements in this regard and is eligible to be considered under the provision of the above referred Office Memorandum and its subsequent orders / revision. I/We also undertake that even in case of contracts where we are permitted by the Bank/RBI to sub- contract I/we(Name of bidder) will not sub-contract any work to a contractor from country(ies) sharing land border with India, unless such contractor fulfils all the requirements contained in the above referred office memorandum / order.

4. I/We know and understand that, if this Undertaking / Declaration / Certificate submitted by us is found to be false, the Bank shall be free to reject / terminate our tender / Work Order and that the Bank shall also be free to initiate any legal action in

accordance with law including forfeiting of Earnest Money Deposit / Performance Bank Guarantee / Security Deposit and / or debarring us from participating in tenders invited by the Bank in future.

Signature and name of the authorized signatory of the firm with Rubber Stamp

Date:

Place:

Annexure VIII

An indicative list of the Consumables to be used and to be supplied by the successful vendor.

A. Maintenance and Housekeeping, Cleaning of flats and Cleaning of Toilets, Bathrooms etc.

Sl. No.	Description of the Cleaning Material	Brand/Make	Quantity of Consumption (per Annum)
1	Bio-Degradable wet and dry Garbage Bag-Small (19" x 22") (a packet consisting of 30 liners)-For occupied residents	ISI mark	As per Requirements
2	Bio-Degradable wet and dry Garbage Bag-Small (19" x 22")-Common areas	ISI mark	-do-
3	Bio-Degradable wet and dry Garbage Bag-big (30" x 40") for Common areas	ISI mark	-do-
4	Toilet Bowl and Wash basin cleaner	Eco-Friendly/Green Certified	-do-
5	Glass Cleaner	Eco-Friendly/Green Certified	-do-
6	Floor Cleaner	Eco-Friendly/Green Certified	-do-
7	Carpet Cleaner	Eco-Friendly/Green Certified	-do-
8	Hand wash liquid Soap	Diversey-soft Care star H100/Dettol/Life-Boy/equivalent	-do-
9	Baygon Spray (250ml)	Baygon or equivalent	-do-
10	Floor Cleaning Brush (Cair)	Eco-Friendly/Green Certified	-do-
11	Lift Freshener (Machine + Refill)	Ambipur or equivalent	-do-
12	Lift Freshener Refill (7ml)	Ambipur or equivalent	-do-
13	Urinal Screen and Naphthalene balls	Diversey Taski or equivalent	-do-
14	PVC Dust Collector	Standard Quality	-do-
15	Room Freshener	Ambipur/Godrej or equivalent	-do-
16	Toilet Brush (Floor Cleaning)	Standard Quality	-do-

17	Toilet Brush Plastic (Rectangular)-2.5'	Standard Quality	-do-
18	Toilet Brush Plastic (Round)-2.5'	Standard Quality	-do-
19	Utensil Brush (Steel)	Standard Quality	-do-
20	Utensil Brush (Nylon)	Standard Quality	-do-
21	W/C Pan Brush 2.5' Plastic (Round)	Standard Quality	-do-
22	Wash Basin Cleaning Brush (Nylon)	Standard Quality	-do-
23	Detergent Powder	Standard Quality	-do-
24	Bleaching powder	Standard Quality	-do-
25	Cleaning Acid	Standard Quality	-do-
26	Duster Cloth (2' * 2') size	Cotton	-do-
27	Gammoxene Powder	Standard Quality	-do-
28	Eazy Clean refill Plus 50	Roots or equivalent	-do-
29	Eazy Clean Mop	Roots(R-50) or equivalent	-do-
30	Air fresheners (Big)	Odonil or equivalent	-do-
31	Phenyl (Black)	Doctor's or equivalent	-do-
32	Phenyl (White)	Doctor's or equivalent	-do-
33	Plastic Bucket 16 Ltr.	Ankur/Supreme or equivalent	-do-
34	Plastic Bucket 10 Ltr.	Ankur/Supreme or equivalent	-do-
35	Plastic Mug 1 Ltr.	Ankur/Supreme or equivalent	-do-
36	Yellow duster 2'*2' (for glass cleaning)	Standard Quality	-do-
37	Steel item Cleaner	Diversey Taski or equivalent	-do-
38	Furniture Polish Liquid	Diversey Taski R4 Shine Up or equivalent	-do-
39	Khadika Jhadu	Standard Quality	-do-
40	Khadika Jhadu with handle for outside area.	Standard Quality	-do-
41	Full Jhadu (Big)	Standard Quality	-do-
42	Mosquito Spray (Black)	Hit or equivalent	-do-
43	Floor Water Wiper Brush (Good Quality)	Roots or equivalent	-do-
44	Scrubber Nylon	Standard Quality	-do-
45	Scrubber Steel Wool	Standard Quality	-do-
46	Dust Bin (Medium)-12"	Neel Kamal or equivalent	-do-

