



निविदा आमंत्रण सूचना

भारतीय रिज़र्व बैंक, चंडीगढ़ एमएसटीसी के माध्यम से बैंक में रखरखाव कर्मी प्रदान करने हेतु ई-निविदा आमंत्रित करता है। विस्तृत निविदा सूचना भारतीय रिज़र्व बैंक की वेबसाइट <https://www.rbi.org.in> पर "निविदाएं" मेन्यू के अंतर्गत एवं MSTC वेबसाइट <https://www.mstcecommerce.com/eproc/> पर उपलब्ध है।

2. सभी इच्छुक बोलीकर्ताओं को इस ई-निविदा प्रक्रिया में भाग लेने के लिए उपरोक्त वेबसाइट के माध्यम से एमएसटीसी के साथ स्वयं को पंजीकृत करना आवश्यक है। इस कार्य की अनुमानित लागत ₹1.19 करोड़ (जीएसटी सहित) प्रतिवर्ष है।

3. ई-निविदा प्रक्रिया की समय-सूची निम्नानुसार है:

ई-निविदा संख्या	आरबीआई/चंडीगढ़/संपदा/05/24-25/ईटी/109
ई-निविदा की प्रक्रिया	ई-प्रोक्योरमेंट प्रणाली (ऑनलाइन भाग I - तकनीकी-वाणिज्यिक बोली और भाग II - MSTC पोर्टल के माध्यम से मूल्य बोली)
MSTC वेबसाइट पर ई-निविदा देखने की दिनांक	June 27, 2024 (दोपहर 12:00 बजे से)
https://www.mstcecommerce.com/eproc/ पर भाग-I (तकनीकी-वाणिज्यिक बोली) और भाग-II (मूल्य बोली) जमा करने के लिए ई-निविदा की प्रारंभिक तिथि	June 27, 2024 (दोपहर 12:00 बजे से)
बोलीपूर्व ऑफलाइन बैठक	July 03, 2024 (सुबह 11:00 बजे)
बोली बंद करने की दिनांक	July 19, 2024 (दोपहर 02:00 बजे तक)
तकनीकी बोली: भाग-I को खोलने की दिनांक तथा समय	July 19, 2024 (दोपहर 03:00 बजे)
मूल्य बोली: भाग-II को खोलने की दिनांक तथा समय	बाद में केवल उन्हीं बोलीदाताओं के लिए खोला जाएगा जिनकी भाग-I की बोलियों के साथ अपलोड किए गए दस्तावेजों की जांच के बाद स्वीकृत किया जाएगा (पात्र बोलीदाताओं को खोलने की तारीख अलग से सूचित की जाएगी)।
अग्रिम धन जमा (EMD)	₹2,38,000/- (दो लाख अड़तीस हजार रुपए मात्र) लाभार्थी का नाम - Reserve Bank of India IFSC: RBIS0CGPA01 (5वाँ और 10वाँ शून्य है) Account No: 186003001
अग्रिम धन जमा (EMD) प्रस्तुत करने की अंतिम दिनांक	July 19, 2024 (दोपहर 02:00 बजे तक)

4. ई-निविदा दस्तावेज़ भारतीय रिज़र्व बैंक की वेबसाइट <https://www.rbi.org.in> एवं <https://www.mstcecommerce.com/eproc/> से डाउनलोड किया जा सकता है। इस ई-निविदा में भविष्य में जारी किये गये किसी भी संशोधन/सुधार, को केवल उपर्युक्त दर्शायी गई RBI और MSTC वेबसाइट पर अधिसूचित किया जाएगा।



5. निविदाकर्ता बोली जमा करने से पहले किसी भी संशोधन/शुद्धिपत्र/स्पष्टीकरण के लिए उपरोक्त वेबसाइट/ई-पोर्टल पर visit करें। बैंक बिना कोई कारण बताए किसी भी या सभी निविदाओं को अस्वीकार करने का अधिकार सुरक्षित रखता है।

क्षेत्रीय निदेशक
चंडीगढ़



भारतीय रिज़र्व बैंक

RESERVE BANK OF INDIA

संपदा विभाग/ ESTATE DEPARTMENT

चंडीगढ़ / CHANDIGARH

भारतीय रिज़र्व बैंक, चंडीगढ़ में बैंक कार्यालय

में रखरखाव कर्मी प्रदान करने हेतु ई-निविदा

**E-Tender for Providing Housekeeping Staff at the Office Premises of Reserve
Bank of India, Chandigarh**

आरबीआई/चंडीगढ़/संपदा/05/24-25/ईटी/109

RBI/Chandigarh/Estate/05/24-25/ET/109

निविदाकर्ता का नाम / Name of the Tenderer: _____

पता / Address: _____

संपर्क विवरण: _____

निविदा जमा करने की नियत तिथि एवं समय: July 19, 2024 (02:00 PM)

पूर्व बोली बैठक की तिथि: July 03, 2024

निविदा के भाग – 1 के खुलने की तिथि: July 19, 2024 (03:00 PM)



DISCLAIMER

Reserve Bank of India, Estate Department, Chandigarh (hereafter called “the Bank”), has prepared this document to give background information on the contract to the interested parties. While the Bank has taken due care in the preparation of the information contained herein and believes it to be in order, neither the Bank nor any of its authorities or agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, expressed 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 shall be required to confirm in writing that they have done so and they do not rely only on the information provided by the Bank in submitting the tender. The information is provided on the basis that it is non-binding on the Bank or any of its authorities or agencies or any of their respective officers, employees, agents or advisors. In case of conflict of meanings between Hindi and English versions of the document, interpretation of English version shall prevail.

The Bank reserves the right not to proceed with the contract or to change the configuration of the contract, to alter the time-table reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest. No reimbursement of cost of any type shall be made to person or entities expressing interest.



Reserve Bank of India

Estate Department, Central Vista, Sector-17, Chandigarh – 160017

<https://www.rbi.org.in>

TENDER NOTICE

Reserve Bank of India, Chandigarh invites tenders in two parts through e-tendering for Providing Housekeeping Staff at the Office Premises of Reserve Bank of India, Chandigarh. The estimated cost of the work is **₹1.19 Crore per annum including GST**.

2. This is an Open Tender. However, only those bidders/vendors, who are qualified for the work as per eligibility criteria stipulated in the tender, are eligible to participate in this tender. Further, only those firms, who are registered on MSTC portal will be able to take part in the Tender process. The tender document is available on website www.rbi.org.in for download.
3. Bidders are advised to upload the documents at <https://www.mstcecommerce.com/eprocn/> in support of their eligibility for the tender during the submission.
4. Online tenders will be allowed to be viewed /downloaded to all firms from 12:00 noon of **June 27, 2024**. **The firms which do not comply with the eligibility criteria and/or do not submit EMD by stipulated date and time will not be considered for opening of Part -II of their tender.**
5. The timeline of the tender is as follow:

A	e-Tender no	RBI/Chandigarh/Estate/05/24-25/ET/109
B	Mode of Tender	e-Procurement System (Online Part I - Techno-Commercial Bid and Part II - Price Bid through MSTC portal)
C	Date of availability of Tender Document for download on RBI website	June 27, 2024 (12:00 PM)
D	Starting Date of e-Tender for submission of Part-I (Techno-Commercial Bid) and Part-II (Price Bid) at https://www.mstcecommerce.com/eprocn/	June 27, 2024 (12:00 PM)
E	Pre-Bid meeting	July 03, 2024 (11:00 AM)
F	Earnest Money Deposit (Only through NEFT)	₹2,38,000 (Rupees Two Lakh Thirty-Eight Thousand Only) Beneficiary Name- Reserve Bank of India IFSC: RBIS0CGPA01 (5th and 10th being zero) Account No: 186003001
G	Last date of submission of EMD	July 19, 2024 (02:00 PM)
H	Closing Date of e-tender for submission of Techno-Commercial Bid & Price Bid	July 19, 2024 (02:00 PM)



I	a. Date & time of opening of Part-I (Techno-Commercial Bid) b. Date of opening of Part II (Price Bid)	a. July 19, 2024 (03:00 PM) b. Will be opened later (date of opening to be communicated to eligible bidders separately) of only those bidders whose Part-I bids are found to be acceptable after scrutiny of documents uploaded along with Part I.
J	Transaction Fee	Payment of transaction fee through MSTC payment gateway/NEFT/RTGS in favor of MSTC LIMITED

Chandigarh

Regional Director
Reserve Bank of India



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

**E-Tender for Providing Housekeeping Staff at the Office Premises of RBI
Chandigarh**

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Section-I

SCHEDULE OF e-TENDER (SOT)

1.	Name of the Department	Estate Department, Reserve Bank of India, Chandigarh
2.	e-Tender no.	RBI/Chandigarh/Estate/05/24-25/ET/109
3.	e-Tender name	E-Tender for Providing Housekeeping Staff at the Office Premises of Reserve Bank of India, Chandigarh
4.	Mode of Tender	e-Procurement System Online (Part I - Technical Bid and Part II – Financial Bid through https://www.mstcecommerce.com/eprocn/)
5.	Estimated value of tender (including Taxes)	₹1.19 Crore
6.	Date of Tender available for downloading and start of bidding on MSTC website	June 27, 2024 (12:00 PM)
7.	Date of Pre-Bid Meeting	July 03, 2024 (11:00 AM)
8.	Earnest Money Deposit (EMD)	₹2,38,000/- (Rupees Two Lakh Thirty-Eight Thousand Only) Beneficiary Name: Reserve Bank of India, Chandigarh Beneficiary Ac No: 186003001 IFSC: RBIS0CGPA01 (5 th and 10 th digits are Zero)
9.	Last date for submission of EMD	July 19, 2024 (02:00 PM)
10.	Last date for online submission of Technical Bid & Financial Bid	July 19, 2024 (02:00 PM)
11.	Date & time of opening of Part-I i.e., Technical Bid	July 19, 2024 (03:00 PM)
12.	Date & Time of opening of Part-II i.e., Financial Bid	Part-II (Financial Bid) of only those bidder(s) whose Part-I (Technical Bid) is found acceptable by the Bank will be opened electronically. Such bidder(s) will be intimated regarding date of opening of Part- II (Financial Bid) through valid email given by them.
13.	Transaction Fee	Transaction fee, as applicable, will be paid to M/s MSTC Ltd. facilitating the online tender process



Section-II

Section – II Important Instructions for e-Tender (Important Instructions regarding e-procurement)

This is an e-procurement event of Reserve Bank of India, Chandigarh. The e-procurement service provider is MSTC Limited.

Bidders are requested to read and understand the terms and conditions in the Notice Inviting Tender and subsequent Corrigendum, if any, before submitting the online tender. Tenderers who do not comply with the conditions with documentary proof (wherever required) will not qualify in the Tender for opening of price bid.

A. Process of e-Tender:

Registration: The process involves vendor's registration with MSTC e-procurement portal which is free of cost. Only after registration, the vendor(s) can submit his/their bids electronically. This submission of bids shall be done over the internet. The Vendor shall possess a valid Class III signing and encryption type digital signature certificate. Vendors are to make their own arrangement for bidding from a computer connected with Internet. MSTC is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).

Vendors are required to register themselves online with <https://www.mstcecommerce.com/eprocn> → Register (Filling up details and creating own user id and password) → Submit. Please follow the 'Registration Guide' available in the Registration link before proceeding.

The e-mail and Mobile number shall be OTP verified.

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

The Vendors shall have to subscribe to the buyers and categories in order to receive system generated mails. In order to subscribe, a vendor has to login and click on 'My Subscription' followed by 'Add Subscription'. On successful subscription, a system generated mail shall be forwarded to the vendor. Please follow the guide for 'Subscription' of 'Download Guides' available in the Dashboard before proceeding.

In case of any clarification, please contact MSTC/RBI, Chandigarh, (before the scheduled time of the e- tender).

Contact person (MSTC): MSTC Chandigarh

MSTC Help Desk: 07969066600 (For System Settings related issues)
Mr. Keshav Arora, Deputy Manager- cdgopn1@mstcindia.in
Mobile -0172-2584921
Mr. Pankaj Kumar, Deputy Manager cdgopn2@mstcindia.in
Ph- 0172-2584921



Contact person at RBI Chandigarh

Utkarsh Awasthi, Assistant Manager

Email: pscellcharo@rbi.org.in, Phone No.: 8849241022

1. System Requirement:

Windows 7 or above Operating System

2. Please note that following settings are required for use of MSTC E-procurement Portal (shown below), which the portal itself guides the user to do, upon opening the page. Once the settings are done, user (Buyer/Seller/Admin) can access the portal without any issue.

System Requirement:

- a. Windows 7 or above Operating System
- b. Microsoft Edge/Chrome/Mozilla Firefox
- c. Signing & encryption type class III digital signature
- d. Java 1.8 or above
- e. Local system admin rights
 - a. Note: do not run as “run as administrator”.
 - b. Must not ask for any username or password while installation
- f. On opening URL <https://www.mstcecommerce.com/eproc/>, system will check for settings and prompt user for action to correct the settings.
- g.

