



Reserve Bank of India
HUMAN RESOURCE MANAGEMENT DEPARTMENT
Chennai

(Website: www.rbi.org.in)

(e-Tendering only)

Tender Document

Part – I

RBI/Chennai Regional office/HRMD/4/25-26/ET/939
[FMSatBankHolidayHomeOoty]

Annual Maintenance Contract for Facility Management Services (Caretaking and Catering) at Bank's Property (Holiday Home) in Udhagamandalam (Ooty) for the period from July 01, 2026 to June 30, 2027.

Due Date for Submission: March 13, 2026 not later than 11:00 hrs



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

Annual Maintenance Contract for Facility Management Services (Caretaking and Catering) at Bank's Property (Holiday Home) in Udhagamandalam (Ooty) for the period from July 01, 2026 to June 30, 2027

Reserve Bank of India invites e-Tender for Facility Management Services (Caretaking and Catering) at Bank's Property (Holiday Home) in Udhagamandalam (Ooty) for the period from July 01, 2026 to June 30, 2027. 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 (www.mstcecommerce.com/eprocn). All interested agencies must register themselves with MSTC Ltd through the above-mentioned website to participate in the tendering process.

Agencies intending to apply shall 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the tender, if any, issued in future will only be notified on the RBI Website and MSTC Website as given above and will not be published in the newspaper.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, Chennai has prepared this document to give background information on the Project to the interested parties. While Reserve Bank of India has taken due care in the preparation of the information contained herein and believe it to be in order, neither Reserve Bank of India nor any of its authorities or any of their respective officers, employees give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

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

Reserve Bank of India reserves the right not to proceed with the 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. Any amendments / corrigendum to the tender, if any, issued in future will only be notified on the RBI Website and MSTC Website and will not be published in the newspaper.



Reserve Bank of India Chennai

Human Resource Management Department

Annual Maintenance Contract for Facility Management Services (Caretaking and Catering) at Bank's Property (Holiday Home) in Udhagamandalam (Ooty) for the period from July 01, 2026 to June 30, 2027.

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Form of Tender

Smt. Uma Sankar
Regional Director
Reserve Bank of India
Fort Glacis, Rajaji Salai
Chennai - 600001

Place:
Date:

Madam,

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 services / works | Facility Management Services (Caretaking and Catering) at Bank's Property (Holiday Home) in Udhagamandalam (Ooty) for the period from July 01, 2026 to June 30, 2027. |
| (b) | Estimated cost of service/ work | ₹15,42,555/- (Rupees Fifteen Lakh Forty-two Thousand Five Hundred and Fifty-five only) inclusive of GST per annum. (For one year period from July 01, 2026 to June 30, 2027 and may be extended for a further period of up to two years (one year at a time) subject to satisfactory performance by the agency and discretion of RBI Chennai |
| (c) | Earnest Money Deposit (EMD) | ₹30,852/- (Rupees Thirty Thousand Eight Hundred and Fifty-two only) by NEFT towards Reserve Bank of India, HRMD – Allotment Section, Chennai. |
| (d) | Validity of contract | Contract to be awarded for one year initially and thereafter to be renewed for 2 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) | RMD | Retention Money @ 5% is to be recovered from each on-account bill till the total recovery amounts to 5% of the contract value as stipulated in the tender document |
| (f) | Security Deposit / Performance Bank Guarantee | 5% of the quoted amount (to be submitted only by the successful agency in prescribed format - Annexure C) |

We undertake to deposit a sum of ₹30,852/- 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 _____ 2026

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

Section I

NOTICE INVITING TENDER (NIT)

(Only through e-procurement)

SCHEDULE OF TENDER (SOT)

| | |
|---|--|
| a) Name of the Department | Human Resource Management Department, Reserve Bank of India, Chennai. |
| b) e-Tender no: | RBI/Chennai Regional office/HRMD/4/25-26/ET/939 [FMSatBankHolidayHomeOoty] |
| c) e-Tender name | Facility Management Services (Caretaking and Catering) at Bank's Property (Holiday Home) in Udhagamandalam (Ooty) for the period from July 01, 2026 to June 30, 2027. |
| d) Mode of Tender | e-Procurement System Online (Part I – Technical Bid and Part II - Financial Bid through www.mstcecommerce.com/eproc) |
| e) Date of NIT available to the parties to download | 15:00 hrs of 02.02.2026 onwards |
| f) Estimated value of tender | ₹15,42,555/- (Rupees Fifteen Lakh Forty-two Thousand Five Hundred and Fifty-five only) inclusive of GST per annum. (Initially for 12 months from July 01, 2026 to June 30, 2027. May be extended for a further period of up to two years (one year at a time), subject to satisfactory performance by the agency and discretion of RBI Chennai. |
| g) Earnest Money Deposit (EMD) | ₹30,852/- (Rupees Thirty Thousand Eight Hundred and Fifty-two only) by NEFT towards Beneficiary Name: HRMD-Allotment, RBI-Chennai. Beneficiary Ac No: 186003001 IFSC: RBIS0CNP01 (5th and 10th digit is Zero) 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: allotmentchennai@rbi.org.in |

| | |
|--|---|
| h) Last date for submission of EMD | 11:00 hrs of 13.03.2026 |
| i) Bidding start date of Technical Bid and Financial Bid at https://www.mstcecommerce.com/eprocn | 10:00 hrs of 13.03.2026 |
| j) Date of closing of online e-Tender for submission of Technical Bid & Financial Bid | 11:00 hrs of 13.03.2026 |
| k) Date & time of opening of Part-I (i.e., Technical Bid) Date & Time of opening of Part- II (i.e., Financial Bid) | 15:00 hrs of 13.03.2026 Part-II (Financial 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. |
| l) Pre-Bid Meeting (Offline) | <p>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.</p> <p>The date and time of the Pre-Bid meet: 02.03.2026 at 11:30 hrs</p> <p>The Venue of the Pre-bid Meet: Reserve Bank of India, Human Resource Management Department, Conference Room No. 1, Second Floor, Fort Glacis, Rajaji Salai, Chennai - 600001.</p> <p>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.</p> <p>Participation in the Pre-Bid Meeting is only voluntary and all arrangement for attending the same must be arranged by the interested bidders.</p> <p>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 relaxing any of the terms and conditions under any circumstances.</p> <p>Date and time of the meeting is subject to change. The Bank if it deems necessary may at its own discretion cancel the Pre-bid Meeting.</p> |

SECTION II

Important instructions for e-procurement

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

Process of e-tender:

A) Registration: The process involves vendor's common registration with MSTC e-procurement portal. Only after registration, the vendor(s) can submit his / her / their bids electronically. Electronic Bidding for submission of Technical Bid as well as Financial Bid will be done over the internet.

MSTC Version (V3): Vendor must have valid Class-III Digital Signature both Signing & Encryption type Certificate to participate in tenders. Vendors must make their own arrangement for bidding from a PC connected with internet. MSTC is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).

Special Note: The tender must be submitted on-line through www.mstcecommerce.com/eproc

Vendors are required to register themselves online with www.mstcecommerce.com/eproc. Vendors will receive a system generated registration acknowledgement mail confirming their registration on their registered mail id which has been provided during filling the registration form. In case of any clarification, vendors may contact RBI / MSTC before the scheduled time of the e-tender

B) Contact person (RBI): - During office hours only

(xiv) Shri. T.R.Radhakrishnan (Assistant General Manager) : 044 - 2539 9204

(xv) Smt. Karthiga B (Manager) : 044 - 2539 9791

(xvi) Shri. Kommineni Ravi Kiran (Assistant Manager, Allotment Section) : 044 - 2539 9208

E-mail ID: allotmentchennai@rbi.org.in

Contact Persons (MSTC Ltd – During Office Hours only):

Contact Persons (MSTC Ltd):

a) Shri J Damodaran – Mobile No. 9841002253

Email id: jdmodaran@mstcindia.co.in

b) Shri Shanmugam, Mobile No.: 9176397264

Email id: nshanmugam@mstcindia.co.in

c) MSTC Helpline numbers: 9499054101/2/3/4.

Email id: helpdesk@mstcindia.co.in

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

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

C) The Techno-commercial Bid and Price Bid shall have to be submitted online at www.mstcecommerce.com/eproc. Tenders will be opened electronically on specified date and time as given in the Tender.

D) All entries in the tender should be entered online in Technical and Commercial Formats without any ambiguity.

2. Special Note towards MSTC Transaction fee:

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

Note

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

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

E-tender cannot be accessed after the due date and time mentioned in NIT.

