



**Reserve Bank of India**  
**HUMAN RESOURCE MANAGEMENT DEPARTMENT**  
**Chennai**

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

(e-Tendering only)  
Tender Document  
Part – I

**RBI/Chennai/HRMD/65/22-23/ET/543**

**Annual Maintenance Contract for Caretaking works of Bank's Property at Udhagamandalam (Ooty) including the Housekeeping and Catering works for the year 2023-24**

**Due Date of Submission: February 20, 2023 not later than 16.00 Hrs**



**Reserve Bank of India**  
**Human Resource Management Department**  
**Chennai**

**Annual Maintenance Contract for Caretaking works of Bank's Property at Udhagamandalam (Ooty) including the Housekeeping and Catering works for the year 2023-24**

Reserve Bank of India invites e-Tender for Annual Maintenance Contract for Caretaking works of Bank's Property at Udhagamandalam (Ooty) including the Housekeeping and Catering works for the year 2023-24. For more details, please visit "TENDERS" link on our website <https://www.rbi.org.in>. The tendering would be done through the e-Tendering portal of MSTC Ltd (<https://www.mstcecommerce.com/eprochome/rbi/>). All interested agencies must register themselves with MSTC Ltd through the abovementioned website to participate in the tendering process.

Agencies intending to apply may refer tender document for the eligibility criteria and will have to satisfy the Bank by furnishing documentary evidence in support of their possessing required eligibility and in the event of their failure to do so, the Bank reserves the right to reject their candidature.

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 thereof.

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the tender, if any, issued in future will only be notified on the RBI Website and MSTC Website as given above and will not be published in the newspaper.

**Regional Director**  
**Chennai**

## **DISCLAIMER**

Reserve Bank of India, Human Resource Management Department (HRMD), Chennai has prepared this document to give background information on the Project to the interested parties.

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

Reserve Bank of India reserves the right not to proceed with the Project or to change the configuration of the Project, to alter the timetable reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest. No reimbursement of cost of any type will be paid to persons or entities expressing interest.



**Reserve Bank of India**

**Human Resource Management Department, Chennai**

**Annual Maintenance Contract for Caretaking works of Bank's Property at Udhagamandalam (Ooty) including the Housekeeping and Catering works for the year 2023-24**

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## Form of Tender

Shri S.M.N Swamy  
Regional Director  
Reserve Bank of India  
Fort Glacis, 16, Rajaji Salai  
Chennai– 600001

Place:  
Date:

Dear Sir,

We have carefully examined the specifications and schedule of quantities relating to the works specified in the memorandum hereinafter set out and having visited and examined the site of the works specified in the said memorandum and having acquired the requisite information relating thereto as affecting the tender. We hereby offer to execute the works specified in the said memorandum for the time specified in the said memorandum at the rates mentioned in Part II of the tender and in accordance with specifications and instructions in writing referred to in articles of agreement, general instructions to the tenderers and, conditions herein before referred to, specifications, schedule of quantities and with such materials as are provided for, by and in all other respects, in accordance with such conditions so far as they may be applicable

### Memorandum

(a)	Description of works	Annual Maintenance Contract for Caretaking works of Bank's Property at Udthagamandalam (Ooty) including the Housekeeping and Catering works for the year 2023-24
(b)	Estimated cost of work	₹8,12,000/- (Rupees Eight Lakh twelve thousand only) <b>Exclusive of GST</b> per annum for 12 months from April 01, 2023 to March 31, 2024 and may be extended for a further period of up to two years i.e. till March 31, 2026 (one year at a time) subject to satisfactory performance by the agency and discretion of RBI Chennai
(c)	Earnest Money Deposit (EMD)	₹16,240/- (Rupees Sixteen thousand two hundred and forty only) by NEFT towards Reserve Bank of India, HRMD – Allotment Section, Chennai.
(d)	Validity of contract	Contract to be awarded for twelve months initially and thereafter to be renewed for two more years (One year at a time) as per the terms and conditions mentioned in the Articles of Agreement subject to revision at the discretion of the Bank and the same acceptable to the firm and based on satisfactory performance.
(e)	Security Deposit	5% of the contract value (To be submitted by the successful bidder)

**We undertake to deposit a sum of ₹16,240/- as EMD with the Reserve Bank of India through NEFT in favour of Reserve Bank of India, Chennai.**

2. We also agree that our tender will remain valid for acceptance by the Bank for 90 days from the date of opening of Part I of the tender and this period of validity can be extended for such period as may be mutually agreed between the Bank and us in writing.

3. Should this tender be accepted, I/we hereby agree to abide by and fulfil all the terms and conditions of the Tender so far as they may be applicable and in default thereof, to forfeit and pay to Reserve Bank of India such sum of money as stipulated in the conditions contained in the tender together with the written acceptance of the Contract.

4. I/We understand that Reserve Bank of India reserve the right to accept or reject the lowest bid and any or all of the tender either in whole or in part without assigning any reason thereof.

5. The Tender is submitted online in two parts. Part I contains all commercial terms and conditions and technical particulars and Part II contains only the financial bid in the Bank's pro-forma.

Dated: this \_\_\_\_\_ day of \_\_\_\_\_ 2023

For and on behalf of M/s (Company Name)

(Signature with seal)

Name:

Designation:

Place:

Date:

Witnesses: -

(1) Signature with name, address and date

(2) Signature with name, address and date



**Reserve Bank of India**

**Human Resource Management Department, Chennai.**

**Part I – The Technical Bid**

**Section I**

**NOTICE INVITING TENDER (NIT) & SCHEDULE OF TENDER (SOT)**

a) Name of the Department	Human Resource Management Department, Reserve Bank of India, Chennai.
b) e-Tender no:	<b>RBI/Chennai/HRMD/65/22-23/ET/543</b>
c) e-Tender name (Description of Work)	Annual Maintenance Contract for Caretaking works of Bank's Property at Udhagamandalam including the Housekeeping and Catering works.
d) Mode of Tender	e-Procurement System Online (Part I – Technical Bid and Part II - Financial Bid through <a href="https://www.mstcecommerce.com/eprochome/rbi/">https://www.mstcecommerce.com/eprochome/rbi/</a> )
e) Date of Notice Inviting Tender (NIT) available to parties for download	<b>16.00 hrs of January 12, 2023 onwards</b>
f) Estimated value of tender	₹8,12,000/- (Rupees Eight Lakh twelve thousand only) <b>Exclusive of GST</b> per annum for 12 months from April 01, 2023 to March 31, 2024 and may be extended for a further period of up to two years i.e. till March 31, 2026 (one year at a time) subject to satisfactory performance by the agency and discretion of RBI Chennai
g) Earnest Money Deposit (EMD)	₹16,240/- (Rupees Sixteen thousand and two hundred forty only) by NEFT towards  Beneficiary Name: <b>HRMD-Allotment, RBI-Chennai.</b>  Beneficiary Ac No: <b>186003001</b>  IFSC: RBIS0CNPA01 (5 <sup>th</sup> and 10 <sup>th</sup> digit is Zero)  <b><i>The proof of having remitted the EMD is to be uploaded in MSTC portal. The bidders are also advised to send the proof of remittance with transaction number (scanned copy) to the email ID: <a href="mailto:allotmentchennai@rbi.org.in">allotmentchennai@rbi.org.in</a></i></b>

h) Pre-Bid Meeting	Offline at 15:00 Hrs. on <b>February 08, 2023</b> (Venue: Reserve Bank of India, HRMD, II Floor, 16, Rajaji Salai, Fort Glacis, Chennai-600001).  Note: The participants are advised to confirm their participation one day before to make the necessary arrangements through mail ids mentioned.
i) Date of Starting of e-Tender for submission of online Techno-Commercial Bid and price Bid at  <a href="https://www.mstcecommerce.com/eprocho/me/rbi/">https://www.mstcecommerce.com/eprocho/me/rbi/</a>	<b>16:00 hrs on February 10, 2023</b>
j) Last date for submission of EMD	<b>16:00 hrs on February 20, 2023</b>
k) Date of closing of online e-tender for submission of techno-commercial bid & price bid	<b>16:00 hrs on February 20, 2023</b>
l) Date of opening of Part-I (Techno-Commercial-Bid)	<b>15:00 hrs of February 21, 2023</b>
m) Date of opening of Part-II (Price- Bid)	<b>Second week of March 2023 (tentatively)</b>  Part-II (Price Bid) will be opened electronically of only those bidder(s) whose Part-I (Technical Bid) is found acceptable by RBI, Chennai. Such bidder(s) will be intimated regarding date of opening of Part- II (Financial Bid) through valid email given by them.
n) Validity of the tender	Three months from the date of opening of the PART- I of the Tender.
o) Transaction fee	Payment of Transaction fee as mentioned in the MSTC portal through MSTC payment gateway/NEFT/RTGS in favour of MSTC LIMITED.

**Note: - Submission of EMD at the time of bidding is exempted for MSEs having Udyam Registration Number (Udyog Aadhar Memorandum Number). Copy of the Udyam Certificate should be submitted mandatorily to claim any exemptions.**



## SECTION II

### Important instructions for E-tendering

Bidders are requested to read the terms & conditions of this tender before submitting their 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 Technical Bid will be done over the internet. The vendor should possess Class III signing type digital certificate. Vendors are to make their own arrangement for bidding from a P.C. connected with Internet. MSTC is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).

#### **SPECIAL NOTE: THE TECHNICAL BID HAS TO BE SUBMITTED ON-LINE at**

[www.mstcecommerce.com/eprochome/rbi](http://www.mstcecommerce.com/eprochome/rbi)

Vendors are required to register themselves online with [www.mstcecommerce.com](http://www.mstcecommerce.com) → e-Procurement → PSU/Govt depts → Select RBI Logo → Register as Vendor → Filling up details and creating own user id and password → Submit.

Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form.

In case of any clarification, please contact RBI/MSTC, before the scheduled time of e-Tender.

#### Contact person (RBI):

1. Shri. Vinay Rajiv P (Manager - Personal Officer): 044-2539 9255
2. Shri. Nagaraju Uppala (Assistant Manager- Allotment): 044 -2539 9208

#### Contact person (MSTC Ltd):

1. Shri. Santhosh Kumar: 8884600700 / [skrajendran@mstcindia.co.in](mailto:skrajendran@mstcindia.co.in)
2. Customer Help Desk: 09499054101/02/03/04
3. Shri. V Ganesh Moorthy – 9176616410/ **044 – 2828 5000**

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

#### **B) System Requirement:**

- a. Windows 7 or above Operating System
- b. IE-7 and above Internet browser.
- c. Signing type digital signature
- d. Latest updated JRE 8 (x86 Offline) software to be downloaded and installed in the system.

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

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

Other Settings:

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

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

2. The Technical Bid and the Price Bid shall have to be submitted online at <https://www.mstcecommerce.com/eprochome/>. Bids will be opened electronically on specified date and time as given in the Tender.

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

For more details, vendor may refer to the Vendor Guide and FAQ available at <https://www.mstcecommerce.com/eprochome/>

**Special Note towards MSTC Transaction fee:**

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

**NOTE:**

- (i) Transaction fee is non-refundable.**
- (ii) A vendor will not have the access to online e-Tender without making the payment towards transaction fee.**
- (iii) Bidders are advised to remit the transaction fee well in advance before the closing time of the event to give themselves sufficient time to submit the bid.**

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

**6. e-Tender cannot be accessed after the due date and time mentioned in NIT.**

## 7. Bidding in e-Tender:

a) Earnest Money Deposit (EMD) shall be remitted to the Bank Account of Reserve Bank of India via NEFT only on or before 4:00 PM **on February 20, 2023**. The account details for NEFT transactions are as follows.

Beneficiary Name: HRMD-Allotment, RBI-Chennai

IFSC: RBIS0CNPA01 (Fifth and tenth digits are “zero” and not the English letter “o”)

Account No.: 186003001.

Proof of remittance with transaction number (Scanned copy) shall be attached/ uploaded in MSTC website. **The bidders are also advised to send the proof of remittance with transaction number (scanned copy) to the email ID: [allotmentchennai@rbi.org.in](mailto:allotmentchennai@rbi.org.in)**

b) Vendor(s) need to submit necessary Earnest Money Deposit, Tender fees (if any) and Transaction fees (If any) to be eligible to bid online in the e-Tender. Tender fees and Transaction fees are non-refundable. No interest will be paid on EMD. EMD of the unsuccessful vendor(s) will be refunded by the tender inviting authority

c) The process involves Electronic Bidding for submission of Technical and Commercial Bid.

d) The vendor(s) who have submitted transaction fee can only submit their Technical Bid and Commercial Bid through internet in MSTC website [www.mstcecommerce.com](http://www.mstcecommerce.com) → e-procurement → PSU/Govt depts → Login under RBI → My menu → Auction Floor Manager → live event → Selection of the live event.