System Settings Check Status

Status	Incorrect System Settings Download System Settings Guide Download Certificate								
Please Correct the Following Settings:									
If You Do Not Have Java Installed, Please Install Java	Download Java								
Based On The Java Version You Have Installed Please Download PKI Application	<table border="1"> <tr> <td>Latest Version: 11</td> <td>Installed Version:</td> </tr> <tr> <td> <table border="1"> <tr> <td>If You Have Java 32 Bit Installed</td> <td>If You Have Java 64 Bit Installed</td> </tr> <tr> <td>Download</td> <td>Download</td> </tr> </table> </td> <td></td> </tr> </table>	Latest Version: 11	Installed Version:	<table border="1"> <tr> <td>If You Have Java 32 Bit Installed</td> <td>If You Have Java 64 Bit Installed</td> </tr> <tr> <td>Download</td> <td>Download</td> </tr> </table>	If You Have Java 32 Bit Installed	If You Have Java 64 Bit Installed	Download	Download	
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If You Have Java 32 Bit Installed	If You Have Java 64 Bit Installed								
Download	Download								
If You Have Installed Both Java And Pki Application, Please Update Browser Settings	<p>If You Are Using Google Chrome Or Edge: - Open URL https://localhost:13591/signservice/getdata And Click To Allow Connections.</p> <p>If You Are Using Firefox: - Open URL https://localhost:13591/signservice/getdata And Add Security Exception To Allow Connections.</p>								

- h. PKI application 32 bit to be installed if you have 32-bit java installed or PKI application 64 bit to be installed if you have 64 bit java installed.
- i. Once all the settings are done, the system check dialog box will disappear and user can login to the portal.

B. Bidding in e-Tender



- a. The process involves Electronic Bidding for submission of Bid.
- b. The bidder(s) can submit their Bid through internet in MSTC Website <https://www.mstcecommerce.com/eprocn>
- c. The NIT/ Documents shall be available for download in the event catalogue available under 'Event Details' of the Event.
- d. Please follow the guides for Registration available in the link https://www.mstcecommerce.com/eprocn/admin/registration/vendor_registration.jsp#step-1 and other guides 'Subscription', 'Payment', 'Bidding', 'View/ Download Reports' and 'Upload encryption public key' 'Uploading encryption public key' and 'Bidding' under 'Download Guides' available in the Dashboard before proceeding to submit bid.
- e. The bidders may upload the bidding related documents in the link 'My Documents'. The documents uploaded here shall be available for attaching with this event in the Bid Floor.
- f. In order to submit bid, a vendor has to go to 'Events' from the menu and select 'Bid Floor'. The vendor has to select the buyer 'Buyer' from the buyer list in order to view the live events list. The correct event has to be selected from the event list for participation. A vendor has to submit 'Event wise bid details' that may consist of 'PQR'/'Common Terms' / 'Document Attach'. A vendor has to save the PQR/Common Terms / attach documents by clicking the respective buttons. Once the event specific bids are saved, the status is updated in 'Event specific bid status' and the 'Item specific bid' button appears on the bid floor. Thereafter vendor has to save lot specific technical bid/ price bid. A vendor has to click button under 'Technical Cover' in order to save the technical bid for specific lots. Once the technical bid is saved, the 'Price Cover' button appears on the screen for respective lots. Once price bid is saved, the vendor has to click on 'Final Submit'. On final submission of bid, the status of the bid submission shall display 'Bid submitted' under 'Item specific bid status'. A vendor shall receive system generated mail.

NOTE: - The bid cannot be revised once the Final Submit button has been clicked by the bidder. However, if the bidder wishes to change his bids then he may delete the bid and re-submit the same.

- g. In all cases, bidder should use their own ID and Password along with Digital Signature at the time of submission of their bid.
- h. During the entire e-tender process, the bidders will remain completely anonymous to one another and also to everybody else.
- i. The e-tender floor shall remain open from the pre-announced date & time and for the duration mentioned above.
- j. All electronic bids submitted during the e-tender process shall be legally binding on the bidder. Any bid will be considered as the valid bid offered by that bidder and acceptance



of the same by Buyer will form a binding contract between Buyer and the Bidder.

- k. It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.
- l. Buyer reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.
- m. No deviation of the terms and conditions of the tender document is acceptable. Submission of bid in the e-tender floor by any bidder confirms his acceptance of terms & conditions for the tender.
- n. Unit of Measure (UOM) is indicated in the e-tender Floor. Rate to be quoted should be in Indian Rupee as per UOM indicated in the e-tender floor/tender document.

- **(For any query, contact MSTC Help Desk: 07969066600)**

- o. Payment of Applicable Transaction Fee should be paid in favour of MSTC Limited through the "Transaction fee Payment" link available in your login.

NOTE: The bidders should submit the transaction fee well in advance before the last date of submission of tender as they will be activated for bid submission only after receipt of transaction fee by MSTC.

- p. Bidder(s) are advised to make remittance of tender fee and EMD if any to Reserve Bank of India, Chandigarh as advised in the NIT.
- q. All notices and correspondence to the bidder(s) shall be sent by email only during the process, up to the finalization of tender by 'Buyer'. Hence the bidders are required to ensure that their official email ID provided is valid and updated at the stage of registration of vendor with MSTC (i.e. Service Provider). Bidders are also requested to ensure validity of their DSCs (Digital Signature Certificates).
- r. There is no provision to take out the list of parties downloading the tender document from the web site mentioned in NIT. As such, bidders are requested to see the website once again before the due date of tender opening to ensure that they have not missed any corrigendum uploaded against the said tender after downloading the tender document. The responsibility of downloading the related corrigenda, if any, will be that of the bidders only.
- s. No separate intimation in respect of corrigendum to this NIT (if any) will be sent to tenderer(s) who have downloaded the documents from web site.
- t. E-Tender cannot be accessed after the due date and time mentioned in NIT.
- u. Bidder(s) need to deposit/submit necessary EMD and Transaction fee separately for the e-Tender. **Transaction fees is non-refundable.** No interest will be paid on EMD. EMD of the unsuccessful bidder(s) will be refunded by RBI, Chandigarh after award of work.



EMD of the successful bidder will be refunded after receipt of Security Deposit for the same.

- v. The bidder(s) who have submitted the above fees can only submit their Technical Bids and Price Bid through internet in MSTC website <https://www.mstcecommerce.com/eprocn>.
- w. Any order resulting from this e-tender shall be governed by the terms and conditions mentioned therein.
- x. No deviation to the terms & conditions are allowed.
- y. Buyer has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof.
- z. The online tender should be submitted strictly as per the terms and conditions and procedures laid down on the website <https://www.mstcecommerce.com/eprocn> of MSTC Ltd.
- aa. The bidders should upload all the documents required (if any) as per terms of NIT. Any other document uploaded which is not required as per the terms of the NIT shall not be considered.
- bb. The bid will be evaluated based on the filled-in Price bid formats.
- cc. Canvassing in any form in connection with the Tender is strictly prohibited and the bids submitted by the bidders who resort to canvassing are liable to be rejected.



Section-III: Instructions to Bidders

A. General

1. Scope of Tender:

- 1.1 The Bank invites E-tenders from the eligible reputed housekeeping services providing agencies for providing housekeeping staff at the Office Premise of RBI, Chandigarh. The Estimated value of contract is **₹1,19,00,000/- (Rupees One Crore Nineteen Lakh only) including GST per annum**. Important instructions regarding E-tender have been provided at Section II of this tender document.
- 1.2 Details of number of housekeeping staff required is provided in **Section V**. The Bank reserves the right to increase/ decrease the number of housekeeping staff.
- 1.3 More details of Scope of Work and Services are detailed in **Section V**.

2. Prohibited Practices:

- 2.1 The Bank requires that tenderers, suppliers, agencies, interested in having business relationship with the Bank, observe the highest standard of ethics during the period of contract / engagement. In pursuance of this policy, the Bank:
- a) defines, for the purposes of this provision, the terms set forth below as Prohibited Practices:
- i. "corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
 - ii. "fraudulent practice" means any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
 - iii. "coercive practice" means impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party; and
 - iv. "collusive practice" means an arrangement between two or more parties designed to achieve an improper purpose, including influencing improperly the actions of another party;
- b) shall reject a proposal for award if it determines that the tenderer recommended for award has engaged in prohibited practices in competing for the tender in question;
- c) may declare a tenderer ineligible, either indefinitely or for a stated period, if, at any time, the Bank determines that the tenderer has engaged in prohibited practices in competing for, or in executing the contract;



2.2 Furthermore, tenderers shall be aware of the provisions stated in Section V (General and Specific Conditions of Contract).

3. Eligibility Criteria:

3.1 **Registration:** The vendors/ agency/ firms/ company shall be registered with the Government authority and shall be in possession of a valid Certificate of Registration.

3.2 Experience:

- a) The agency shall have minimum 5 years of experience in the field of undertaking similar works viz., providing housekeeping staff / services at building / complexes of residential / commercial / industrial / any other nature, upto the last day of the month previous to the month when tender was invited (**i.e., May 31, 2024**).
- b) Tenderer shall furnish their client list showing the details of work carried out by them during the last 05 years as per specified format in [Annexure-IV](#). At least one completion certificate/ work order/copy of agreement/ any other document to be compulsorily uploaded to establish that the company is in the business of providing housekeeping staff / services on or before **May 31, 2019**.
- c) The agency shall have experience for a continuous period of a minimum of three years in last six (06) financial years (FY2018-19 to FY2023-24). Documentary evidence for such experience in Housekeeping Services / similar works and relevant work experience certificates of having successfully completed similar works/ contracts basis for a continuous period of a minimum of three years, during last six (06) years, along with [Annexure-IV](#), shall be uploaded on MSTC portal.

3.3 Minimum years of each completed work:

- a) Experience of having successfully completed above mentioned works shall be of any of the following amount:
 - i. One similar work costing not less than 80% of the estimated cost.

Or
 - ii. Two similar works individually costing not less than 50% of the estimated cost.

Or
 - iii. Three similar works each costing not less than the amount equal to 40% of the estimated cost.
- b) Client reports for satisfactory completion/performance are to be uploaded as per [Annexure-II](#) towards establishing minimum eligibility.
- c) The other satisfactory completion/performance certificates (i.e., other than those submitted towards establishing minimum eligibility) are to be uploaded separately towards scoring as per Evaluation Matrix (Part B of **Section-IV**)



- 3.4 **Annual Turnover:** Tenderers should have a minimum yearly turnover of 100% of the estimated cost (₹1.19 Crore) during each of the last three (03) financial years ending March 2024 supported by audited financial statements.
- 3.5 **PAN/GST Registration:** The tenderer shall have valid PAN and GST registration.
- 3.6 **ISO Certification, SA 8000, ISO 45001:** The bidder shall have at least one of the following certifications: ISO-9001 / SA-8000 / ISO 45001.
- 3.7 **ESIC Registration:** The Agency shall have valid ESIC registration.
- 3.8 **EPFO Registration:** The Agency shall have valid EPFO registration.
- 3.9 **Earnest Money Deposit (EMD):** Intending tenderer has to deposit a sum of **₹2,38,000/-** (Rupees Two Lakh Thirty-Eight Thousand only) as EMD with the Reserve Bank of India, Estate Department, Chandigarh-160017 before **July 19, 2024** (02:00 PM). The e-tender without the EMD will be rejected by the Bank.
- 3.10 **Banker's Financial Credibility Certificate/ Solvency Certificate:**
- a) The Agency shall furnish the Financial Credibility Certificate/ Solvency Certificate (as on May 31, 2024) issued by the applicant's banker, specifically for the work of providing housekeeping staff / services, for an amount equivalent to annual value of the work estimated to be ₹1,19,00,000/- (Rupees One Crore Nineteen Lakhs Only). Format for the same has been provided in [Annexure-III](#).
- 3.11 **Undertaking / Declaration:** The tenderer shall upload/ submit the Undertaking/ Declaration as specified in [Annexure-I](#) on the letter head of the agency/ company/ firm that there should not be any case/ neither any charge under investigation/ enquiry/ trial against the agency/company/firm, nor it be convicted in a Court of Law or suspended/ blacklisted by any organization on any grounds. Concealment of facts and subsequent detections will lead to annulment of the contract/ rejection of the bid forthwith.

*The tenderers shall invariably furnish documents as required in **Section VI- Technical Bid** to satisfy the Bank about their eligibility for participating in the tendering process. Further, the tenderers shall submit the originals of the documents to the Bank when demanded to qualify for further tendering process.*

B. Contents of Tender Document

4. Clarification of Tender Document, Pre-Bid Meeting:

- 4.1 The Pre-Bid meeting will be conducted on **July 03, 2024**, at **11:00 AM** at Reserve Bank of India, Central Vista, Sector 17, Chandigarh – 160017. The authorised representative of the tenderers can participate in the pre-bid meeting.



4.2 Bidders may also get the issues clarified telephonically or through e-mail on or before the date of pre-bid meeting.

5. Amendment of Tender Document:

5.1 At any time prior to the deadline for submission of Tenders, the Bank may amend this document by issuing amendments / corrigendum only on RBI website (www.rbi.org.in) and MSTC website.