3. Bidding in e-Tender:

- A. Earnest Money Deposit (EMD) for a sum of 2% of ‘Contract Amount’ shall be remitted to the Bank Account of Reserve Bank of India via NEFT only on or before 11:00 hrs on 29.01.2026. 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 of EMD 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**

- 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 after completion of tender process.
- 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 → 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/eprocn 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 Financial bids (To be read in relevance to e-Tendering process only)

PART- I

(i) Tenders in two parts are invited from Agencies for Facility Management Services (Caretaking and Catering) at Bank's Property (Holiday Home) in Udhagamandalam (Ooty) at an estimated cost of **₹15,42,555/- per annum** inclusive of GST. **(Initially for one year from July 01, 2026 to June 30, 2027. May be extended for a further period of up to two years (one year at a time), subject to satisfactory performance by the agency and discretion of RBI Chennai.**

(ii) Eligibility criteria for participating in the tender

Company/Firm/Agency who fulfill the following pre-qualification criteria are eligible to apply.

| Sl. No | Criteria | Requirement |
|--------|---|---|
| 1 | Duration of past experience and Registration (service set up) | <ul style="list-style-type: none"> ➤ Should have minimum five years of experience of executing similar caretaking work including catering services for maintenance of pantry i.e., up to January 31, 2026. Applicant should furnish their client list and documentary evidence showing the details of work carried out by them during the last five years. ➤ The Agency should be registered with the appropriate Government authority (central/state/local) and should hold valid licence issued by authorities referred above for executing the aforesaid works. ➤ The Agency should mandatorily have an Office (Registered / corporate / branch / regional / Zonal / representative / liaison) at Udhagamandalam. Documentary proof for the same to be submitted. ➤ Firms are advised to submit documentary evidence if registered in MSME, FSSAI etc any registered for the same. |
| 2 | Minimum value of each completed work (qualifying) | <p>Experience of having successfully completed caretaking and catering works during the last five years i.e. up to January 31, 2026 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 estimated cost.</p> <p>or</p> <p>Two similar works individually costing not less than the amount equal to 50% of the estimated cost.</p> <p>or</p> <p>One similar work costing not less than the amount equal to 80% of the estimated cost.</p> <p>Note:</p> <p>Agencies are advised to submit documentary evidence in any one of the three ways as suggested above. Estimated cost will be arrived as per applicability of GST/EPF/ESI/Bonus etc.,</p> |

| | | |
|---|------------------------------|---|
| | | It is also mandatory for firms to give at least one client based in Udhagamandalam (preferably as mentioned above), as this would enable the committee comprising RBI officials to have a site inspection. Client's report for satisfactory completion / experience to be uploaded as documentary proof (Scanned copy in PDF format) (As per Annexure A) |
| 3 | Yearly turnover | Should have a minimum annual turnover of amount equal to ₹15,42,555/- per year, from Facility Management Services (Housekeeping, Caretaking and catering) during the last three years i.e., up to January 31, 2026. |
| 4 | Solvency/Bankers Certificate | The firm Should submit a 'Solvency Certificate' issued by the intending bidder's Banker, specifically for the purpose of this tender for an amount of ₹15,42,555/- (Rupees Fifteen Lakh Forty-two Thousand Five Hundred and Fifty-five only) (Annexure D) |

- 1) 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 in the last five years ending on January 31, 2026.
- 2) 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 in the last five years ending on January 31, 2026.
- 3) The bidder should not have rescinded/abandoned any contract awarded by any of his clients before the expiry of prescribed period of contract in the last five years ending on January 31, 2026.
- 4) 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.
- 5) 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 [Annexure E](#) and [Annexure H](#).

(iii) 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.

b) Details of work experience as per the requirements in the pre-qualification criteria supported by work orders, documents, and certificates shall be submitted.

c) Income Tax Assessment orders along with latest final order and credit worthiness certificate from the bankers **with a copy of the specified accounts of the business of the contractor for a period of last three financial years i.e. FY 2022-23, FY 2023-24 and FY 2024-25 duly certified by Chartered Accountants as proof of credit worthiness and turnover for the last three years.**

d) **EMD shall be forfeited**, if the Bidder makes **misleading or false representations** in the forms, statements and attachments submitted, has suppressed any material information, details of any legal proceedings pending in the court which might otherwise have created any impact on the eligibility criteria.

e) Only tenderers who qualify as above will be eligible to tender for the work. A tender submitted by a firm which is found to be not satisfying the above criteria will be liable for rejection

(iv) Pre-bid Meeting

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.

The Date and Time of the Pre-Bid Meet: 02.03.2026 at 11:30 hrs.

The Venue of the Pre-Bid Meet: Reserve Bank of India, Human Resource Management Department, Conference room No 1, Second Floor, Fort Glacis, Rajaji Salai, Chennai 600001.

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.

Participation in the Pre-Bid Meeting is only Voluntary. Bidders may send a mail to allotmentchennai@rbi.org.in with regard to their participation in Pre-bid meeting and all arrangement for attending the same has to be arranged by the interested bidders. The participating bidders are advised to send their queries in advance so as to enable the Bank to prepare replies in advance for the meeting.

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 relaxing any of the terms and conditions under any circumstances.

Date and time of the meeting is subject to change. The Bank if it deems necessary may at its own discretion cancel the Pre-Bid Meeting.

(v) Documents to be uploaded

Scanned copy of Original Documents to be uploaded online through 'mstcecommerce' portal in PDF format while submission of E-tender (Each file size should not exceed 5 MB):

- 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 2022-23, FY 2023-24 and FY 2024-25)
 - B) Applicable tax registration certificate, viz., PAN, GST etc.
 - C) Registration Certificate of the agency issued by the relevant authority.
 - D) EPF Registration Certificate, ESI Registration Certificate and FSSAI registration number (if applicable).
 - E) Copy of license 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 A](#)).
 - 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 company/firm in the name of the persons signing the tender documents.
 - J) Experience certificate for the Supervisors and Cooks or proof of qualification, if available.
 - K) Any other technical information the tenderer wishes to furnish.
 - L) Bank Account Details of the company/firm/agency and EMD payment details through NEFT to be uploaded while submitting of e tender.
- 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.

(vi) Intending Agencies have to deposit EMD (2% of the estimated cost) of **₹30,852/- (Rupees Thirty Thousand Eight Hundred and Fifty-two only)** through NEFT in favour of Reserve Bank of India, Chennai. **Tenders without EMD will not be accepted under any circumstances.**

(vii) 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.

(viii) Technical Condition Evaluation

- i. The technical bids submitted by the firms will be evaluated and the documentary evidence submitted will be scrutinized, **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.
- iii. The collective wisdom the Committee shall be final in ascertaining the eligibility of the agency.

- iv. The Part-II (Financial bid) of only those firms which who qualify in the Technical Bid (Part-I) of those firms as approved by the committee after the onsite inspection only shall become eligible for opening and the tenders of the other shall be construed as not found suitable on the technical / qualitative aspect. Intimation regarding the date of opening of the financial bid of those tenderer's who qualify in the Technical Bid (Part-I) and approved by the committee will be informed subsequently.

(ix) Amendment to the tender document –

- i. At any time before the deadline for submission of tenders, the Bank may amend this document by issuing amendments/corrigendum/addendum on RBI website (www.rbi.org.in) / MSTC e-portal.
- ii. Any amendments/corrigendum issued shall be a part of this document.
- iii. To give prospective bidder(s) reasonable time in which to take any/all amendments/corrigendum into account in preparing their bids, the Bank may, at its discretion, extend the deadline for the submission of tenders.
- iv. Vendors are advised to verify website for corrigendum if any before submitting the bid. No clarification will be entertained after pre-bid meeting. **No change in quoted rates will be accepted after opening of the tender.**

(x) Cost of tendering – The bidder(s) shall bear all costs associated with the preparation and submission of tender, and the Bank shall not be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.

(xi) Documents comprising the bid – The bid shall comprise the following:

- (a) Notice Inviting Tender
- (b) Technical Bid Details
- (c) Financial Bid Details (Table C - minimum wages break up to be uploaded separately as an annexure to Financial bid)
- (d) Earnest Money Deposit

The **Technical Bid** along with the Annexures and the **Financial Bid** along with the Table C should be **uploaded** on the MSTC portal **separately**

(xii) Confidentiality – Information relating to the evaluation of tenders shall not be disclosed to bidder(s) or any other person not officially concerned with such process until information on the award of the contract is communicated to all bidder(s).

(xiii) Clarification of Tenders

1. To assist in the examination, evaluation, comparison of the bids and qualification of the bidder (s), the Bank may, at its discretion, ask any bidder(s) for a clarification of its tender, allowing a reasonable time for response. Any clarification submitted by a bidder(s) that is not in response to a request by 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 bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the Bank in the evaluation of the tenders.
2. If a bidder(s) does not provide clarifications of its bid by the date and time set in the Bank's request for clarification, the bid shall be liable to be rejected.

(xiv) Notification of Award –

- c) The bidder(s) who qualifies the Technical Evaluation and is '**L1**' in Financial Bid shall be awarded the tender.

- d) Until a formal agreement is prepared and executed, the notification of award shall constitute a binding agreement. The successful bidder(s) shall take over entire work within seven days of notification of award of work.

The Reserve Bank of India reserves the right to accept or reject any or all the tenders, in full or in part, without assigning any reason therefor. The Bank also reserves the right to accept the tender of any firm.

a) PART- II (Financial Bid)

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

The rates/quotes in the Financial 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 Agency 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.

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, for the category of Skilled/Semi-Skilled Supervisory for Supervisors/Facility Manager/Cooks and 'Unskilled' for all other workers (Area A).

Financial Bids not conforming to the statutory obligations like Minimum Wages ([Central Government of India](#)), EPF, ESI (if applicable), Bonus (if applicable) etc. are liable to be rejected. All statutory deductions, as applicable shall be made from the bills submitted by the company/agency/firm. The Financial Bid shall, therefore, be all inclusive.

Financial Bids shall also be inclusive of the cost of the uniform and identity cards and protective gear like aprons for Cook, Asst cook, Head Mask, Hand gloves, sanitizers, masks, hand wash etc. provided by the company/agency/firm to the personnel deployed.

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.

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.

Service Charge component of the Bid should be quoted minimum of 3% on wage component to ensure sustainability and quality of work. If two or more agencies quote the same amount, the agency having higher score in technical evaluation will be considered L-1.

3. Opening of Tender

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

Performance Evaluation Matrix

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

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.

Moreover, a Performance Evaluation Matrix will be created, which will analyze a set of four-quantitative and one-qualitative parameter 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.

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.

The Agency failing to score a **Minimum of 40** 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 (40) 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.**

Additionally, Marks obtained in Parameter No 4 (in the table placed below), will be an entry barrier and failure to score at least 20 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 20 Marks in the said parameter (i.e., No 4) 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 40 as aggregate in all parameters.

The Earnest Money Deposit of **₹30,852/- (Rupees Thirty Thousand Eight Hundred and Fifty-two only)** of such firms will be refunded after opening of Price bids of the shortlisted firms and eventual award of contract.