47	Garbage Basket (Big-60Lit) Green and Blue	Neel Kamal or equivalent	-do-
48	Garbage Basket (Paddle type) Small-9"	Neel Kamal or equivalent	-do-
49	Scotch Brite - 4" * 4"	Standard Quality	-do-
50	Hand Gloves	Standard Quality	-do-
51	Toilet paper roll	Standard Quality	-do-
52	Mosquito Repellent/Coil-Caretakers room/Gym, etc.	Good Night/ All-Out/equivalent	-do-
53	Face Mask for outsourcing staff	Standard Quality	-do-

B. The contractor should supply bio-degradable garbage bags (eco-friendly both wet and dry) (as per the size mentioned in Annexure VIII - A) to all the occupied residents of the flats in all residential premises of the Bank on monthly basis or as and when required as the same is included in Tender's Consumables/ Overhead charges. If a packet consists of 30 liners, then two packets per flat per month to be supplied by the vendor in all the three residential colonies as per site requirement.

C. Cleaning machines like rotary floor cleaning machine, scrubbers, Industrial Vacuum cleaners, sweeping machine, etc shall be provided by the successful vendor as on when required at all premises. However, the Bank will not pay any additional charges for the above cost, the contractor may include charges to be incurred in the Consumable and Overheads.

D. Plumbing

All required tools & tackles, Standard quality washers of bib cock/ angle cock/flush cock, Teflon tape and all the tools etc., as required at site.

E. Sanitary

All required tools & tackles, Standard quality perishables items such as spun yarn, putty, cotton thread, washers etc., as required at site.

F. Pump Operation

All required tools & tackles, Standard quality of all types of consumables oil, grease, cotton waste etc. as required at site.

G. Carpentry and Fabrication

All required tools & tackles, Standard quality tapes, nuts, nails, bolts, glands/ thimbles, lead wires etc. Work shall be carried out at all height; no extra payment shall be paid for scaffolding etc.

H. Electrical Works

All required tools & tackles, standard quality consumables like electric tape, nails, screws, PVC gutties, wooden gutties, wires up to 2.0 m length, etc. as required at site

I. Gardening / Horticulture

Separate set of tools, tackles, hose pipes, hand-operated or power-operated lawn mower, hedge cutters, pruning ladders etc. as required at the site.

J. Overheads

Cost of uniform to personnel engaged, cost towards taking insurance policies, transportation costs, lifting of garbage, transportation of Green waste to OWC yard, mobile charges to supervisor & all other overheads etc.

The list is not exhaustive. The Bank may require more/less quantities and any other cleaning materials/items required for execution of the all the works within the scope of works as mentioned in the tender document.

Note: Any material required for repair/ replacement/ maintenance in the aforesaid works will be supplied by the Bank which was not mentioned in the tender document. The Bank's approved Makes/Models shall be shared with the successful bidder upon awarding the contract.

Place:

Date:

Signature and Seal of the bidder

Annexure IX
FORMAT FOR POWER OF ATTORNEY FOR SIGNING OF PROPOSAL

(On Non-Judicial Stamp Paper of appropriate value)

Know all men by these presents,
We.....(Name of the Bidder and
address of their registered office) do hereby constitute, appoint and authorize
Mr./Ms.
(Name and residential address of Power of Attorney holder) who is presently
employed with us and holding the position of

.....
as our attorney, to do in our name and on our behalf, all such acts, deeds and things
necessary in connection with or incidental to our bid for the “**Integrated Facility
Management Services (IFMS) at Bank’s Main Office Premises (MOP) and Three
(03) Residential Colonies of RBI Bhubaneswar, Odisha.**” on Item Rate Contract
basis for Reserve Bank of India including signing and submission of all documents
and providing information / responses to RBI, representing us in all matters before
RBI, and generally dealing with RBI in all matters in connection with our proposal
for the said Project.