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

f) After filling the Technical Bid, vendor should click ‘save’ for recording their Technical bid. Once the same is done, the Commercial Bid link becomes active and the same must be filled up and then vendor should click on “save” to record their Commercial bid. Then once both the Technical bid has been saved, the vendor can click on the “Final submission” button to register their bid.

g) Vendors are instructed to use Attach Doc button to upload documents. Multiple documents can be uploaded.

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

i) During the entire e-Tender process, the vendors will remain completely anonymous to one another and to everybody else.

j) The e-Tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.

k) All electronic bids submitted during the e-Tender process shall be legally binding on the vendor. Any bid will be considered as the valid bid offered by that vendor and acceptance of the same by the Buyer will form a binding contract between Buyer and the Vendor for execution of supply.

l) It is mandatory that all the bids are submitted with digital signature certificate, otherwise the same will not be accepted by the system.

m) 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.

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

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

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

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

r) No deviation to the technical and commercial terms & conditions are allowed.

## SECTION – III

### General Instructions regarding Technical Bid and Price bids (To be read in relevance to e-Tendering process only)

#### 1. Details of Tender.

Two-part tenders are invited from Agencies for Annual Maintenance Contract for Caretaking works of Bank's Property at Udhagamandalam including the Housekeeping and Catering works at an estimated cost of ₹8,12,000/- (exclusive of GST) for the period from April 01, 2023 to March 31, 2023. (Contract for 12 months from April 01, 2023 to March 31, 2024. May be extended for a further period of up to two years i.e. till March 31, 2026 (one year at a time), subject to satisfactory performance by the agency and discretion of RBI Chennai.

#### 2. Eligibility criteria for participating in the tender

Agency who fulfills the following pre-qualification criteria are eligible to apply.

Sl. No	Criteria	Requirement
1	Duration of past experience	<p>a) The Agency should have a Minimum of <b>five Years of experience</b> as on December 31, 2022 in maintaining Guest Houses of reputed Organizations (Government Departments / Public Sector (Central or State) / reputed private sector companies / multinational corporations / Public or Private Sector banks / three-star and above category of hotels directly running their own kitchen and upkeep of the hotel) including labour, material and service.</p> <p>b) Applicant should furnish their client list and documentary evidence showing the details of work carried out by them during the last five years</p> <p>c) The Agency should <b>mandatorily</b> have an office (Registered/ corporate/ branch/ Zonal representative/ liaison) at <b>Udhagamandalam</b>. Documentary proof for the same to be submitted.</p> <p>d) Firms are advised to submit documentary evidences if registered in MSME, FSSAI etc. any registered for the same</p>
2	Minimum value of each completed work (qualifying)	<p>Experience of having successfully completed Caretaking works including Housekeeping and Catering works during the last five years i.e., up to December 31, 2022 and should be either one of the following:</p> <p>Three similar works each costing not less than the amount equal to 40% of the approximated estimated cost i.e., ₹3,24,800/-each</p> <p><b>or</b></p> <p>Two similar works individually costing not less than the amount equal to 50% of the approximated estimated cost i.e., ₹ 4,06,000/- each</p> <p><b>or</b></p> <p>One similar work costing not less than the amount equal to 80% of</p>

		the approximated estimated cost i.e., ₹6,49,600/-. <b>Note:</b> Agency is advised to submit documentary evidence in anyone of the three ways as suggested above. It is also <b>mandatory</b> for agencies to submit <b>at least one client</b> based in <b>Udhagamandalam</b> (preferably as mentioned above) as this would enable the committee comprising RBI officials to have a site inspection. <b>Client's certificate regarding performance of company/ agency/ firm providing management and housekeeping (including catering) services to be uploaded as documentary proof (Scanned copy in PDF format) (As per Annexure II)</b>
3	Yearly turnover	Should have a minimum annual turnover of amount equal to ₹8,12,000/- per year, from Housekeeping and Caretaking services, during the last three years i.e., up to December 31, 2022
4.	Solvency	The firm should submit a 'Solvency Certificate' issued by the intending bidder's Banker, specifically for the purpose of the empanelment/work. ₹8,12,000/- (Rupees Eight Lakh twelve thousand only) <b>(Annex-III)</b>
5.	List of documents to be submitted	<b>Refer Annexure I</b>
6.	List of documents to be submitted along with monthly bill	Attendance Register, EPF & ESI statements if any, Salary Statements, Feedback register, Minimum wages compliance certificate,
7	List of documents to be submitted Annually	Declaration by vendor that, he does not fall under the definition of 'Specified person' for the purposes of Section 206 AB and Section 206 CCA of the IT Act

- A. The bidder must not have been suspended / delisted / blacklisted/ banned or any such process initiated against the company/entity or its directors, by any Statutory Authorities/Organizations including Reserve Bank of India at any location in India on any grounds for last three years ending on **December 31, 2022**.
- B. There should not be 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 such payments for last three years ending on **December 31, 2022**.
- C. The bidder should not have rescinded/abandoned any contract awarded by any of his clients before the expiry of prescribed period of contract for last three years ending on **December 31, 2022**.
- D. Track record of a bidder should be clean without any involvement in unlawful/ illegal activities or financial Banking frauds. There should not be 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.
- E. Compliance with the Rule 144 (xi) of GFR 2017 inserted vide Office Memorandum (OM) F. No. 6/18/2019-PPD dated July 23, 2020, issued by Public Procurement Division, Department of Expenditure, Ministry of Finance, Government of India, the Public

Procurement Orders issued in furtherance thereto, and their subsequent revisions shall be mandatory.

**Note:** The intending bidder who satisfied the above parameters must submit a copy of Undertaking / Declaration /Certificate on their Letter Head duly signed by the authorized signatory in the format given at **Annex-IV and Annex-V.**

### **Details of the company/firm/agency**

a) The full particulars of the Company / Firm / Agency, in detail, are required to be submitted. In case of a company, the certificate of registration, Memorandum and Articles of Association of the company and other relevant documents and particulars of all the directors and responsible officials are required to be submitted. In case of a partnership firm, the partnership deed, power of attorney, (if any) and particulars of all the partners constituting the firm; and in case of an Agency or Proprietorship, the particulars of the individual/individuals involved therein along with the name(s) and address (es)' etc. are required to be submitted.

### **3. Documents to be uploaded**

Applicants intending to apply will have to satisfy the Bank by furnishing documentary evidence in support of their possessing required eligibility and in the event of their failure to do so, the Bank reserves the right to reject their candidature. Copies of Original Documents to be submitted along with the tender documents:

- a) Audited or CA certified statement of accounts (Balance Sheet/Profit and loss account and cash flow statement) and Income Tax Return for the last three accounting years (**i.e., FY 2019-20, 2020-21 and FY 2021-22**)
- b) Tax registration certificate, viz., PAN, GST etc.
- c) Registration Certificate of the agency issued by the relevant authority.
- d) E.P.F. Registration Certificate, E.S.I. Registration Certificate (if applicable).
- e) Copy of licence issued by the labour commissioner under the provisions of Contract Labour Regulation act (if applicable).
- f) MSME Registration Certificate for MSME firms (if applicable).
- g) Client Report in prescribed format. As per annexure 'II'
- h) All documents related to work experience supported by Work Orders, completion certificates and other details.
- i) Power of Attorney/authorisation with the seal of the agency in the name of the persons signing the tender documents.
- j) Any other technical information the tenderer wishes to furnish.
- k) Details of work experience as per the requirements in the pre-qualification criteria supported by work orders, documents, and certificates.

### **4. Pre-bid Meeting**

- i) A pre-bid Meeting will be held, for clarifying various aspects of the tender to the interested bidders, who chose to get the same resolved from authentic source of the Bank.

- ii) The Date and Time of the Pre-Bid Meet: **February 08, 2023 at 15:00 hrs.** Date and time of the meeting may change subject to change if required. The Bank if it deems necessary may at its own discretion cancel the Pre-bid Meeting.
- iii) The Venue of the Pre-bid Meet: Reserve Bank of India, Human Resource Management Department, Conference room No 1, Second Floor, Fort Glacis, 16, Rajaji Salai, Broadway, Chennai 600001.
- iv) Disclaimer: A mere participation in the Pre-Bid Meet would not guarantee an award of contract and the same is subject to the terms and conditions mentioned in the tender.
- v) Participation in the Pre-Bid Meeting is only Voluntary and all arrangement for attending the same has to be arranged by the interested bidders.
- vi) The Pre-Bid meeting is only a forum for getting clarification on any provision in the entire tender from authentic/authorized Bank source and the Bank discourages any claims for further clarifications and relaxing any of the terms and conditions under any circumstances.
- (vii) Agencies intending to apply will have to satisfy the Bank by furnishing documentary evidence in support of their possessing required eligibility and in the event of their failure to do so, the Bank reserves the right to reject their candidature.
- (viii) Intending Agencies have to deposit EMD (2% of the estimated cost) of ₹16,240/- (Rupees sixteen thousand two hundred forty only) through NEFT in favour of Reserve Bank of India, Chennai. Under no circumstances interest will be paid on EMD.

**IFSC: RBIS0CNPA01 (5th and 10th digit is Zero)**

**Account No.: 186003001**

**Beneficiary Name HRMD- Allotment, RBI-Chennai** on or before the date given in NIT.

- (ix) Tenders without EMD will not be accepted under any circumstances. However, Submission of EMD at the time of bidding is exempted for MSEs having Udyam Registration Number (Udyog Aadhar Memorandum Number)
- (x) EMD shall be forfeited if the bidder withdraws his bid during the period of tender validity or fails to execute the contract or award of work.

#### **5. Technical Condition Evaluation.**

- i) Only Part I of the Tender will be opened on **15.00 hrs on February 21, 2023.** The part I of the tender will be evaluated for fulfillment of all the eligibility criteria like Minimum experience/ Turnover/ similar works and other required documents. **Further, a Committee comprising officials from RBI shall inspect any one of the client's places/sites (located in Udhagamandalam) to ascertain the quality aspect of the services provided by the Agency**
- ii) It shall be the duty of the firm to arrange for such onsite inspection after taking necessary approval from their client on a date and time which will be advised to the firm. The collective wisdom the Committee shall be final in ascertaining the eligibility of the agency
- iii) Price bid of only those firms who qualify in the Technical Bid (Part-I) will be opened. Intimation regarding the date of opening of the price bid of those tenderer's who qualify in the Technical Bid (Part-I) and approved by the committee will be informed subsequently.



iv) The Bank is not bound to accept the lowest bidder 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 thereof.

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

v) The tender documents which do not comply with the conditions prescribed in the tender form will be summarily rejected.

vi) The tender should only contain the service provider's quoted rates in the Format given.

vii) Tax Deduction at Source as applicable from time to time shall be made from the bills submitted by the agency.

## **6. PART- II (Price Bid)**

i) Part-II of the online tender should only contain the service provider's quoted rates in format given.

ii) The tendered rates shall be inclusive of all the liabilities of the company / agency / firm viz., Statutory Liabilities such as Income Tax, Minimum Wages, ESI and EPF contributions etc. A reference may be made to all Central Government laws / guidelines in this regard. The rates shall also include cost of materials, labour and tools/machinery etc. required at the site. The rates should be in conformity to Minimum Wages Act 1948 as published by Central Government and updated vide notifications of Ministry of Labour and Employment every six months. The company has to ensure minimum wages payment to its staff in line with the Central Government notifications from time to time.

iii) The rates/quotes in the Price Bid shall be firm and final and will not be enhanced under any pretext during the period of the contract and as such the bidders may quote their rates taking in to account the probable future revisions in prices. **However, the contractor shall be compensated in case of any increase in minimum wages, Variable Dearness Allowance (VDA),** as announced by the Government of India under the Minimum Wages Act and increased liability towards other statutory payments like GST. The amount of such hike in monthly contract amount, in proportion to the monthly duties, will be restricted only to the increase in Basic rates and Variable Dearness Allowance (VDA) and any other components which form part of wages or allowance which are statutory in nature viz. EPF, ESI, Bonus etc. which are dependent on the Basic rates and/or Variable Dearness Allowance (VDA) will not be considered by the Bank for the revision in monthly contract amount. The Contractor shall keep in mind the possible escalation of these statutory components other than Basic rates plus VDA and offer their best rates in such a way as to accommodate these incremental costs under the Financial Bid.

iv) 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 i.e., effective from 1st April and 1st October every year.