5.2 Any amendments / corrigendum issued shall be a part of this document.

5.3 To give prospective tenderers reasonable time 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.

C. Preparation of Tenders

6. Cost of Tendering: The tenderer shall bear all costs associated with the preparation and submission of its Tender, and the Bank shall not be responsible or liable for those costs, regardless of the conduct or outcome of the Tendering process.

7. EMD as Tender Security and Transaction Fee:

7.1 Intending tenderer need to submit EMD of **₹2,38,000/-** (Rupees Two Lakh Thirty-Eight Thousand only) as EMD with the Reserve Bank of India, Estate Department, Chandigarh-160017 before **July 19, 2024 (02:00 PM)**.

By NEFT to following A/c:

Beneficiary Name: Reserve Bank of India, Chandigarh

Beneficiary Ac No: 186003001

IFSC: RBIS0CGPA01 (5th and 10th digits are Zeroes)

Please Write “EMD for e-Tender for Housekeeping Staff” in narration.

7.2 No interest shall be paid on EMD. EMD of the unsuccessful vendor(s) will be refunded by the tender inviting authority after the award of this work. EMDs of successful bidder can be converted to Security Deposit and the balance of security deposit has to be deposited by the successful bidder. EMD can be returned to the successful bidder on submission of Performance Bank Guarantee of specified amount.

7.3 Tenders without EMD shall not be accepted under any circumstances. MSE tenderers are also not exempted from depositing EMD.

7.4 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.

7.5 Transaction fee is non-refundable. A vendor will not have the access to online e-tender on MSTC website without making the payment of 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.

8. Documents Establishing the qualifications of the Tenderer: To establish its qualifications to perform the Contract in accordance with Section-III (Para 3), the tenderer shall provide the information in the format prescribed in the annexures.

9. Visit to Office premises: The bidder is required to provide housekeeping services and is advised to visit and acquaint himself with the operational process. The costs of visiting shall be borne by the bidder. It shall be deemed that the agency has undertaken a visit to the Office premises and is aware of the operational conditions prior to the submission of the tender documents.

10. Period of validity of Tenders:

10.1 The validity of tender along with the prices shall be **90 days** from the last date of the submission of tender.

10.2 In exceptional circumstances, prior to the expiration of the Tender validity period, the Bank may extend the period of validity of their Tenders subject to feasibility of mstc-ecommerce website. The request and the responses shall be made in writing.

10.3 The Tenderer shall not cancel or withdraw the tender during this period or change the quoted rates.

11. Submission, Sealing and Marking of Tenders:

11.1 Tenderers submitting Tenders electronically shall follow the electronic Tender submission procedures specified in the Instructions regarding E-Tender.

11.2 The tenderers may submit their online Technical and Financial Bid, (competitive rates) and upload the copies of necessary documents on MSTC portal. E-Tender with all information shall be submitted on or before the prescribed time and date. Incomplete Tenders shall be summarily rejected by the Bank.

11.3 The tenderers shall quote **Service Charge and Uniform charge** as advised in **Section VII – Terms and Conditions of Financial / Price Bid.**

11.4 If desired / prescribed information is not submitted, the Bank shall assume no responsibility for rejection of Tender.

D. Submission and Opening of Tenders

12. Deadline for Submission of Tenders:

12.1 Tenders must be filled online through e-tendering process on MSTC portal mentioned in this document, not later than the date and time indicated in this document.



12.2 The Bank may, at its discretion, extend the deadline for the submission of Tenders by amending the Tender Document.

13. One Bid per Bidder: Each bidder shall submit only one tender either by himself or as a partner in joint venture. If a bidder or if any of the partners in a joint venture participate in more than one bid, the bids are liable to be rejected.

14. Late Tenders: No Tender after the deadline shall be allowed on the website.

15. Tender Opening:

15.1 The Bank shall open the Tender (Part-I – Technical Bid) electronically on the notified date. Part-II: Financial / Price Bid will be opened for those bidders who qualify in Part-I. Date of opening of Part-II will be notified by email only to the successful bidders on their valid email address provided in the tender documents.

15.2 The tender documents which do not comply with the conditions prescribed in the tender form shall be summarily rejected.

15.3 Conditional bids will also be summarily rejected.

E. Examination of Tenders

16. Confidentiality: Information relating to the evaluation of Tenders shall not be disclosed to tenderers or any other person not officially concerned with such process until information on Contract award is communicated to all tenderers.

17. Clarification of Tenders:

17.1 To assist in the examination, evaluation, comparison of the Tenders and qualification of the tenderers, the Bank may, at its discretion, ask any tenderer for a clarification of its Tender, allowing a reasonable time for response. Any clarification submitted by a tenderer 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.

17.2 If a tenderer 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.

18. Bank's Right to Accept Any Tender, or to Reject Any/All Tender(s):

18.1 The Bank reserves the right to accept or reject any tender, or to annul the Tendering process or to reject all Tenders at any time without thereby incurring any liability to tenderers or assigning any reason thereof. Further the conditional bids shall be rejected out-rightly.



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

F. Award of Contract

19. Award Criteria: The Bank shall shortlist the tenderer based on the evaluation/selection criteria detailed in **Section IV**.

20. Notification of Award: Until a formal contract is prepared and executed, the notification of award shall constitute a binding Contract. The successful tenderer shall take over entire work on the date as specified by the Bank. The Tenderers qualified in part -1 shall be in readiness to take over the work at short notice.

21. Signing of Contract: The successful tenderer shall execute an agreement with the Bank on Non-Judicial stamp paper of value as applicable within 07 days of the award of work. The stamp duty shall be borne and paid by the tenderer. However, the issue of intimation of award of work by the Bank shall be considered as binding contract, as though such an agreement has been executed and all the terms and conditions shall apply on this contract. The agreement shall be initially valid for a period of twelve months or as specified by the Bank, in first year and extendable up to two more years subject to the review of the performance of the agency(s) by the Bank and mutual consent.

22. Performance Security

22.1 The successful tenderer shall furnish along with the contract the Performance Bank Guarantee (PBG) towards performance security of 5% of the contract value i.e., ₹ _____ (Rupees _____ Only) as per the format placed at [Annexure-V](#).

22.2 This PBG has been calculated for twelve months of tender value and shall be submitted by the bidder from its banker with a validity of 60 days more than the contract period. In the case of extension of contract, the PBG has to be resubmitted by the bidder for the renewed contract period.

22.3 Failure of the successful tenderer to submit the PBG of ₹ _____ (Rupees _____ Only) or to sign the contract shall constitute sufficient grounds for the annulment of the award, forfeiture of the EMD and blacklisting of such tenderer.

22.4 The PBG shall be released without interest after 2 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 or pending dues, the PBG shall be discharged only after adjusting all dues, liabilities, etc.



Section-IV: Evaluation/ Selection Criteria

A. Technical / Financial Bid Evaluation

- 1.1 First, Part-I (Technical bid) shall be evaluated. Tenderers shall furnish information for Technical Evaluation as per formats in Section VI. The tenderers shall invariably furnish documents mentioned in **Section VI: Technical Bid** and other sections of the tender document, to satisfy the Bank about their eligibility for participating in the tendering process. Further, the tenderers shall submit the originals of the documents as and when demanded by the Bank.
- 1.2 The Bank shall scrutinize the information and documents submitted by the tenderer vis-à-vis eligibility criteria and evaluate the feedback from bankers, existing clients.
- 1.3 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 any 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.
- 1.4 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.
- 1.5 The financial bids of only the technically qualified firms/agencies/bidders will be opened for financial evaluation. The tenderer who qualifies the Technical Evaluation and is L1 (lowest bid) with valid rates in Financial Bid shall be awarded the tender. The work will be awarded subject to the terms and conditions specified in the tender document.
- 1.6 In case the lowest quoted amounts in the financial bids (L1) of more than one agency becomes same, only then the scoring as per evaluation matrix shall be done and the work will be awarded to the agency which gets the higher score in Evaluation Matrix.
- 1.7 Scoring of marks shall be based on criteria mentioned in **Part B: Evaluation Matrix**, of this section (**Section IV**) and/or any other criteria prescribed in the Terms and Conditions of the contract.
- 1.8 Further, in case the condition arises where the Evaluation matrix scores of the potential bidders are at par with each other, in that case the work will be awarded to the firm incorporated earlier. Bidders are advised to submit all the relevant documents required for scoring in the Evaluation Matrix. In absence of supporting documents, the Bank may, at its discretion, assign 'Zero' score for the said criteria in the Evaluation matrix.



B. Evaluation Matrix

Internal Evaluation Parameters Set by the Bank and Score thereof:

Sr. No.	Evaluation Parameter	Weightage
1.	Average Turn Over in last 03 years	15
	a. ₹10 crore and above	15
	b. Above ₹5 crore but less than ₹10 crore	10
	c. Above ₹1.19 Crore but less than ₹5 crore	5
2.	Empanelled service rendered for a continuous period of minimum 03 years in last 06 years (i.e. FY2018-19 to FY2023-24) and the value of the work/works should be more than 40% of the estimated cost (without any termination of contract or notice for termination on the grounds of unsatisfactory performance)	20
	a Any office of Reserve Bank of India / Central Government / Five Star Hotels	20
	b PSBs/ PSUs	15
	c State Government / others	10
3.	Number of years in housekeeping/manpower supply services business (as on May 31, 2024)	10
	a 10 years and above	10
	b More than 05 years but less than 10 years	7
	c 05 years	5
4.	Quality Related Certificates (valid as on May 31, 2024)	10
	a More than one of ISO 9001 / SA 8000 / ISO 45001/ any other quality related certificate (valid on the date of publishing of tender)	10
	b Any one of ISO 9001 / SA 8000 / ISO 45001/ any other quality related certificate (valid on the date of publishing of tender)	5
5.	Type of incorporation of the agency	10
	a Limited Company	10
	b Proprietorship/Partnership Firm	5
6.	Number of housekeeping/other manpower deployed by the agency (supporting document indicating number of staff deployed shall be submitted)	10
	a 500 or above	10
	b More than 200 but less than 500	7
	c Less than 200	5



7.		Client Certificate for deployment of housekeeping/other manpower	25
	a	More than 01 work with minimum 250% value* of Annual Estimated cost "or" More than 02 works with minimum 200% value* of Annual Estimated cost "or" More than 03 works with minimum 150% value* of Annual Estimated cost	25
	b	01 work with minimum 250% value* of Annual Estimated cost "or" 02 works with minimum 200% value* of Annual Estimated cost "or" 03 works with minimum 150% value* of Annual Estimated cost "or" More than 03 works with minimum 100% value* of Annual Estimated cost	20
	c	01 work with minimum 200% value* of Annual Estimated cost "or" 02 works with minimum 150% value* of Annual Estimated cost "or" 03 works with minimum 100% value* of Annual Estimated cost "or" More than 03 works with minimum 80% value* of Annual Estimated cost	15
	d	01 work with minimum 150% value* of Annual Estimated cost "or" 02 works with minimum 100% value* of Annual Estimated cost "or" 03 works with minimum 80% value* of Annual Estimated cost "or" More than 03 works with minimum 50% value* of Annual Estimated cost	10
	e	01 work with minimum 100% value* of Annual Estimated cost "or" Upto 02 works with minimum 80% value* of Annual Estimated cost "or" Upto 03 works with minimum 50% value* of Annual Estimated cost "or" More than 03 works with minimum 40% value* of Annual Estimated cost	5

Scores will be allocated to the bidders as per the criteria mentioned in the above-mentioned evaluation matrix subject to the submission of relevant documents.



Section V: General and specific conditions of the Contract

A. Details of Housekeeping Staff Required:

Staff requirement	Skilled	Unskilled Housekeeping staff		Place of deployment
		Male	Female	
Supervisor	2	-	-	Reserve Bank of India, Chandigarh
Housekeeping Staff	-	26	7	
Total	2	33		
Grand Total	35			

- The housekeeping staff are required to work staggered in shifts between **7.00 am and 10.00 pm** on a day or any other shift **not exceeding 08 Hours a day**, as decided by the Bank.
- The housekeeping staff shall be required to work **six days a week**.
- The Bank reserves the right to increase or decrease the number of housekeeping staff.
- It may be noted that the Supervisors will be categorized under **Skilled** category, whereas the housekeeping staff will be categorized under **Unskilled** category while paying wages under Minimum Wages Act (Central Rules), 1948.
- The agency shall engage trained and experienced men/women whose age **preferably be between 21 and 45 years** who are duly experienced for the job and are fit and able to perform their duties.
- The agency shall ensure that the employees deployed in the Bank premises observe the standards of cleanliness, decorum, security, safety, good behaviour and general discipline laid down by the Bank.

