



**Reserve Bank of India
Estate Department
New Delhi**

**NOTICE INVITING TENDER (NIT)
(2026_RBI_283192)**

E-Tender for providing Integrated Facility Management Services at Main Office Premises of Reserve Bank of India, New Delhi

1. Reserve Bank of India, New Delhi (hereinafter referred to as “the Bank”) invites “E-Tender for providing Integrated Facility Management Services at Main Office Premises of Reserve Bank of India, New Delhi” at Reserve Bank of India, 6, Sansad Marg, New Delhi from eligible and willing Companies/Firms. The estimated annual cost of tender is ₹ 2,59,40,810/- (Rupees Two Crore Fifty-Nine Lakh Forty Thousand Eight Hundred and Ten Only) including GST. The initial period of Contract will be for one year from the date specified in the Work Order as per laid down Contractual obligations.

2. This is an Open Tender. Only those firms which are registered on CPP portal will be able to take part in the tendering process. The tender document for viewing /download will be available from 05:00 PM onwards on July 16, 2026 from the website <https://etenders.gov.in/eprocure/app> and is also available on website https://www.rbi.org.in/Scripts/BS_ViewTenders.aspx for download.

3. This is a three-cover e-tendering process. In the first e-cover, the proof of EMD submission must be uploaded onto the CPP portal. The second e-cover i.e., Part I (Techno-Commercial Bid) of only those bidders who have submitted the EMD on or before the due date to the Bank will be considered for opening. The second e-cover, i.e., Part-I of the tender will contain the Bank’s standard technical and commercial conditions for the proposed work, which must be agreed to by the bidders. The third e-cover i.e., Part-II (Price Bid) of the tender will contain the Bank’s

schedule of quantities/services required and bidders' price bid to be submitted online on CPP portal.

4. The duly filled in tender documents shall be uploaded on CPP website <https://etenders.gov.in/eprocure/app>. All Pre-Qualification (PQ) papers shall be uploaded only on CPP portal and the same will be downloaded at the time of opening of the second e-cover i.e., Part-I of the tender for examination by the Bank.

5. The timeline and other details of the tender are as follows:

A	e-Tender no	2026_RBI_283192
B	Name of Work	E-Tender for providing Integrated Facility Management Services at Main Office Premises of Reserve Bank of India, New Delhi
C	Mode of Tender	e-Procurement System (First e-cover containing proof of EMD, Second e-cover i.e., Part I - Techno-Commercial Bid and third e-cover i.e., Part II - Price Bid) The tendering would be done only through the e-Tendering portal - CPP Portal (https://etenders.gov.in/eprocure/app)
D	Estimated Cost (Annual cost)	₹2,59,40,810/- (Rupees Two Crore Fifty-Nine Lakh Forty Thousand Eight Hundred and Ten Only) including GST
E	Earnest Money Deposit	₹5,18,817/- (Rupees Five Lakh Eighteen Thousand Eight Hundred and Seventeen Only) Further details have been provided at Clause no. <u>13 of Section III (a)</u> of the tender document.
F	Date of NIT available to the parties to download	July 16, 2026 at 05:00 PM onwards
G	Date and Place of Pre-Bid meeting	Off-line on August 13, 2026 at 11:00 AM Venue: Reserve Bank of India, 1 st Floor, Estate Department, New Delhi.

H	Date of starting of online submission of e-tender (Techno-Commercial Bid and Price Bid) at https://etenders.gov.in/eprocure/app	August 13, 2026 at 05:00 PM onwards
I	Last date of proof of submission of EMD in first e-cover on CPP portal and submission of original EMD document in case of mode of payment being Demand Draft/Banker's Cheque/Bank Guarantee	August 25, 2026 at 12:30 PM
J	Date of closing of online submission of e-tender (Techno-Commercial Bid and Price Bid)	August 25, 2026 at 02:00 PM
K	a. Date and time of opening of first e-cover (containing proof of submission of EMD) b. Date of opening of second e-cover (containing Part-I i.e., Techno-Commercial Bid) c. Date of opening of third e-cover (containing Part II i.e., Price Bid) Note: The covers shall be opened in the presence of the authorised representative of the bidders who choose to be present	a. August 27, 2026 at 03:00 PM b. August 27, 2026 after verification of receipt of EMD c. Third e-cover i.e., Part II (Price Bid) of only those bidders who qualified in Part – I (Techno-Commercial Bid)—shall be opened on a subsequent date, and it would be intimated to qualified bidders through email.
L	Bid Validity	Three months (90 days) from the date of opening of the second e-cover i.e., Part I of the tender

		(Techno-Commercial Bid), the period of which may be extended by mutual agreement, and the bidder/s shall not cancel or withdraw the tender during this period.
M	Transaction Fee	NIL

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

Regional Director
Reserve Bank of India
New Delhi



**Reserve Bank of India
Estate Department
6, Sansad Marg, New Delhi-110001**

Part - I

**E- Tender for providing Integrated Facility Management Services at Main Office
Premises of Reserve Bank of India, New Delhi**

Name of Bidder:

Postal Address with Pin code:

Phone /Fax / Mobile No.:

Email Address:

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Table of Contents

Sections / Annexures	Description	Page No.
	Disclaimer	8
PART I - Techno Commercial Bid		
Section I	Schedule of E-Tender (SOT)	9-11
Section II	Important instructions regarding E-tender (Instructions for bidding on CPP and contact details at CPP)	12
Section III	General Rules and Instructions to the bidders (Instructions to assist the prospective Bidders in preparation and submission of Bids)	
Section III (a)	General Instructions to bidders	13-23
Section III (b)	Eligibility Criteria	24-29
Section III (c)	Evaluation of Bids	30-31
Section III (d)	Checklist of documents to be submitted with the tender	32-36
Section IV	General and Specific Conditions of Contract (Conditions that shall govern the Contract)	37
Section IV (a)	Scope of Work and Services	38-85
Appendix I	Safety Code and Fire Safety Code	86-88
Section IV (b)	Terms and Conditions of the Contract	89-106
Section IV (c)	Penalty Clause	107-110
Section V	Annexures to Various Sections	
Annexure I	Form of e-Tender	111-114
Annexure II	Shortlisting / Eligibility Criteria Formats	
Format 1	Basic Information	115-116
Format 2	Previous Work Experience	117-118