Interest will not be paid on Earnest Money Deposit under any circumstances.

Qualitative Matrix

| Sl No. | Parameter | Total Marks | Range |
|--------|------------------------------|-------------|--|
| 1 | Number of Years of Operation | 20 | Up to 5 years – 5 Marks 6 to 8 years – 10 Marks 9 to 12 years- 15 Marks More than 12 years – 20 Marks |

| | | | |
|---|--|----|--|
| 2 | Engagement with a particular client continuously for number of years. | 20 | 1 year to 2 years – 5 Marks 25 months to 4 years – 10 Marks 49 months to 6 years – 15 Marks Above 6 years – 20 Marks |
| 3 | No of clients served by the firm currently | 20 | 1 & 2 – 5 Marks 3 & 4 – 10 Marks 5 & Above 20 Marks |
| 4 | Onsite Visit (i) Cleanliness (ii) Administration at site. (iii) employee feedback (iv) ambience etc | 40 | Marks Awarded by the inspecting officials based on the quality of services rendered by the firm at their clients' location at Udhagamandalam. (The decision of the Committee shall be binding on all parties and not subjected to review) |

Evaluation Matrix

| Description | Weightage |
|---|------------------------------|
| Labour Component inclusive GST | 90 % weightage will be given |
| Reimbursement Component (total of A, B and C) | 10 % weightage will be given |

Formula

Normalized Quote = (90% of the Labour Component inclusive of GST) + (10 % of the Reimbursement Component)

Conditional bids will also be summarily rejected.

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

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 MSTC Website as given above and will not be published in the newspaper.

- **Validity of Tender:** The Tender along with the prices shall remain valid initially for a period of three months from the date of opening of Part-I, 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.
- The tender documents which do not comply with the conditions prescribed in the tender form will be summarily rejected.

SECTION IV GENERAL TERMS AND CONDITIONS

ELIGIBILITY CRITERIA:

- a) The Agency should be registered with the appropriate Government authority and should be a well-established organisation.
- b) The Agency should have the experience 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.
- c) Documentary evidence for such experience in Management & Housekeeping (including Catering) Services in Guest Houses and relevant work experience certificates of having successfully completed similar works / contracts during last five years shall be submitted along with the tender, without which tender is liable for rejection at the discretion of RBI.
- d) The Agency should submit the list of clients served (current and previous), references of the companies where their current responsibility includes housekeeping maintenance and catering, certificates for qualifying works from clients with respect to performance of the Agency, total number of staff in the organisation engaged exclusively for housekeeping and catering work.
- e) 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 ground.
- f) 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.
- g) The opinion / decision of RBI regarding the bids shall be final and conclusive. RBI reserves the right to reject any or all the bids any time without assigning any reason thereof.
- h) While calculating the price bid, the tenderer should factor in all wage components as prescribed under Minimum Wages Act and also the applicable VDA, EPF, ESIC, and Bonus payments for the workers. The price bid submitted, below the minimum wages, VDA, EPF, ESIC payable will be rejected and it would not be considered for selecting L1 bidder.
- i) Part 'II' - price bids shall contain prices in Indian Rupees only as per the format both in figures and words. Change of terms and conditions and technical deviations, if any, found in Part II of the tender, will not be taken into account and will be treated as null and void.
- j) Bidders are expected to exercise due care while quoting the rates. The rates quoted should not be Abnormally High Rates (AHRs) or Abnormally Low Rates (ALRs). In case ALRs are quoted by any bidder/s in price bid, the Bank reserves the right to either reject such bids or to establish the reasonableness of prices based on estimated rates, prevailing market rates, last purchase prices, other input costs and intrinsic value, etc., before awarding the contract. For bidders quoting ALRs, if empanelled, the Bank may increase the amount of security deposit by four times of the applicable value/ amount as mentioned in Para (i) of this section, as performance security, which may be forfeited in case such contractor is not able to perform the contract on the given rates. The decision of the Bank in this regard will be final and binding.

k) The Agency will be responsible for the conduct / irregular behaviour of its workforce (to be deployed for the purpose). 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 within a fortnight of employee commencing work in the Bank's premises. Any change of deployment also needs to be submitted for the above provision without any lapses. The proof of Police Verification of the staff employed should be submitted to RBI at the earliest

l) 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 i) within a fortnight of employee commencing work, ii) within a fortnight of the yearly check-up.

For medical verification, the Agency must ensure that staff deployed are mandatorily subjected to the following tests i) HBsAg ii) Complete Blood count with ESR iii) Chest X Ray iv) Urine Complete examination.

m) 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.

n) The personnel being deployed shall ordinarily be continued and would not be changed without written intimation and in consultation with the Bank.

o) The Agency, as per the Child Labour (Prohibition and Regulation) Act 1986, shall not engage a person below the age of 18 years.

p) 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, any other statutory charges, if applicable, 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 Contractor.

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

q) On receipt of Work Order, the Agency will supply 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 to HRMD, RBI, Chennai. In case of replacement of workers / Supervisor, his certified Biodata, photo with KYC should be immediately submitted to HRMD, RBI, Chennai.

r) The Bank reserves the right to expel any worker(s) of the contractor who is found guilty of

misconduct.

s) The Agency shall ensure that all his employees turn out in clean, appropriate uniforms and shoes, at all times on duty including supervisor, cooks and helpers. The Contractor shall provide the necessary uniforms. In order 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.

t) The personnel should have pleasing 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.

u) The Agency will be solely responsible for the operation of the VOF/ THH/TF/MF. 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.

v) 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., (if applicable) 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.

w) 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.

x) 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.

y) 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.

z) 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.

aa) 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 other wise 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.

bb) 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.

cc) 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.

dd) 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 be coming 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.

ee) 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 / Retention Money/ 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.

ff) 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.

gg) 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 Contractor.

hh) 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 Contractor shall be subject to regular review by the Bank, and its decision as to the quality thereof shall be final and absolute.

ii) 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.

jj) If there is any stoppage / deficiency of service in any area of the THH/VOF/TF/MFs operation, for any reason, the agency is liable for penalty action as decided by RBI. The decision of the DGM / GM, HRMD, RBI, Chennai shall be final and binding.

kk) The Agency shall take necessary insurance covers (Workmen Compensation Policy), third party / public liability with an Insurance Company approved by the Employer, a policy of Insurance in the joint names of the Agency and the employee/workers (name of the former being placed first in the policy) against such risks and deposit such policy or policies before commencement of the work.

II) The agency shall provide a reliever for Supervisor, Assistant Supervisor, Assistant Supervisor cum Cook, Head Cook, and Assistant Cook during their weekly-off.

mm) Housekeeping and Helpers shall be allowed to take their weekly off on a rotational basis.

• RETENTION MONEY DEPOSIT

Retention Money at 5% is to be recovered from each on-account bill till the total recovery amounts to 5% of the contract value as stipulated in the tender document from the successful Applicant. No interest will be paid to the Agency for Retention Money Deposit during the period of agreement.

• **SECURITY DEPOSIT**

- a) The Successful Applicant shall furnish Security Deposit (may also be in the form of performance Bank guarantee) to RBI. The rate of Security Deposit will be 5% of the quoted rate per annum in addition to para 2 above. No interest will be paid to the Agency for Security Deposit during the period of agreement
- b) The Security Deposit /Performance Bank Guarantee should be submitted before 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/ Performance Bank Guarantee 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) In case the Contractor discontinues the Contract before the expiry of the period of Contract, his Security deposit shall be forfeited.
- f) 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.
- g) The EMD of the successful bidder shall be refunded by the Bank once the successful bidder submits Security Deposit/ Performance 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.

• **OTHER IMPORTANT CONDITIONS**

- a) A computer/ laptop with portable internet connection and a valid e-mail id should be arranged by the contractor for receiving allotment advices or any other correspondence with RBI Chennai.
- b) The menu and food rates shall be fixed in consultation with the Bank. Cost of food (breakfast/lunch/dinner) served to the guests must be recovered from them before their check-outs. The Bank will not entertain any request from the firm for recovering such cost through any means except for Bank's VIP guests, the bills for whom would be paid by the Bank on submission of invoices duly authenticated by the VIP guests. The information of 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 to be borne by the Agency.
- d) It shall be the duty of the Agency to clean Water jar and fill the same with water, in each

room before the arrival of each guest. Refilling and associated cleaning of both the jar and the glass should be done at the request of inmates for any number of times during the period of their stay. RO water will be provided by the Bank.

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

SECTION V**SCOPE OF WORK AND SERVICES**

Reserve Bank of India, Chennai is desirous of engaging an Agency for Facility Management Services (Caretaking and Catering) at Bank's Property (Holiday Home) at Udhagamandalam (Ooty) as per the details given below:

| Sl. No. | Location of the Property | Blocks | 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 - 643 001. Property Admeasuring 7848 Square Feet. | New Block Admeasuring 1716 Square Feet. | 04 Flats along with the Dining Hall and Kitchen |
| | | Old Block Admeasuring 1113 Square Feet | 04 Flats along with 02 single rooms for residential contract labourers. |
| 2 | Lawns admeasuring 3564 Square Feet have also to be maintained under this Annual Maintenance contract. | | |

The period of contract shall be valid for 12 months from July 01, 2026 to June 30, 2027. The contract may be extended for a further period of two years (one year at a time) subject to satisfactory performance of the Agency.

RECEPTION-CUM-FRONT OFFICE

To attend to phone calls, receive messages, interact with guests and local RBI Office, coordinate bookings, allocating the rooms, check-in and check-out of guests and obtain signatures of guests, maintain proper accounting of the rent amount, if any, on site and submit a statement in this regard monthly to HRMD, RBI, Chennai.