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

Note:

Power of Attorney should be properly stamped and notarized.

Power of Attorney furnished shall be irrevocable.

Signature/(s) of the Bidder

Name/(s)

Stamp/Seal of the Bidder

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

Annexure X

Estimated Cost of Wages based on Minimum Wages (Central) w.e.f. October 01, 2025 and applicable statutory components (Fixed component)

Labour Component-Fixed						
Sl. No	Description	Category	Nos.	Min. Wages	Working Days	Wages
1	Non-Tech Supervisor	Highly skilled	4	981	312	12,24,288.00
2	Tech-Supervisor	Highly skilled	4	981	312	12,24,288.00
3	Plumber	Skilled	4	893	312	11,14,464.00
4	Carpenter	Skilled	4	893	312	11,14,464.00
5	Fabricator	Skilled	2	893	312	5,57,232.00
6	Electrician	Skilled	7	893	365	22,81,615.00
7	Electrician	Skilled	3	893	312	8,35,848.00
8	Helper to Plumber	Semi Skilled	4	760	312	9,48,480.00
9	Helper to Carpenter	Semi Skilled	4	760	312	9,48,480.00
10	Helper to Fabricator	Semi Skilled	2	760	312	4,74,240.00
11	Pump Operator	Semi Skilled	4	760	365	11,09,600.00
12	Helper to Electrician	Semi Skilled	7	760	365	19,41,800.00
13	Helper to Electrician	Semi Skilled	2	760	312	4,74,240.00
14	Gardening Workers	Semi Skilled	8	760	312	18,96,960.00

15	Gardening Workers	Unskilled	11	674	312	23,13,168.00
16	Maint/HK Workers for three residential colonies.	Unskilled	19	674	365	46,74,190.00
17	Workers for cleaning of flats	Unskilled	4	674	312	8,41,152.00
18	Workers for cleaning of Toilets/ Bathrooms etc.	Unskilled	5	674	312	10,51,440.00
19	Total Minimum Wages					2,50,25,949.00
20	Bonus @ 8.33% on eligible manpower as per prescribed norms					13,88,923.38
21	PF @ 13% on eligible manpower as per prescribed norms					22,93,200.00
22	ESIC @ 3.25% on eligible manpower as per prescribed norms					5,41,896.88
23	Total wages excluding GST					2,92,49,969.25
24	GST 18% on SI No. 23					52,64,994.47
25	Total wages Labour Component-Fixed (including GST) {SI No. 23+ SI No. 24}					3,45,14,963.72

Annexure XI
Undertaking on compliance with the Wages

To,
The Regional Director
Reserve Bank of India
Estate Department
Bhubaneswar- 751001

I/We solemnly hereby undertake that:

- i. I/We shall pay the wages to the manpower deployed by him in accordance with the provisions/statutes/acts/terms and conditions stipulated by the Central Government from time to time towards statutory payments viz. Minimum Wages, EPF, ESI, Bonus, etc. (as detailed in Annexure X).
- ii. I/We shall produce the proof of payment of wages and all other statutory dues for reimbursement from the Bank on actual basis.
- iii. I/We shall produce the notifications regarding any revision in Minimum wages as prescribed by the Chief Labour Commissioner (Central), Ministry of Labour & Employment from time to time for reimbursement from the Bank.