A.1 Qualifications of deployed staff:

- Supervisors:**
 - Minimum qualification is graduation (from any subject/ stream) with at least two (02) years' relevant experience in hospitality industry. Relevant documents establishing the eligibility shall be uploaded on the MSTC portal.
 - He / she should be of courteous and polite demeanor and be able to operate the telephone and email.
 - The supervisor has to be proactive in solving the infrastructural and human problems. He/ she will personally be responsible for handling the housekeepers. He / she will submit the bills to the Bank on time. He / she will be the Vendor's point of contact with the Bank.
- Housekeeping staff:** The support staff (33 housekeeping staff) should be courteous & polite.



B. Scope of Works and Services

1. Scope of Work for General Areas/Common Areas of Main Office Building & Annex Building Premises:

- a. Agencies shall be responsible for all cleaning works such as sweeping and mopping of general area in each floor, passages, and lobbies at all the floors, cleaning of each cabin located in all the floors at Office Building. Cleaning of tables, chairs, and Desks in each Department/Section.
- b. Sweeping and moping of staircases, all the lifts and lift lobbies at all floors in Office Building.
- c. Sweeping and mopping of Banking Hall on the ground floor, glass panes on counters of the Banking Hall, Cash Area (All Floors) that includes the area from the Treasurer Section, Box Balance, Claims Section, SBS, CVPS, All Vaults, Vault corridors, Shredding Area, Safety Gate.
- d. Sweeping of frontal driveway, front parking, Basement and rear parking area and complete peripheral area of the Bank.
- e. Cleaning of Storerooms, Book Vaults, Record Rooms etc., of all the departments of the Bank.
- f. Cleaning of Conference Rooms and Board Room as per the requirement of the Bank.
- g. Cleaning of Canteen / OLDR and carry out miscellaneous tasks in the canteen as per instructions of the Bank.
- h. Sweeping and mopping of Creche located in the Bank premises.
- i. Cleaning activity in the morning shall start at **7.00 am** or as decided by the Bank from time to time.
- j. Special cleaning of specific areas in the Security Area/ any other area as per the instructions of the Bank on Saturdays or holidays.
- k. The passages/veranda and staircases of the buildings shall weekly be washed with detergent, Lizol, Phenyl and others required cleaning materials. The sweeping and mopping shall be carried out both in the morning hours and afternoon. The Bank may increase the frequency of cleaning of these areas.
- l. Removing the cobwebs, stains, dirt from wall, windows, ceiling, and such areas as required.
- m. Cleaning of electrical fittings and fixtures (Ceiling Fans, Exhaust Fans, ACs, Lights etc.) as required.
- n. Cleaning of areas around water dispensers/water purifiers installed at various locations in the Bank's premises. Collecting water containers from the ground floor and distributing in all the departments. Placing of water containers at water dispensers and collecting back



the empty containers from various departments on a daily basis and arranging on the ground floor.

- o. Sweeping and mopping of BMO and Dispensary Area, Society Office, Various Associations Offices, Sports Room, Inquiry Office etc., in the Building.
- p. Collection of garbage from all floors of Main Office Building & Annex Building and disposing the same on daily basis. The Contractor has to have liaison with the Municipal Corporation of Chandigarh for daily collection / disposal of garbage from MOB and Annex Building.
- q. Keeping the passages clean at all times even if it requires cleaning repeatedly.
- r. Any special cleaning on Republic Day, Independence Day and Festivals to be carried out as per the instruction of the Bank.
- s. Continuous cleaning, maintenance of hygiene & mopping of floors and common area in the Bank to be done during office hours so that it retains a clean and dry look.
- t. Any damage or theft of fittings/fixtures will be brought to the notice of the Bank's Caretaker/ Security Officer immediately.

2. Scope of Work for Washrooms/ Toilets in Main Office Building and Annex Building Premise:

- a. There are approximately 29 washrooms (ladies/ gents/ PH) combined in both the buildings. The housekeeping staff shall be responsible for cleaning of the washrooms/toilets, including toilet pots, seats/urinal pots, platform, sink, wash basins, tiles, floor, racks, glass mirrors, etc., in all the washrooms and toilets of the Main Office Building with detergent, Lizol, Phenyl, Harpic and other required cleaning materials.
- b. Cleaning of washrooms/general toilets and common area shall be conducted from 7.00 am to 10.00 pm on a regular hourly basis and on requirement basis in between with best and branded cleaning solutions, materials, mechanized scrubbing, etc. The toilets floor needs to be maintained dry during office hours. Display board indicating cleaning in progress must be displayed while the cleaning is in progress.
- c. Thorough sweeping, washing, mopping and scrubbing the floor and wall dado inside the toilets. Washing of toilet floors and tiles with suitable ceramic tiles cleaning chemicals every day.
- d. Cleaning of walls of Washrooms/Toilets and keeping ceilings free from cobwebs, dirt, stains, etc.
- e. Cleaning of windows, windowpanes, grills, doors, ventilators, ceiling, wall dado, plumbing and sanitary fittings & fixtures, glazed ventilators, etc.
- f. Removing the cobwebs, stains, dirt from wall, ceiling, pelmet, and inaccessible spots.
- g. Cleaning of accessories provided in the washrooms like Buckets/mugs/soap cases, etc.



- h. The required frequency of cleaning the washrooms/toilets shall be once per hour in a day (every hour during office hours) or as per need.
- i. Flushing system of all toilets are to be checked at regular interval every day.
- j. Dustbins kept in the washroom and surrounding area shall be emptied on regular basis at designated places.
- k. Cleaning all the nickel parts of sanitary fittings, taps, etc., and always keep them in a sparkling condition.
- l. The soap dispenser in the washrooms shall be topped up regularly with good quality liquid soap (bearing ISI and Eco mark confirming to latest BIS Standard, provided by the Bank).
- m. To ensure on a daily basis that all the accessories/ equipment in the toilets like Taps /Sinks /Geyser/Flush /Shower / other sanitary fittings, etc., are in working condition and if not, then report it to Caretaker. Complaints regarding civil, electric, plumbing, etc., observed in the washrooms/ toilets must be resolved by reporting to Caretaker.
- n. Scrubbing and cleaning of floors and walls; vacuum to be used, automatic mopper/scrubbing machine to be used at least once/ twice in a week.
- o. Any other instructions passed by the Bank from time to time.

3. Cleaning Material and Machinery: All the cleaning material and machinery/equipment shall be provided by the service provider/ agency/ firm to ensure state of the art cleaning in the Bank's premises. The agency shall undertake supply the Cleaning Materials in consultation with the Bank. Reimbursement towards the cleaning material shall be made by Reserve Bank of India, Chandigarh, on production of the bills. Bills in this regard shall be settled by the Bank by following the due process of certification to the effect that the condition/quality of the items supplied were to the satisfaction of the Bank. The agency shall attach all the bills pertaining to the procurement of cleaning materials along with their invoice otherwise the bill shall not be reimbursed by the Bank.

a. **List of Cleaning Material to be utilized on monthly basis (List is indicative and not exhaustive):**

The contractor shall ensure adequate availability of stock of consumable items required for smooth activities for housekeeping work throughout the contract period without any extra charges. The consumable items shall be of reputed made/brand as mentioned below.

Sr. No.	Items	Brand
1	Table Duster - White Check	Good Quality
2	Floor Duster	Good Quality
3	Yellow Duster	Good Quality



4	Floor Wipers Long	Supreme/ Scotch brite / equivalent brand
5	Floor Wipers Short	Supreme/ Scotch brite / equivalent brand
6	Drainage Cleaner	Good quality brand
7	Floor Chemical (Formalin)	Good quality brand
8	Floor Chemical - R1	Good quality brand
9	Floor Chemical - R2	Good quality brand
10	Floor Disinfectant	Lizol or equivalent
11	Phenyl	Rakshak (Pine) or Gainda or Branded
13	Toilet Cleaner	Harpic/ Branded
14	Glass/Furniture Cleaner	Colin/ Branded
15	Phool Broom	Good quality brand
16	Cob-web Cleaning Brush/Broom	Good quality brand
17	Coconut Stick Broom	Good quality brand
18	Readymade Yard broom	Good quality brand (with long lathi)
19	Liquid Soap	Dettol or equivalent
20	Liquid Hand wash	Dettol /Fem or equivalent
21	Hand Sanitizer	Dettol /Himalaya/ or Equivalent
22	Toilet Roll	Megha/ Branded
23	Face Tissue	Himalaya / Origami /Branded
24	Savlon/Dettol Tissue Wipes	Savlon/Dettol / Good quality brand
25	Multi Fold Paper Single Ply	Good Quality (20cm x 23cm)
26	A-1 Urinal Sanitary Cubes	Odonil/ Branded
27	Mosquito Repellent with Refill	Good Knight/ All-Out
28	Mosquito Repellent Refill	Good Knight/ All-Out
29	Odomos Cream	Odomos/ Branded
30	Room Freshener Spray	Aer / branded
31	Automatic Room Sprayer Set	Ambipur/Odonil/Branded
32	Automatic Room Spray Refill	Airwick /Branded
33	Air Freshener Blocks	Odonil/ Branded
34	Air Freshener	Godrej Air Pocket/ Branded



35	Red Hit	Hit/ Branded
36	Black Hit	Hit/ Branded
37	Detergent Powder	Vim or Wheel or equivalent
38	Detergent Cake	Vim/ Branded
39	Detergent Cake	Dettol/ Branded
40	Detergent Cake	Dove/ Branded
41	Pencil Cell AA	Nippo /Eveready
42	Dura Cell AA	Dura Cell
43	Remote Cell AAA	Dura Cell /Nippo/Eveready
44	Wash Basin Pump	Good quality brand
45	Dustpan Plastic	Good quality brand
46	Pantry Gloves Disposable	Good quality brand
47	Leather/Rexin Gloves	Good quality brand
48	Mask Single Use	Good quality brand
49	Liquid Soap Dispenser	Jaguar or equivalent
50	Toilet Brush (round head)	Good quality brand
51	Lathi for Floor Duster	Good quality brand
52	Dustbin with Lid (Green/Blue)	Milton/Cello/Nayasa/Equivalent
53	Dustbin with Wheel	Aristo/Nilkamal/Equivalent
54	Plastic Drum with Lid	Nilkamal /Equivalent
55	Plastic Bucket -White	Milton/Cello/Nayasa/Equivalent
56	Plastic Mug - White	Milton/Cello/Nayasa/Equivalent
57	Turkish Towel	Bombay Dying/ Reymond
58	Hand Towel	White, Good Quality
59	Wet Mop Refill	Good quality brand
60	Dry Mop Set	Blue
61	Garbage Bags – Small*	Bio-Degradable
62	Scrubber	Scotch Brite / or equivalent
63	Steel Scrubber	Good quality brand
64	Disinfectant Spray	Savlon/Dettol / or equivalent
65	Glass Cleaner Wiper Squeezy	Good quality brand
66	Rat Glue Mat	Good quality brand
67	Drainage cleaner	Harpic/Mr Muscle or equivalent



- b. The quantity & quality/brand of the above materials, as and when required, shall be decided by the Bank. If the quality of the cleaning material supplied by the Agency is not satisfactory to the Bank's requirement, the Contractor / Agency shall be responsible for replacing such inferior quality products to the satisfaction of the Bank. In case the Contractor fails to replace the materials, further penalty as specified in **Section V – D. Working Penalty Clause** shall be imposed on the Contractor.
- c. At any time, if required, the Bank may purchase the cleaning materials at its own discretion.
- d. No charges for arranging supply of the Cleaning Materials shall be paid except reimbursement of the bills.
- e. All materials/consumables and other related items provided by the agency shall be of ISI mark, branded and of good quality. All the consumables and disposables required for cleaning and housekeeping shall be eco-friendly and shall be procured by the agency. The use of acid or any other such material and any substandard material is prohibited. The firm shall assess the quantity of consumables to be used and supply them in advance to its staff. The agency has to ensure that at no point of time there shall be any shortage for which the upkeep and cleanliness should suffer. If any substandard materials / consumables are used, the Bank reserves the right to impose a penalty as specified in **Section V – D. Working Penalty Clause**.
- f. If at any point in time, it appears that any work has been executed in an imperfect manner, the Contractor shall do the said work again at his own cost.
- g. In case the quality of service is not improved, further penalty as deemed fit by the Bank shall be imposed on the Contractor.

4. Machinery/ Safety Equipment's (from reputed brands) required:

- a. The contractor/ agency shall deploy machinery for cleaning purpose as per the undermentioned details:

Sr. No.	Item*	Quantity
1	Jet Pressure Machine	02
2	Single Disk Machine	02
3	Industrial Purpose Vacuum Cleaner	02
4	Caution Boards	16
5	Janitor Trolley	10
6	Glass Cleaning Kit	10
7	Auto Scrubber Machine	02

**The above machines shall be of reputed brands such as Kracher /Eureka forbes or equivalent.*



- b. All the charges pertaining to the supply of aforesaid machinery has to be included in the Service Charge. No additional payment/ reimbursement shall be made for procurement / services of the aforesaid machines.
- c. Failure to deploy aforesaid machines shall be viewed seriously by the Bank and penalty, as specified in **Section V – D. Working Penalty Clause**, shall be imposed on the Contractor.