1. GENERAL ADMINISTRATION

- a) To manage entire operations of the Holiday Home and coordinate with respective departments of RBI, for smooth running of the operations.
- b) To maintain records as required by the Bank like the check-in check-out register, register for detailing Welcome kit / Tea kit provided to inmates, Complaints / Feedback Register, Food Rate Card 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 fire-fighting 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, Chennai, they shall work under directives and guidance of RBI, HRMD-Allotment, 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 RBI, HRMD-Allotment, Chennai.
- e) A senior level representative of the Agency shall visit RBI, HRMD-Allotment, Chennai at

least once in a quarter. 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 authorized officer/Committee of HRMD, RBI, Chennai shall be the sole authority to decide and judge the quality of the service rendered by the Agency and all other matters and his/its decision shall be final and binding.

g) Inventory Register is to be maintained by the Agency room wise to ensure the safe custody of Bank's properties. This is subject to periodical verification by the concerned authorities of the Bank. Hence, the Agency shall assume full responsibility for maintaining all movable properties of the Bank located inside the Holiday Home. 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 / Register filled from all guests and the same shall be submitted to HRMD on monthly basis.

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 on instruction the Agency shall rectify the short coming immediately.

2. FRONT OFFICE

When the guest checks-in, 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, shall 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 his own.**
- b) Accompany guests to his room and offer help to carry his baggage to the allotted room, ensure his comforts, offer him tea/ coffee/ food, etc. suiting the time.
- c) Ensure availability of specified items such as tea bags/ coffee sachets/ milk and sugar sachets/ sugar free tablets, bath/ toilet kit, etc. in the room.
- d) 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 quick check to be carried out for the purpose before the guest leaves the property. Simultaneously, it shall be ensured that the guest has not left behind any of his/her belongings in the room. If any belonging of the guest is noticed after he/she has left, then RBI officials to be informed about the same at the earliest.
- e) The keys are to be collected from the guests moving out or checking out from Holiday Home.
- f) Offer help to the guest for carrying his baggage from the room to the vehicle.
- g) The Agency's staff shall not seek any tips or favour from the guests for the services rendered.

- h) The front office personnel may preferably be multilingual with working knowledge of English.

3. 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 / programs / 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 agreed 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 contractor 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 a standard 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 / purchased 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 Home to ensure preparation of food items in time.
- j) The Bank's authorized official 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's staff shall provide efficient and prompt service to all members. The Agency's staff shall perform the service to the satisfaction of the Bank officials. If any shortcoming is found, then on instruction from Bank officials, the Agency shall rectify

the shortcoming immediately.

- n) The Agency should ensure that they appoint well qualified & experienced cooks for all types of food preparation.
- o) 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.**
- p) The Agency's staff shall attend to any or all catering requirements whether covered contractually or otherwise, at a pre-determined price laid out in the contract or mutually agreed upon thereafter.
- q) The bills for the same shall be paid by the occupants directly, unless specifically mentioned by the Bank / authorized personnel of the Bank (Allotment Desk, HRMD, Chennai).**

Rate card for food for occupants will be mutually finalized by RBI Chennai and agency.

4. HOUSE-KEEPING

- a) The number of rooms available in the Holiday Home and the area of lounge, dining hall, etc., are given separately as per the scope of the Tender. The Agency, before submitting its offer, may visit the place for its own assessment.
- b) The Agency will procure all the materials required for guest amenities and provide bath / toilet kit for each Room in Holiday Home. The expenses incurred by the Agency for supply of the aforementioned items to the visitors will be paid by the Bank only on submission of acknowledgement of the visitors and the rate of items quoted by them in their price bids.
- c) All the rooms shall be kept neat and tidy always to enable the Bank to allot the rooms at any time.
- d) 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.
- e) Bed linen, pillow covers, and towels should be regularly washed and kept in clean condition for use. The bed sheets and pillow covers should be ironed before its use. 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.
- f) Room fresheners / deodorants, Mosquito repellents (of reputed brands) are to be made available in all the rooms, toilets, lounges and all common toilets. They shall be replenished immediately by the Agency whenever required. The cost of the same shall be borne by the Agency.
- g) 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 shall be borne by the Agency.

- h) Rooms are 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. and maintain regular reports.
- i) The Agency shall ensure proper functioning of all systems in all rooms of Holiday Home 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/Manager (Technical) 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.
- j) The Agency has to ensure the following weekly services:
 - Mechanical washing and scrubbing of floor area with detergents, dust removing chemicals and polishing of the floor areas etc.
 - Removal of cobwebs, dusts, termites, insects, pests etc.
 - Windows sponging and cleaning.
 - Keeping ceiling and table/pedestal fans, air-conditioning grills dust free.
 - Cleaning of dustbins and buckets with detergents.
 - Cleaning of sanitary wares by using reputed branded products.

A checklist may be prepared by the agency in general for all maintenance activities for efficient handling of the services.

5. 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 3 months. Spraying

required suitable pesticides and insecticides at regular intervals

6. FACILITIES PROVIDED BY THE BANK INCLUDE:

- b) 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.
- c) Crockery, cutlery and all cooking utensils/pans, pressure cookers etc.
- d) Furniture in rooms, dining halls, lounges, office rooms, etc.
- e) Appliances like TV, ACs, Geysers, etc. (The available capital equipment will be given on as - is, where-is condition.)
- f) 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.
- g) All the items supplied by the Bank at its expense for the purpose of running the Holiday Home will be Bank's property for all intents and purposes.
- h) 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.

7. DEPLOYMENT OF STAFF/PERSONNEL

Facility Management Services at Bank's Holiday Home at Udhagamandalam require the services of:

A. Overall In-Charge/Supervisor

- a) Shall preferably have at least three years' experience in hospitality field.
- b) Will be responsible for ensuring cleanliness of rooms and give ethical treatment to guests and workers.
- c) Should assign works to utility helpers/housekeepers in the kitchen.
- d) Should supply good quality and branded cleaning material to the housekeepers for cleaning Upholstery, Kitchen Equipment and Cutlery/Crockery for all the rooms and Kitchen/Dining Halls.
- e) Supervise the housekeepers entrusted with the cleaning of rooms.
- f) Should be of courteous and polite demeanor.
- g) Interact with guests to solve problems, if any, related to allotment and other connected matters. He/She must take proactive steps in solving the infrastructural and human problems, if any.
- h) Will ensure that the visiting guests are handled with dignity.

- i) Should ensure that timely and good quality food is served to guests either in rooms or in the dining hall and the dining tables are properly cleaned.
- j) Maintenance of Electrical, Plumbing and Carpentry Installations.
- k) Should ensure that all furniture, fittings, linen etc. are always in proper condition through constant checking of the works carried out by the housekeepers.
- l) Maintain list of items provided by the Bank and inform the Bank of breakage / malfunction immediately.
- m) Should maintain a feedback / suggestion / complaint book for guests wherein guests may give their comments regarding their stay.

B. Cook

- a) Shall preferably have minimum three years of experience in handling kitchens
- b) Should be well versed in cooking North Indian, South Indian, vegetarian and non-vegetarian items.
- c) Should maintain personal hygiene and hygiene in the kitchen.
- d) Should ensure that timely good quality food is served to guests either in rooms or in the dining hall.
- e) Should ensure that all the utensils crockery kitchen equipment is clean and in working condition and also that the kitchen and dining hall are kept clean and in hygienic condition.
- f) Should be courteous, polite and clean.
- g) Should serve the meals to guests in a clean and hygienic manner.
- h) Should enquire with guests and provide additional food items on request.
- i) Should not keep guests waiting to be served or left unattended.
- j) Should unpack/store/cut /process vegetables, food items etc.

C. Attendants/Helpers

- (b) Should sweep, swab and dust the rooms, common areas, balconies and furniture.
- (c) Should carry out washing/cleaning of linen after every change of occupancy, or on every third day.
- (d) Should ensure that all the lights, plumbing fittings, TVs etc. are in working condition and switched off when not in use.
- (e) Should convey to supervisor any shortfall in electric supply / water supply before allotment of rooms.
- (f) Should carry luggage of guest to the room and back as and when required.
- (g) Should clear the tables and clean them promptly.
- (h) Should clean utensils/plates thoroughly using appropriate cleaning materials.

(D) House Keeping Personnel

- a) Should Ensure Mechanical washing and scrubbing of floor area with detergents, dust removing chemicals and polishing of the floor areas etc.
- b) Should ensure Removal of cobwebs, dusts, termites, insects etc.
- c) Windows sponging and cleaning.
- d) Keeping ceiling and table/pedestal fans, air-conditioning grills dust free.
- e) Cleaning of dustbins and buckets with detergents.
- f) Cleaning of sanitary wares by using reputed branded products.

The deployment of staff shall be as under:

| Sl. | Staff Category | Skill Level | No. of Staff Required |
|--------------|-------------------------------|--------------|-----------------------|
| 1 | Supervisor | Skilled | 01 |
| 2 | Cook | Semi-Skilled | 01 |
| 3 | Helper cum Attendant/Watchman | Unskilled | 02 |
| 4 | Housekeeper | Unskilled | 01 |
| Total | | | 05 |

Note: The Bank reserves the right to select/ request change of the personnel employed at any time during contract.

Firms are however advised to assess 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.

Extra compensation for arranging such labour over and above minimum stipulated (if any) must be borne by the firm.

8. SUPPLY OF PROVISIONS

All guests should be provided with a welcome kit containing items of daily necessities, Newspapers and Tea/Coffee Kit etc. List of the items to be provided to the visitors is furnished as follows.