Place:

Date:

**Signature and Name of the authorized person
of the firm/bidder with office seal**

Annexure XII
Undertaking on Adherence to Safety Code

To,
The Regional Director
Reserve Bank of India
Estate Department
Bhubaneswar- 751001

I/We hereby agreed to adhere the following safety codes:

- i. I/We shall follow the safety regulations as prescribed in the tender and Indian Standards. It shall provide necessary safety appliances to its employees as instructed by the Bank depending upon the nature of work. All model safety rules, issued by safety section, from time to time shall be strictly followed.
- ii. First-aid appliances/kits, adequate supply of sterilized dressings and cotton wool, shall be maintained in a readily accessible place.
- iii. The injured person shall be taken to a public hospital without loss of time, in cases where the injury necessitates hospitalization.
- iv. Any person found under the influence of alcohol or any intoxicating drugs on duty is unfit for duty and should not be allowed to work.
- v. There may be venomous reptiles and insects in the green areas where AMC work is to be carried out. Utmost care shall be taken by the Successful Bidder throughout the contract period to prevent accidents.
- vi. Suitable and strong scaffolds should be provided for workmen for all works that cannot safely be done from ground.
- vii. No portable single ladder shall be over 8 meters in length, the width between the side rails not less than 30 cm (clear) and the distance between two adjacent rungs shall not be more than 30 cm. When a ladder is used, an extra mazdoor shall be engaged for holding the ladder.
- viii. The excavated material shall not be placed within 1.5 meters of the edge of the trench or half of the depth of the trench, whichever is more. All trenches and excavations shall be provided with necessary minimum height shall be one meter.
- ix. Every opening in the floor of a building or a working platform shall be provided with suitable means to prevent the fall of persons or materials by providing suitable fencing or railing whose minimum height shall be one meter.
- x. No floor, roof or other part of the structure shall be so over-loaded with debris or materials as to render it unsafe.

- xi. Workers employed on mixing and handling material such as asphalt, cement, mortar or concrete and lime mortar shall be provided with protective footwear and rubber hand-gloves.
- xii. Those engaged in welding works shall be provided with welder's protective eye-shields and gloves.
- xiii. No paint containing lead or lead products shall be used except in the form of paste or readymade paint.
- xiv. Suitable face masks should be supplied for use by the workers when the paint is applied in the form of spray or surface having lead paint dry rubbed and scrapped.
- xv. Hoisting machines and tackles used in the work, including their attachments, anchorage and supports shall be in perfect condition.
- xvi. 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.

Place:

Date:

**Signature and Name of the authorized person
of the firm/bidder with office seal**

PART- II (Price Bid)

e-Tender No: RBI/Bhubaneswar Regional Office/Estate/33/25-26/ET/682

(Schedule of Quantities)

(Price should not be quoted here and should only be quoted online in MSTC portal)

Contractors are advised to quote their rates after the sites visit confirming to the conditions and the detailed scope of work stated in Part-I.

Name of the Firm & Address :

Note: Please read the terms conditions & Important Instructions of Part II before filling the Price Bid in MSTC portal.

e-Tender for “Tender for awarding Contract for Integrated Facility Management Services (IFMS) at Bank’s Main Office Premises (MOP) and Three (03) Residential Colonies of RBI Bhubaneswar, Odisha.”

Non- Labour Component [Variable Component]

The bidder may quote his desired amount in MSTC website only.

Item A	Cost of consumables and overheads for 12 months Cost towards supply of green certified/eco-friendly cleaning products & materials and bio-degradable/ eco-friendly garbage bags of various sizes/ machinery/ tools/ other such consumables on FTU to carry out the specified works as stipulated on various parts of the tender, cost of uniform (summer and winter) to personnel engaged, cost towards taking insurance policies, transportation costs (including shifting of green garbage/Manure to & fro OWC, SQBM) , lifting of garbage weekly minimum twice/thrice trips BMC designated places, mobile charges to supervisor & all other overheads including profit for Consumables. NOTE: Bidders are advised to see Annexure VIII and visit all premises to acquaint themselves of the site conditions before quoting for this item. However, the bidders are <u>free</u> to quote any <u>non-zero</u> amount as per their assessment. Bidders quoting zero cost of consumables and overheads will be rejected.	Please quote rate per annum (12 months) excluding of GST in MSTC website.
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Item B	Profit/Service charges per annum (12 months) The bidder must quote the Profit/Service Charges per annum (12 months) excluding GST as amount in Rs. (Not in Percentage). NOTE: Bidders must quote Profit/Service Charges more than or equal to 3.00 per cent of the total minimum wages detailed at SI No. – 23 (Total wages excluding GST) of Annexure X which works out to be Rs.8,77,500/- (Rounded off). Bids quoting the Contractor's Profit/Service charges below amount i.e., Rs.8,77,500/- will be rejected without assigning any reason thereof.	Please quote amount in Rs. per annum (12 months) excluding of GST in MSTC website.
Grand Total (Item A + Item B) (Rounded off upto two decimals)		-do-