Sections / Annexures	Description	Page No.
Format 3	Works qualifying Eligibility	119-121
Format 3A	Client's Certificate Regarding Performance of Their Contractor	122-123
Format 4	Financial Status	124
Format 5	Form of Bankers' Certificate from a Scheduled Bank	125
Format 5A	Details of Bidder's Banker	126
Annexure III	Format For Power of Attorney for Authorised Signatory	127
Annexure IV	Letter of Undertaking	128
Annexure V	Undertaking regarding declaration of debarment by public institution(s)	129-130
Annexure- VI	Format for Undertaking on Legal Actions / Litigation / Arbitration by the Bidder	131
Annexure VII	Proforma for Bank Guarantee In Lieu of Earnest Money Deposit	132-134
Annexure VIII	Proforma of Performance Bank Guarantee	135-138
Annexure IX	Articles of Agreement	139-206
Annexure X	Proforma of Undertaking / Declaration / Certificate by the Bidder regarding country sharing land border with India	207-208
PART II – Financial /Price Bid		209
Section VI	Financial /Price Bid	210-217
Annexure-XI	Wage Analysis	218-220

DISCLAIMER

Reserve Bank of India, New Delhi (hereinafter referred to as “the Bank”) has prepared this document to give background information on “e-Tender for providing Integrated Facility Management Services at Main Office Premises of Reserve Bank of India, New Delhi” to the interested bidders. While the Bank has taken due care in the preparation of information contained herein and believe it to be accurate, 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, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

The information is not intended to be exhaustive. Interested bidders are required to make their own inquiries and respondents will be required to confirm in writing that they have done so, and they do not rely only on the information provided by the Bank in submitting the tender for providing Integrated Facility Management Services at Main Office Premises of Reserve Bank of India, New Delhi. 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 and the Bank reserves the right not to proceed with the work or to change the configuration of the work, to alter the timetable / schedule 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 bidder submitting the tender. No reimbursement of cost of any type will be paid to person(s) or bidder(s) submitting this tender for “providing Integrated Facility Management Services at Main Office Premises of Reserve Bank of India, New Delhi” . In case of conflict of meanings between Hindi and English versions of the document, interpretation of English version will prevail.

Section I : Schedule of e-Tender (SOT)

The Schedule of e-Tender (SOT) is as follows:

Sl. No.	Item	Details
1.	e-Tender No	2026_RBI_283192
2.	Tender Inviting Authority	Regional Director Reserve Bank of India Estate Department New Delhi Tel No.: 011-23353075 Email id: gpcnewdelhi@rbi.org.in
3.	Name of work	E- Tender for providing Integrated Facility Management Services at Main Office Premises of Reserve Bank of India, New Delhi
4.	Location	Reserve Bank of India, New Delhi at Reserve Bank of India, 6, Sansad Marg, New Delhi, as detailed in the Scope of Work (<u>Section IV(a)</u>)
5.	Mode of Tender	e-Procurement System (First e-cover containing proof of EMD, Second e-cover i.e., Part I - Techno-Commercial Bid and third e-cover i.e., Part II - Price Bid) The tendering would be done only through the e-Tendering portal – CPP Portal (https://etenders.gov.in/eprocure/app). All interested bidders must register themselves with CPP Ltd through the above-mentioned website to participate in the tendering process.
6.	Estimated annual cost of tender (including Taxes)	₹2,59,40,810/- (Rupees Two Crore Fifty-Nine Lakh Forty Thousand Eight Hundred and Ten Only)

7.	Date of NIT available to the parties to download	July 16, 2026 at 05:00 PM onwards
8.	Date and Place of Pre-Bid meeting	Off-line on August 13, 2026 at 11:00 AM Venue: Reserve Bank of India, 1 st Floor, Estate Department, New Delhi.
9.	Earnest Money Deposit	₹5,18,817/- (Rupees Five Lakh Eighteen Thousand Eight Hundred and Seventeen Only) Further details have been provided at Clause no. <u>13 of Section III (a)</u>
10.	Date of starting of online submission of e-tender (Techno-Commercial Bid and Price Bid) at https://etenders.gov.in/e-procure/app	August 13, 2026 at 05:00 PM onwards
11.	Last date of proof of submission of EMD in first e-cover on CPP portal and submission of original EMD document in case of mode of payment being Demand Draft/Banker's Cheque/Bank Guarantee	August 25, 2026 at 12:30 PM
12.	Date of closing of online submission of e-tender (Techno-Commercial Bid and Price Bid)	August 25, 2026 at 02:00 PM
13.	Date and time of opening of first e-cover (containing proof of	August 27, 2026 at 03:00 PM (in the presence of the authorised representative of the bidders who choose to be present)

	submission of EMD)	
14.	Date and time of opening of second e-cover (containing Part-I i.e., Techno-Commercial Bid)	August 27, 2026 after verification of receipt of EMD in (in the presence of the authorised representative of the bidders who choose to be present)
15.	Date of opening of third e-cover (containing Part II i.e., Price Bid)	Third e-cover i.e., Part II (Price Bid) of only those bidders who qualified in Part – I (Techno-Commercial Bid)–shall be opened on a subsequent date, and it would be intimated to qualified bidders through email. (in the presence of the authorised representative of the bidders who choose to be present)
16.	Bid Validity	Three months (90 days) from the date of opening of the second e-cover i.e., Part I of the tender (Techno-Commercial Bid), the period of which may be extended by mutual agreement, and the bidder/s shall not cancel or withdraw the tender during this period.

Section-II

Important instructions regarding E-tender

This is an e-procurement event of RBI. The e- procurement Service Provider/Contractor is the Central Public Procurement Portal (CPPP).

<https://etenders.gov.in/eprocure/app>

Process of E-tender: Bidder manual kit is available on home page.

A) Registration for new bidder: The process involves vendor's registration with CPP portal which is free of cost.