A) Welcome Kit

One welcome kit each (as specified below) should be provided to each booking (entire period of stay).

| Sl. No. | Item Description | Qty. | Brand |
|---------|--|--------|-------------------------------------|
| 1 | Body Soap (25 g) | 01 No. | Biotique / Dettol / Cinthol |
| 2 | Toothpaste (15 g) | 01 No. | Colgate / Close-up |
| 3 | Tooth Brush with Tongue Cleaner on back (Size for Adults, Soft Bristles) | 02 No. | Colgate / Oral B |
| 4 | Sachets of Shampoo (6 ml) | 02 No. | Pantene / Dove / Head and Shoulders |

| | | | |
|----|--|--------|-------------------|
| 5 | Hair Oil (20 ml) | 01 No. | Dabur / Parachute |
| 6 | Talcum Powder (20 g) | 01 No. | Ponds / Nycil |
| 7 | Shaving Kit (disposable razor, shaving cream / gel) | 01 No. | Gillette |
| 8 | Comb preferably would be an alternative to plastic | 01 No. | Any standard make |
| 9 | Sanitizer Sachet (1 ml) | 02 No. | Any standard make |
| 10 | Non-Plastic pouch with zip lock for above items | 01 No. | Any standard make |

B) Beverage Kit: One Beverage kit (as specified below) should be provided per day per booking.

| Sl. No. | Item description | Qty. | Brand |
|---------|--|-------------|------------------------|
| 1 | Tea and coffee sachets | 02 No. each | Tetley / Nescafe / Bru |
| 2 | Sugar sachets | 04 No. | Any standard make |
| 3 | Milk powder sachets (5 gm.) | 04 No. | Amul / Nestle |
| 4 | Non-Plastic pouch for above items | 01 No. | Any standard make |

C) News Paper

One newspaper (as specified below) should be provided in **each occupied room**.

| Sl. No. | Item Description | Qty. | Agency |
|---------|------------------|-------|--|
| 1 | Newspaper | 1 No. | The Hindu / TOI/ Mint - English newspapers only. |

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 and the same shall be submitted to the Bank along with the submission of monthly bills.

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

D) Fruit Basket

Fruit basket with mix of fresh fruits namely Apple / Pomegranate / Grapes / Orange / Guava / Banana / or as informed by the Bank from time to time shall be provided to guests as directed by the Bank. The Cost incurred in providing fruits to such inmates as intimated by the Bank Shall be **reimbursed by the Bank monthly, on actual basis, on submission of bills** with the acknowledgement of the visitors / caretaker.

9. 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. provided in the rooms and other places. Maintenance and repairs of the electrical/electronic equipment provided by the Bank will be done at the Bank's cost.

The cost for the same will be reimbursed by the Bank monthly on submission of proper bills and the caretaker certifying the same.

10. Supply of Crockery, cutlery and utensils at the premises

All the crockery, cutlery at the above premises shall be provided by the contractor, as and when required or as advised by Bank after obtaining the prior approval of the Bank. The crockery and cutlery shall be of high standard quality and material and make of the same shall be approved by the Bank. The contractor may assess the requirement of crockery and cutlery at the above premises during/before the pre-bid meeting.

Once the contractor is onboarded at the premises, it shall be the responsibility of the contractor to ensure that the cutlery, crockery, utensils, etc., are maintained in good condition. On approval of the make, material and quality of the crockery utensils by the Bank, the contractor shall procure the same and submit the certified invoice within 7 days to the Bank for payment by the Bank.

12. Supply of Linen for all bedrooms/ rooms of the premises

1. The contractor shall be responsible for supply of premium quality linen duvet, Bed sheet, Duvet cover, pillow cover, mattress protector and bedside mat at all the rooms. The linen shall be made of 100% cotton and shall have a standard thread count of 300 TC or above. The bath towel shall be of premium quality white colour, 100% cotton with a measurement size of 150 x 75cm and thickness of 500 GSM. The hand towels shall be of premium quality white colour, 100% cotton with a measurement size of 60 x 40cm and thickness of 500 GSM. The floor mat shall be made of anti-slip fabric with a minimum size of 40 x 60 cm.

2. The linen shall be procured and provided at the premises on need basis after obtaining the approval of the Bank for the make, model and quality of the items. The contractor shall make a proper assessment of the linen items to be procured at the premises. On approval of the make, material and quality of the linen by the Bank, contractor shall procure the same and submit the certified invoice within 7 days for payment by the Bank.

Further, the Contractor shall have full responsibility of proper upkeep, maintenance and custody of the linen, crockery, equipment, vessels, etc., handed over to him/ her by the Bank.

SECTION VI

Articles of Agreement

This AGREEMENT is made at Chennai on this ___ day of _____, Two Thousand Twenty-six 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 Smt Uma Sankar, Regional Director, Reserve Bank of India, Fort Glacis, Rajaji Salai, Chennai - 600001 (hereinafter called "**THE PRINCIPLE EMPLOYER**") on the one part and _____ (proprietorship/partnership firm/ Company/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 Employer has intention of engaging an agency for caretaking and Housekeeping (including catering) of Bank's Property (Holiday Home) in Udthagamandalam (Ooty).

AND WHEREAS the Employer had called for tenders from eligible agencies to provide services for caretaking and Housekeeping (including catering) of Bank's Property (Holiday Home) in Udthagamandalam (Ooty) as has been indicated in the scope of work and other documents attached to the tender.

AND WHEREAS the agency and others submitted the tenders and the Employer has awarded the contract, to provide services relating to caretaking and Housekeeping (including catering) of Bank's Property (Holiday Home) in Udthagamandalam (Ooty) 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 Conditions set forth herein and to the Conditions set forth in the Conditions of 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 thereunder (hereunder referred to as the said AMC contract amount).

• **NOW IT IS HEREBY AGREED AS FOLLOWS:**

a) This agreement will come into effect from July 01, 2026 and will remain initially in force up to June 30, 2027 (may be renewed for a further period of up to two years (one year at a time)) unless it is terminated as per the terms hereinafter contained. The decision of the Bank in this regard will be final.

b) 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.

c) The Bank shall pay the agency the said contract amount at the times and in the manner specified in the said conditions.

d) 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.

e) The General Manager/Deputy General Manager, HRMD, Chennai is the Authority authorized on behalf of The Bank.

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

g) The charges of ₹____(Rupees____only) will be inclusive of manpower and materials used for efficient rendering of the housekeeping and maintenance services and shall be payable on monthly basis subject to submission of bill/invoices. 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.

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

i) 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.

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

k) The contract could be considered for further renewal for a maximum of two years on the same terms and conditions, provided the Bank finds the services of the agency satisfactory and if the Bank desires so. During the annual renewal of the AMC, the maximum permissible increase in AMC amount will be based on increase in Consumer Price Index as decided by the Bank.

• **SERVICES TO BE RENDERED BY THE AGENCY**

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

b) 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 Financial Bid of the Tender (Part II).

c) The agency shall provide a complete and updated list of all the personnel deployed at Bank's Holiday Home.

d) Within 15 days of award of contract, the agency has to furnish details of all its personnel relating to name, age and permanent address, along with a passport size photograph before engaging them for duty in the Bank's premises.

e) 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.

f) The agency shall ensure that trained and competent persons are deployed, who are physically fit (i.e. preferably between age of 18 to 55 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.

g) 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 what so ever in nature in regard to such workers/employees.

h) 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 contractor shall be bound to comply with all applicable laws and the Bank shall be indemnified by the contractor in case any liability arises.

i) The agency shall ensure timely payment of wages/salary to the workers/persons employed by him **(through cheque or by crediting to the bank account) within 10 days of the succeeding month** and a certificate to the effect that the salaries/wages are being paid regularly shall be furnished to the Employer every month. Further, the contractor 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 contractor 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. The proof of remittance of wages and statutory contribution of PF (Employer and Employee) and ESI to the appropriate agency, for those workers deployed by the agency to execute the contract work in the Bank, must be provided by the selected Agency to the Bank every month along with the claim bill, failing which the claim bill shall not be settled.

j) 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 during deployment in the Bank's premises.

k) 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 behavior and general discipline laid down by the Bank or its authorized agents and the Bank shall be the sole judge as to whether or not the contractor and/ or its employees have observed the same. The agency shall be responsible for the good behavior 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.

l) The agency shall personally and exclusively supervise the work of all employees so as to ensure that the services rendered under this agreement are carried out to the best satisfaction of the Bank.

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

- n) 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.
- o) The agency shall indemnify the Bank for any penalty levied on the bank due to breach of regulations by the Contractor while performing the duties under the Contract.
- p) The agency shall indemnify and keep indemnified the RESERVE BANK OF INDIA against:
- Any claim arising out of third party loss/ damage to life or property caused by/ during execution of the work.
 - Any claim arising out of loss/ damage/accidents to the workmen engaged by the agency.
 - Any claim due to non-compliance of applicable PF/ Labour laws, ESI, regulations etc.
- q) The agency shall supply identity cards to all employees or agents who shall be doing the subject job at the Bank's premises and ensure that all the employees and agents bear the identity card at all times while they are working in the Bank's premises.
- r) 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 contractor and that they shall have no claim against the Principal 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.
- s) The agency agrees to utilize materials/brands which will be of the best quality. Bank reserves the right to conduct quality audit checks of the materials used by the agency on a periodical basis.
- t) The agency shall make its own arrangements for security and protection of its workers and materials and the completed work till the same are taken over by the Bank.
- u) 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.
- v) All staff deployed by the agency shall be provided uniform with company's logo & identity cards.
- w) The agency should ensure that the workers deployed in the Bank's premises are trained to the effect that they immediately report to the Bank's Security Staff any suspicious item / activity noticed by them in the Bank's Residential Colonies while attending to their duties.
- x) The agency should note that Smoking, Drinking Alcohol, Chewing Pan/Tobacco in the Bank's premises is strictly prohibited and ensure that the workers deployed in the Bank's premises abide this rule strictly.

y) The agency shall abide by all procedures/norms related to safety and security of the Bank's Property.

z) The agency shall remove all workers deployed by them at the Bank's Property 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 Holiday Home premises.

aa) The agency and its 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.