5. Waste Disposal Management:

- a. The contractor shall ensure collection, mechanized screening/manual of dry and wet garbage in the earmarked area. Finally, the contractor will arrange to suitably transport and dispose garbage from the earmarked area in liaison with the Municipal Corporation.
- b. The contractor shall ensure collection of segregated dry and wet waste.
- c. The Contractor shall keep sufficient number of bins, as decided by the Bank, of suitable size and specification at the collection area.
- d. Contractor shall be responsible for any wear and tear of the bin and its replacement.
- e. The contractor shall deploy his staff for the collection/ disposal of garbage.
- f. The garbage shall have to be disposed off at least twice a day.
- g. The contractor will also arrange for Bio-degradable garbage bags of appropriate size (as advised by the Bank's Officer) i.e blue and green bags for dry and wet waste respectively.

6. Others:

- a. The agency shall provide dedicated mobile phone with valid connection to the Supervisors. This mobile phone shall remain with the Supervisor on duty (both shifts). The same mobile number shall be circulated in the office.
- b. Logbook/registers/records for the jobs carried out on daily, weekly and monthly basis shall be maintained by the supervisor and shall be countersigned by the Banks' authorised officials at regular intervals and finally at the end of each month.
- c. Over and above the activities mentioned above, if any further work relating to Housekeeping of the designated areas is required to be done, it shall be carried out as per the instruction of the Bank on requirement basis.
- d. The cleanliness shall be periodically checked by the officials of the Bank based on certain objective criteria which are decided to measure level of cleanliness and the agency has to abide by those criteria. These are as follows:
 - i. Shine level, presence of dust, pan and gutkha stains, spillage of water or other liquids, bird droppings etc. on floors, tiled walls, doors, windows.
 - ii. Dust, Dirt marks or cobwebs etc. on roof, window grills, etc.
 - iii. Finger or palm marks, dust or any other stain on glass panes of windows or doors and mirrors.



- iv. Stain, cleanliness and odour in Wash-basin, WC Seats.
 - v. Dryness and shine on floor.
 - vi. Cleanliness of sanitary fittings.
 - vii. Cleanliness of floor area in front and around washrooms.
 - viii. Cleaning of drinking water point and Aqua Guard area.
 - ix. Cleanliness of passage corridors, stairs, lifts and office space.
 - x. Overall cleanliness in general area and washrooms of the office premises.
- e. Any other cleaning as advised by the Bank relating to sweeping/ cleaning / disposing of debris, etc. at the work site. The contractor is also required to clean any bank premises area as informed by the Bank.
- f. Contractor may be required to deploy housekeeping staff in case if there is work required to be performed on holidays.
- g. Contractor shall employ only reliable workers and furnish their complete details with their two photographs including police verification. In case of any dispute, default like theft or burglary on the part of worker, the contractor shall be totally liable for recovery of pertaining costs/ damages.
- h. The minimum wages for labour as applicable should be paid as per Government rules.
- i. The contractor shall be required to comply with provisions of various Acts/ rules framed by the Central government and State government and as applicable to the Union Territory of Chandigarh. Any violation of such provision/s shall be viewed seriously.
- j. The contractor shall submit the necessary acknowledgement only in the printed format.

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



C. Terms and Conditions of the Contract

- 1. Agreement:** On receipt of intimation from the Bank regarding acceptance of tender, the successful Tenderer shall be bound to sign the formal Contract Agreement within **07 days**, in accordance with the draft agreement and the Schedule of Conditions. However written acceptance by the Reserve Bank of India of a tender shall constitute a binding contract between the Bank and the person so tendering, whether such formal agreement is or is not subsequently executed within the stipulated period of **07 days**. Unless the Contract Agreement is signed, no payment shall be entertained by the Bank. The agreement shall be executed in duplicate. One copy shall remain in the custody of Employer and the second set of copy shall remain in the custody of Agency. The Agreement shall be made on necessary stamp paper and the cost of necessary stamp duty on both the documents shall be borne solely by the Agency.
- 2. Duration of Contract & Review:** Initially, the contract will be valid till March 31, 2025. The contract may be renewed and extended on mutual terms and conditions for a period of one year at a time but not more than two years subject to the satisfactory services rendered by the agency.
- 3. Earnest Money Deposit:** EMD of the successful Tenderer /Bidder shall be returned on receipt of the Performance Bank Guarantee and shall not carry any interest.
- 4. Performance Bank Guarantee:** The Agency shall provide Performance Bank Guarantee in the form of irrevocable Bank Guarantee issued by a scheduled Bank in the prescribed proforma as given in [Annexure-V](#) of the tender document within **14 days** of the award of the tender.
- 5. Deductions from EMD/Performance Bank Guarantee:** All compensation or other sums of money payable by the agency to the Bank under the terms of this Contract may be deducted from the bills / dues payable / performance Bank Guarantee if the amount so permits, and Agency shall, unless such deposit as become otherwise payable, within ten days after such deduction make good the amount so deducted.
- 6. Location of the office:** The agency, to whom the contract is awarded, should have an existing office/ branch in Chandigarh/ Mohali/ Panchkula or should set up an office / branch within 30 days from the award of work.
- 7. Working Hours:**
 - i. All Housekeeping Staff shall report to the Bank's Caretaker at office premise. The working Hours of the Staff shall be for 8 hours per day (including 30 minutes lunch break) and are



required to be staggered in shifts between **7.00 am and 10.00 pm** in a day for 6 days in a week, **26 days in a month** in consultation with the Bank and the Agency has to ensure that agreed number of staff are present at all times.

- ii. The agency is required to deploy their staff on all six working days of the week except Sunday and Holiday. Special Cleaning drives shall be undertaken on Saturdays of other areas of the Bank in consultation with Caretaker. The Bank reserves the right to seek deployment of agencies staff on select holidays also, in case the need arises, with prior intimation. They shall be suitably compensated with additional amount equivalent to their extra work. In/out attendance shall be marked for the contract workers in the attendance register at the time of entry/exit, which is to be ensured by the Agency. The register shall be put up to the Bank's caretakers on a daily basis. However, Bank reserves the right to bring some variation in working hours for some workers if required. Also, in case of an emergency the workers shall have to continue to work till such time the emergency is over as per the directions issued by authorized person of the Bank.
- iii. The Contractor shall provide proper uniform with company name written/embossed to all housekeeping staff deployed at office premises. The contractor shall provide two pairs of Uniforms (Summer and Winter), etc., for all the persons (35 Housekeeping Staff) deployed for this work and Reserve Bank of India, Chandigarh will reimburse the amount (on monthly pro-rata basis) of the same as quoted by the bidder in the financial bid.
- iv. The supervisor deployed by the Contractor / Agency shall undertake continuous hourly checks of the work being done by the agency staff. He / She shall check the washrooms at regular hourly intervals and maintain a Logbook of the same. The Logbook shall be put up on a daily basis to the Bank.

8. General Terms & Conditions

- i. The agency must deploy 35 trained and experienced Housekeeping Staff (**33 Workers/ Cleaning Staff and two Supervisors**). The Bank may increase/ decrease the number of housekeeping staff with other terms and conditions remaining same.
- ii. The agency shall duly submit the mandatory documents of deployed housekeeping staff such as:
 - Identity proof
 - Police Verification Certificate
 - EPF/ESI/Bank account details, etc.
 - Medical fitness certificate, at the time of deployment and thereafter the medical fitness certificates are to be submitted every six months/whenever asked by the Bank.



- iii. Before changing the staff, the agency shall give prior information to the Bank. The agency needs to submit the mandatory documents in respect of the person replacing the outgoing.
- iv. The agency shall ensure that the staff deployed is medically fit and free from contagious diseases.
- v. It is the responsibility of the agency to ensure that the agreed strength of staff is deployed on all days except Sundays and Holidays and whenever specifically instructed to do on holidays. In case any of the agency's personnel(s) deployed under the contract is (are) absent, substitute/s shall be provided by the agency immediately or the penalty may be imposed as specified **Section V – D. Working Penalty Clause**.
- vi. The agency shall engage trained and experienced men/women whose age preferably be between 21 and 45 years who are duly experienced for the job and are fit and able to perform their duties.
- vii. The agency shall ensure that the employees deployed in the Bank premises observe the standards of cleanliness, decorum, security, safety, good behaviour and general discipline laid down by the Bank or its authorized agents. The Bank shall be the sole judge as to whether or not the Agency and/or his employees have observed the same.
- viii. In case it is observed that the agency's personnel is/ are repeatedly late in reporting for work or leave the premises without completing their work and before scheduled timings, the Bank reserves the right to impose a monetary penalty as per the penalty clause in **Section V – D. Working Penalty Clause**. The Bank may advise the agency to replace such employee/s.
- ix. In case any complaint is received regarding misconduct/misbehaviour of agency's personnel, or of poor quality of work, penalty for each such incident shall be levied and the same shall be deducted from agency's pending/subsequent bill. Further it shall be obligatory upon the agency to remove the said personnel from the site immediately after being notified by the Bank.
- x. Every employee so engaged by the agency shall wear company I-Card, uniform having firm's name and logo, shoes/sandals and a badge bearing his/her name, while on duty.
- xi. The Bank has the right to ask for the removal of any person of the agency, who is not found to be competent and orderly in the discharge of his/her duty.
- xii. The agency shall not engage any sub-agency or transfer the contract to any other person in any manner.
- xiii. The agency shall submit the character and antecedents of its personnel and other details relating to age, educational qualifications, name, permanent address, and contact numbers along with their passport size photographs before engaging them for duty.
- xiv. The Contractor shall submit Police Verification Certificate of all employees deployed in the service of the Bank within 30 days from the date of deployment.



- xv. The Successful Bidder shall take an “all risk policy” for the contract value and workmen compensation policy for the workers engaged in the work. The Contractor shall indemnify the Bank for any loss or damage that occurs to persons or building or third party while executing the work. Third party liability in the Contractor “all risk policy” shall be minimum Rupees **Two lakh** per person for any one accident or occurrence and Rupees **Five lakh** in respect of damage to property for any one accident or occurrence. Note: These policies shall be valid till the currency of the work. If the Successful Bidder does not provide these policies, the Bank reserves the right to impose penalty as specified in **Section V – D. Working Penalty Clause**. The pro-rata premiums will be recovered from the bill of the agency.
- xvi. The agency and its staff shall take proper and reasonable precautions to preserve from loss, destruction, waste or misuse the areas of responsibility given to them by the Bank.
- xvii. The agency shall be responsible to maintain all property and equipment of the Bank provided to it.
- xviii. In the event of any loss occasioned to the Bank, as a result of any lapse on the part of the agency, the said loss shall be claimed from the agency up to the value of the loss. The decision of the Bank shall be final and binding on the agency.
- xix. Any liability arising out of any litigation, or any act of the agency’s personnel shall be directly borne by the agency including all expenses/fines. The concerned agency’s personnel shall attend the court as and when required.
- xx. The agency shall be solely responsible for managing its staff/employees. In the event of any dispute between the agency and its staff, the agency alone shall be responsible for settlement of any claim and consequences that may arise out of any such dispute, whether statutory or otherwise. The staff so engaged by the agency shall not have any claim, whatsoever, for seeking permanent employment with Reserve Bank of India. There shall be no employer-employee relationship with the agency/ staff deployed by the agency and Reserve Bank of India. The agency shall be wholly and solely responsible for the conduct of such hired manpower during the tenure of the contract as well as post expiry/ termination of the contract. It shall be the responsibility of the Service provider to ensure that no liability on this count shall devolve on RBI, Chandigarh in respect of workers deployed by him. The agency shall obtain a declaration from the persons deployed of having understood the same and also undertaking that they shall not raise or make any such claims against RBI, Chandigarh, and submit the declaration and undertaking to the Bank. The agency shall indemnify the Bank against any act of omission/ commission/ misconduct/dispute by such hired manpower during and after the expiry of the contract.