<https://etenders.gov.in/eprocure/app?page=BiddersManualKit&service=page>

For any technical related queries please call at 24 x 7 Help Desk Number

0120-4001 002

0120-4001 005

0120- 4493395

International Bidders are requested to prefix +91 as country code

email Support:

For any Issues or Clarifications relating to the published tenders, bidders are requested to contact the respective Tender Inviting Authority

Technical - support-eproc@nic.in

Policy Related - cphp-doe@nic.in

Contact person at RBI, New Delhi

i. Sh. Sanjay Kumar, Asst. General Manager

Contact No.:011-23353075

Email: gpcnewdelhi@rbi.org.in

ii. Ms. Susmitha Kagitapalli, Manager

Contact No.:011-23353075

Email: gpcnewdelhi@rbi.org.in

Section III – General Rules and Instructions to Bidders

Section III (a) - General Instructions to bidders

1.	Bids in Three cover /Two bid system i. The tender is in three e-covers viz. the first e-cover shall contain proof of submission of EMD, second e-cover shall contain duly filled tender part I (Techno-commercial bid), complete eligibility criteria, details, etc. and the third e-cover shall contain duly filled in tender part II (Price bid). The bidders are required to submit their bids (the three e-covers) electronically on the CPP Portal, using valid Digital Signature Certificates. ii. The instructions given above under “Important instructions regarding e-tender” (<u>Section II</u>) are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. The duly filled-in tenders, as above, can only be submitted on CPP Portal not later than the date and time for receipt of tender (as specified in NIT / Schedule of e-tender).
2.	Definitions <u>Clause 1 of Section IV (b)</u> details Definitions which shall apply to the entire Tender Document.
3.	Shortlisting of bidders for opening part II of the tender The Part-I (Techno-Commercial bid) of the bidders who fulfil the eligibility requirement provided in <u>Section III(b)</u> will be evaluated as per the evaluation process provided in <u>Section III(c)</u>. Only bidders who qualify in Part – I (Techno-Commercial Bid) will be eligible for the opening of third e-cover i.e., Part-II (Price bid).
4.	Clarifications and pre-bid meeting i. Bidders requiring any clarification of this document shall contact the Bank in writing at the email address mentioned in this document or raise queries during the pre-Bid meeting. The queries should be sent before the commencement of the pre-Bid meeting.

	ii. The bidders' designated representatives are invited to attend a pre-Bid meeting on the date indicated in SOT. The purpose of the meeting will be to clarify issues and to answer queries which may be raised at that stage. Non-attendance at the pre-Bid meeting will not be a cause for disqualification of a bidder. However, no queries related to the tender may be entertained after the pre-bid meeting. iii. The minutes of the pre-bid meeting will be published on the RBI website and CPP only and the same shall be binding on all the bidders. Any tender received with any deviation/ Condition is liable for rejection.
5.	Site Visit The bidder is required to provide work / services for Integrated Facility Management Services at Main Office Premises of Reserve Bank of India, New Delhi as indicated in this document {Section-IV (a)} and is advised to visit and acquaint himself / herself with the site conditions. The cost of visiting shall be borne by the bidder. It shall be deemed that the bidder has undertaken a visit to the premises and is aware of the operational and site conditions prior to the submission of the tender documents.
6.	Amendment to Tender document (i) At any time prior to the deadline for the submission of tender/bids, the Bank may, for any reason, whether at its own initiative or in response to a clarification or query raised by a prospective bidder, modify any part of the tender document by an amendment and the same will be uploaded on RBI's website (https://www.rbi.org.in/Scripts/BS_ViewTenders.aspx). (ii) The said amendment in the form of the addendum/ corrigendum shall be binding on all the bidders. The addendum (s), if any, issued will form part of the Contract document. (iii) To afford prospective bidders reasonable time for preparing their Bids after taking into account such amendments, the Bank may, at its discretion, extend the deadline for submission of bids.
7.	Debarment A bidder is liable for debarment/disqualification from bidding on the following grounds:

	(1) If it is determined that the bidder has committed the following acts or omissions in contravention of the code of integrity: (i) a. making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process. b. any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained, or an obligation avoided. c. any collusion, bid rigging or anticompetitive behavior that may impair the transparency, fairness, and the progress of the procurement process. d. improper use of information provided by the procuring entity to the bidder with an intent to gain unfair advantage in the procurement process or for personal gain. e. any financial or business transactions between the bidder and any official of the procuring entity related to the tender or execution process of Contract: which can affect the decision of the procuring entity directly or indirectly. f. any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process. g. obstruction of any investigation or auditing of a procurement process. h. making false declarations or providing false information for participation in a tender process or to secure a Contract. (ii) failed to disclose conflict of interest. (iii) failed to disclose any previous transgressions made in respect of the provisions of sub-clause (i) with any public institution / entity in India
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		or any other country during the last three years or of being debarred by any public procuring institution / entity.
	(2)	For any actions or omissions by the bidder other than violation of code of integrity, which in the opinion of the Bank warrants debarment, for the reasons like supply of sub-standard material, non-supply of material, abandonment of works, sub-standard quality of works, failure to abide terms of the tender etc.
	(3)	If the bidder has been convicted of an offence— (a) under the Prevention of Corruption Act, 1988; or (b) the Indian Penal Code/ Bharatiya Nyaya Sanhita 2023 (BNS) or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement Contract.
	The bidder has to submit an undertaking in the format provided in Annexure V .	
8.	One Bid per Bidder:	
	Each Bidder shall submit only one Bid, either as a proprietor, or as a partner in a partnership firm or as a Company registered under Companies Act. A Bidder who submits or participates in more than one Bid (other than as a sub-Contractor or in cases of alternatives that have been permitted or requested) will cause all the proposals with the Bidder's participation to be disqualified.	
9.	Documents Comprising the Bid	
	The Tender shall comprise the following: First e-cover (Online Submission Only) – Details of Earnest Money Deposit (EMD) submitted as specified at NIT / Schedule of e-Tender. Second e-cover i.e., Part I (Techno-Commercial Bid)- (Online submission Only) Checklist as specified in Section III(d). Power of Attorney (as per proforma given in Annexure-III) in favor of person signing the tender/bid. Duly filled-in and signed tender document consisting of: (a) Part I: Techno-Commercial bid viz., entire Tender Document (excluding Part-II) duly signed. <u>Each page of the tender document shall be signed.</u>	

	Duly filled in, signed and certified as stated in each document / formats/Annexures. Third e-cover i.e., Part-II (Price Bid) (Online Submission Only) Part – II (Price Bid) must be submitted online on CPP portal using valid digital signatures.
10.	Preparation of bid and Cost of bidding i. The bidder must obtain for himself/herself on his/her own responsibility and at his/her own expenses all the information which may be necessary for the purpose of making a tender and for entering into a Contract and must inspect the site of the work and acquaint himself with all local conditions, means of access to the work, nature of the work and all matters pertaining thereto. ii. The bidder shall be deemed to have carefully examined the work and site conditions including labour, the General rules and instructions to the bidders, the general and specific conditions of Contract, and carried out his/her own investigations to arrive at the rates quoted in the tender. In this regard, they will be given necessary information available with the Bank but without any guarantee about its sufficiency and accuracy. iii. Bids and all accompanying documents shall be in English or in Hindi. In the event of any discrepancy or ambiguity between the English and Hindi version of the documents, the English version shall prevail in matters of interpretation.
11.	Format to be used The bidder must fill up, sign and upload only the tender forms/formats issued by the Bank, stating the rates at what they are willing to undertake the work in CPP portal. Tenders, which propose any alteration in the work specified in the said form of invitation to tender, or in the time allowed for carrying out the work, or which contain any other conditions of any sort, including conditional rebates, will be liable for rejection. All requisite information, documents etc. shall also be uploaded on the CPP portal only.
12.	Filling of rates