**v) Price Bids not conforming to the statutory obligations like Minimum Wages (Central Government of India) are liable to be rejected.**

vi) **The Price Bid shall comprise of two components, one is the Labour component and other the Reimbursement component (Welcome Kit, Beverage Kit and Newspaper). For choosing the L1 bidder, 90% weightage will be given to the Labour Part and 10% weightage will be given to the reimbursement part.**

vii) **In order to provide a level playing field between a GST Registered firm and a Non-Registered firm, the Base Amount of labour component for calculating the Goods and Services Tax only be considered for taking the 90% weightage (as mentioned in para 'x' above).**

viii) Tax Deduction at Source as applicable from time to time shall be made from the bills submitted by the agency.

ix) All statutory deductions, as applicable shall be made from the bills submitted by the company/agency/firm. The Price Bid shall, therefore, be all inclusive.

vii) Price Bids shall factor in the expenditure incurred for uniform and identity cards and protective gear like aprons for Cook, Head Mask, Hand gloves, sanitizers, masks, handwash etc. provided by the company/agency/firm to the personnel deployed.

viii) To assist in the examination, evaluation, comparison of the Tenders and qualification of the tender, the Bank may, at its discretion, ask any bidder for a clarification of its Tender, allowing a reasonable time for response. Any clarification submitted by a bidder, that is not reasonable to the Bank shall not be considered. The Bank's request for clarification and the response shall be in writing. No change in the prices or substance of the Tender shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the Bank in the evaluation of the Tenders.

ix) If a bidder does not provide clarifications of its Tender by the date and time set in the Bank's request for clarification, its Tender shall be liable to be rejected.

x) The bids of bidders who resort to excessive underquoting of any component of price bid shall be liable for disqualification and such bidders even though offering the lowest among the eligible quotes, will not be considered for the selection as successful bidder from among the eligible bidders. The Bank may however give opportunity to such bidder to substantiate their offer by seeking their rate analysis / breakup and comments thereon within a time frame specified by the Bank. However, the overall contract amount, if found insufficient even to pay for the minimum wages for the employee category and associated statutory components shall be summarily rejected and the decision of the Bank regarding such disqualification are binding on the bidders and shall be final.

## 7. Opening of Tender

As per the procedures laid down in Section – II hereto for opening of tender.

### Performance Evaluation Matrix.

i) A Committee comprising officials from RBI shall inspect any one of the client's places (located in **Udhagamandalam/Chennai**), to ascertain the quality aspect of the services provided by the agency and subsequently a performance evaluation matrix will be constructed.

ii) It shall be the duty of the firm to arrange for such onsite inspection after taking necessary approval from their client on a date and time which will be advised to the agency.

iii) Moreover, a Performance Evaluation Matrix will be created, which will analyze a set of quantitative and qualitative parameters related to the agency. Based on the Matrix a Performance score will be worked out for each of the agency who have fulfilled all the conditions stipulated in the tender.

iv) The Performance score obtained by the firms/company/agency will be used for deciding the successful bidder in the event of tie among two or more agencies.

v) The Agency failing to score a **Minimum of 50** as aggregate in all parameters will be deemed to have not satisfied the quality criteria of the Bank and their tenders are liable for rejection. **Price Bid of such agency who fail to score the Minimum Score (50) stipulated as above will not be considered for opening**, despite the agencies having submitted the requisite documentary evidence for satisfying all the terms and condition of the tender.

vi) Additionally, Marks obtained in Parameter No 3 (shown in the table placed below), will be an entry barrier and failure to score at least 30 marks in the said parameter will result in the rejection of the tender. Price Bid of such agency who fail to score more than or equal to 30 Marks in the said parameter (i.e. No 3) will not be considered for opening, despite the agencies having submitted the requisite documentary evidence for satisfying all the terms and condition of the tender as well as having a score above 50 as aggregate in all parameters.

In case, price bid evaluation of two or more bidders arrive at the same amount, the total score in the performance evaluation will be considered for selecting the L1 bidder.

### Performance Evaluation Matrix

SI No	Parameter	Total Marks	Range
1	Quantitative Parameter (i) Number of Years of Operation.	50	Upto 5 years – 10 Marks 6 to 8 years – 15 Marks 9 to 12 years- 20 Marks More than 12 years – 25 Marks
2	(ii) Engagement with a particular client continuously for number of years		Upto 1 year – 10 Marks 2 to 3 years – 15 Marks 4 to 5 years- 20 Marks More than 5 years – 25 Marks

3	Qualitative Parameter – Onsite visit	50		
	(i) Cleanliness		(i)	Maximum 15 marks
	(ii) Administration at site.		(ii)	Maximum 15 marks
	(iii) Employee/Visitors feedback		(iii)	Maximum 10 marks
	(iv) Ambiance etc.		(iv)	Maximum 10 marks

**Conditional bids will also be summarily rejected.**

vii) 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 thereof.

(viii) **Validity of Tender**: The Tender along with the prices shall remain valid initially for a period of 12 months from April,01, 2023, which period may be further extended by agreement in writing by the Tenderer and the Tenderer shall not cancel or withdraw the tender during this period or change the quoted rates.

## SECTION IV

### Draft Agreement (Sample)

This AGREEMENT is made at Chennai on this day of \_\_\_\_\_, Two thousand twenty three between Reserve Bank of India, a statutory body established under the RBI Act, 1934, having its Central Office at Fort, Mumbai, and one of its Offices at Chennai, represented by its authorized officer Regional Director, Reserve Bank of India, Fort Glacis, 16, Rajaji Salai, Chennai - 600001 (hereinafter called "**THE PRINCIPAL EMPLOYER** ") on the one part and the Agency, incorporated under the provisions of the Companies Act (in case of a Company) and having its registered office at \_\_\_\_\_(hereinafter called "the Agency") represented by Shri/ Smt. \_\_\_\_\_ who is authorized to enter this agreement by its Board of Directors on the other part.

AND WHEREAS the principal employer has intention of engaging a Agency for Annual Maintenance Contract for Caretaking works of Bank's Property at Udhagamandalam including the Housekeeping and Catering works.

AND WHEREAS the principal employer had called for tenders from eligible Agency to provide Annual Maintenance Contract for Caretaking works of Bank's Property at Udhagamandalam including the Housekeeping and Catering works as has been indicated in the scope of work and other documents attached to the tender.

AND WHEREAS the principal employer has awarded the contract, to provide Annual Maintenance Contract for Caretaking works of Bank's Property at Udhagamandalam including the Housekeeping and Catering work as stated in the scope of work attached to the Tender Document, to the Agency.

AND WHEREAS the Agency has agreed to execute upon and subject to the conditions set forth in the Contract and as amplified / curtailed by subsequent additions/ deletions mutually agreed upon, originally agreed both expressly and impliedly and also naturally flowing out of the nature of AMC (all of which are collectively hereinafter referred to as the said "CONDITIONS" the works described in the said scope of work at the AMC rate as shall become payable there under (hereunder referred to as the said AMC contract amount).

#### **A. NOW IT IS HEREBY AGREED AS FOLLOWS:**

1. This agreement will come into effect from April 01, 2023 and will remain initially in force up to March 31, 2024 unless it is terminated as per the terms hereinafter contained. The decisions of the Bank in this regard will be final.
2. In consideration of the said AMC contract amount to be paid in the manner set forth in the said conditions/AMC Award Letter, the AGENCY shall upon and subject to the said conditions execute and complete the work described in the said scope of work.
3. The Bank shall pay the Agency the said contract amount at the times and in the manner specified in the said conditions.
4. The Bank shall deduct Tax deducted at Source (TDS) at the appropriate rate as per extant guidelines of the Income Tax department provided from time to time and such other

deduction under any other statute and the onus of producing appropriate certificate for non-deduction as provided in the relevant statute by way of intimation within the time limit and before such tax and other such deduction is being made by the bank shall be on the Agency.

5. The GM, HRMD, Chennai is the Authority authorized to sign the agreement on behalf of The Bank.

6. The AMC award letter, agreement and document mentioned herein shall form the basis of this contract.

7. The charges of ₹\_\_\_\_\_ (Rupees\_\_\_\_\_ only) will be inclusive of labour component/manpower and materials used for efficient rendering of the housekeeping and maintenance services and shall be payable on monthly basis subject to submission of bill/invoice. The payment thereon will be made after the same is duly certified by the Bank's officials to the effect that the services have been provided satisfactorily, subject to statutory deductions.

8. The above charges are firm and not subject to labour conditions, exchange variations or any other condition whatsoever.

9. The above charges exclude GST but include any other tax and duty or other levy, whether existing or levied in future by the Central Government or the State Government or any local authority.

10. The Agency shall be responsible for providing services on regular basis as per the scope of work and terms and conditions of the contract.

## **B. SERVICES TO BE RENDERED BY THE AGENCY**

1. The said Conditions and the correspondence attached here to shall be read and construed as forming part of this Agreement and the parties hereto shall respectively abide by, submit themselves to the said Conditions and the correspondence and perform the agreements on their part respectively as per the said Conditions and the correspondence contained therein.

2. This Contract is a fixed Lump Sum Contract, to carry out the work according to the scope of work detailed in Section VI, at the rates contained in the Price Bid of the Tender

3. The Agency shall provide a complete and updated list of all the personnel deployed in the Bank's Holiday Homes.

4. The Agency has to obtain police verification certificates reporting the character and antecedents of its personnel and other details relating to age, name and permanent address to be provided under this contract along with their passport size photographs before engaging them for duty in the Bank's premises.

5. The Agency shall ensure that trained and competent persons are deployed, who are physically fit (i.e., preferably between age of 18 to 40 years for workmen and for supervisor) and are not suffering from any chronic or contagious diseases that may hamper their ability in carrying out the work efficiently.

6. All the workers or employees deployed by the Agency shall be considered as the employees of the Agency and RESERVE BANK OF INDIA shall not have any liability whatsoever in nature in regard to such workers/ employees.

7. The Agency shall be responsible and liable for payment of salaries, statutory minimum wages and other legal dues to the persons who are employed for the purpose of rendering the services required by the Bank under the agreement. The Agency shall be bound to comply with all applicable laws and the Bank shall be indemnified by the Agency in case any liability arises.

8. The Agency shall ensure timely payment of wages/salary to the workers persons employed by him **(by crediting to the bank account)** and a certificate to the effect that the salaries/wages are being paid regularly shall be furnished to the Principal employer every month. Further, the Agency shall furnish a certificate every month to the effect that all the obligations under the various Labour Laws and the Contract Labour (Regulation and Abolition) Act, 1970, are complied with. The Bank will have the right to ask for bank statements from the Agency to verify the details of wages/salary paid by the Agency and will also have the right to demand any other documents which are required to ascertain compliance by the Agency to various provisions of the Labour Laws.

9. The Agency shall ensure that all persons employed for the purpose of rendering the services required by the Bank under this agreement are insured with Government of India recognized insurance companies, for which no extra payment will be made by the Bank. The Agency shall be solely responsible for any injury or damage to any persons or animals or any other things arising due to deployment in the Bank for executing the work contract.

10. The Agency shall ensure that all employees, while in the premises of the Bank or while carrying out their obligations under this agreement, observe the standards of cleanliness, decorum, safety, good behaviour and general discipline laid down by the Bank or its authorized agents and the Bank shall be the sole judge as to whether or not the Agency and/ or its employees have observed the same. The Agency shall be responsible for the good behaviour and conduct of their employees and in case of any complaints by the Bank, the Agency shall not employ such employees in the Bank's premises.

11. The Agency shall personally and exclusively supervise the work of all employees to ensure that the services rendered under this agreement are carried out to the best satisfaction of the Bank.

12. The Agency shall ensure that no employees of the Agency will enter or remain on the Bank's property premises beyond the specified time limits unless and necessary for fulfilling Agency obligations with prior approval of the Bank.

13. The Agency shall be liable for any damage caused to the Bank or its premises or any part thereof or to any fixtures or fittings thereof or any property of the Bank and therein by any act, omission, default or negligence of the Agency or his employees or agents.

14. The Agency shall indemnify the Bank for any penalty levied on the bank due to breach of regulations by the Agency while performing the duties under the Contract.

15. The Agency shall indemnify and keep indemnified the RESERVE BANK OF INDIA against:

- a) Any claim arising out of third-party loss/ damage to life or property caused by/ during execution of the work.
- b) Any claim arising out of loss/ damage to the workmen engaged by the Agency during execution of the work.
- c) Any claim due to non-compliance of applicable PF/ Labour laws, ESI, regulations etc.