• **TERMINATION OF AGREEMENT**

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

- a) in the opinion of the Bank (which shall not be called in question by the agency and shall be binding on the Contractor), the contractor fails or refuses to implement this agreement to the Bank's satisfaction and/ or
- b) the agency commits a breach of any terms and conditions of this agreement and/or
- c) for any reason whatsoever, the contractor becomes disentitled in law to perform his obligations under this agreement and/or
- d) there is any variation in the ownership/partnership or management of the contractor or his business without the prior approval in writing of the bank to such variation.

• 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 sums whatsoever from the Bank by way of compensation, damages or otherwise.

• Notwithstanding anything contained in this Contract, in the event of non-compliance, disobedience, or breach of any terms of the contract or unsatisfactory or inefficient working by the agency, the Principal Employer shall have the absolute and independent authority to revoke this contract after giving one month's 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.

• On termination of the contract or 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 in good condition.

• **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.

• 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.

• 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 contractor 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 Contractor.

- **Non-Disclosure Clause:** 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 contractor 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 Employer. The agency shall indemnify the Employer for any loss suffered by the Employer as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Contractor and the Employer shall be entitled to claim damages and pursue legal remedies.

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

(i) The 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.

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 Employer, the agency shall carry out the same without any extra charge.

(ii) **Integrity pact:** Promise on the part of Employer not to seek or accept any benefit, which is not legally available. Employer to treat all the bidders with equity and reason. Promise on the part of bidders not to offer any benefit or understanding with other bidders with respect to prices, specifications, certifications, subsidiary contracts, etc. Bidders not to pass any information provided by Employer as part of business relationship to others and not to commit any offence under PC/ IPC Act. Bidders to disclose the payments to be made by them to agents/brokers or any other intermediary. Bidders to disclose any transgression with any other company that may impinge on the anticorruption principle. Foreign bidders to disclose the name and address of agents and representatives in India and Indian Bidders to disclose their foreign principals or associates.

(iii) **PAYMENT TO THE AGENCY:** 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 AMC charges and reimbursement of provisions (welcome kit, tea/coffee kit and newspaper etc.) shall 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 Caretaker of the respective residential colony. Before submission of the bill, the Agency shall ensure that the payment of 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.

All payments by the 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.

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

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

(iv) 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 **July 01, 2026** and issue of formal work order as provided for in the said conditions and to complete the work within the stipulated period.

(v) The rates quoted shall be based on the Financial Bid - Part II 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 changes, the same may be claimed by the Agency.

(vi) 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.

(vii) **RISK CLAUSE:** 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 can be done at a notice of 5 working days.

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

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 Home any time during the contract period.

RBI may also increase the number of persons to maintain Holiday Home, which may require deployment of additional manpower. The amount payable shall be decided as per mutual consultation.

(viii) **PENALTY:** The agency shall maintain an attendance register duly signed by designated Bank's staff and attach a copy of the same with each month's bills failing which no payments shall be released. In case any of the contractor's personnel deployed is absent and is unable to provide suitable substitute, a **penalty amount of Rs.1000/- per person per day** shall be levied by the Bank in addition to the wages of the absent personnel(s) and the same shall be deducted from the contractor's pending/subsequent bill.

Penalty for non-fulfilment of contractual obligations by the contractor, like:

- i) Complaints entered in the Complaints Register and unattended within 24 hours
- ii) Allotting a room without cleaning
- iii) Missing items
- iv) Misuse (consumption of alcohol) of Bank's space / Entry of any unauthorized person
- v) Delay / Non-performance in providing services
- vi) Non-wearing of both ID card and uniform by staff of contractor
- vii) Allowing the occupant for over-stay without the permission of HRMD, RBI, Chennai
- viii) Non cleaning of cobwebs, fans and tube lights, window frames, shutters, Vertical Blinds, doors etc
- ix) Allotment of rooms without change of linen before allotting the same to any occupant
- x) Non attending the daily cleaning, mopping, sweeping, dusting etc.
- xi) Any other lapses (other than including mentioned above) related to House Keeping and Maintenance Services

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

In the event of penalty reaching 10% of the contract amount, the Bank reserves its right to terminate the contract and the contractor 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.

The Bank may also replace the manual attendance register with Biometric Attendance Machines to monitor the attendance of the workmen employees engaged by the Contractor.

(ix) **INSURANCE:**

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 contractor shall indemnify the Employer against all claims which may be made against the 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 Employer (first name) and the agency against such

risks and deposit such policy or policies with the Employer from time to time during the currency of this contract.

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.

The agency shall take necessary insurance covers (Workmen Compensation Policy), third party / public liability with an Insurance Company approved by the Employer, a policy of Insurance in the joint names of the Agency and the Contractor (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 fulfilment of the contract.

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

The agency shall be responsible for all injury/accidents 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-contractor'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 employer and hold him harmless in respect of all and any expenses arising from any such injury / accidents 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 contractor.

(x) **SIGNING OF CONTRACT AGREEMENT:** The General instructions to the tenderers and hereinbefore 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.

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.

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 fourteen 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 in itself 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.

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

(xi) **LANGUAGE:** The Tender including all documents etc. shall be in English.

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

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

(b) Any complaint of sexual harassment from any aggrieved employee of the Agency against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.

(c) 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.

(d) The Agency shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.

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

(xiv) **FORCE MAJEURE:** 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 seven days, whichever is more, either party may at its option terminate the contract.

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

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

Or

b) A notice at any time 'during the currency of services in case the services

rendered by the contractor are not found satisfactory and in conformity with the general norms and the standard prescribed for the services.

Or

c) For committing breach of any of the terms and conditions of the contract by the contractor.

Or

d) On assigning the contract or any part thereof any benefit or interest therein or thereunder by the agency to any third person for sub-letting the whole or a part of the contract to any third person.

Or

e) 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.

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:

a) Legal heirs in case of sole proprietor

b) The next Directors / Partners in the case of company or firm as the case may be.

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.

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

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.

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.

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

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

The Courts at Chennai only shall have the jurisdiction for the purpose of this agreement. With mutual consensus, even Arbitration machinery may be used for settling disputes.

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-Contractors) 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:

Name of Authorized signatory

Annexure A

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 | Period of the Contract/Agreement | |
| 5 | Since when dealing with the company/agency/firm | |
| 6 | Number of personnel provided | |
| 7 | Comments regarding adherence of terms and conditions of contract | |
| 8 | Any penalty imposed for non-adherence of terms and conditions of contract | |
| 9 | Any other information | |

Place:

Date

Signature of the Authorized Official of the Client
(with seal)

Annexure B**Basic Information and Evaluation of eligibility****Facility Management Services (Caretaking and Catering) at Bank's Property (Holiday Home) in Udhagamandalam (Ooty)****Basic Information and Evaluation of eligibility:**

Important Note: Agencies are advised to complete this form with accurate data, as the same will be cross checked by the Bank against the document submitted by them. In case of any discrepancy between the data provided in this table as against the document submitted will result in the rejection of their tender.

| Sl. | Details of Agency | Details to be filled by the Agency | | | | |
|-----|---|------------------------------------|---|---|---------------------------|---|
| 1 | Name of the Agency | | | | | |
| 2 | Type of Constitution whether, Proprietorship, Partnership, Company etc., | | | | | |
| 3 | Date of Certificate of Incorporation or Registration of the Agency | | | | | |
| 4 | Registered office address and telephone number & email address. | | | | | |
| 5 | Address of the sub-office in Udhagamandalam | | | | | |
| 6 | Experience in undertaking similar services with other organizations Please refer to Tender Part -I: Section III- "General Instructions regarding Technical Bid and Financial Bid- Eligibility criteria for participating in the tender" - Clause 2 Experience for the last 5 years till January 31, 2026 only need to be provided. Firms are also advised to get the client certificate in the format attached with this tender as Annexure. | Name of the client served | Place at which the work was executed | Period during which the work was carried | Amount of the work | No of labourers involved in the work |
| | | | | | ₹ | |
| | | | | | ₹ | |
| | | | | | ₹ | |
| 7 | Annual Turnover for the last 3 Financial years. | 2023-24 | ₹ | | | |

| | | | |
|-----------|---|----------|---|
| | Average annual turnover, Only from Housekeeping and caretaking and catering activities only needs to be furnished | 2024-25 | ₹ |
| | | 2025-26 | ₹ |
| 8 | Details of staff employed (manpower on rolls as on January 31, 2026) | | |
| 9 | Please Indicate whether the agency is involved in any litigation/Civil suits/ Proceedings/ disputes with any other entity in any courts across the country. If yes, please give the details of such litigation in a detailed manner including the current position such proceedings | | |
| 10 | PAN Number | | |
| 11 | EPF Registration Number | | |
| 12 | ESI Registration Number | | |
| 13 | License Number under CLRA Act, 1970 | | |
| 14 | FSSA Registration No | | |
| 15 | MSME (Udyog Aadhar) Registration Certificate | | |
| 16 | Client certificate submitted Annexure A | Yes / No | |
| 17 | EMD Payment Details | | |
| 18 | Engagement with a client continuously for number of Years. (Firms are advised to get the client certificate in the format attached with this tender as Annexure.) | | |
| 19 | No of clients served by the Agency. Agencies are advised to mention the number of clients served by them during the last 5 years only Firms are advised to provide documentary evidences like work order, agreement, client certificate in the prescribed format. | | |

Place:

Date:

Signature of the Authorized Official of the Agency
(with seal)

Annexure C

Proforma for Performance Bank Guarantee

(On Non-Judicial Stamp Paper of appropriate value purchased in the name of the Issuing Bank)

Place.....

Date.....

To

Regional Director for Tamil Nadu & Puducherry
Reserve Bank of India
Fort Glacis, Rajaji Salai
Chennai – 600 001.