	i. The amount for each item should be worked out and requisite totals should be given in the specified column. ii. In the event, no rate has been quoted for any item(s), leaving space in figure(s), and amount blank, the tender shall be considered incomplete and shall not be considered. iii. No advice of any change in rate or conditions after the opening of the tender will be entertained.
13.	Earnest Money Deposit i. Bidders are required to submit Earnest Money Deposit (EMD) for ₹ 5,18,817/- (Rupees Five Lakh Eighteen Thousand Eight Hundred and Seventeen Only) and the proof of its submission must be uploaded in the first e-cover of the tender on CPP portal. ii. EMD is to be submitted only through one of the following modes – - Through NEFT to the following account (preferably): Beneficiary: Reserve Bank of India, New Delhi Account No.: 06869229906 IFS Code: RBIS0NDPA01 (Please read 5th and 10th character of IFSC as zero) In remarks, the name of the bidder and tender number should be mentioned. - Through Demand Draft/ Banker's Cheque from a Scheduled Bank drawn in favour of Reserve Bank of India, New Delhi - Through Bank Guarantee from a Scheduled Bank as per Annexure VII drawn in favor of the Reserve Bank of India, New Delhi (validity of the Bank Guarantee shall be at least upto validity of the tender as per Clause 20 of this Section III(a)). iii. EMD in the form of Demand Draft/Banker's Cheque/Bank Guarantee shall be deposited in original to Assistant General Manager, Administration, Estate Department, Reserve Bank of India, 6, Sansad Marg, New Delhi – 110001 on or before the due date of submission of EMD given in NIT/SOT.

	iv. Under no circumstances EMD will be accepted in any other form than stipulated above. Further, EMD submitted in account of another Office of the Bank shall not be considered. Scanned copy of Demand Draft/ Banker's Cheque/ Bank Guarantee/ copy of receipt containing UTR Reference no. of transaction etc. has to be uploaded as proof of submission in first e-cover. v. The second e-cover i.e., Part I (Techno-Commercial Bid) of only those bidders who have submitted the EMD on or before the due date will be considered for opening. The proof of submission of EMD should be uploaded in first e-cover. vi. Release of EMD: The EMD of bidders other than successful bidder shall be returned/refunded on expiry of bid validity (including extended validity) as per clause <u>20 of Section III(a)</u> or on award of work to the successful bidder whichever is earlier. The EMD amount will not bear any interest. The EMD of successful bidder shall be released after submission of Performance Bank Guarantee (PBG) as per <u>Clause 4 of Section IV(b)</u>. vii. Forfeiture of EMD: The EMD will be forfeited. (a) if the bidder withdraws bid after opening of the Price Bid or (b) if the successful bidder fails to commence the work awarded to her/him within the prescribed time limit or (c) fails to execute the agreement or produce PBG
14.	Undertaking on Legal Actions / Litigation / Arbitration by the Bidder The bidder must warrant that there is no legal action being taken against it for any purpose in any legal jurisdiction. If such an action exists and the bidder considers that it does not affect its ability to deliver the requirements as per the Tender Document, they shall provide details of the action(s). The bidder shall also provide details of works where civil lawsuits / litigation/

	arbitration cases were/are initiated. The bidder shall give the above details as per proforma given in Annexure VI .
15.	Signing of Bid, Power of Attorney - Bidders shall submit online along with Part-I of the tender, a power of attorney, on a stamp paper of appropriate value and duly notarized, in favour of the person digitally signing the Bid documents authorizing him/her to sign the Bid documents, make corrections/ modifications thereto and interacting with the Bank and act as the contact person. The proforma of the power of attorney shall be as per Annexure III. - Each of the tender documents should be digitally signed by the Authorised person submitting the tender in token of his/her acquainted himself/herself with the General Rules and Instructions to bidders including eligibility criteria, General and specific Conditions of Contract, and other terms and conditions etc. as laid down.
16.	Modification / Substitution/ Withdrawal of Bids No modification or substitution or withdrawal of the submitted Bid shall be allowed after the due date and time of submission of the tender as specified in NIT/SOT.
17.	Bid Due Date Bids should be submitted online on CPP portal on or before the stipulated time and date as specified in NIT / Schedule of e-Tender. The Bank may, in exceptional circumstances, and at its sole discretion, extend the Bid due date.
18.	Late bids No bid will be accepted after the due date and time specified for submission of bids in NIT / Schedule of e-Tender or after the extended Bid due date, if any.
19.	Opening of bids Duly filled first e-cover, second e-cover i.e., Part-I (Techno-Commercial Bid) of the tender, will be opened on CPP portal on the time and date, as specified in NIT / Schedule of e-Tender in the presence of Authorised representatives of the bidders who choose to be present.

	ii. Third e-cover i.e., Part II (Price Bid) of only those bidders who qualified in Part – I (Techno-Commercial Bid), shall be opened on a subsequent date after scrutiny of documents submitted for the Techno-Commercial Bid and it would be intimated to qualified bidders through email.
20.	Bid Validity Tender shall remain valid for acceptance by the Bank for a period of <u>three months (90 days)</u> from the date of opening of the tender (Part I), the period of which may be extended by mutual agreement, and the bidder/s shall not cancel or withdraw the tender during this period.
21.	Evaluation of bids The Bank will examine and evaluate bids as per clauses of <u>Section III (c)</u> .
22.	Acceptance of Tender and Award of Work (i). On receipt of intimation from the Bank of the acceptance of the tender, the successful bidder shall be bound to implement the Contract and within fourteen days from the date of issue of work order thereof, the successful bidder shall sign the Contract consisting of: - (a) Articles of agreement in format prescribed in Annexure IX (to be signed in Bilingual form) on non-judicial stamp paper/s of appropriate values in accordance with the Stamp laws in force in Delhi/ New Delhi. The cost of the stamp paper/s shall be borne by the Contractor. One certified copy of the agreement will be handed over to the Contractor by the Bank. (b) the notice inviting tender, all the documents forming the tender as issued at the time of invitation of tender, corrigenda issued, if any, minutes of pre-bid meeting and acceptance thereof together with any other correspondence leading thereto. (ii) No payment for the work done will be made unless the Contract is signed by the successful bidder. Thus, the first bill shall not be accepted for making payment before signing of the Agreement in Format (to be signed in Bilingual form). (iii) Further, the written acceptance by the Bank of a tender will constitute a binding Contract between the Bank and the successful bidder, whether such formal agreement is or is not executed subsequently.