16. The Agency shall supply identity cards to all employees or agents who shall be doing the subject job at the Bank's property premises and ensure that all the employees and agents always bear the identity card while they are working in the Bank's property premises.

17. The Agency agrees and undertakes that they will make it clear to all persons employed/ engaged by them to perform the obligations under this agreement, that they are employees of the Agency and that they shall have no claim against the Principle employer i.e. the Bank and the Bank shall not be liable to pay wages, salary or any other type of compensation to execute the contract or provide any other statutory benefits under the Labour Law and/or any other legislation and the Agency shall be solely responsible for providing all such amenities to their employees admissible under the relevant Law/Rules/Service conditions.

18. The Agency agrees to utilize materials/brands which will be of the best quality. Banks reserves the right to conduct quality audit checks of the materials used by the Agency on a periodical basis.

19. The Agency shall make his own arrangements for security and protection of his workers and materials and the completed work till the same are taken over by the Bank.

20. The Agency shall obtain license, if any, required under the Tamil Nadu State Government Law or Central Government Law as applicable in case of the services covered under this contract.

21. All staff deployed by the Agency shall be provided uniform with company's logo & identity cards.

22. The Agency should ensure that the workers deployed in the Bank's property premises are trained to the effect that they immediately report to the Bank's Staff any suspicious item/ activity noticed by them in the Bank's Holiday Homes while attending to their duties.

23. The Agency should note that Smoking, Drinking Alcohol, Chewing Pan/Tobacco in the Bank's property premises is strictly prohibited and ensure that the workers deployed in the Bank's property premises abide this rule strictly.

24. The Agency shall abide by all procedures/norms related to safety and security of the Holiday Property.

25. The Agency shall remove all workers deployed by them in the Bank's property premises immediately on termination/expiry of the contract and ensure that such persons shall not



create any disruption/ hindrance/ problem of any nature in the Bank's property premises.

26. The Agency and his staff shall be under the general supervision and control of the HRMD/Estate Department, or any other personnel deputed for the purpose by the Bank and shall obtain necessary instructions from them for the day-to-day work in the premises.

### **C. TERMINATION OF AGREEMENT**

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 without assigning any reason and without payment of any compensation **within 30 days**, if

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

b) the Agency commits a breach of any terms and conditions of this agreement and/ or

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

2. there is any variation in the ownership/ partnership or management of the Agency or his business without the prior approval in writing of the bank to such variation.

3. In the event of termination of this agreement for any reason whatsoever, the Agency/ or persons employed by him, or his/ her agents shall not be entitled for any sum or employment whatsoever from the Bank by way of compensation, damages or otherwise.

4. Notwithstanding anything contained in this Contract, in the event of non-compliance, disobedience, or breach of any terms of the Agency unsatisfactory or inefficient working by the Agency, the Principle employer shall have the absolute and independent authority to revoke this contract after giving **15 days notice** in writing to the Agency without assigning any reason and the same shall be binding on the Agency and the contract will come to an end with immediate effect on completion of the deadline as stipulated in the notice, in which case the Agency shall not be entitled for any compensation/damages and the Security Deposit shall not be refunded.

5. On termination of the Agency on expiry of the contract, the Agency shall vacate the premises of the Bank's property and shall hand over or return all the articles /material/property pertaining to the Bank.

**D. STAMP DUTY:** The Agency shall bear the stamp duty on the original of this agreement, which shall be executed in duplicate, and the Bank shall retain the original and the Agency shall retain the duplicate.

1. The Agency shall ensure payment of minimum wages, as prescribed by the relevant law from time to time, to the workmen employed by him/ her/ them.

2. The Agency shall indemnify and keep indemnified the Bank against all losses and claims, damages or compensation for breach of any provisions of the payment of wages Act, 1936,

Minimum Wages Act, 1948, Contract Labour (Regulation and Abolition) Act, 1970 or any other labour law/ statute in force in this regard. The Agency shall be solely responsible for liabilities, if any, in this regard. The several parts of this contract have been carefully read and fully understood by the Agency.

#### **E. DISCLOSURE NORMS:**

1. The Agency 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 Agency or his/her employees during the course of discharging the contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence, even after the expiry/termination of this contract. The Agency 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 Agency 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 principal employer. The Agency shall indemnify the principal employer for any loss suffered by the Principle employer as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Agency and the principal employer shall be entitled to claim damages and pursue legal remedies.

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

3. The principal employer reserves the right, without prejudice to the terms and conditions of this agreement, to alter the specifications and nature of the work by adding to or omitting any item of work or portions of the work/s being carried out at any time during the currency of contract, by issuing a letter to this effect to the Agency.

4. The Agency shall carry out all the work strictly in accordance with the detailed specifications and instructions of the Bank's officials. If in the opinion of the Bank's officials, nominal changes have to be made to suit the site condition and with the prior approval in writing of the principal employer, the Agency shall carry out the same without any extra charge.

**F. PAYMENT TO THE AGENCY:** 1. The Agency shall raise the bill on completion of every month and the payment shall be made within **30 days** from the date of submission of complete bill with supporting documents. The bills for labour AMC charges and reimbursement component of provisions (welcome kit, tea/ coffee kit and newspaper etc.) may be raised separately. The bill raised for supply of provisions may separately indicate the number of welcome kits, tea/ coffee kits, newspapers etc. made available to the visitors, supported by acknowledgement of the visitors, duly certified by the Assistant Manager (Allotment) of HRMD, RBI Chennai. Before submission of the bill, the Agency shall ensure that the payment to persons deployed by the Agency have been made for the billed period. No request for making advance payment on any ground shall be entertained. Under no circumstances, the Agency is entitled to claim any charges over and above the charges prescribed in the terms of this contract.

2. All payments by the principal employer under this contract shall be made only at Chennai. All disputes arising out of or in any way connected with this Agreement shall be deemed to have arisen at Chennai and only Courts in Chennai shall have the jurisdiction to determine the same.

3. In consideration of the said Contract amount to be paid at the times and in the manner set forth in the said conditions, the Agency shall, upon and subject to the said conditions execute and complete the work shown upon the said specifications and the schedule of quantities.

4. The said Conditions there to shall be read and construed as forming part of this agreement and the parties here to shall respectively abide by, submit themselves to the said conditions and perform the agreements on their part respectively in the said conditions contained.

5. The contract shall commence from the date of awarding the contract by RBI and shall remain in force for a **period of 12 months. The Bank reserves the right to extend the period of contract for a further period of up to two years (one year at a time)** on terms mutually agreed upon or on the same terms and conditions. Either party shall be at liberty to terminate the agreement by giving three clear calendar months' notice in writing. Time shall be considered as the essence of this Contract and the Agency hereby agrees to commence the work/job tentatively from **April 01, 2023** and issue of formal work order as provided for in the said conditions and to complete the work within the stipulated period.

6. The rates quoted shall be based on the Price Bid of the Tender and shall be firm and binding without any escalation during the period of the contract, including for changes, if any, in the statutory minimum wages announced by the Government of India under the Minimum Wages Act.

7. The Agency shall not sublet, transfer or assign the contract or any part thereof without the prior written approval of the Bank to any other person/company/organization.

**G. RISK CLAUSE:** 1. Notwithstanding anything contained in any other clause, RBI reserves the right to terminate the contract due to any failure on the part of the Agency in discharging its obligations under the contract or in the event of it becoming insolvent or going into liquidation. The decision of the RBI about the failure on the part of the Agency shall be final and binding on the Agency. This termination of the contract shall be made by issuing a prior notice. In such case, the notice period of one month will be given to the contractor and the security deposit shall **not** be refunded.

2. If there is any stoppage / deficiency of service in any area of the Holiday Homes operation, for any reason, the agency is liable for penalty action as decided by RBI. The decision of the Regional Director, RBI, Chennai shall be final and binding.

3. In the event of any failure on the part of the Agency, RBI shall have the right, without any prejudice, to get the work done through any other alternate Agency at the risk and cost of the Agency. The additional cost, loss, if any incurred by RBI would be recovered from the Agency. RBI at its discretion, may, close the Holiday Homes any time during the contract period.

**4. RBI may also increase or decrease the number of persons to maintain Holiday Home, which may require deployment of additional/reduced manpower. Accordingly, the amount will be increased/decreased and the amount payable shall be decided as per mutual consultation.**

**H. PENALTY:** 1. The Agency shall maintain an attendance and complaint register duly signed by Assistant Manager (Allotment) and attach a copy of the same with each month's bills failing which no payments shall be released. In case any of the Agency's personnel deployed is absent and is unable to provide suitable substitute, penalty shall be levied by the Bank and the same shall be deducted from the Agency's bills.

**Penalty for non-fulfillment of contractual obligations by the Agency, like:**

- a) Complaints entered in the Complaints Register and unattended, at the earliest
- b) Allotting a room without cleaning
- c) Missing items of the Bank
- d) Misuse of Bank's premises (consumption of alcohol etc.) / Entry of any unauthorized person
- e) Delay / Non-performance in providing services
- f) Non-wearing of both ID card and uniform by staff of Agency
- g) Allowing the occupant for over-stay without the permission of Allotment Desk, HRMD, RBI, Chennai
- h) Any other lapses related to House Keeping and Maintenance Services

2. Deficiency of service in any area of the Holiday Homes operation as mentioned above or for any reason, the agency is liable for penalty action as decided by RBI. The decision of HRMD, RBI, Chennai shall be final and binding

3. In the event of recurring complaints/non-satisfactory performance, the Bank reserves its right to terminate the contract and the Agency shall be liable to risk and cost. The amount of penalty will be appropriated by revoking Performance bank guarantee or any other amount payable to the Agency.

**I. INSURANCE:**

1. The successful Tenderer shall take "all risk policy" for the contract value and workmen compensation policy for the workers engaged in the work for the duration of the contract. The Agency shall indemnify the Principle employer against all claims which may be made against the Principle employer by any member of the public or other **third party** in respect of anything which may arise in respect of the works or in consequence thereof and shall at his own expenses arrange to effect and maintain, until the virtual completion of the contract with an approved office, a policy of insurance in the joint names of the Principle employer (first name)

and the Agency against such risks and deposit such policy or policies with the Principle employer from time to time during the currency of this contract.

2. The successful Tenderer shall take “**workmen compensation policy**” for the workers engaged in the work for one-year renewable thereafter, if the contract is renewed by the Bank. The Agency shall indemnify the Bank for any loss or damage that occurs to persons or building or any third party. Workman compensation Insurance policy for all the staff deployed shall also be taken with a minimum coverage of minimum wages or actual salary paid per employee. Copies of the same shall be submitted to the Bank.

3. The Agency shall take necessary insurance covers (Workmen Compensation Policy), third party / public liability with an Insurance Company approved by the Principle employer, a policy of Insurance in the joint names of the Agency and the Agency (name of the former being placed first in the policy) against such risks and deposit such policy or policies before commencement of the works. The Minimum cover under (Workmen Compensation Policy) shall be to the extent of wages paid to the workman deployed for the fulfillment of the contract.

4. The Minimum cover under third party / public liability shall be for a minimum of ₹2 lakh.

5. The Agency shall be responsible for all injury to persons, animals or things and for all structural and decorative damage to property which may arise from the operation or neglect of himself or of any nominated sub-Agency’s employees, whether such injury or damage arise from carelessness, accident or any other case whatsoever in any way connected with the carrying out of the contract. This clause shall be held to include, inter-alia, any damage to buildings, whether immediately adjacent or otherwise and any damage to roads, streets, footpaths, bridges, or ways as well as all damage caused to the buildings and works forming the subject of this contract, by frost or other inclemency of weather. The Agency shall indemnify the principal employer and hold him harmless in respect of all and any expenses arising from any such injury or damage to persons or property as aforesaid and also in respect of any claim made in respect of injury or damage under any Acts of Government or otherwise and also in respect of any award of compensation or damages consequent upon such claims

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

**J. SIGNING OF CONTRACT AGREEMENT:** 1. The General instructions to the tenderers and herein before referred to Conditions of Contract and Technical Specifications enclosed with the tender documents, the subsequent correspondence exchanged between the Bank and the tenderer and the work order placed shall be the basis of the final contract to be entered into with the successful tenderer.

2. The Tenderer shall go through the terms and conditions given in the general conditions of contract herewith and his offer shall be strictly in line with the terms specified therein. No deviation from the terms and conditions specified shall be acceptable. Each page of the tender documents should be signed for his/ their having acquainted himself/ themselves in the general conditions of contract, technical specifications, etc.