- xxi. If as a result of post payment audit any overpayment is detected in respect of any work done by the agency or alleged to have been done by the agency under the Tender, it shall be recovered by the Bank from the agency.
- xxii. In the event of any provisions of the contract requiring modification after the agreement has been signed, the same shall be made in writing and signed by the Bank represented by its authorised officer and the Agency or its authorized representative. Such modifications shall not be effective until the same have been signed by both the parties.
- xxiii. The Agency shall maintain a register in which day to day deployment of personnel shall be maintained. While raising the bill, the deployment particulars of the personnel engaged during each month, shift wise, if any, duly countersigned by the Caretaker and the Assistant Manager shall be shown and monthly attendance sheet shall be submitted with monthly bill. The agency shall give an undertaking regarding payment of wages as per Govt. rules and laws in force.
- xxiv. The Bank shall not provide any office space / accommodation to the agency in its premises for any purpose.
- xxv. In the event of termination of the contract for any reason whatsoever, the agency/ or persons employed by it shall not be entitled to any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.
- xxvi. The agency shall ensure payment of minimum wages to the staff employed by it through their bank accounts and obtain their signatures or thumb impressions on the wage statement. The wage disbursement summary record along with the copies of proof of credit of salary to the staff and the signed wage statement shall be submitted to the Bank after every payment is made to the staff. In addition, the agency shall provide essential amenities like first aid facility, etc., to its employees as per Contract Labour (Regulation and Abolition) Act, 1970.
- xxvii. The agency shall provide undertaking along with each bill that he undertakes to actually pay wages to all the labourer of all descriptions to be engaged by him for completion of that particular job/work at the rate which is not less than the rate prescribed under minimum wages under CLRA Act, 1970 and / or under any other act/rule and also keep the principal employee indemnified against all the actions that may be initiated against the principal employer by the Statutory Authorities for his failure to pay such wages and provide the essential amenities.
- xxviii. **The agency shall apply for registration / license as contemplated under Contract Labour (Regulation and Abolition) Act 1970 or any other act/ rule/ law as applicable, within 15 days from the award of work and submit a proof pertaining to the application. The agency shall obtain such registration / license within 90 days from the award of work, failing which the award of work shall be cancelled and the agency**



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

- xxix. The agency shall indemnify and keep the Bank indemnified against all losses and claims, damages or compensation for breach of any provisions of the Payment of Wages Act, 1936, Minimum Wages Act, 1948, Contract Labour (Regulation and Abolition) Act, 1970, the Employees Provident Fund (and Miscellaneous Provisions) Act, 1952, Payment of Bonus Act, 1965 or any other rules/regulations/statute that may be applicable. The agency only shall be responsible for liabilities, if any, in this regard.
- xxx. The Bank prefers that the agency shall ensure that housekeeping staff deployed in the Bank premises are having Saving Bank Accounts and shall pay its staff salary by 5th of every month without waiting for the clearance of the bill from RBI, Chandigarh and submit the proof of credit of salary to the staff along with monthly bills.
- xxxi. The Agency must submit a certificate every month that the Salary to all his staff deployed in the Bank have been paid complying all Govt. Rules and Regulations and according to Minimum Wages Act 1948 and /or any other applicable act/rule/law. Without this certificate, the bill payment will not be processed.
- xxxii. The agency must submit the proof of depositing employees' contribution towards PF/ESI/Salary, etc., of each employee on monthly basis (EPF/ESIC challans and /or any other proof) along with the monthly bills.
- xxxiii. The payment to the agency for the work done/service provided shall be made on monthly basis subject to the following:
- a) The work has been satisfactorily executed, as per the Terms & Conditions of the contract, for the month for which the agency has raised the bill.
 - b) The disbursement of the wages to the workers has already been done by the agency for the month for which the payment to the agency is under consideration.
 - c) Proof of credit of salary to the staff has to be compulsorily submitted to the Bank along with monthly bills.
- xxxiv. The Bank shall deduct Income Tax at source under Section 194-C and / or any other applicable section of Income Tax Act., from the agency at the prevailing rates of such sum as income tax on the income comprised therein. Any other statutory deductions, if required shall also be made as applicable.
- xxxv. The Agency shall comply with the provisions of the undermentioned statutes/acts:
- a) Factories Act 1948,
 - b) Contract Labour (Regulation and Abolition) Act 1970
 - c) Child Labour (Prohibition and Regulation) Act 1986,
 - d) Employees State Insurance Act 1948,



- e) Workmen's Compensation Act 1923,
- f) Employees Provident Fund and Miscellaneous Provisions Act 1952,
- g) Employees Liability Act, 1938,
- h) Employment of Children Act 1938,
- i) Minimum Wages Act 1948,
- j) Payment of Wages Act 1936,
- k) Payment of Bonus Act 1965,
- l) Payment of Gratuity Act 1972,
- m) Maternity Benefit Act 1961 and the Rules there under
- n) or any other laws /Rules/ Acts as applicable to the contract workmen from time to time.

- xxxvi. The Agency shall produce registers and records and comply with other directions issued by the Bank for compliance of the statutory provisions. The contractor shall be solely responsible for any violation of provision of any legislative enactments or any other statutory provisions and shall further keep the RBI, Chandigarh indemnified from all acts of omission, fault, breaches and / or any claim, demand, loss, injury and expense arising out from the non-compliance of the aforesaid statutory provisions. Contractors' failure to fulfil any of the obligations hereunder and / or under the said Acts, rules/ regulations/ or any bye-laws or rules framed under or any of these, the RBI, Chandigarh shall be entitled to cover any of such losses or expenses, which it may have to suffer or incur on account of such claims, demand, loss or injury, from the contractor's monthly payment.
- xxxvii. The agency shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same. The agency shall submit copies of acknowledgements evidencing filing of returns and shall keep the Employer fully indemnified against liability of tax, interest, penalty, etc., of the agency in respect thereof, which may arise.
- xxxviii. The agency shall rotate any or all housekeeping staff within and/ or outside the Bank premises at any point of time during the period of contract. Such rotation shall be intimated to the Bank in advance.
- xxxix. The Agency may be assigned additional area of the Bank for the purpose of providing Housekeeping Services on the rates and terms mutually acceptable.
- xl. The Agency shall mention, in the prescribed proforma, the number of personnel including supervisors he proposes to deploy on day-to-day basis, for the smooth execution of the work.

9. Sexual Harassment:

- i. The Agency shall comply with the provisions of "**The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013**". In the case of any



complaint of sexual harassment against its employee within the premises are brought to notice of the Bank, the Bank shall undertake action that may deem fit, including criminal proceedings and Termination of contract/agreement.

- ii. 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.
- iii. The Agency shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the Agency, for instance any monetary relief to Bank's employee, if sexual violence by the employee of the Agency is proved. The Agency shall be responsible for educating its employees about prevention of sexual Harassment at workplace and related issues.

10. Clarification: In all the cases of omissions and/ or doubts or discrepancies in any item or specification, a reference shall be made to the Employer whose elucidation, elaboration or decision shall be considered as authentic. The Agency shall be held responsible for any errors that may occur in the work through lack of such reference and precaution.

11. The Contractor / Agency shall take all the precautions towards the safety of its employees. The Bank will not be responsible for payment of any compensation for death of or injury or accident to any of the Cleaning/housekeeping Staff which may arise out of and in the course of their duties and employment. The Agency shall be liable to pay such damages or compensation to such housekeeping employees and their families.

12. Arbitration:

- i. Except where otherwise provided for in the contract all questions and disputes relating to the meaning of the Scope of Work, Terms & Conditions, herein before mentioned and as to the quality of service or as to any other question, claim, right, matter or thing whatsoever in any way arising out of or relating to the contract, Scope of Work, Terms & Conditions, instructions, orders or otherwise concerning the works or the execution of/ failure to execute the same whether arising during the progress of the contract or after the completion thereof shall be referred to the sole arbitration of the Regional Director , Chandigarh or to the sole arbitration of some other person appointed by the Regional Director, RBI, Chandigarh willing to act as such arbitrator. The case referred to arbitration shall be other than those for which the decision of the General Manager/ Deputy General Manager (Estate) is expressed in the contract to be final and conclusive. There shall be no objection, if the arbitrator so appointed an employee of the Bank is and that he had to deal with the matters to which the contract relates and that in the course of his duties as such he had expressed views on all or any of the matters in dispute or difference. The



arbitrator to whom the matter is originally referred being transferred by vacating his office or being unable to act for any reason, such Regional Director, RBI, Chandigarh as aforesaid at the time of such transfer, vacation of office or inability to act, shall appoint another person to act as arbitrator in accordance with the terms of the contract. Such person shall be entitled to proceed with the reference from the state at which it was left by his predecessor.

- ii. Subject as aforesaid the provision of the Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof and the rules made there under and for the time being in force shall apply to the arbitration proceeding under this clause.
- iii. It is a term of the contract that the party involved in arbitration shall specify the dispute or disputes to be referred to arbitration under this clause together with the amount or amounts claimed in respect of each such dispute.
- iv. The arbitrator(s) may from time to time with consent of the parties enlarge the time, for making and publishing the award.
- v. The work under the Contract shall, if reasonably possible, continue during the arbitration proceedings and no payment due to be payable to the Agency shall be withheld on account of such proceedings.
- vi. The Arbitrator shall be deemed to have entered on the reference on the date he issues notice to both the parties fixing the date of the first hearing.
- vii. The Arbitrator shall give a separate award in respect of each dispute or difference referred to him.
- viii. The venue of arbitration shall be such place as may be fixed by the Arbitrator in his sole discretion.
- ix. The award of the arbitrator shall be final, conclusive, and binding on all parties to this contract. In case of any unresolved dispute between the Agency and the Bank, it shall fall in the jurisdiction of the District Courts, Chandigarh / Punjab & Haryana High Court, Chandigarh.

13. Jurisdiction of court: The contract is subject to jurisdiction of the District Courts, Chandigarh / Punjab & Haryana High Court, Chandigarh.

14. Period of contract:

- i. The contract, if awarded shall be initially valid for a period of Twelve months / as specified by the Bank in the work order.
- ii. The Bank may extend the period of the contract for a further period of up to two years (one year at a time) on terms mutually agreed upon and subject to satisfactory performance of the housekeeping agency as assessed by the Bank.



- iii. Either party shall be at liberty to terminate the agreement by giving three clear calendar months' notice in writing.

15. Termination of Agreement/ Contract: Without prejudice to what is contained herein above, the Bank shall at its sole and absolute discretion, be entitled to terminate this agreement forthwith by written notice of seven days without assigning any reason and without payment of any compensation, if:

- i. In the opinion of the Bank (which shall not be called in question by the Agency and shall be binding on the Agency) the Agency fails or refuse to implement this agreement to the Bank's satisfaction and/or
- ii. The Contractor / Agency commits a breach / non-fulfillment of any terms and conditions of this agreement and/ or
- iii. The Contractor / Agency is adjudged insolvent or a compromise is entered by him with his creditors or if distress or executions or other process is levied upon or receiver is appointed for any part of the assets or property of Agency and/or,
- iv. For any reason whatsoever, the Agency becomes disentitled in law to perform his obligations under this agreement.
- v. There is any variation in the ownership/partnership or management of the Agency or his business without the prior approval in writing of the Bank to such variation.
- vi. In the event of termination of this agreement for any reason whatsoever, the Agency/or persons employed by it, or its agents, shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.

In the event of any failure on the part of the Agency, the Bank 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 the Bank shall be recovered from the Agency.

16. Payment to the agency:

- i. The quoted Service Charges shall cover the cost of the services of manpower & machinery deployed and shall be payable on monthly basis subject to submission of invoice and allied mandatory documents. The payment thereon shall be made after the same is duly certified by the Bank's Officers that the services provided have been satisfactory and after deducting all statutory dues/taxes, etc.
- ii. The payment shall be made on monthly basis for actual shifts manned/operated by the personnel provided by the agency and based on the attendance sheets duly verified by the Bank Officials and other supporting documents. No other claim on whatever account shall be entertained by the Bank. The Agency shall ensure that housekeeping staff



engaged by him must receive their entitled wages in time. The bills shall be submitted along with the following documents in respect of the contractual employees deployed at the Bank Chandigarh, mandatorily:

- a) Current month Invoice Copy.
 - b) Current month Attendance sheet.
 - c) Wage slips for the month for which the bill is being raised, duly signed by the individual contract Labourers, having received the amount mentioned in the wage slip.
 - d) Wage disbursement record for the month for which the bill is being raised (bank a/c statement of staff along with summary report).
 - e) ESI remittance challan (if applicable) with consolidated and breakup details.
 - f) EPF remittance challan, as applicable, with consolidated and breakup details.
 - g) Proof of any other payment (bonus, etc.) made to the contractual employees.
 - h) Proof of credit of salary to the staff.
 - i) A letter regarding disbursement of payment to respective Bank account to Housekeeping staff and declaration by the Contractor stating that the agency is adhering to the applicable forms under the Minimum Wages Act, 1948 (XI of 1948) and / or all the applicable rules under the Act issued by the Government of India from time to time, EPFO, ESIC (if applicable), Bonus and/ or all other Act/Rules issued by the Government of India in connection with employment of labours.
- iii. It is to be ensured that all payment have to be made only through bank accounts. No cash payment shall be made in any circumstances. The claims in bills regarding taxes and GST, if applicable, shall be necessarily accompanied by documentary proof pertaining to the concerned month's bill. A requisite portion of the bill / whole of the bill amount shall be held up till such proof is furnished, at the discretion of the Bank.
- iv. The Agency shall raise the bill on completion of every month and the payment shall be made, through NEFT only, within 15 days from the date of submission of complete bill with all supporting documents. However, the company shall pay the wages to the housekeeping staff by **5th of every month** for the previous month without waiting for clearance of the bill from RBI, Chandigarh.
- v. Before submission of the bill, the Agency shall ensure that the payment to persons deployed by the Agency has been made for the billed period. No request for making advance payment on any ground shall be entertained.
- vi. Under no circumstances the Agency is entitled to claim any charges over and above the charges prescribed in the terms of this contract.



- vii. Any future increase or decrease in these statutory rates like Minimum Wage, VDA, EPF, ESI, Bonus, GST, etc., by the appropriate authority shall be binding on both the parties and shall be paid by the Bank accordingly.
- viii. The service charge and uniform charge will remain fixed during the entire period of the contract.