	(iv) The successful bidder shall take over the entire work within five days of notification of award of work or later as decided by the Bank.
23.	Performance Bank Guarantee Performance Bank Guarantee (PBG) for an amount equal to five per cent of the Contract Amount from a scheduled bank in the proforma at Annexure VIII or an amount equivalent to PBG through online mode (NEFT / RTGS) shall be submitted by the successful bidder within 14 days of award of work. Further details of the PBG are provided in <u>clause 4 of Section IV(b)</u>.
24.	Taxes / Duties / Levies i. The estimated cost includes all taxes including Goods and Service Tax (GST) ii. The amount quoted in the Price bid shall be inclusive of all taxes including Goods and Service Tax, duties, levies and Royalties or any other tax levied by Central and State Governments.
25.	Bank's right to accept or reject any or all the bids i. Notwithstanding anything mentioned above, the Bank reserves the right to accept or reject any Bid at any time prior to award of Contract without thereby incurring any liability to the affected Bidder or Bidders. The Bank shall not assign any reason for the rejection of any or all Bids. ii. The tenders which are not in consonance with the Code on Wages 2019 and / or any other Labour laws will be treated as invalid.
26.	Land Border Clause - Compliance with the Rule 144(xi) of GFR 2017 inserted vide Office Memorandum (OM) F.No. 6/18/2019-PPD dated July 23, 2020, by Public Procurement Division, Department of Expenditure, Ministry of Finance, Government of India, the Public Procurement Orders issued in furtherance thereto, and their subsequent revision shall be mandatory. In this regard, bidders shall submit a copy of the undertaking/Declaration/Certificate on their letterhead duly sealed and signed by the Authorised signatory as per the format given in (Annexure - X). If the Undertaking/Declaration/Certificate submitted by the bidder is found to be false, the work order will be immediately terminated and legal action in accordance with law including forfeiting of Earnest Money Deposit/Security

	Deposit may be initiated and the Bank may also debar the bidder from participating in the tenders invited by the Bank in future.
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I/We hereby declare that I/We have read and understood all the above instructions/conditions and agree to abide by them.

Date: Authorised Signatory (With Name/Designation and Seal)

Section – III (b) Eligibility Criteria

The present tender is being invited for Integrated Facility Management Services at Main Office Premises of Reserve Bank of India, New Delhi under which the Outsourcing Agency (hereinafter referred to as “Bidder”) shall provide works / services to Reserve Bank of India New Delhi (hereinafter referred to as “the Bank”) as indicated in section IV(a) of this document. Bidders are advised to submit only relevant documents in support of their eligibility along with proper indexing. The eligibility criteria shall be as under:

Criteria	Requirement	Forms / Documents to be furnished
1. Composition of the firm/ organization:	The bidder can be Sole Proprietorship/ Partnership firm /Private Limited/ Limited or Co-operative Body etc. Details of Registration of the firm / organization, Name of Registering Authority, Date and Registration number, etc. shall be furnished. Joint Ventures are not allowed	Tenderer should fill up information in Format 1 annexed hereto and submit along with the following supporting documents. a) Power of Attorney in Annexure III (On Non-Judicial Stamp Paper of ₹100/-) b) Certificate of Incorporation c) Copy of Memorandum of Association (MoA) and Articles of Association (AoA) d) Certificate of Incorporation e) Copy of registration certificate, if applicable. f) Copy of Partnership Deed, if applicable. g) Any other relevant document/s
2. Duration of past experience	The bidder should have a minimum of five (5) years of experience in executing Similar Services* (during the	(i) Bidder should fill up the information in Format 2 annexed hereto indicating client-wise names of Similar Services awarded and

	last five (5) years ending June 30, 2026). Explanation: The bidder should have experience of executing at least one Similar Service* in every year during the last five years ending June 30, 2026.	actual cost(s), completion date stipulated in Contract and actual date of completion, etc. and should submit along with the documentary evidence as proof of minimum five years of experience of completed Similar Services* viz. a) Copies of detailed work order/s and agreement, indicating date of award, Contract amount, scope of the work/services, time given for completing the work, etc. and the corresponding completion certificate(s) indicating actual date of completion and actual value of executed similar work/s issued by the client(s). For works executed for government /public sector companies and copies of work order, agreement, work completion certificate along with Tax Deducted at Source (TDS) certificate(s) issued by the client(s) for works executed for private companies. (ii)The details along with documentary evidence of previous experience, if any, of carrying out works for the Reserve Bank of India at any other office should also be given.
3. Minimum value of each completed	The bidder must have experience of successfully providing Similar Services*	Bidder should fill up the information in Format 3 annexed hereto and submit along with the following

Similar Works / Services*	during the last five (5) years ending June 30, 2026 of value as under: (a) Three completed Similar Services each costing not less than the amount equal to 40% of the estimated annual cost of the tender. Or (b) Two completed Similar Services* each costing not less than amount equal to 50% of the estimated annual cost of the tender. Or (c) One completed Similar Service costing not less than the amount equal to 80% of the estimated annual cost of the tender.	documents as proof of having successfully completed Similar Services*. The bidder may ensure that only those works which are each costing not less than the amount equal to 40% (or) 50% (or) 80% of the estimated annual cost of the tender is submitted for verification purpose. (i) Copies of detailed work order/s and agreement for qualifying works indicating date of award, Contract amount, scope of work/services, time given for completing the work, etc. and the corresponding completion certificate(s) indicating actual date of completion and actual value of executed Similar Service/s issued by the client(s) in case of works executed for government /public sector companies and copies of work order, work completion certificate along with Tax Deducted at Source (TDS) certificate(s) issued by the client(s) in case of works executed for private companies. (ii) Client certificate/s for each of the qualifying work as per the <u>Format 3A</u> annexed hereto. It is necessary for the bidders to have a satisfactory performance with its previous and existing clients. If the bidder has been rated as unsatisfactory or poor
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		on any of the parameters mentioned in the client certificate by the clients concerned, the Bank reserves the right to treat such bids as being non-compliant with the eligibility condition and may reject such bids. Also, if the bidder has served at any office of RBI in the past or provided service at any office of RBI, it is mandatory for the bidder to submit client certificate from that Regional Office/Training Establishment/Central Office Department.
4. Annual Financial Turnover	The bidder shall possess a minimum Annual Financial Turnover of estimated annual cost of this tender or more during the last three financial years viz. <u>2022-23, 2023-24 and 2024-25.</u>	The bidder should fill up the information in <u>Format</u> 4 annexed hereto and be certified by Chartered Accountant to be submitted along with the following documents: (i) Copies of Audited financial statements/ accounts of the business of the bidder duly certified by a Chartered Accountant indicating the turnover for the number of financial years as referred to in <u>Format</u> 4. (ii) Copies of the Income Tax Returns for the last three financial years viz., 2022-23 ,2023-24 and 2024-25
5. Solvency	The bidders should have a Solvency of value not less	(i) The bidder should furnish a solvency certificate issued by the