3. On receipt of intimation from the Bank of the acceptance of his/their tender, the successful

tenderer shall be bound to implement the Contract and within 14 days thereof the successful tenderer shall sign an agreement in accordance with the draft agreement. Notwithstanding the signing of the agreement the written acceptance by the Reserve Bank of India of a tender will constitute a binding agreement between the Reserve Bank of India and the person so tendering, whether such contract is or is not subsequently executed.

4. The Agency shall not assign the contract. He shall not sublet any portion of the contract except with the written consent of the Principal employer. In case of breach of these conditions, the Principal employer may serve a notice in writing on the Agency rescinding the contract whereupon the security deposit shall stand forfeited to the Principal employer, without prejudice to his other remedies against the Agency.

**K. LANGUAGE:** The Tender including all documents etc. shall be in English.

**L. RIGHT TO ACCEPT PART TENDER:** 1. The Bank reserves the right to accept the tender either in whole or in part at the same prices quoted by the Tenderer.

**M.** The Agency shall comply with the provisions of “**The Sexual Harassment of women at workplace** (Prevention, Prohibition and Redressal) Act, 2013”.

a) The Agency shall be solely responsible for full compliance with the provisions of “the Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013”. In case of any complaint of sexual harassment against its employee within the Banks property, the complaint will be filed before the Internal Complaints Committee constituted by the tenderer and the tenderer shall ensure appropriate action under the said Act in respect to the complaint. Any complaint of sexual harassment from any aggrieved employee of the Agency against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.

b) The Agency shall be responsible for any monetary Compensation that may need to be paid in case the incident involves the employees of the tenderer, for instance any monetary relief to Bank’s employee, if sexual violence by the employee of the tenderer is proved.

c) The Agency shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.

d) The Agency shall provide a complete and updated list of its employees who are deployed within the Bank’s premises.

**N. FORCE MAJEURE:**

1. If at any time during the period of the contract, either party is subject to force majeure, which can be termed as civil disturbance, riots, strikes, tempest, acts of God etc. which may prevent either party to discharge his obligation, the affected party shall promptly notify the other party about the happening of such an event. Neither party shall by reason of such event be entitled to terminate the contract in respect of such performance of their obligations. The obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. If the performance of any obligation under the contract is prevented or delayed by reason of the event beyond a period mutually agreed upon, if any, or 15 days,

whichever is more, either party may at its option terminate the contract.

2. The contract shall be deemed to end in any of the following contingencies: -

(i) On the expiry of the contract period or termination of this agreement.

Or

(ii) A notice at any time 'during the currency of services in case the services rendered by the Agency are not found satisfactory and in conformity with the general norms and the standard prescribed for the services.

Or

(iii) For committing breach of any of the terms and conditions of the contract by the Agency.

Or

(iv) On assigning the contract or any part thereof any benefit or interest therein or there under by the Agency to any third person for sub-letting the whole or a part of the contract to any third person.

Or

(v) On Agency being declared insolvent by the competent Court of Law. During the notice period for termination of the contract, in the situation contemplated above, the Agency shall keep on discharging his duties as before till the expiry of notice period. It shall be the duty of the Agency to remove all the persons deployed by him on termination of the contract on any ground whatsoever and ensure that no person create any disruption/ hindrance / problem of any nature to Reserve Bank of India.

3. In the event of exigencies arising due to the death, infirmity, insolvency of the Agency or for any other reason or circumstances, liabilities thereof of the contract shall be borne by the following on such terms and conditions, as the Bank may think proper, namely:

i) Legal heirs in case of sole proprietor

ii) The next Directors / Partners in the case of company or firm as the case maybe.

The Bank may revoke the contract and shall reserve the right to settle the matter according to the circumstances of the case as it may think proper.

4. No party shall be allowed to be represented by a lawyer during any investigation, enquiry, dispute or appeal.

5. In the event of any question, dispute/ difference arising under the agreement or in connection herewith (except as to matters the decision of which is specially provided under the agreement) the same shall be referred to the sole arbitrator appointed by the Regional Director, RBI, Chennai, or his nominee.

6. The award of the arbitrator shall be final and binding on the parties. In the event of such arbitrator to whom the matter is originally referred is being transferred or vacating his office or resigning or refusing to work or neglecting his work or being unable to act for any reason whatsoever, the Regional Director, RBI, Chennai shall appoint another person to act as arbitrator in place of the out-going arbitrator in accordance with the terms of the agreement

and the persons so appointed shall be entitled to proceed with the reference from the stage at which it was left by his predecessor.

7. The arbitrator may give interim awards and / or directions, as may be required.

8. Subject to the aforesaid provisions of the Arbitration and Conciliation Act, 1996 and the rules made here under and any modification thereof from time to time being in force shall be deemed to apply to the arbitration proceedings under this clause.

9. The Courts at Chennai only shall have the jurisdiction for the purpose of this agreement.

10. With mutual consensus, even Arbitration machinery may be used for settling disputes.

11. Conflict of interest: Tenderers shall not have a conflict of interest. All tenderers found to have a conflict of interest as mentioned below will be disqualified.

(a) Tenderers in two different applications have controlling shareholders in common.

(b) The Tenderers (including their personnel and sub-Agencies) that have a family relationship with such members of the RBI Staff who are directly or indirectly involved in the project will not be awarded the contract.

**Declaration:**

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

Place:

Signature and seal of the Tenderer

Date



## SECTION V

### GENERAL TERMS AND CONDITIONS

1. Reserve Bank of India, Chennai is desirous of engaging an Agency for providing Caretaking works of Bank's Property at Udhagamandalam including the Housekeeping and Catering works as per the details given below:

Sl. No.	Location of the Property:	Category of rooms	Number of Flats
1.	Reserve Bank of India Holiday Home, Door No- 145/192, Race View Road, Above Club Mahindra (Derby Green), Near Sanitha Hospital, Udhagamandalam Nilgiris-643001. <b>Property Admeasuring 7848 Square Feet.</b>	New Block Admeasuring <b>1716 Square Feet.</b>	Four Flats besides the Dining Hall and Kitchen
		Old Block Admeasuring <b>1113 Square Feet</b>	Four Flats besides two single rooms for residential contract labourers
2.	Lawns <b>admeasuring 3564 Square Feet</b> have also to be maintained under this Annual Maintenance contract.		

### 2. DEPLOYMENT OF STAFF

The deployment of staff shall be as under:

Sl.	Nature of Work	Number of labour
1.	Overall-in-charge/Supervisor	1
2.	Cook	1
3.	Helper cum Attendant/watchman	2
4	House Keeping Staff	1
<b>5</b>	<b>Total</b>	<b>5</b>

**Note:** i) The Bank reserves the right to select/ request change of the personnel employed at any time during the period of contract. It is to be noted that the aforesaid strength of labour force is only a minimum strength.

ii) Firms are however advised to assess actual labour force required for rendering proper and efficient round-the-clock service and arrange for the same on their own capacity over and above the labour force stipulated in the table placed above.

### 3. CRITERIA THAT A SUCESSFUL BIDDER HAS TO FULFILL:

#### **I) SECURITY DEPOSIT:**

- a) The Successful Applicant shall furnish Security Deposit (may also be in the form of performance Bank guarantee -proforma can be obtained from Bank before award of work) to RBI. The rate of Security Deposit will be **5% of the quoted rate (Including the GST, if any)** for the contract period.
- b) The Security Deposit should be deposited before the start of the work by the Agency. This is a pre-requisite for awarding the contract. No interest will be paid to the Agency for Security Deposit during the period of agreement.
- c) Failure to submit Security Deposit shall be treated as failure to discharge the duties under the contract and shall result in cancellation of the offer of the contract and the applicant shall be liable to compensate RBI for any loss incurred by RBI. **The EMD submitted will be forfeited.**
- d) The Security Deposit Shall be released without interest after two months of completion of the contract period only after being satisfied of the successful completion of the contract and no liabilities from the Agency or its employees. In case of any complaint, the security deposit shall be discharged only after adjusting all dues, liabilities, etc.
- e) RBI reserves the right to recover any part or the whole of the amount of the security deposit for losses suffered by RBI due to failures on the part of the Agency or due to termination of contract or Agency becoming disqualified because of liquidation / insolvency or change of composition. The decision of RBI in respect of such losses, damages, charges, expenses or costs, shall be final and binding on the Agency and the decision shall not be questionable.
- f) The EMD of the successful bidder shall be refunded by the Bank once the successful bidder submits Security Deposit of 5 % of the Contract Value or Performance Bank Guarantee in lieu of security deposit for 5% of the contract value as per [Proforma Bank Guarantee](#) and execute contract agreement with Bank, on which, the Bank shall not pay any interest. EMD of the unsuccessful bidders will be returned within 30 days of the award of the contract without any interest. EMD shall be forfeited if the bidder withdraws his bid during the tender bid evaluation process.
- g) In case the Agency discontinues the Contract before the expiry of the period of Contract, his **Security deposit shall be forfeited.**

#### **II) OTHER IMPORTANT TERMS AND CONDITIONS**

- a) A computer/ laptop with portable internet connection and a valid e-mail id should be arranged by the Agency for receiving allotment advices or any other correspondence with RBI Chennai.
- b) The menu and rates shall be fixed in consultation with the Bank. Cost of food (breakfast/ lunch/ dinner) served to the guests have to be recovered from them before their check outs. The Bank will not entertain any request from the firm for reimbursing such cost through any

means except for Bank's Top Management/Executives /VIP guests, the bills for whom would be paid by the Bank on submission of invoices duly authenticated by the VIP guests. The information on such VIP guests shall be given to the Supervisor in advance by the Bank.

c) Risks or accidents arising from the deficiency in the catering service are to be borne by the company.

d) The Agency shall co-ordinate the booking & procurement of gas cylinders in time and cost of the same may be borne by the Agency.

e) In case of any pilferage, theft of or breakage etc., to the property / assets of RBI, the Agency shall be responsible for such losses. The Bank will be at liberty to deduct the amount of such loss from the monthly bills / Security Deposit of the Agency after holding an enquiry. The decision of the Bank to this effect shall be final and binding upon the parties. In case of unsatisfactory performance and violation of any condition of the tender / contract, the contract shall be liable to be cancelled and Security deposit will be forfeited.

f) In case of any change in constitution of the Agency, the rights of RBI, Chennai should not suffer and the same shall be intimated to RBI in writing before effecting the same.

g) Any dispute arising out of this Contract including any clarification as to the intent or interpretation of any of the provisions of these terms and conditions, the same shall be referred to the Regional Director, RBI, Chennai whose decision in the matters shall be final and binding on the Agency.

h) The Agency shall comply with the instructions provided by the Bank from time to time relating to the performance of the services, duties and obligations under this Agreement. The services rendered by the Agency shall be subject to regular review by the Bank, and its decision as to the quality thereof shall be final and absolute.

i) The Agency & the workers deployed by him at the Bank's Premises shall maintain confidentiality of any information in their possession during their working & thereafter.

j) The Agency must obtain police verification certificates reporting the character and antecedents of its personnel and other details relating to age, name and permanent address to be provided under this contract along with their passport size photographs before engaging them for duty in the Bank's premises.

k) If there is any stoppage / deficiency of service in any area of the property, for any reason, the agency is liable for penalty action (including monetary) as decided by RBI. The decision of RBI, Chennai shall be final and binding.

l) The Agency shall take necessary insurance cover (Workmen Compensation Policy), third party / public liability with an Insurance Company approved by the Bank, a policy of Insurance in the joint names of the agency and contract employees (name of the former being placed first in the policy) against such risks and deposit such policy or policies before commencement of the work. There should neither be any case / charge under investigation / enquiry / trial against the Agency, nor be convicted in a Court of Law or suspended / blacklisted by any organization on any grounds.

m) The Agency will be responsible for conduct / irregular behavior of its workforce.

n) The Agency should get the medical verification done for its workforce (to be deployed for the purpose). The Agency shall ensure that staff deployed in catering services is free from any contagious or communicable diseases and arrange their regular Health check-ups (Preferably once a year). The cost of the health check-up is to be borne by the Agency and not by RBI. The documentary evidence in this regard will be required to be furnished to the Bank a) within a fortnight of employee commencing work, b) within a fortnight of the yearly check-up.

o) If the performance of the bidders is found to be unsatisfactory for any reason, in any organisation, RBI reserves the right to reject the bid submitted by bidder.

p) All guests should be provided with a welcome kit containing items of daily necessities, Newspapers and Beverage Kit etc., Fruit and chocolate basket may be provided to staff members in the rank of Chief General Manager and above. List of the items to be provided to the visitors is furnished below.