Dear Sir,

AMC for Facility Management Services (Caretaking and Catering) at Bank's Property (Holiday Home) in Udthagamandalam (Ooty)

WHEREAS Reserve Bank of India, having its Central Office at Shahid Bhagat Singh Road, Mumbai, through its office at Reserve Bank of India, Fort Glacis – 16, Rajaji Salai, P.B.No.40, Chennai 600 001 (hereinafter called "the RBI") has awarded the Contract for the captioned work (hereinafter called the "Contract") to M/s _____ (Name of the agency) (hereinafter called "the said agency", which expression shall include its successors and assigns).

AND

Whereas the Contractor is bound by the said Contract to submit to Reserve Bank of India, Chennai a Performance Bank Guarantee for a total amount of ₹ _____ for the due fulfilment by the said agency of the terms and conditions contained in the contract. We, _____ (Name of the Bank), (hereinafter called "the Bank"), at the request of M/s _____, the agency, do hereby undertake to pay to the Reserve Bank of India, an amount not exceeding ₹ _____ as Performance Guarantee for due fulfilment of terms and conditions of the contract.

NOW THIS GUARANTEE WITNESSETH

1. We (Name of the Bank) do hereby agree with and undertake to RBI, their Successors, Assigns that in the event of the RBI coming to the conclusion that the agency has not performed his obligations under the said conditions of the Contract or have committed a breach thereof, which conclusion shall be binding on us as well as the said agency; we shall on demand by the RBI, pay without demur to the RBI, a sum of ₹ _____ or any lower amount that may be demanded by the agency. Our guarantee shall be treated as equivalent to the Performance Guarantee Amount for the due performance of the obligations of the Contractor under the said Contract, provided, however, that our liability against such sum shall not exceed the sum of ₹ _____

2. We also agree to undertake and confirm that the sum not exceeding ₹ _____ as aforesaid shall be paid by us without any demur or

protest, merely on demand from the RBI on receipt of a notice in writing stating that the amount is due to them and we shall not ask for any further proof or evidence and the notice from the RBI shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. The Bank shall pay to RBI any money so demanded notwithstanding any dispute/disputes raised by the Contractor in any suit or proceedings pending before any Court, Tribunal or Arbitrator/s relating thereto and the liability under this guarantee shall be absolute and unequivocal. We undertake to pay the amount claimed by the RBI within a period of one week from the date of receipt of the notice as aforesaid.

3. We confirm that our obligation to the RBI under this guarantee shall be independent of the agreement or agreements or other understandings between the RBI and the Contractor.

4. This guarantee shall not be revoked by us without prior consent in writing of the RBI.

We hereby further agree that:

a) Any forbearance or commission on the part of the RBI in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said Contract and/or hereunder or granting of any time or showing of any indulgence by the RBI to the agency or any other matters in connection therewith shall not discharge us in any way and our obligation under this guarantee. This guarantee shall be discharged only by the performance by the Contractor of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding ₹ _____

b) Our liability under these presents shall not exceed the sum of ₹ _____

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

d) This guarantee shall remain in force up to Sixty (60) days beyond the contract period, i.e., June 30, 2027 for this contract provided that if so desired by the RBI, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.

e) Our liability under these presents will terminate unless these presents are renewed as provided hereinabove on the or on the day when our said constituents comply with their obligations, as to which a certificate in writing by the RBI alone is the conclusive proof whichever date is later. Unless a claim or suit or action is filed against us within or any extended period, all the rights of the RBI against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

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

For and on behalf of (Name of the Bank)

Signature and Seal of authorized Bank official

Name:

Designation

Stamp/ Seal of the Bank

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

Witness 1

Signature

Name

Address

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

Annexure D

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, 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 Rs.....(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 E

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, Rajaji Salai
Chennai – 600001

Dear Sir,

e-Tender No: RBI/Chennai/ HRMD/2/25-26/ET/_____

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

- (1) 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 in the last 5 years ending on January 31, 2026.
- (2) 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(if applicable), or other payments in the last 5 years ending on January 31, 2026.
- (3) have not rescinded/abandoned any contract awarded by any of our clients before the expiry of prescribed period of contract in the last 5 years ending on January 31, 2026.
- (4) have been maintaining a clean tract record without any involvement in unlawful/ illegal activities or financial Banking frauds. We do not have any case with the Police/ Court/ Regulatory authorities against the bidder or proprietor/partners/directors in case of Proprietorship/Partnership firm/company respectively involving the above.

2. I/ We 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:

Annexure F

Check-List for Technical Evaluation

Facility Management Services (Caretaking and Catering) at Bank's Property (Holiday Home) in Udhagamandalam (Ooty)

- i. Estimated cost of ₹15,42,555/- (Rupees Fifteen Lakh Forty-two Thousand Five Hundred and Fifty-five only) per annum inclusive of GST.
- ii. Minimum 5 years of experience of executing similar housekeeping work including catering services for maintenance of pantry i.e. up to January 31, 2026.
- iii. Only increase in Minimum Wages and GST rates will be compensated.
- iv. Financial Bids shall be inclusive of the cost of the uniform and identity cards and protective gear like aprons for Cook, Head Mask, Hand gloves, sanitizers, masks, hand wash etc. provided by the Agency to the personnel deployed.
- v. Performance Evaluation Matrix. (Minimum 40 as aggregate and at least 10 marks out of 20 Marks in the Parameter No 3 (i.e marks awarded by committee).
- vi. For any day a minimum of three laborers should be deployed (excluding people on weekly off not exceeding one on any given day).
- vii. In the event of any person deployed by the Agency being **on leave / absent (Over and above the weekly off)**, 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 (No extra remuneration will be provided by the Bank for such leave reserve, however, the Bank as a Principal Employer has the right to enquire and call for appropriate documents relating to the payment of Minimum wages/PF/ESIC even for those laborers who are posted as Leave reserve).
- viii. No of clients served by the Agency in the last 5 Years only i.e. **5 Years before January 31, 2026. (as given in annexure)**
- ix. Food served to occupants has to be charged as per rates approved by the Bank. Cost must be recovered from inmates before check out.
- x. Computer/ laptop with portable internet connection and a valid e-mail id should be arranged by the contractor for receiving allotment advices or any other correspondence with RBI Chennai.
- xi. Booking & procurement of gas cylinders in time and cost of the same **shall be borne by the Agency.**
- xii. Miscellaneous items like replacement of batteries for clocks, remote units of TVs, ACs, etc. provided in the rooms and other places (common area like reception) will be reimbursed by the Bank monthly on submission of proper bills.
- xiii. No reimbursement will be done for linen washing/ironing.
- xiv. No Reimbursement will be done for charges incurred for taking **Insurance** (Workmen Compensation Policy with a third-party liability cover)/ Medical test/ police verification. (All these charges can be included in overheads, if the Agency desires after considering their competitiveness).
- xv. Cleaning/ housekeeping materials as per the brands approved by the Bank are only to be utilized by them (including the machines for cleaning like vacuum cleaner/ takshi machine for floor polishing). **(No reimbursement will be entertained by the Bank in this regard either for purchase of materials or Rent of machines).**
- xvi. Room fresheners / deodorants, Mosquito repellents (of reputed brands) are to be made available in all the rooms, toilets, lounges and all common toilets. They shall be replenished immediately by the Agency whenever required **(No reimbursement will be entertained by the Bank in this regard).**
- xvii. Linen like towels (hand and bath), bed spreads 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. As and when required, old linen shall be replaced by new ones and **the cost for the same will be reimbursed by the Bank.**

- xviii. The Agency must ensure the **following weekly services:**
- a) Mechanical washing and scrubbing of floor area with detergents, dust removing chemicals and polishing of the floor areas etc.
 - b) Removal of cobwebs, dusts, termites, insects, pests etc.
 - c) Windows sponging and cleaning.
 - d) Keeping ceiling and table/pedestal fans, air-conditioning grills dust free.
 - e) Cleaning of dustbins and buckets with detergents.
 - f) Cleaning of sanitary wares by using reputed branded products. **(These duties must be performed by deploying available housekeeping staff without affecting the overall operation and no extra remuneration will be paid for the same).**

Items provided by the bank:

- i. Furniture, dead stock articles like TV, electrical/ civil maintenance, cupboards, kitchen utensils and storage units, bedsheets, linen, etc.
- ii. Water will be provided by the bank.

Annexure G

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, Rajaji Salai
Chennai – 600001

Dear Sir,

e-Tender No: RBI/Chennai/ HRMD/4/25-26/ET/939

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)

3. 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.

4. 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:

Part II – PRICE BID**(SCHEDULE OF QUANTITIES)****Facility Management Services (Caretaking and Catering) at Bank's Property (Holiday Home) in Udhagamandalam (Ooty)**

AMC for Facility Management Services (Caretaking and Catering) at Bank's Property (Holiday Home) in Udhagamandalam (Ooty) for the period from July 01, 2026 to June 30, 2027.

(i) Table A & Table B - **This is for illustrative purpose only and the Price Bid should not be submitted with Part I (Technical Bid). It should be submitted only in MSTC Portal.**

ii) Only Part I of the Tender will be opened on **15:00 hrs of 13.03.2026**. 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.

iii) 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.