Terms Conditions & Important Instructions

- A. There shall be no provision in the price bid for quoting of the rates for labour component engaged at MOP and three residential colonies. However, the Vendor shall pay the wages to the manpower deployed by him in accordance with the provisions/statutes/acts/terms and conditions stipulated by the Central Government from time to time towards statutory payments viz. Minimum Wages, EPF, ESI, Bonus etc. (as detailed in **Annexure X**). The fixed cost of labour/workforce (Labour Component) will be reimbursed on actual basis on production of proof of payment as per the statutory rates. In case any statutory payment is not applicable for any vendor or labour category, the same would not be reimbursed even if the same is mentioned in the price bid.
- B. Bidders quoting zero amount towards cost of consumables and overheads detailed at Item A of Price Bid (Part II) will be rejected without assigning any reason thereof. The Bank will seek rate analysis and justification from the vendor in case of abnormally low/high rates ($- / + 25\%$ of estimate value of the Bank for consumables and overheads) and the reasons found reasonable only the Bank will award the work. There will not be any changes to the quoted rates.
- C. Bidders must quote Profit/Service Charges more than or equal to 3.00 per cent of the total minimum wages detailed at SI No. – 23 (Total wages excluding GST) of Annexure X which works out to be Rs.8,77,500/- (Rounded off). Bids quoting the Contractor's Profit/Service charges below this amount i.e. Rs.8,77,500/- will be rejected without assigning any reason thereof.
- D. The Bank will only reimburse extant minimum statutory mandatory payment, as applicable, made by the vendor to their workers towards Employee State Insurance (ESI), Employee Provident Fund (EPF) [and extant administrative charges].
- E. Minimum rates of wages (plus VDA) calculated as per the Notification issued by the Chief Labour Commissioner (Central). Ministry of Labour & Employment applicable from October 01, 2025.

- F. Contributions towards EPF (Employees' Provident Fund) are calculated according to latest rules and regulations. Employer contribution paid by the contractor shall be reimbursed by the Bank, on production of actual documentary evidence.
- G. Contributions towards ESIC (Employees' State Insurance Corporation), as applicable, in case of a labourer when wages are not exceeding ₹21,000/- in any month shall be remitted by the contractor. In such cases, Employer's contribution (3.25%) paid by the contractor shall be reimbursed by the Bank, on production of actual documentary evidence.
- H. The contractor shall ensure the payment of bonus, payable under relevant Acts, Laws etc. The bonus paid by the contractor shall be reimbursed by the Bank, in terms of the relevant acts, laws etc., on production of actual documentary evidence.
- I. Agency must submit copy of proof payments of statutory dues and payments to manpower deployed in their respective bank accounts and the same to be submitted along with the monthly bills.
- J. Bidders must keep in mind that while quoting Profit/Service Charges they should include all expenditure on providing managerial supervisory/ administrative services to get the work done through their deployed Staff.
- K. The bidders shall satisfy themselves about the correctness of the quantity. Agency may visit the site to access the quantum of work before submitting the tender.
- L. No Enclosure should be enclosed with Part-II i.e., Price Bid.
- M. No conditions, separate conditional notes etc. should be added in part- II.
- N. Please use only the format supplied on MSTC portal.
- O. No charges other than the total bid amount quoted above will be paid by the Bank.
- P. Total Bid price should be quoted up to two places of decimal.
- Q. The bidders are advised to visit the site to acquaint with the site conditions / understand the scope of work prior to submit their Price Bid.
- R. All the terms and conditions as mentioned in Technical Bid (Part-I) will be part and parcel of the Price Bid. Therefore, the bidders are advised to quote their rates accordingly.

Place:

Date:

**Signature and Name of the authorized person
of the firm/bidder with office seal**