#### A. Welcome Kit

**One welcome kit each** (as specified below) should be provided to **each visitor** and accompanying guests for the entire period of stay, subject to a maximum of **two persons per room per booking**.

Sl.	Item Description	Qty.	Brand
1	Soap Cake (25 gm.)	01 No	Medimix / Cinthol / Santoor / Dettol
2	Toothpaste (15 gm.)	01 No	Colgate/ Pepsodent / Closeup
3	Toothbrush (Size for Adults)	01 No	Colgate / Oral-B (Medium Bristles with tongue cleaner on back)
4	Sachets of shampoo (6 ml)	01 No	Pantene/ Dove / Head & Shoulders / Sunsilk
5	Hair oil (20 ml) (Sachet)	01 No	Parachute / VVD/ Dabur / Bajaj Almond
6	Talcum Powder (20 gms)	01 No	Pond's / Spinz / Gokul Santol/ Yardley
7	Shaving kit (disposable razor, shaving cream/gel - Sachet)	01 No	Gillette razor, Cream (Gillette, Park Avenue, Old Spice, Nivea)
8	Pocket Perfume 10 ml	01 No	Park Avenue/ Axe/ Fogg
10.	Facial wipes (5 Unit pack)	01 No	Himalaya/ Tulip/ Origami
11.	Hand Sanitizer (50 ml)	01 No	Dettol/ Lifebuoy/ Cipla
12.	Mask	05 No	Use and throw
13	Comb preferably would be an alternative to plastic	01 No	Any standard make
14	Cloth pouch with zip lock for above items	01 No	Any standard make

## B. Beverage Kit

Sl.	Item description	Qty.	Brand
1	Tea and coffee sachets	02 No. each	Red Label/ Tetley/ Taj Mahal/ Nescafe/ Bru or equivalent
2	Sugar sachets	04 No.	Parry's / Trust
3	Milk powder sachets (5 gm.)	04 No.	Amul / Nestle
4	Cloth pouch with zip lock for above items	01 No.	Any standard makes

One Beverage kit should be provided to **each visitor per booking per day**.

## C. Newspaper

One newspaper (as specified below) should be provided in each **occupied** flat per day.

Sl. No.	Qty.	Agency
1	1 No. per occupied room per day	The Hindu/ Times of India/ Mint- English newspapers only.

## D. Fruit / chocolate Basket to Top Management / Executives

Fruit basket with mix of fresh fruits (**four varieties – two fruits each**, unless specified otherwise) like apple / pomegranate / grapes / oranges / guava / or as informed by the Bank from time to time and chocolates may be provided to the Bank's Top Management/Executives/ VIP guests as directed by the Bank. The Cost incurred in providing fruits / chocolates to such guests as intimated by the Bank shall be reimbursed by the Bank on a Monthly basis (on actuals) on submission of bills with the acknowledgement of the visitors/ caretaker.

q) The receipt of the welcome kit, newspaper and beverage kit shall be duly acknowledged by the visitors in a register separately maintained for this purpose.

r) The expenses incurred by the Agency for supply of the aforementioned items to the visitors will be paid by the Bank on a Monthly basis **only on submission of acknowledgement of the visitors** and at the rates quoted by the Agency in their price bids.

s) **Reimbursement for Sundry Articles:** The Agency's staff shall take care of miscellaneous requirements like replacement of batteries for clocks, remote units of TVs, ACs, etc., bulbs/fittings and fixtures within the ceiling prescribed above provided in the rooms and other places. The cost for the same will be reimbursed monthly on submission of proper original bills.

t) Bed linen, pillow covers and towels should be regularly washed and kept in clean condition for use. The bedsheets and pillow covers should be ironed before its use. Washing of curtains is to be carried out periodically. The services of dry cleaners may be engaged for washing blankets/ quilts/ comforters which is required to be done. Washing of curtains is to be carried out once in two months. The services of dry cleaners may be engaged for washing blankets/ quilts/ comforters which is required to be done once in a fortnight. The cost of the same shall be borne by the Agency. Change of Linen on permanent basis will be done by the Bank, periodically.

u) The Agency shall ensure that the cleaning/ housekeeping materials being utilized by them are of reputed brands. These should be environment-friendly and no toxic chemical should be used for the purpose. It shall also provide to workers proper equipment for sanitary and general cleaning. The cost of the same will be reimbursed to the company monthly on submission of proper bills.

## **SECTION VI SCOPE OF WORK AND SERVICES**

### **1. RECEPTION - CUM - FRONT OFFICE**

To attend phone calls, receive messages, interact with guests and RBI Chennai (Allotment Desk), coordinate bookings, allocating the rooms, check-in and check-out of guests, obtaining signatures of guests, maintain proper accounting of the rent amount on site and submit a statement in this regard periodically to Allotment desk, RBI Chennai.

### **2. GENERAL ADMINISTRATION**

a) To manage entire operations of the Holiday Homes and coordinate with Allotment Desk, RBI Chennai, for smooth running of the operations.

b) To maintain records as required by the Bank like the check in check out register, register for maintaining welcome Kits / Beverage Kits provided to guests, Feedback/ Complaint Register and other such register as instructed by the Bank from time to time. The cost of maintaining such register shall be borne by the Agency. A file is to be maintained for preserving the room allotment advices.

c) To ensure timely action in emergencies including operation of firefighting systems, administering first aid etc.

d) A local representative of Agency shall be In-charge of the entire contract and shall be responsible for the efficient rendering of the services under the contract. While working at the premises of RBI Holiday Home, Ooty, they shall work under directives and guidance, Allotment desk, RBI Chennai, and will be answerable to the same. The day-to-day functioning of the services shall be carried out in consultation with and under direction of Allotment desk, RBI Chennai.

e) The Local representatives of the Agency shall visit Allotment desk, RBI Chennai at least once in six months and review the service performance of its personnel. During the visit, Agency's representative will also meet the officer concerned dealing with services under the contract for mutual feedback regarding the work performed by personnel and removal of deficiencies, if any, observed in their working.

f) The Bank shall decide and judge the quality of the service rendered by the Agency and all other matters and its decision is final and binding on the Agency.

g) Inventory Register is to be maintained by the Agency room wise to ensure safe custody of Bank's properties. This is subject to periodical verification by the Bank. Hence, the Agency shall assume full responsibility for maintaining all movable properties of the Bank located inside the Holiday Homes. In case of any shortage, damage etc., the Agency is liable for replacement of the same at their cost.

h) The Agency shall get the feedback form filled from all guests compulsorily and the same shall be submitted to Allotment desk, RBI Chennai periodically.

i) The Agency shall perform all catering and housekeeping work in a thorough, efficient, professional manner with due diligence and care according to industry norms and standards, in conformity with applicable local laws and regulations and Bank's own procedures and instructions. The Agency shall perform the Service to the satisfaction of the Bank and if any shortcoming is found, then the Agency shall rectify the shortcoming immediately.

### **3. FRONT OFFICE ADMINISTRATION**

When the guest checks-in/ checks-out, the Agency's staff shall do the following:

a) Attend to and receive the guest, verify identity of the guest and allot the room assigned to the guest. The necessary entries in the guest register, as prescribed by the bank, may be made. The Bank will reserve the rooms and intimate the Agency through allotment advices. **The Agency/ Agency's staff shall not allot rooms on their own.**

b) Accompany guests to their allotted room, offer help to carry their baggage to and from the allotted room, ensure their comforts, offer tea/ coffee/ food, etc. depending on the time.

c) Ensure availability of items such as water Jars replenished with water, tea bags/ coffee sachets/ milk and sugar sachets/ welcome/ beverage kit etc. in the room.

d) When the guest checks-out, separate bills for boarding and lodging are to be prepared by the Agency and signed by the guest. Collected cash towards room tariff will be deposited with Allotment desk, RBI Chennai with proper registers on the first day of each week or as directed in writing.

e) At the time of check-out, the Agency's staff shall ensure that the room occupied by the guests is in order with respect to assets of the bank. A check is to be carried out before the guest leaves the Holiday Homes. Simultaneously, it may be ensured that the guest has not left behind any of his belongings in the room. If any belonging of the guest is noticed after they have left, then the Allotment Desk, HRMD, RBI, Chennai has to be informed about the same at the earliest.

f) The keys are to be collected from the guests moving out or checking out from Holiday Homes.

g) The Agency's staff shall not seek any tips or favour from the guests for the services rendered.

### **4. CATERING**

The Agency shall provide the following services:

a) Preparation of Tea/ Coffee, Breakfast, Lunch, Dinner etc. The timing for services shall be as informed by the Bank in advance to the Agency's staff.

b) The menu may be altered for specific guests / special occasions / programmes / functions as desired by the Bank, within the overall scope of the menu.

- c) The Agency's staff shall take orders beforehand from the staying guests regarding their food requirements.
- d) The Agency's staff shall take care to provide healthy food to the guests as per the standard menu prescribed by the Bank. However, in exceptional cases, he may have to prepare food as specified by the guests on medical grounds or to guests as intimated by the bank on a case-to-case basis.
- e) The Agency's staff shall be responsible for procurement of raw materials and ingredients. Good quality (AGMARK/ FSSAI marked) raw materials and oils shall be used in the preparation of food and beverages. Fresh vegetables and milk, standard beverages shall be used. All raw materials used should be free from adulteration or any foreign material. The Agency should also ensure that the used edible oil is not re-used for any other cooking purpose. Risks or accidents arising from the deficiency in the catering service to be borne by the company
- f) Vegetarian and Non-Vegetarian dishes shall be prepared and served separately.
- g) Non-vegetarian dishes shall be made from fresh and good quality mutton, chicken or fish; and shall be purchased from standard authorized shop.
- h) All vegetables, fruits etc. used shall be fresh and shall not be rotten or over ripe. The Agency shall be responsible for their hygiene and safety. Milk and milk products such as curd, yoghurt, cheese etc. shall be of good quality and should be prepared and served fresh. All the items being used shall be stored properly and used before the expiry date printed on the consumables.
- i) The Agency's staff shall store sufficient quantity of high-quality ingredients in the available place in the Holiday Homes to ensure preparation of food items in time.
- j) The Bank's has the right to test the provisions purchased, quality of food, reject any ingredient that may be found to be substandard.
- k) The food preparation is to be done in a strictly hygienic environment and matching process without any compromise. Every food preparation shall be used for the specific service and the left-over food shall not be carried to next meal service.
- l) The Agency's staff shall be responsible for service of food and beverages in the common dining room as also in the room of the guests (if requested for).
- m) The Agency should ensure that they appoint well qualified & experienced cooks for all types of food preparation.
- n) The Agency's staff should ensure total cleanliness and regular cleaning of facilities in the kitchen. Routine cleaning and proper handling of kitchen equipment required for food production will be the Agency's responsibility.
- o) The Agency's staff shall attend to any or all catering requirements whether covered contractually or otherwise, as mutually agreed upon thereafter.



**p) The Agency should fix the rates with the approval of the Bank. The rate card of all food items should be prominently displayed to all visitors.**

## **5. HOUSE-KEEPING**

a) The number of rooms available in the Holiday Homes and the area of lounge, dining halls, etc., are given separately as per the scope of the Tender. The Agency, before submitting its offer, is encouraged to visit the place for its own assessment.

b) All the rooms shall be kept neat and tidy always to enable the Bank to allot the rooms at any time.

c) Linen like towels (hand and bath), bedspreads and bed sheets as also the inner sheets to Quilts/ Comforters should be changed immediately after the guest checks-out and after every two days if in the continuous occupation of the room.

d) Room fresheners/ deodorants, Mosquito repellents (of reputed brands) are to be made available in all the rooms, toilets, lounges and all common toilets. They may be replenished immediately by the Agency whenever required.

e) Rooms to be regularly checked for bed linen, hand towel, bath towel, soap, shampoo, water, functioning of TV, refrigerators, ACs, geysers and bathroom fittings, bulbs, etc.

f) The Agency shall ensure proper functioning of all systems in the Holiday Homes such as electrical, electronics, sanitary and water supply. In case of any complaints regarding plumbing/ electrical/ carpentry, etc., and/or need for replacement of any equipment, agency has to deploy suitable personal so as to attend to the complaints in coordination with the AGM/ MGR(Tech) of Estate Department and arrange to rectify the same at the earliest (Within 24 Hours in case the Estate Department authorizes the Agency to carry out the work on their Own). The Financial cost arising out of carrying such work, may be finalized with the estate department before seeking approval for doing the work.

g) The Agency must ensure the following services frequently:

(i) Mechanical washing and scrubbing of floor area with detergents, dust removing chemicals and polishing of the floor areas etc.