	than 100% of estimated annual cost of tender.	bidder's banker specifically issued for this work not earlier than <u>April 01, 2026</u> in Format 5 . (ii) Bidder should submit details of their Banker in Format 5A .
6. Registrations	The bidder must have PAN, GST Registration, Registration under Employee State Insurance Act, PF registration and registration under labour laws	Bidder must submit copies of the following documents: a) PAN card b) GST Registration Certificate clearly showing the address registered in Delhi for GST purpose and proof of an active GST number c) Certificate for Registration under Employee State Insurance Act, d) Certificate for EPF registration, e) Registration under labour laws
7. Local Presence of at least one year	The bidder should have an office at the place of Contract i.e., NCT of Delhi with sufficient manpower to take care of day-to-day operational issues..	The bidder shall submit documentary proof in support of having an office in NCT of Delhi with presence for at least one year i.e. a) Copy of certificate issued under Delhi Shops & Establishments Act, 1954 for the local office in NCT of Delhi b) Latest phone bill/ electricity bill of local office address in NCT of Delhi – not older than two months from the date of the tender. c) Copy of Leave and License agreement, if applicable d) Any other supporting document showing proof of local presence

		of office in NCT of Delhi for atleast one year
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Notes:

(i) * “Similar Services” means Integrated Facility Management in electrical, plumbing, carpentry housekeeping, horticulture and pest control in large Offices, Banks, Financial Institutions, PSUs, Software firms and other big office complexes. Provided that the bidder must have mandatory experience in electrical, plumbing and housekeeping. For the purpose of calculating the value of qualifying works as required at Sl. No. 3 above, the value of security services, if any, will not be included. With respect to criteria as at sl. No. 3 above, in case the work order for more than one year is produced, proportionate annualized value of the work order shall be considered to decide the eligibility. Provided that if any dispute arises about the interpretation of “Similar Works / Services”, the final decisions in the matter shall rest with the Bank.

(ii) Bids received without the supporting documentary proofs specified certificates shall be rejected and the Bank shall have the right to verify/ cause verification of authenticity of the said documents whenever felt necessary.

(iii) The Bank reserves its right to obtain the performance reports from the clients for the qualifying work/s, Banker/s report of the Bidders directly, if so desired. The Bank on its own may also conduct an inspection of their work eligible/qualifying works referred by the Bidder in their bid.

(iv) The bid submitted by a bidder who is found to be not satisfying the eligibility criteria will be disqualified from further processing of the tender.

(v) Bids containing false and /or incomplete information are liable for rejection / debarment from future tender etc.

I/We hereby declare that I/We have read and understood all the above instructions/conditions and agree to abide by them.

Date:

Authorised Signatory (With Name/Designation and Seal)

Section III (c) Evaluation of Bids

1. Tenders will be evaluated based on the eligibility criteria mentioned in Section III (b) after opening the second e-cover i.e., Part I (Techno-Commercial Bid), of only those bidders who have submitted the EMD on or before the due date. The proof of the submission of EMD should be uploaded in the first e-cover.
2. The bidders must submit all the requisite documents prescribed in the tender document in the second e-cover i.e., Part I (Techno-Commercial Bid). Only those tenders, which meet the eligibility requirements, shall be processed further. The correctness /legality and adequacy of information and supporting documents furnished will be verified /examined by the Bank.
3. The price bids of unqualified bidders will not be opened, and communication will be sent in this regard.
4. To assist in the examination, evaluation and comparison of the bids, the Bank may ask bidders individually for clarifications. Any clarification submitted by a bidder, that is not acceptable to the Bank shall not be considered. The Bank's request for clarification and the response shall be in writing/email. Communication, if any, in this regard shall only be made to the e-mail ids 'gpcnewdelhi@rbi.org.in' and 'estatenewdelhi@rbi.org.in'. No change in the price or substance of the Bid shall be sought, offered or permitted except as required to during the evaluation of Bids in accordance with tender clauses.
5. If a bidder does not provide clarification/s of its Tender by the date and time set in the Bank's request, its Tender shall be liable to be rejected.
6. The third e-covers i.e., Part II (price bid) of all the bidders who qualified in Part - I (Techno-Commercial bid) will be opened for financial evaluation. The firm with the lowest price (L1) shall be considered for the Award of Contract.
7. In case the lowest tendered amount of two or more bidders is the same, then such lowest bidders may be asked to submit a revised offer quoting discount on their already quoted tendered amount in a sealed envelope. Further, if any such lowest bidder does not revise his/her bid on lower side, his/her original bid shall remain valid for further processing. The lowest tender shall be decided on the basis of revised offer. If the revised tendered amount of two or more bidders received in the revised offers is again found to

be equal, then the firm with the highest annual turnover in FY 2024-25 shall be considered for the award of contract.

8. The Bank is, however, not bound to accept the lowest or any 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.

I/We hereby declare that I/We have read and understood all the above instructions/conditions and agree to abide by them.