17. Audit: If as a result of post payment audit any overpayment is detected in respect of any work done by the agency or alleged to have been done by the agency under the tender, it shall be recovered by the Bank from the agency.

If any underpayment is discovered, the amount shall be duly paid to the agency by the Bank on production of the bills.

18. Subletting of Contract:

- i. The Contractor shall not assign or sublet any portion of the Contract. The Contractor shall make all arrangements for carrying out the work as per the terms and conditions of the contract; the employer shall not provide any kind of assistance in the form of men/ material. 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.
- ii. Each bidder is required to confirm and declare with his bid that no agent, middleman or any intermediary has been, or shall be, engaged to provide any services, or any other item or work related to the award and performance of this contract. If the Bank subsequently finds to the contrary, it reserves the right to cancel the contract immediately.

19. Non-Disclosure: The agency and its staff shall not disclose, divulge, reveal or use for any purpose any information relating to the Bank, which would reasonably be considered to be private or proprietary to the Bank, the release of which could reasonably be expected to cause harm in any manner to the Bank, which the agency and/or its staff have obtained, except as authorized by the Bank or as required by law. This obligation on the part of the agency and its staff shall apply during the term of agreement and indefinitely after the term of agreement. The agency and its staff shall also not disclose directly or indirectly any information of [Annexure-I to V](#) and details of the Bank's infrastructure / systems/ equipment, etc., which may come to its possession or knowledge during the course of discharging its contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. It 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. It shall not publish, permit to publish, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Bank. It shall



indemnify the Bank for any loss suffered by the Bank as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract and the Bank shall be entitled to claim damages and pursue legal remedies.

20. Force Majeure: If at any time during the currency of the contract, either party is subject to force majeure, which can be termed as civil disturbance, riots, strikes, tempest, civil commotion, local commotion of workmen, or lockout, affecting any of the trades employed on the work or serious loss/damage by fire, 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.



D. Working Penalty Clause

- 1. Withholding of Payments:** The Bank may withhold the payment to an extent that, it reasonably believes when, the Agency is in breach of the obligations as per this Agreement. If the breach is such that the same can be rectified, the Agency is given 07 (seven) days' notice for rectification of the deficiency. Once the service provider has rectified the deficiency, the Bank will pay back the withheld amounts on this cause. It is clarified that, such withheld amount shall not earn any interest.
- 2. Deductions from Payment:** The Bank may deduct from the Agency's bill, amounts on account of claims of penalty as per the mentioned Service Level Agreement (SLA), costs or claims, losses, damages, defective services carried out by the Agency, etc., directly incurred by the Bank ('The Direct Damages') that arise from the negligence of the Agency. In case the Agency fails to rectify the breach, as mentioned, the Bank has the discretion, without further notice, to deduct such amounts from the Agency's Bill, and this right is in addition to any other right available to the Bank under this Agreement.
- 3. Operational Working Penalty:** Working penalty limiting to the operational requirements are specified as follows:

SI No.	Service Level Agreement (SLA)	Failure Tolerance Level	Risk	Penalty per Month
	General			
1.	Misbehaviour by the Housekeeping Staff with any employee / visitors, etc.,	Zero	High	Minimum 2% to a Maximum of 10% of the monthly bill value.
2.	Misuse of the Bank property/ equipment.	Zero	High	Minimum 2% to a Maximum of 10% of the monthly bill value.
3.	Service quality being not satisfactory.	Zero	High	Minimum 2% to a Maximum of 10% of the monthly bill value.
4.	Failure to deploy 100% Housekeeping staff (35)	Zero	High	Minimum 2% to a Maximum of 10% of the monthly bill value.
5.	Non-replacement of cleaning materials / Inferior quality of Cleaning material	Zero	High	Minimum 2% to a Maximum of 10% of the monthly bill value.
6.	Proper Uniform at all the times.	Zero	Medium	Minimum 1% to a Maximum of 7% of



				the monthly bill value.
7.	Non-deployment of machines for cleaning	Zero	Medium	Minimum 1% to a Maximum of 7% of the monthly bill value.
8.	Staff found Missing from the duty / left work incomplete, late reporting, etc.,	Zero	Medium	Minimum 1% to a Maximum of 7% of the monthly bill value.
9.	Non-wearing of ID cards	Zero	Low	Minimum 0.5% to a Maximum of 5% of the monthly bill value.
10.	Failure to produce wage statement	Zero	Low	Minimum 0.5% to a Maximum of 5% of the monthly bill value.

4. Working Penalty (Statutory compliances): Working penalty limiting to the statutory compliances are specified as follows:

S. No	Statutory requirements	Failure Tolerance Level	Risks	Penalty per Month
1.	Shall comply with the statutory requirement regarding maximum number of service of 8 hours per day	Zero	High	Minimum 2% to a Maximum of 10% of the monthly bill value.
2.	Failure to comply with the Applicable Contract labour laws / other laws/acts and maintaining the documents related to such laws/acts	Zero	High	Minimum 2% to a Maximum of 10% of the monthly bill value.
3.	Deploying the Staff/ employees without giving weekly-off.	Zero	High	Minimum 2% to a Maximum of 10% of the monthly bill value.
4.	Non-production of proof of credit of salary to the staff along with monthly bills	Zero	High	Minimum 2% to a Maximum of 10% of the monthly bill value.
5.	Non-submission of All risk policy / Insurance Policy	Zero	High	Minimum 2% to a Maximum of 10% of the monthly bill value.
6.	Non-submission of Police verification of staff	Zero	High	Minimum 2% to a Maximum of 10% of the monthly bill value.



7.	Statutory fulfillment documents (EPF/ESI payment, salary disbursement etc,) to be provided on time i.e., along with monthly bills	Zero	Medium	Minimum 1% to a Maximum of 7% of the monthly bill value.
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5. Penalty per Month:

S L A	High Risk	Minimum 2% to a Maximum of 10% of the monthly bill value.
	Medium Risk	Minimum 1% to a Maximum of 7% of the monthly bill value.
	Low Risk	Minimum 0.5% to a Maximum of 5% of the monthly bill value.

Implementation: The above-mentioned SLA is to be monitored by the Estate Department, RBI, Chandigarh and to process the penalties if any.

The decision to waive off the same shall lie with the Regional Director/Officer-in-Charge of the Bank.



Section VI

A. Techno-Commercial Bid / Technical Bid

(Scanned copy (PDF format), duly signed, must be uploaded while submitting e-tender online through MSTC E-Commerce website)

Sr. No.	Information / Documents required	Details	Uploaded file name
1.	Name of the company/ proprietorship/ firm:		
	Address and telephone number and e-mail of Registered Office/authorised official.		
	Address of the office through which work with RBI would be handled.		
2.	Type of Organization – (Whether company/proprietorship/firm) and date of establishment.		
3.	Name of the Proprietor/ Partners/ Directors of the organization and e-mail ID.		
4.	Date of Incorporation/ constitution		
5.	Registration No. of the agency/ contractor. (Upload the documentary evidence on MSTC portal)		
6.	List of clients served by the agency/ contractor as per specified format in Annexure-IV as described in paragraph 3 in Part-I, Section- III (Upload the duly filled Annexure-IV on MSTC portal)		
7.	Details of Client certificate(s) as per specified format in Annexure-II as		



	described in paragraph 3 in Part-I, Section-III (Upload the duly filled Annexure-II on MSTC portal)		
8.	PAN No. of agency / contractor (Upload the documentary evidence on MSTC portal)		
9.	Self-attested copy of Income-Tax Returns of the last 3 financial years.		
	FY 23-24 (if filed)		
	FY 22-23		
	FY 21-22		
	FY 20-21		
10.	GST registration number of the agency / contractor. (Upload the documentary evidence on MSTC portal)		
11.	Employee Provident Fund (EPF) registration number of the agency / contractor. (Upload the documentary evidence on MSTC portal)		
12.	Employees State Insurance Corporation (ESI) registration number of the agency / contractor. (Upload the documentary evidence on MSTC portal)		
13.	Number of staff/ employees engaged by the Company/ Firm/ Agency at present		
	Of the above how many are skilled/semi-skilled/unskilled staff and supervisory staff:		
	Skilled		
	Semi-Skilled		
	Un-Skilled		



14.	Whether registered with Labour Department? (Yes/No)		
	Registration No. and Date of Registration (attach the copy of registration certificate)		
15.	Self-attested copy of Labour licenses obtained for other clients.		
16.	Duly signed Letter of undertaking to Regional Director, RBI, Chandigarh containing acceptance general and specific terms and condition of the tender. (upload filled Annexure-I)		
17.	Audited balance sheet (Asset-Liability Statement and P&L Statement only) for last 3 years (FY 2020-21 onwards)		
	FY 23-24 (if available)		
	FY 22-23		
	FY 21-22		
18.	CA certified turnover and net profit for last 3 years (FY 2020-21 onwards)		
	FY 23-24		
	FY 22-23		
	FY 21-22		
19.	Performance certificates from clients for scoring as per Evaluation Matrix. (Upload documents in MSTC portal as per the requirement in Evaluation matrix)		
	FY 20-21		
	FY 21-22		
	FY 22-23		
20.	Valid ISO Certificates - ISO 9001 / SA8000 / ISO 45001 / any other quality certificate. (The certificates shall be valid on the last date of submission of tender, Upload on MSTC portal)		



21.	Bankers Details of the Company/ Firm/ Agency: Bank name		
	Account number		
	Account type		
	IFSC code		
	Name of the bank's official, postal address and e-mail/ telephone no (Landline and Mobile numbers).		
22.	Financial Credibility/ Solvency Certificate from the Banker issued by the tenderer's banker specifically for this work for an amount of ₹1.19 Crore or above (Annexure-III)		
23.	Self-attested copies of litigations/civil suits/disputes, if any. Otherwise mention "nil".		
24.	Earnest Money Deposit (NEFT of ₹2,38,000/- (Rupees Two Lakh Thirty-Eight Thousand only) (upload scanned copy of deposit slip/NEFT proof, UTR no.)		
25.	Any other relevant Information regarding the Company/ Firm/ Agency.		

Note– Documentary evidence for the above as specified in the pre-qualification eligibility criteria must be uploaded on the MSTC Portal. The details of document (list is indicative and not exhaustive) to be uploaded are as below: -

- Registration Certificate of the Company/ Firm/ Agency.
- List of Clients served by the Company/ Firm/ Agency in [Annexure-IV](#) and documentary evidence / Work orders / Agreements / etc., as required in the Evaluation matrix for scoring.
- Client Certificates / Feedback as per the specified format given in [Annexure-II](#).
- Annual turnover statements of the Company/ Firm/ Agency (for last three (03) financial years).



- e) Income Tax Return of the Company/ Firm/ Agency (for last three (03) financial years).
- f) Profit and Loss Account of Company/ Firm/ Agency (for last three (03) financial years).
- g) Financial Credibility/Solvency certificate as per [Annexure-III](#).
- h) Registration details of the Company/ Firm/ Agency under Contract Labour (Regulation and Abolition) Act, 1970.
- i) PAN No. of Company/ Firm/ Agency.
- j) GST registration number of the Company/ Firm/ Agency.
- k) Employee Provident Fund (EPF) registration number of the Company/ Firm/ Agency
- l) Employees State Insurance Corporation (ESI) registration number of the Company/ Firm/ Agency.
- m) Undertaking / Declaration on the letter head of the Company/ Firm/ Agency as per [Annexure-I](#).
- n) Valid ISO certificates.
- o) EMD receipt / acknowledgement.
- p) Any other document/s.

(Documentary evidence in support of the pre-qualification eligibility criteria requirements as prescribed above must be uploaded on the MSTC Portal. The tender without documentary evidence will not be considered by the Bank. The Bank reserves the right to call for proof/verify the information furnished by the tenderer).

Declaration by the bidder:

I/We before signing this e-tender have read and understood all the above terms and conditions contained herein and undertake myself / ourselves to abide by them in case the above-mentioned contract is executed to me/us. I/We understand that the Bank reserve the right to accept or reject any or all the e- tender either in full or in part without assigning any reason thereof.

Dated this ___ day of _____ 2024.

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

Authorized Signatory (With Name/Designation & Seal)



PART – II: FINANCIAL BID

Section VII: Terms and Conditions of the Financial/Price Bid

A. CALCULATION SHEET

(Important: Do not upload the filled calculation sheet, this is for reference only. Only upload excel downloaded from MSTC in Price Bid only.)

Submit the amount at **row number “f”** (i.e., service charges for 35 housekeeping staff - 02 Supervisors and 33 General Staff & machinery/ equipments to be utilized as per Table 2 – “Machinery/ Safety Equipment Required” of **Para 4 of Section V - B. Scope of work and services**) & **row number “I”** (i.e. uniform charges) in the Price Bid (Part-II) at mstc ecommerce website. The website will automatically calculate the total cost for twelve months.