(ii) Removal of cobwebs, dusts, termites, insects, pests etc.

(iii) Windows sponging and cleaning. Cleaning of dustbins and buckets with detergents and sanitary wares by using reputed branded products.

(iv) Keeping ceiling and table/pedestal fans, air-conditioning grills dust free.

## **6. GARDENING AND MAINTAINANCE OF PROPERTY:**

a) The Agency should supervise and carry out all services related to Gardening works. The bidder must employ experienced labour only.

b) Maintenance of the existing garden at the property by employing gardener and helpers, for proper maintenance of garden and other areas which includes watering, trimming of trees, shrubs, plants, hedges, spreading of manure and garden earth, spraying of pesticides, planting seasonal flower plants (seeds/saplings will be supplied by the Bank or as per the agency arrangement only in consultation/approval with (of) the Bank).

c) Cleaning of the land areas in the property including lawn area, playground, parks (including bitumen roads), adjacent foot paths as per requirement, maintenance of lawn areas, weeding out the wild grass and other vegetation growth **at all locations** in the entire property at regular intervals, maintenance of flower beds, indoor and outdoor plants/trees, flower troughs etc. complete as directed.

d) The Agency must ensure that water, electricity and other resources are used judiciously. Providing manure and good quality earth once in three months. Spraying required suitable pesticides and insecticides at regular intervals

#### **7. FACILITIES PROVIDED BY THE BANK INCLUDE:**

a) Kitchen with all necessary facilities like gas stoves, grinder, mixers, refrigerators, microwave, almirah for storage of linen and facility for storage of crockery/ food grains etc.

b) Crockery, cutlery and all cooking utensils/pans, pressure cookers etc.

c) Furniture in rooms, dining halls, lounges, office rooms, etc.

d) Appliances like TV, ACs, Geysers, etc. (The available capital equipment will be given on as-is, where-is condition.)

e) The Agency will have full responsibility of proper upkeep, maintenance and custody of the linen, crockery, equipment, and vessels etc., handed over to them by the Bank.

f) All the items supplied by the Bank at its expense for the purpose of running Holiday Homes will be Bank's property for all intents and purposes.

g) The losses due to breakage / theft / damage or loss of any such materials/ equipment/ fixtures/ furniture or damage due to poor and reckless handling shall be recovered from the Agency at full cost. However, damages/ breakages in crockery due to natural causes will be viewed leniently by the Bank. As regards natural wear and tear of any such item, the decision of the Bank shall be final and binding on the Agency. However, the Agency shall maintain records for all such damages/breakages.

#### **8. PERSONNEL**

a) In the event of any person deployed by the Agency being on leave/absent, the Agency shall ensure suitable alternative arrangement to make up for such absence. To meet such eventualities the Agency shall make provision for leave reserve.

b) The personnel being deployed shall ordinarily be continued and may not be changed without consultation with the Bank.

c) The Agency, as per the Child Labour (Prohibition and Regulation) Act 1986, shall not engage a person below the age of 14 years.

d) The Agency shall be solely responsible for providing all requirements of his labourers, including:

i. Payment of wages and all other statutory dues.

ii. Collection and payment of all taxes on behalf of his employees and any other statutory requirements such as PF, ESI etc., made by any Government Authority having jurisdiction.

iii. Prompt replacement of any personnel whose performance is unsatisfactory or whose presence is considered as detrimental to Bank's interests.

iv. All insurance and safety aspects pertaining to Agency's employees are the Agency's liability.

v. RBI is at liberty to subject any personnel employed by the Agency to medical check-up by Bank's medical officer / any other authorized doctor at any time and the expenses thereof, if any, will be borne by the Agency.

vi. The personnel employed by the Agency shall be trained to handle fire- fighting systems, administer first aid in emergencies, etc.

vii. On receipt of Work Order, the Agency will provide a list of names with the bio-data and KYC norms duly certified along with photograph of all the workers to be deployed under this Contract. In case of replacement of workers/Supervisor, his certified Biodata, photo with KYC should be immediately submitted to HRMD, RBI, Chennai.

e) The Bank reserves the right to expel any worker(s) of the Agency who is found guilty of misconduct.

f) The Agency shall ensure that all his employees turn out in clean, appropriate uniforms and shoes, always on duty including supervisor, cooks and helpers. The Agency shall provide the necessary uniforms. To maintain hygiene level, the personnel shall wear caps and gloves while serving food. Smoking, eating or chewing of tobacco/ zarda/ gutka, etc., spitting is strictly prohibited.

g) The personnel should have pleased personality, courteous, be good in communication with guests and be experienced to serve guests of high levels. Hence, the Agency should preferably engage personnel who are well versed in English, Hindi and Tamil.

h) The Agency will be solely responsible for the operation of the Holiday homes. However, the operation will be monitored by the designated officials of the Bank. The Agency will also ensure availability of a responsible person on round-the-clock basis for contact by the designated officials of the Bank.

i) Expenses on account of payment of salary/ wages/ providing of food / eatables for Agency's employees / Uniform / Personal Protective Equipment, and other benefits including statutory payments like PF, ESI, Holiday wages, Gratuity, Bonus, etc., to the Agency's employees shall be met by the Agency. The Agency shall have full control over his employees including the right to appoint, determine service conditions, discharge, dismiss, or otherwise terminate their services at any time. The Agency shall be solely responsible for any claim arising out of employment or termination of his employees and for statutory payments.

j) The Bank has no responsibility whatsoever of the Agency's employees and the Agency will be solely responsible for managing its employees. In the event of any dispute between the Agency and its employees, the Agency alone will be responsible for settlement of any claim and consequences that may arise out of any such dispute, whether statutory or otherwise.

k) The Agency shall comply with the provisions of the Factories Act 1948, Contract Labour (Regulation and Abolition) Act 1970, Child Labour (Prohibition and Regulation) Act 1986, ESI Act 1948, Workmen's Compensation Act 1923, Employees Provident Fund and Miscellaneous Provisions Act 1952, Minimum Wages Act 1948, Payment of Wages Act 1936, Payment of Bonus Act 1965, Payment of Gratuity Act 1972, Tamil Nadu Industrial Establishment, (National & Festival Holidays) Act 1963 and the Rules where under or any other Laws and Rules as may be applicable to the contract workmen from time to time. The Agency shall produce registers and records and comply with other directions issued by the Bank for compliance of the statutory provisions.

l) In case any personnel of the Agency is injured during the course of performing his duty/ their duties it shall be the sole responsibility of the Agency to extend all medical and financial help etc. without charging any cost to the Bank.

m) In case the Bank is implicated in any law/ suit on account of not fulfilling of any or all obligations under any law or due to performing the duties by any personnel of the Agency/ Agency itself, all cost of defending such suit settlement of claims penalty etc. shall be borne by the Agency.

n) The Agency shall fully indemnify the Bank for any default or non-observance by the Agency or any of his representatives of any of the provisions of the above-mentioned enactments and the rules framed there under. Even though the Agency shall be solely liable for settlement of any claim made by any person due to the non-observance by the Agency of any of the provisions otherwise of the enactments cited, the Bank reserves its rights to settle directly any amount due by the Agency as mentioned above and to recover such amounts from any of the amounts payable by the Bank to the Agency or in the absence of the same as debt due to the Bank by the Agency.

o) The Agency shall, whenever required by the Bank or Govt. officials authorized under the statutes, produce for inspection, all forms, registers and other records required to be maintained under various statutes.

p) The Agency shall produce documentary evidence in proof of effecting the said statutory payments whenever required. Non-observance of the provisions will be construed as default by the Agency to make such payment, and payment of the Agency's bill will be withheld.

q) The Agency shall comply with all operational rules and regulations, including security & disciplinary rules framed by the Bank and made applicable to the whole or part of the premises, wherein the Agency or its employees happen to be operating / working. In the event of any of the Agency's employees violating the said rules and regulations or in any way becoming objectionable to the Bank, the Agency shall remove such employees from the Bank's premises and indemnify the Bank for any loss on such violation of the rules and regulations.

**ANNEXURE-I**

**BASIC INFORMATION and DOCUMENTS TO BE SUBMITTED**

<b>Sl. No</b>	<b>Description</b>	
1.	Name of the applicant/ organisation and address of the registered office.	
2.	Type of Organisation- (Whether Sole Proprietorship/Partnership/Private Limited/Limited or Co-operative Body etc) <b>Please enclose related documents.</b>	
3.	Name of the Proprietor /Partners/Directors of the organization/Firm	(a) (b) (c)
4.	Details of Registration (whether partnership firm, company etc)- Registering Authority, Date, Registration Number etc. mentioning the business/activity of the Firm.	
5.	Registered Office address, telephone/Mobile No., and E-mail ID	
6.	Experience in the respective field of work <b>Please, enclose documents in support thereof.</b>	----- Years
7.	Whether financially sound to undertake works costing up to ₹8.12 Lakh If so, enclose <b>Audited Annual Financial Statements</b> for last three years. FY 2019-20 FY 2020-21 FY 2021-22	
8.	Yearly turnover of the firm/contractor during the last three years FY 2019-20 FY 2020-21 FY 2021-22 (Duly certified by a Chartered Accountant)	
9.	Income Tax Returns for the last three financial years: FY 2019 – 20 (AY 2020-21) FY 2020 - 21 (AY 2021-22) FY 2021– 22 (AY 2022-23)	
10.	PAN number (copy should be uploaded)	
11.	GST Registration No. (Copy should be uploaded), if any	
12.	MSE Registration Certificate for MSE firms (Udyam Certificate)	

13.	EPF Registration Number (copy should be uploaded), if any	
14.	ESI Registration Number (copy should be uploaded), if any	
15.	FSSAI Registration Number (copy should be uploaded)	
16.	Name and Address of the existing clients along with full details where tenderer is currently executing a similar work for site visit purpose.	Attach a separate sheet in the similar format Annex-II.
17.	Whether having registered local office within the jurisdiction limits of Tamil Nadu? If yes, mention the address of the local office (A copy of trade license for the service set-up in Chennai as an address proof for registered local office to be uploaded).	
18.	<b>Work Experience</b> – Details of work experience as per the requirement in the Eligibility Criteria and Terms and Conditions supported by work orders, documents and certificates. (Details along with <b>documentary evidence</b> of previous experience, if any, of carrying out works for the Reserve Bank of India)	Attach a separate sheet.
19.	The Bank Account (IFSC Code and Account Number) where payments would be received by the organisation.	
20.	Name and Address of the Banker. The Bankers Certificate regarding financial standing of the Tenderer is to be given by the banker on its letter head	
21.	Whether any Civil Suit/ Litigations/disputes/ suspensions/ penalties arisen in the contracts executed during the last five years ending on <b>December 31, 2022</b> / being executed. If yes, please furnish the name of the project, employer, nature of work, contact value, work order and date and brief details of litigation otherwise mention “Nil”	Attach a separate sheet, if required.
22.	Any other disputes with statutory authorities are pending otherwise mention “Nil”	
23.	Any bank having declared any loan of the tenderer as NPA in the last three years if any otherwise mention “Nil”	
24.	NEFT of ₹16,240/- (Rupees Sixteen Thousand two hundred forty only) deposited	

	in favour of RBI, Chennai, representing Earnest Money Deposit.	
25.	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.

Date:

Signature of the contractor/firm

Place:



**Client's certificate regarding performance of company/agency/firm providing management and housekeeping (including catering) services**

Name and address of the Client: -

Details of service availed from M/s.....

SI No.	Particulars	Comments
1	Nature of service availed	
2	Agreement No. and date	
3	Agreement amount	
4	Since when dealing with the company/agency/firm	
5	Number of personnel provided	
6	Comments regarding adherence of terms and conditions of contract	
7	Any penalty imposed for non-adherence of terms and conditions of contract	
8	Comments on capabilities of the Agency a. Mobilization of manpower b. Quality of services c. General responsiveness	
9	Any other information	

Place:

Date

Signature of the Authorised Official (with seal)

**Annex-III**

**FORM OF BANKERS' CERTIFICATE FROM A SCHEDULED BANK**

**(On the Scheduled Bank's Letter Head)**

**Bankers' Certificate**

To  
The Regional Director  
Reserve Bank of India  
Fort Glacis, 16, Rajaji Salai  
Chennai – 600001

**Bankers' Certificate from a Scheduled Bank**

This is to certify that to the best of our knowledge and information M/s/Shri/ Smt.....having the noted address at ..... , a customer of our bank are/is respectable and can be treated as good for any engagement up to a limit of ₹.....(Rupees.....).