SCHEDULE OF QUANTITIES**SEGMENT I – Labour Component****Table A**

| Sl. No | Description | Qty | Rate in (₹) (Illustrative purpose only) | MSTC Quote |
|--|---|-----|--|------------|
| RECEPTION ARRANGEMENTS, MAINTENANCE, UPKEEP OF BANK'S PROPERTY (HOLIDAY HOME) IN UDHAGAMANDALAM (OOTY). THE DETAILS OF THE PROPOERTY IS GIVEN SEPERATELY IN THE PART I. | | | | |
| 1 | Providing services of ONE qualified and experienced Skilled Supervisor who will be overall in-charge of the staff employed for reception/front office, kitchen, housekeeping, engineering functions and day to day management including handling the reception desk of the entire Holiday Home as detailed in Part I of tender. | 1 | Total (A) = Minimum Wages (Gol) + EPF + ESIC (if applicable)+ Bonus (if applicable) + any other statutory dues payable per day | XXX |
| | Minimum Wages – ₹898/- per day for 365 days in a year), Employee Provident Fund, Employee State Insurance Corporation, Bonus and any other statutory dues payable to the employee <u>if applicable only</u> (Reliever to be provided during weekly off) | | A * 365 * Qty * 1.18 = XXX | |
| 2 | Providing a Skilled, trained and experienced Cook , well versed in the preparation of north, south and continental cuisine for continuous operation of kitchen including cleaning maintenance of Kitchen equipment's and other works more specifically detailed in Part I of tender. | | Total(E) = Minimum Wages (Gol) + EPF+ ESIC (if applicable)+ | XXX |

| | | | | |
|---|---|---|--|-----|
| | Minimum Wages – ₹782/- per day for 365 days in a year), Employee Provident Fund, Employee State Insurance Corporation, Bonus and any other statutory dues payable to the employee <u>if applicable only</u> (Reliever to be provided during weekly off) | 1 | Bonus (if applicable) + any other statutory dues payable per day $B * 365 * Qty * 1.18 = XXX$ | |
| 3 | <p>Providing Two Helper cum Attendant (unskilled) to help cook in kitchen and attend the guests, as detailed in Part I of tender.</p> <p>Minimum Wages – ₹675/- per day for 312 days in a year (26 days x 12), Employee Provident Fund, Employee State Insurance Corporation, Bonus and any other statutory dues payable to the employee <u>if applicable only</u> (Reliever is not required, staff allowed to take their weekly off on a rotational basis.)</p> | 2 | <p>Total(F) = Minimum Wages (Gol) + EPF+ ESIC (if applicable)+ Bonus (if applicable) + any other statutory dues payable per day</p> <p>$C * 312 * Qty * 1.18 = XXX$</p> | XXX |
| 4 | <p>Providing One House Keeping staff to carry out cleaning, sweeping, swabbing of rooms including dusting of furniture, as detailed in Part I of tender.</p> <p>Minimum Wages – ₹675/- per day for 312 days in a year (26 days x 12), Employee Provident Fund, Employee State Insurance Corporation, Bonus and any other statutory dues payable to the employee <u>if applicable only</u> (Reliever is not required, staff allowed to take their weekly off on a rotational basis.)</p> | 1 | <p>Total(G) = Minimum Wages (Gol) + EPF+ ESIC (if applicable)+ Bonus (if applicable) + any other statutory dues payable per day</p> <p>$D * 312 * Qty * 1.18 = XXX$</p> | XXX |

Note: The Bank, being the Principal Employer and as matter of policy, shows zero tolerance towards Agencies who fail to pay Minimum wages as well as statutory dues like EPF, ESIC, Bonus etc.

In this regard, Agencies must compulsorily pay this Minimum amount as salary, failing which, their quote is liable for rejection at the discretion of the Bank.

Agencies are advised to give head-wise bifurcation of the salary component viz. Minimum wages, EPF, ESIC (if applicable), Bonus (if applicable) and any other statutory dues which is payable to their staff as per Table 'B'

Minimum wages should be quoted as per "Gol, Ministry of Labour & Employment, Office of the Chief Labour Commissioner, New Delhi"

| | | | |
|--|--|---|-----------|
| 5 | <p>SUPPLY OF MATERIALS/ OTHER ITMES</p> <p>Items like procurement of cleaning material / Washing of linens, mattresses and curtains / Room fresheners / deodorants, Mosquito repellents (of reputed brands) commission for arranging all necessary labour, any other materials and all other cost deemed necessary by Agency for efficient, smooth and hassle-free operation of the facility on round the clock basis.</p> <p>Note: The cost for welcome kit, beverage kit and newspapers need not be included here as the same will be reimbursed by the Bank in accordance to terms and condition mentioned in the tender.</p> | <p>E = Cleaning Material cost & other Overhead Charges for maintaining facility</p> <p>₹ E* 1.18</p> | XXX |
| 6 | <p>CONTRACTOR SERVICE CHARGES/OVER HEAD CHARGES-</p> <p>Agencies are advised to quote service charge as per their ability to offer all the services in accordance to terms and condition mentioned in the tender.</p> <p>Note: The cost for welcome kit, beverage kit and newspapers need not be included here as the same will be reimbursed by the Bank in accordance to terms and condition mentioned in the tender</p> | <p>F= service Charges of the Agency per year</p> <p>₹ F* 1.18</p> | XXX |
| <p>Note:- Please quote rate for day per unit basis excluding of GST . The system will automatically calculate rates for total manpower and other charges (Service/Overhead/Materials) along with GST and reflect in the MSTC website. Payment will be made on monthly basis.</p> | | | |
| Total | | | AA |

SEGMENT II – Reimbursement Component**Table B**

| REIMBURSEMENT - PROVISION OF WELCOME KITS, BEVERAGE KIT AND NEWSPAPERS TO VOFs/THH/ Trainee FLATS | | | |
|--|---|-------------|-----------------------------|
| 7 | Cost of providing one Welcome kit, each Kit should contain the following item/s | | |
| | Item Description | Qty. | Cost of the item (₹) |
| | Soap Cake (25 g) (Biotique / Dettol / Cinthol) | 01 No. | Amount not to quote here |
| | Toothpaste (15 g) (Colgate / Close-up) | 01 No. | |
| | Toothbrush with Tongue Cleaner on Back (Size for Adults, Soft Bristles) (Colgate / Oral B) | 02 No | |
| | Sachets of Shampoo (6ml) (Pantene / Dove / Head and Shoulders) | 02 No. | |
| | Hair Oil (20 ml) (Dabur / Parachute) | 01 No. | |
| | Talcum Powder (20 g) (Ponds / Nycil) | 01 No | |
| | Shaving Kit (disposable razor, shaving cream / gel) (Gillette) | 01 No. | |
| | Comb (preferably would be an alternative to plastic) | 01 No. | |
| | Sanitizer Sachet (1ml) (Savlon) | 02 No. | |
| | Non-Plastic pouch with zip lock provision for above items | 01 No. | |
| | Total Cost for providing one complete Kit (Inclusive of all taxes) | | A |
| | For approved Brands of Each Item, agencies are advised to refer Section V (Scope of Work and Services) - Clause 8 - Subclause A in the Technical Bid before quoting. | | |
| | Previous consumption is about 300 kits per year. Agencies are advised to make their quote keeping this as reference, However the reimbursement would be subjected to actual consumption only. The Bank will not entertain any claim in the future for any losses because of shortfall in the actual. | | |
| 8 | Cost of providing one Beverage Kits, each Kit should contain the following item/s | | |
| | Item Description | Qty. | Cost of the item (₹) |
| | Tea Bag Sachets | 02 | Amount not to quote here |
| | Coffee Bag Sachet | 02 | |
| | Sugar Sachet | 04 | |
| | Milk Powder Sachets (5 gm) | 04 | |
| | Non-Plastic pouch with zip lock provision for above items | 01 | |
| | Total Cost for providing one complete Kit (Inclusive of all taxes) | | B |
| | For approved Brands of Each Item, agencies are advised to refer Section V (Scope of Work and Services) - Clause 8 - Subclause B in the Technical Bid before quoting. | | |
| | Previous consumption is about 800 packs per year. Agencies are advised to make their quote keeping this as reference, However the reimbursement would be subjected to actual consumption only. The Bank will not entertain any claim in the future for any losses | | |

| | | |
|---|---|-----------|
| | because of shortfall in the actual consumption | |
| 9 | Cost of Providing One Newspaper per room, The Hindu/ TOI / Mint (English Newspapers only) for a period of one year. Previous consumption is about 800 newspapers per year | C |
| | Total (A+B+C) | BB |

| Total Quotation | | |
|--------------------------------|------------------------------|-------------------|
| Description | Weightage | Normalized Values |
| Labour Component inclusive GST | 90 % weightage will be given | 0.90*AA |
| Reimbursement Component | 10 % weightage will be given | 0.10*BB |
| Total Normalized Quotation | | # |

Note:

(i) While quoting rates at Labour component of Price Bid the wages must not be less than the minimum rates of wages fixed for their categories of employment from time to time by the Central Government under the Minimum Wages Act, 1948.

(ii) Rates should be quoted only on-line in the price bid format provided in MSTC portal and should not be indicated anywhere in the tender or uploaded along with Part –I documents, which act may lead to disqualification of tender.

(iii) Before quoting Financial/Price bid, the tenderer should take note of all requirements as specified in Section – V - Scope of Work and Services.

TABLE C - Break up of minimum wages - Attach along with Price Bid in MSTC portal attachments.

| Sl. No | Component | Amount ₹ | | |
|--------|---|----------|-------------|-----------|
| | | Skilled | Semiskilled | Unskilled |
| 01 | Minimum wages per day (Skilled / Semiskilled/ Unskilled) ₹ 898 / ₹ 782 / ₹ 675 as applicable (Based on September 25, 2025 – minimum wages notifications issued by Ministry of Labour and Employment). | | | |
| 02 | EPF @ 13% including EDLI & admin charges per day (ceiling ₹.15000/- per month) | | | |
| 03 | ESI @ 3.25% per day (if applicable only) | | | |
| 04 | Bonus @ 8.33% per day (If applicable only) | | | |
| 05 | Any other statutory dues | | | |
| 06 | Total wages per day ₹(X) | | | |

Note: The Contract may be initially awarded for 12 Months i.e. from July 01, 2026 to June 30, 2027. It may be extended for a further period of up to two years one year at a time subject to the satisfactory performance of the agency and wholly discretion of RBI.

i) 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 must 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.

.....
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:

Date :

Signature and seal of the Tenderer

.....