Date: Authorised Signatory (With Name/Designation and Seal)

Section III (d) Checklist of documents to be submitted with the Tender

List of Documents duly signed and certified to be scanned and uploaded before the last date and time of submission given in NIT/SOT -

Sl. No.	Checklist	Submitted/ Not submitted	Remarks
To be submitted in the first e-cover			
1.	Submission of Earnest Money Deposit (upload scanned copy of proof of submission of EMD in first e-cover). Note: EMD in the form of Demand Draft/Banker's Cheque/Bank Guarantee shall be deposited in original to AGM(Administration) of Estate Department, Reserve Bank of India, 6, Sansad Marg, New Delhi – 110001 on or before the due date of submission of EMD given in NIT/SOT.		
To be submitted in second e-cover i.e., Part I (Techno-Commercial Bid)			
2.	Form of tender (Annexure I)		
3.	Format 1 of Annexure II (duly signed and stamped)		
4.	Copy of registration certificate/ Memorandum/ Articles of Association/ Certificate of Incorporation/ Partnership Deed/ other relevant document in support of <u>Criteria 1 of Section III(b)</u>		
5.	Power of Attorney in Annexure III ("Non-Judicial Stamp paper of ₹100/-")		
6.	Self-attested copy of GST registration		

Sl. No.	Checklist	Submitted/ Not submitted	Remarks
7.	Self-attested copy of EPFO registration		
8.	Self-attested copy of ESIC registration		
9.	UDYAM Registration certificate (in case of the contractor being MSME)		
10.	Labour License		
11.	Self-attested copy of the PAN card issued by the Income Tax Department		
12.	Local Presence of at least one year as per Criteria 7 of Section III (b)		
13.	<u>Format 2 of Annexure II:</u> Proof of experience as per <u>Criteria 2 of Section III(b)</u> Following Documents are required to be submitted in support of Criteria 2 of Section III(b) – (a) Works executed for Government / Public sector companies: Copies of detailed work order/s and agreement indicating date of award, contract amount, scope of work/services, time given for completing the work, etc. and the corresponding completion certificate(s) indicating actual date of completion and actual value of executed similar work/s issued by the client(s) (b) Services executed for Private Companies: Copies of work orders and agreement indicating date of award,		

Sl. No.	Checklist	Submitted/ Not submitted	Remarks
	contract amount, scope of work/services, time given for completing the work, etc. and the corresponding completion certificate along with Tax Deducted at Source (TDS) certificate(s) issued by the client(s). (c) The details along with documentary evidence of previous experience, if any, of carrying out works for the Reserve Bank of India at any other office should also be given		
14.	<u>Format 3 of Annexure II:</u> Proof of eligible works as per <u>Criteria 3 of Section III(b)</u> Following Documents in support of Criteria 3 of Section III(b) – (a) Services executed for Government / Public sector companies: Copies of detailed work order/s for qualifying works indicating date of award, contract amount, time given for completing the work, etc. and the corresponding completion certificate(s) indicating actual date of completion and actual value of executed Similar Service/s issued by the client(s)		

Sl. No.	Checklist	Submitted/ Not submitted	Remarks
	(b) Service executed for Private Companies: Copies of work orders indicating date of award, contract amount, time given for completing the work, etc. and the corresponding completion certificate along with Tax Deducted at Source (TDS) certificate(s) issued by the client(s). (c) Client certificate in <u>Format 3A of Annexure II</u> as per <u>Criteria 3 of Section III(b)</u> If the bidder has served at any office of RBI in the past or provided service at any office of RBI, it should be mandatory for the bidder to submit client certificate from that Regional Office/Training Establishment.		
15.	<u>Format 4 of Annexure II</u> duly signed by the bidder and certified by Chartered Accountant		
16.	Income Tax Returns and the latest final accounts of the business of the Contractor for the last 3 financial years up to FY 2024-25 duly certified by a Chartered Accountant		
17.	<u>Format 5 of Annexure II</u> in the letterhead of the bidder's bank		
18.	Details of Bidder's bank in <u>Format 5A of Annexure II</u>		

Sl. No.	Checklist	Submitted/ Not submitted	Remarks
19.	Letter of undertaking to Regional Director, RBI New Delhi (Annexure -IV)		
20.	Undertaking on Declaration of Debarment (in format given in Annexure V)		
21.	Signed Undertaking on Legal Actions / Litigation / Arbitration by the Bidder (in format given in Annexure VI)		
22.	Undertaking / Declaration / Certificate by the Bidder regarding country sharing land border with India (in format given in Annexure X)		
23.	Tender documents signed and stamped (Part-I)		
24.	Copy of minutes of pre-bid meeting - Signed and stamped (To be submitted after completion of pre-bid meeting)		
25.	Any other document as specified in the NIT and tender.		
26.	Checklist of documents to be uploaded <u>{Section III(d)}</u>		
27.	Any other information the bidder wishes to furnish.		

Date:

Authorised Signatory (With Name/Designation and Seal)

Section- IV General and Specific Conditions of Contract

Section IV (a) - Scope of work and services

I. Objective:

1. The bidders are required to provide integrated facility management for the Bank's Office Complex as defined under section IV(b) which includes mechanized housekeeping and maintenance services including routine, preventive, periodical, corrective, repairs as well as breakdown maintenance works for all of the following services:
 - i. Housekeeping / Cleaning Services
 - ii. Electrical, electromechanical installations related works etc.
 - iii. Plumbing, Sanitary installation related works
 - iv. Carpentry related works
 - v. Horticulture
 - vi. Pest Control
 - vii. Maintenance / Operation of Reverse Osmosis (RO) plant and Water bottle distribution
 - viii. For driving away monkeys - Monkey Scarers (Chasers, handlers and Repellers) - Control of Monkey Menace in Bank's Office Complex

2. Mechanised Housekeeping / Cleaning Services:

- 2.1 Housekeeping services will include vacuum cleaning, sweeping and mopping (including through auto scrubber machines and single/multi disc machines wherever applicable), washrooms cleaning using jet pressure machines, carpet / sofa cleaning and all other cleaning activities across the entire Bank's Office Complex. The scope also includes collection of garbage, its proper disposal through civic authorities, and the operation and maintenance of the Organic Waste Converter (OWC) system. It also includes the cleaning of microwave, ovens, water dispensers, refrigerators, water coolers, desert coolers, water cans, and any other equipment as directed by the Bank's Authorised representatives. In exigencies, the cleaning housekeeping services may also be required to be provided in the areas alongside the periphery of the Bank's Office Complex.

3. Electrical, electromechanical installations related works etc.:

- 3.1** Maintenance of Low Tension (LT) electrical installations including internal wiring and cabling in the Bank's Office Complex. This covers electrical systems inside office building, all flats on 3rd floor of office and in Annex building; external areas such washrooms, gymnasiums, creche, parking areas, and street lighting. However, the scope does not include substation, AC plant and telephone wiring works.
- 3.2** Monitoring of lifts and their operations, daily cleaning, and lodging of complaints with the respective OEMs/AMC vendors as applicable.
- 3.3** The scope also includes the rescue of trapped passengers in case of emergencies. At present, 7 lifts are operational in the office. However, the Bank is in the process of installing lifts in Annex building as well. All additional lifts commissioned in the future in the Bank's Office Complex shall also fall within the purview of this scope.
- 3.4** Lodging and tracking complaints with AMC vendors and facilitating repair services for tower and split air-conditioners in gymnasiums, dispensaries, Visiting Officers' Flats (VOF), and other designated common areas within the Bank's Office Complex.
- 3.5** Maintenance, monitoring and coordination with the vendors for cable TV connections, satellite TV networks, and optical fibre connections within the Bank's Office Complex. The scope includes lodging complaints with service providers and facilitating timely repairs and restoration of services.