The details of the account maintained by him/ her/ them are:

Name of the Account Holder:

Account Type:

Account Number:

Bank Name:

Branch Address:

MICR Code:

IFSC Code:

This certificate is issued without any guarantee or responsibility on the bank or any of the officers.

For the bank

(Signature with seal)

Name & Designation:

Date:

Note: In case of partnership firm, the certificate should include names of all partners as recorded with the Bank.

**Annexure 'IV'**

**Undertaking / Declaration /Certificate regarding satisfying the eligibility criteria**

**(To be submitted by bidders on their letters head duly sealed and signed by authorised signatory)**

To  
The Regional Director  
Reserve Bank of India  
Fort Glacis, 16, Rajaji Salai  
Chennai – 600001

Dear Sir,

e-Tender No: RBI/Chennai/HRMD/ 65/22-23/ 543

1. I/We certify that..... (Name of the Bidder)

- a) have not been suspended / delisted / blacklisted/ banned or any such process initiated against the company/entity or its directors, by any Statutory Authorities/organizations including Reserve Bank of India at any location in India on any grounds for last five years ending on December 31, 2022.
- b) 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 for last five years ending on December 31, 2022.
- c) have not rescinded/abandoned any contract awarded by any of our clients before the expiry of prescribed period of contract for last five years ending on December 31, 2022.
- d) 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.

1. I/ We know and understood that, if this Undertaking / Declaration /Certificate submitted by us is found to be false, the Bank shall 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 Bidder with Rubber Stamp

Date:

Place:

**Annex: V- Proforma for Undertaking / Declaration /Certificate regarding country sharing land border with India**

(To be submitted by bidders on their letters head duly sealed and signed by authorised signatory)

To  
The Regional Director  
Reserve Bank of India  
Fort Glacis, 16, Rajaji Salai  
Chennai – 600001

Dear Sir,

**e-Tender No: RBI/Chennai/HRMD/ 65 /22-23/ET/ 543**

1. I/We certify that..... (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

(Strike out whichever of the above is not applicable)

2. I / We further certify that ..... (Name of the bidder) fulfils all requirements in this regard and is eligible to be considered under the provision of the above refer Office Memorandum and its subsequent orders/ revision. I/we..... (Name of the bidder) will not subtract any work to contractor from country(ies) sharing land border with India, unless such contractor fulfils all the requirements contained in the above referred office memorandum/order.

3. I/ We know and understood that, if this Declaration / Undertaking / Certificate submitted by us is found to be false, the Bank shall 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 Bidder with Rubber Stamp

Date:

Place:



**Reserve Bank of India**  
**Human Resource Management Department, Chennai.**  
**Part 'B' SCHEDULE OF QUANTITIES**

**(PRICE BID) (illustration purpose only)**

**Annual Maintenance Contract for Caretaking works of Bank's Property at Udthagamandalam including the Housekeeping and Catering works**

- i. Table: 1 -This is for illustrative purpose only and the Price Bid should not be submitted with Part I (Technical Bid). It should be entered only in MSTC Portal.
- ii. Table: 2 - **Duly filled with quoted rates shall be uploaded along with Price Bid.**

**SCHEDULE OF QUANTITIES**

**Table I – Labour Component**

Sl.	Description	Rate in (₹)
<b>RECEPTION ARRANGEMENTS, MAINTENANCE, UPKEEP AND SUPERVISION OF PROPERTY AT RESERVE BANK OF INDIA – HOLIDAY HOME, UDAGAMANDALAM, NILGIRIS.</b>		
1	Providing services of <b>ONE</b> Supervisor	<b>₹1,54,548/-</b>
	Minimum Wages – 477/day (assuming 27 working days in a month) X 12 months	477*27*1 *12 = ₹1,54,548/-
2	Providing <b>ONE</b> housekeeping staff	<b>₹1,54,548/-</b>
	Minimum Wages – 477/day (assuming 27 working days in a month) x12 months	477*27*1 *12 = ₹1,54,548/-
<b>OPERATION, MAINTENANCE AND SUPERVISION OF KITCHEN AND DINING HALL FOR CATERING TO ABOUT 10 to 20 GUESTS DEPENDING ON THE OCCUPANCY ON ANY GIVEN DAY.</b>		
3	Providing <b>ONE</b> cook	<b>₹1,54,548/-</b>
	Minimum Wages – 477/day (assuming 27 working days in a month) x12 months	477*27*1 *12 = ₹1,54,548/-
4	Providing <b>TWO</b> helpers/waiters/gardener/security.	<b>₹1,54,548/-</b>
	Minimum Wages – 477/day (assuming 27 working days in a month) x 12 months <b>Quote rate for one person only. System will calculate automatically for two persons</b>	477*27*1 *12 = ₹1,54,548/-

5	<p><b>Contractor Over Head – for 12 Month period</b></p> <p>Overhead Charges includes materials required for maintenance, cleaning, gardening, upkeeping and caretaking of the premises.</p> <p>Agency is advised to quote a competitive <b>overhead charge for 12 Month</b> as per their ability to <b><u>offer all the services and materials</u></b> in accordance with terms and condition mentioned in the tender.</p>	₹xxxxxxx/-
6	<p><b>ESI, EPF, Bonus and any other statutory charges, if applicable.</b></p> <p>Bidders who are not registered with any of the above statutory authorities may quote zero and upload the declaration / undertaking for the same in bidder's letterhead.</p>	₹xxxxxxx/-
7	<p><b>CGST @ (if applicable)</b></p> <p>Bidders who do not have GST Registration may quote zero and upload the declaration / undertaking for the same in bidder's letterhead.</p>	₹xxxxxxx/-
8	<p><b>SGST @ (if applicable)</b></p> <p>Bidders who do not have GST Registration may quote zero and upload the declaration / undertaking for the same in bidder's letterhead.</p>	₹xxxxxxx/-
9	Total sum of Sl. No 1 - 8	₹xxxxxxx/-

- iii. Only Part I of the Tender (Tech Bid) will be opened on **15:00 hrs of February 21, 2023**. The part I of the tender will be evaluated for fulfilment of all the eligibility criteria like Minimum experience / Turnover / similar works and other required documents.
- iv. Part II of only those agencies, to be found eligible by fulfilling all the eligibility criteria as well as those submitting the required documents will be opened on a later date. The date and time of Part II opening will be communicated to all the eligible agencies through e-mail.

**Table II – Reimbursement Component (B + C + D) – (Fill with ink and Upload as attachment in price bid)**

III	<b>REIMBURSEMENT - PROVISION OF WELCOME KITS, BEVERAGE KITS AND NEWSPAPERS TO HOLIDAY HOMES</b>			
10	Cost of providing one Welcome kit, each Kit should contain the following item/s			
	<b>Item Description</b>	<b>Qty.</b>	Cost per Item	<b>Cost for 400 Welcome Kits</b>
	Soap Cake (25 gm.)- Medimix / Cinthol / Santoor / Dettol	01 No.		400 x W = B
	Toothpaste (15 gm.) - Colgate / Pepsodent / Dabur	01 No.		
	Tooth Brush (Size for Adults) - Colgate / Oral-B (Medium Bristles with tongue cleaner on back)	01 No		
	Sachets of shampoo (6ml) - Dove / Head & Shoulders / Sunsilk	01 No.		
	Hair oil (20 ml) (sachet)- Parachute / VVD/ Dabur / Bajaj Almond	01 No.		
	Talcum Powder (20 gm) - Pond's / Gokul Santol/ Spinz / Yardley	01 No		
	Shaving kit [disposable razor, shaving foam / gel (sachet)] - Gillette / Park Avenue	01 No.		
	Pocket Perfume 10 ml (Park Avenue/ Axe/ Fogg)	01 No.		
	Facial wipes (5 Unit pack) - Himalaya/ Tulip/ Origami	01 No.		
	Sanitizer (50 ml) - Dettol/ Lifebuoy/ Cipla	01 No.		
	Mask – Use & Throw	01 No.		
	Comb (preferably would be an alternative to plastic)	01 No.		
	Cloth pouch with zip lock for above items	01 No.		
Total Cost for providing <b>one Kit</b> Inclusive of all taxes and overheads		<b>₹W</b>		
<p><b>The last three years average consumption is approximately 400 kits per year.</b> Bidders are advised to make their quote keeping this as reference, However the Reimbursement would be subjected to actual consumption only, Bank will not entertain any claim in the future for any losses because of shortfall in the actual consumption.</p>				

11	Cost of providing one Beverage Kit, each Kit should contain the following item/s			
	<b>Sl. No.</b>	<b>Item Description</b>	<b>Qty.</b>	<b>Cost per Item</b>
	1	Tea Bag Sachets - Tata Tea / Brooke Bond	02	
	2	Coffee Bag Sachet - Nescafe / Bru/ or equivalent	02	
	3	Sugar Sachet - Parry's / Trust	04	
	4	Milk Powder Sachets - Amul / Nestle	04	
	5	Cloth pouch with zip lock for above items	01	
6	Total Cost for providing <b>one Kit</b> Inclusive of all taxes and overheads		<b>₹ K</b>	
<b>Cost for 400 Beverage kits</b> $400 \times K = \text{"C"}$				
<p><b>The last three years average consumption is approximately 400 kits per year.</b> Bidders are advised to make their quote keeping this as reference, However the Reimbursement would be subjected to actual consumption only, Bank will not entertain any claim in the future for any losses because of shortfall in the actual consumption.</p>				
12	Cost of Providing One Newspaper per flat either The Hindu/ Times of India /Mint (English Newspapers only) (₹ N)			<b>Cost for 800 newspapers (average consumption)</b> $800 \times N = \text{₹ D}$

For approved Brands of each Items, bidders are advised to refer to Section III-General Terms and Conditions- Clause 3- Other Important Terms and Condition Sub clause p- (A, B, C & D) and sub clause q in the Tender before quoting

### Evaluation Matrix

Description	Weightage
Labour Component (A - Value at Sl. No. 9)	90 % weightage will be given
Reimbursement Component (total of B, C and D)	10 % weightage will be given

### Formula

Normalized Quote = (90% of the Labour Component) Plus (10 % of the Reimbursement Component)

The same is computed by using the formula given below:

Normalized quote = Value at Sl. No 9 (i.e., A) \* 0.90 + (B+C+D) \* 0.10

### Weightage Average Method (Example)

Sl No	Type of Component	Weightage %
01	Labour Component (excluding GST)	90%
02	Reimbursement component (Welcome kit/Beverage kit/ Newspaper)	10%



The following table shows how the calculations shall be done to arrive at L1

Component Type	Vendor X			Vendor Y			Vendor Z		
	Weightage (II)	Rate Quoted (III)	Weighted Score (II*III/100)	Weightage (II)	Rate Quoted (III)	Weighted Score (II*III/100)	Weightage (II)	Rate Quoted (III)	Weighted Score (II*III/100)
Labour	90	100	90	90	120	108	90	80	72
Reimbursement	10	30	3	10	25	2.5	10	40	4
<b>Total Weighted Score</b>	93			110.5			76		

❖ As seen from the table, Vendor X, Y and Z have quoted their price for the item types. The weighted score for each item is arrived by using the below formula

$$\text{Weighted score} = \text{Weightage} * \text{Rate quoted by each vendor} / 100$$

- Total weighted score for each vendor is arrived by adding the weighted scores of AMC and Reimbursement Component.
- From the above table, the Total Weighted Score for Vendor Z is **76**, which is least when compared to vendor X and vendor Y with total weighted score of 86 and 101 respectively.
- Following the above selection criteria, Vendor Z shall be declared as L1.

**Note:** The tendered rates should be in conformity with Minimum Wages Act 1948 as published by Central Government and updated vide notifications of Ministry of Labour and Employment. The company has to ensure minimum wages payment to its staff in line with the Central Government notifications from time to time.

ii) Future hikes in Minimum Wages updated vide notification as said above, will be reimbursed subject to submission of documents.

iii) Schedule of quantities not conforming to the statutory obligations like Minimum Wages (Central Government of India) are liable to be rejected.

iv) In order to provide a level playing field between a GST Registered firm and a non-Registered firm, the Base Amount for calculating the Goods and Services Tax (Specifically at SI No 7 in the schedule of quantity) only be considered for determining the lowest bidder (L1).

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

Place:

Signature and seal of the Tenderer

**Date**  
.....