Sl. No.	Description	Rate in %	Amount for Supervisor (Skilled)	Amount for Staff (Unskilled)
(1)	(2)	(3)	(4)	(5)
a.	Minimum wage + Variable Dearness Allowance for one person (Rate for 26 days) as per Circular no. F.No. 1/7(3)/2023-LS-II issued by CLC, Labour Department on 01.04.2024)		₹22,412.00	₹16,926.00
b.	Employer contribution of Employee State Insurance (ESI) including admin charges, if any (Not applicable if salary exceeds Rs 21000.00 or any other amount specified by ESIC from time to time)	(3.25% of “a” above)	₹0	₹550.10
c.	Employer contribution of Employee Provident Fund (EPF) including EDLI and admin charges, if any (subject to maximum ceiling of Rs 15000.00 or any other amount specified by EPFO from time to time)	(13% of “a” above)	₹1,950/-	₹1,950/-
d.	Bonus per month (Not applicable if salary exceeds Rs 21000.00 or any other amount updated by Bonus Act from time to time)	(8.33% of “a” above)	₹0	₹1,409.94
e.	Sub Total (Sum of Serial “a” to “d”)		₹24,362.00	₹20,836.03
f.	Service Charges (in %) * (Only Numerical Value upto two decimal point to be entered which shall not be less than 5%)		(Enter this amount on MSTC website)	
g.	Cost per person for one month (26 duties) (e + (x% of e))		This will be calculated automatically	This will be calculated automatically



h.	GST (IGST or CGST+SGST)	(18% or any other percentage of "g" above)	This will be calculated automatically	This will be calculated automatically by MSTC website
i.	Cost per person for one month (26 duties) with GST (Sum of Serial "g" and "h")		This will be calculated automatically	This will be calculated automatically
j.	Cost for 33 workers for 12 month (12 x "i column 5" x 33)		xxxxxxxxxxxxxx	This will be calculated automatically
k.	Cost for 02 supervisor staff for 12 months (12 x "i column 4" x 2)		This will be calculated automatically	Xxxxxxxxxxxxxx
l.	Cost for Uniform (winter/summer) etc. per person annually. The amount shall not be less than ₹12,000 annually (inclusive of GST)**		(Enter this amount on MSTC website)	
m.	Total cost for 33 housekeeping staff and 2 supervisor for 12 months		This will be calculated automatically	

***The agency is required to quote a minimum of 5% as service charges.**

****The uniform charges shall not be less than ₹12000/- annually.**

Note: The service charges and uniform charges shall remain fixed during the entire contract period and subsequent renewals.

B. Important instructions regarding Price Bid/ Financial Bid

1. The figures mentioned in the calculation sheet are taken as per the prevailing guidelines while preparing the tender and subject to change by notifications of the corresponding statutory authorities.
2. The monthly payment will be made as per the total manpower deployed (man-days) during the month.
3. Any future increase or decrease in these statutory rates like Minimum Wage, VDA, EPF, ESI, Bonus, GST, etc., by the appropriate authority shall be binding on both the parties and shall be paid by the Bank accordingly.
4. The vendors shall quote **Service Charges and annual Uniform charges** in the price bid. Service charges shall be quoted keeping in mind the expenses involved in providing managerial/ supervisory/ administrative services to get the work done through deployed housekeeping staff as mentioned in the detailed terms and conditions of the tender document. Service charges mentioned at serial no. 'f' of the price/financial bid includes the following:
 - a. Service charge for providing manpower.
 - b. Service charge for providing machinery/ equipments to be utilized as per Table 2 – "Machinery/ Safety Equipment Required" of **Para 4 of Section V - B. Scope of work and services**).



- c. Any other miscellaneous charges i.e. contractor's profit & overhead, biodegradable polybags, insurance, mobile charges, washing charges, transportation charges, Tools & plant etc, or any other charges.
5. The bidders shall quote/enter the percentage as calculated at row number "f" (i.e., service charges for 35 housekeeping staff - 02 Supervisor and 33 General Staff and the machinery/ equipments to be utilized as per Table 2 – "Machinery/ Safety Equipment Required" of **Para 4 of Section V - B. Scope of work and services**) & amount at row number "I" (i.e. uniform charges) of the Calculation Sheet in the Price Bid (Part-II) at MSTC website. The website will automatically calculate the total cost for twelve months.
6. ***The agency is required to quote a minimum of 5% as service charges. If the service charge quoted by the agency is less than 5%, the bid shall be rejected by the Bank.***
7. ***The agency is required to quote a minimum of ₹12,000/- as uniform charges. If the uniform charge quoted by the agency is less than ₹12,000/- the bid shall be rejected by the Bank.***
8. The Service charges quoted are exclusive of GST.
9. Service charge and uniform related charges will remain fixed during the entire period of contract and subsequent renewals.
10. A bidder being L1 merely by financial/price bid shall not be sufficient ground for becoming eligible for award of contract. In case bidders fail to quote the correct figures in line with latest statutory guidelines, their financial/price bids are liable to be rejected.
11. The Bank shall establish the reasonableness of the rates in relation to the estimated rates, prevailing market rates, economic indices of the raw material/ labour and other input costs etc., Accordingly, the Bank may, at its discretion, ask any bidder to furnish the breakup and rationale based on which the quoted rates have been arrived.
12. The rates quoted are inclusive of reliever charges. No extra amount shall be paid for posting a reliever.
13. As per para 7.5.7 of the Manual for Procurement of Goods 2017 issued by Department of Expenditure, Govt. of India, *an Abnormally Low Bid is one in which the bid price, in combination with other elements of the Bid, appears so low that it raises material concerns as to the capability of the bidder to perform the contract at the offered price.* Procuring Entity (RBI Chandigarh) may in such cases seek written clarifications from the bidder, including detailed price analyses of its bid price in relation to scope, schedule, allocation of risks and responsibilities, and any other requirements of the bids document. If, after evaluating the price analyses, Procuring Entity determines that the bidder has substantially failed to demonstrate its capability to deliver the contract at the offered price, the Procuring Entity may reject the bid/ proposal.



Letter of Undertaking to be given on tenderer's letter head

To
The Regional Director
Reserve Bank of India
Chandigarh 160017

E-Tender for Providing Housekeeping Staff at Office Premises of RBI, Chandigarh

In response to the above and in full agreement with the terms and conditions as stipulated by Reserve Bank of India, Chandigarh:

- i. I/ We certify that before signing/uploading this bid, I/ We have read and fully understood all the terms and conditions of the tender laid down in tender document both Technical and Financial Bids in general and specifically the schedule of tender (Section-I), instruction regarding e-tender (Section-II), general instructions to bidders (Section-III), Evaluation criteria (Section IV), requirement of housekeeping staff, scope of works, terms and conditions of the contract, the penalty clause (Section-V), Technical Bid (Section VI), and Financial Bid (Section VII) and agree to abide by them.
- ii. I/We have understood the evaluation process to be followed by the Bank as mentioned in the tender document, the conditions mentioned Section III/IV and evaluation matrix of the tender document. I / We also understand that the Regional Director, Reserve Bank of India, Chandigarh has the right to accept or reject my/ our tender bid without assigning any reasons whatsoever and his decision shall be binding on me/us.
- iii. I/ We understand the minimum wages shall be required to be paid as per the terms and conditions stipulated by the Central Government/ other authorities concerned from time to time. In addition, I/We also understand that all statutory payments like EPF /ESI /Bonus /Gratuity, also need to be paid as prescribed under various statutes by me / us. I/We shall abide by all the statutory and obligatory requirements specified from time to time in various acts applicable in undertaking the service.
- iv. I/ We fulfil the statutory registration requirements with corresponding government authorities in respect of Employees Provident fund/ Employees State Insurance, GST, Labour Department, etc., to undertake the work and all the documents submitted/uploaded in this behalf are genuine and valid.
- v. I/ We have not been banned and de-listed by any Government Department/ Financial Institution/ Public sector undertakings/ Private Sector Undertakings/ MNCs have not



been convicted by any Court of Law/ have no case pending before the court of law/ Police authorities for the last 10 years.

- vi. If our bid is accepted, I/ We agree to deploy the housekeeping staff from the date of beginning of contract period.
- vii. I/We fully understand that the EMD amount can be forfeited in case of failure to perform the work if awarded.
- viii. On receiving the award of contract, I/We shall furnish a Performance Bank Guarantee, as per [Annexure-V](#), in lieu of Security Deposit of ₹_____ (Rupees _____ Only) which shall be valid for 60 days beyond the expiry of contract.
- ix. I/ We also understand that the Performance Bank Guarantee ([Annexure-V](#)), in lieu of security deposit, shall be invoked in the event of failure on my/ our part to duly execute the work as per the agreement or in case of any breach attributable to me/ us of the terms and conditions.

Yours faithfully,

Date:

Authorized Signatory (With Name/Designation & Seal)



Annexure-II

Client's certificate regarding performance of Company/Agency/Firm providing housekeeping services

To
Regional Director
Reserve Bank of India
Sector - 17,
Chandigarh 160017

SI No.	Particulars	Comments
1.	Name and address of the agency supplying housekeeping services	
2.	Place (s) where service is/was availed	
3.	Period of agreement and renewals, if any	
4.	Maximum number of personnel deployed at any point of time during the contract	
5.	Value of service (Total/year wise)	
6.	Comments regarding adherence of terms and conditions of contract	Excellent/ Satisfactory/ Unsatisfactory
7.	Any penalty imposed or deductions made or litigations pending for non-adherence to the terms and conditions of contract	
8.	Overall performance	Excellent/ Satisfactory/ Unsatisfactory
9.	Any other information	

Date:

Full address of the Client:

Signature of client with seal

(The performance/completion certificates obtained form other clients can be in any format other than the one specified above, but the certificates shall mandatorily contain the information sought above. If the certificates uploaded are not able to establish the information sought above, those shall not be accepted.)



Annexure-III

**Financial Credibility Certificate/ Solvency Certificate from the banker
(On the Scheduled Bank's Letter Head)**

To
Regional Director
Reserve Bank of India
Chandigarh – 160017

We certify that M/s(name and address of the applicant) is/are maintaining a Savings Bank Account/Current Account (strike off whichever is not applicable) No. with us since The said account is satisfactorily operated by (name of the applicant). Their financial position for business operations in providing Housekeeping staff/ services is good and they are capable of doing a turnover of **₹1.19 Crore (Rupees One Crore Nineteen Lakh only)** in providing Housekeeping staff/ services.

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

For the bank with Name, Designation & Seal



Annexure-IV

Turnover and Experience Certificate

Financial Year	Total number of house-keeping staff/ services provided	Turnover from house-keeping services (in Rs)	Total number of personnel (house-keeping staff + all other) deployed	Total turnover of the company (in Rs)	Net Profit	Remarks
2020-21						Upload self-attested IT return for each year and CA certificate
2021-22						
2022-23						
2023-24						

Client list:

Sl. No	Period of Work (example: 2015-16)	Name, address & Telephone number of the client (Govt. / Semi-Govt/ bank/ others)	No. of house-keeping staff deployed	Value of Work from the house-keeping services (in Rs)	Remarks
					Upload documentary proof

Date:

Authorized Signatory (With Name/Designation & Seal)



Annexure-V

Proforma for Performance Bank Guarantee

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

Place: _____
Date: _____

To
The Regional Director
Reserve Bank of India
Chandigarh

Dear Sir,

Contract for Providing Housekeeping Services in Office Premises of Reserve Bank of India, Central Vista, Sector-17, Chandigarh – 160017

WHEREAS

Reserve Bank of India, having its Central Office at Shaheed Bhagat Singh Road, Mumbai, through its office at Reserve Bank of India, Central Vista, Sector-17, Chandigarh – 160017 (hereinafter called "the RBI") has awarded the Contract for the captioned work (hereinafter called the "Contract") to M/s _____ (Name of the Contractor) (hereinafter called " the said Contractor", which expression shall include its successors and assigns).

AND

Whereas the Contractor is bound by the said Contract to submit to Reserve Bank of India, Chandigarh a Performance Bank Guarantee for a total amount of ₹ _____ (Rupees _____ Only) for the due fulfilment by the said Contractor 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 Contractor, do hereby undertake to pay to the Reserve Bank of India, an amount not exceeding ₹ _____ (Rupees _____ Only) as Performance Guarantee for due fulfilment of terms and conditions of the contract.

NOW THIS GUARANTEE WITNESSETH

- i. We (Name of the Bank) do hereby agree with and undertake to RBI, their Successors, Assigns that in the event of the RBI coming to the conclusion that the Contractor has not performed 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 Contractor;



we shall on demand by the RBI, pay without demur to the RBI, a sum of ₹ _____ (Rupees _____ Only) or any lower amount that may be demanded by the RBI. 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 ₹ _____ (Rupees _____ Only) .

- ii. We also agree to undertake and confirm that the sum not exceeding ₹ _____ (Rupees _____ Only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the 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.
- iii. 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.
- iv. This guarantee shall not be revoked by us without prior consent in writing of the RBI.

We hereby further agree that:

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



- iv. This guarantee shall remain in force up to Sixty (60) days beyond the contract period, i.e., upto ____ 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.
- v. Our liability under these presents shall 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 shall 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)