4. Plumbing, Sanitary installation related works:

Maintenance and repair of plumbing and sanitary installations, including washrooms, overhead and underground water tanks, underground fire tanks, plumbing shafts, ring main systems, pumps, and associated piping and Rainwater harvesting system.

5. Clearing of Drainage Systems:

The scope also includes clearing of drainage systems and unchoking of sewer lines, in coordination with the concerned municipal body as required. The sewer lines outgoing chambers must be cleaned twice a year using high pressure machines (300 Bar approx.) from NDMC / NDMC approved private operators by paying them requisite amount. The cost shall be reimbursed based on the production of actual bills.

6. Carpentry related work:

Carrying out carpentry and fabrication works of the Bank, including maintenance, repair, and replacement of wooden / aluminium furniture such as tables, chairs, cupboards etc. and other fabricated fixtures and fittings as required.

7. Horticulture:

Gardening/ Horticulture/ landscaping/ pruning works in the Bank's Office Complex and purchase and distribution of flower bouquets as advised by the Bank.

8. Pest Control:

Providing pest control services to prevent and eliminate pests such as cockroaches, rodents, mosquitoes, rats, termites, beehives, and other insects as per the maintenance requirements and established schedules as outlined in this tender document.

9. Complaint Management: The Contractor shall implement a Complaint Management System to enable efficient registration, tracking, and resolution of user complaints.

II. Details of Office Where IFM Services are to be Provided:

TABLE 1		
S. NO.	Name of property	Approx. Plot area
1.	RBI Office building, Annex building consisting of 8 residential flats, gym, sports club, creche and guard cabins/porta cabins/ watch towers inside the Bank's compound	4.14 Acre

III. Important Notes regarding Scope of Work, Manpower, etc.:

1. Details of Manpower to be Deployed:

TABLE 2			
	Timing*	Category	Total
Supervisors	07:00 AM to 4:00 PM	Highly Skilled	2
Technical – 1	11:00 AM to 08:00 PM		
Housekeeping -1			

Plumber	7:00 AM to 4:00 PM 11:00 PM to 08:00 PM	Skilled	2
Carpenter	9:00 AM to 06:00 PM	Skilled	1
Electrician	6:00 AM to 2:00 PM 2:00 PM to 10:00 PM 10:00 pm to 6:00 AM	Skilled	3
Expert Gardener	8:00 AM to 5:00 PM	Semi-Skilled	1
Gardeners	8:00 AM to 5:00 PM	Unskilled	4
Lift Attendant (Duty may be staggered based on the requirement of the VIP movement)	9:00 AM to 6:00 PM	Unskilled	2
RO Plant attendant and Water bottle distributing staff	8:00 AM to 5:00 PM	Unskilled	2
Four (4) Helper to day time Electricians, plumber, carpenter and one (1) helper for miscellaneous works	9:00 AM to 6:00 PM	Unskilled	5
Maintenance and Housekeeping workers (on staggered duty)	7.30 AM to 4.30 PM. 11 AM to 8:00 PM	Unskilled	32
Total			54

Notes:

- 1.1 The timings are inclusive of 1 hour lunch/tea break.**
- 1.2 The Bank reserves the right to assess the manpower requirements and seek additional manpower or reduce as and when found necessary. However, due notice shall be given, and bill adjustments shall be made accordingly.**
- 1.3 Payment under the revised scope of work within the contract period shall be made only for the manpower deployed by the Contractor as per Bank's requirement.**

2. Details of Category of Workers to be Deployed:

TABLE 3

Skill Category	Category of workers	Manpower
Highly Skilled	Supervisor	2
Skilled	Plumber, carpenter, electrician (In all three shifts)	6
Semi-Skilled	Expert Gardener	1
Unskilled	Gardener, Helpers, Lift Attendants, RO plant attendants, water bottle distributing staff & Housekeeping Workers	45
Total		54

3. Procurement of material for the housekeeping, carpentry, electrical and plumbing/sanitary works:

- 3.1** In normal circumstances, the spares for repairs will be supplied by the Bank through the Caretaker's store located in the Bank. However, if the required material is not available with the Caretaker, the material needed for electrical, plumbing and carpentry works shall be procured by the firm as per site requirements after approval from the Bank. A monthly bill shall be paid upon submission of the tax invoice, challan for the materials delivered and acknowledgement from the end user/caretaker/Bank's Authorised representatives.
- 3.2** Contractor profit of 15% shall be paid on all such above procurements. The Bank may verify rates and tax invoices for correctness. In case, market rates are found less, suitable deduction shall be made. Depending on initial experience, the Bank may or may not continue with such arrangement of procurement of material directly from the Contractor. Alternatively, the Bank may procure the required material from own sources and supply the same as per indent raised.
- 3.3** Delivery of cleaning material brought every month should be done in the presence of the Caretaker to verify the quantity and quality. A stock register for each item shall be maintained for all the consumables and cleaning peripherals supplied. The same shall be put up to the Caretaker. Challan of the material supplied shall be countersigned by the Caretaker and submitted along with the monthly bill. Bank may decide not to procure monthly supply of cleaning material if sufficient material is available in stock.

4. Procurement of material for the Pest Control:

- 4.1** For the pest control services, suitable insecticide /chemicals shall be used for treatment of mosquitoes, cockroaches, rats, lizards, ants, beehive, termites, and other insects etc.
- 4.2** Rates quoted for the services shall be inclusive of manpower and all the material such as insecticides, fogging machine, spray pump, and Personal Protective equipment (PPE) i.e. safety shoes/ masks/ gloves /cap/ goggles etc. Only prescribed quantity of government-approved insecticides / pesticide / recommended materials / medicines within safe concentration should be used for such treatments.

5. Number of days of Deployment Per Year:

TABLE 4	
Work Description	No. of Days*
Supervisor	312 days. Services shall be provided on six days a week including Saturday and holidays, with one day mandatory weekly off. The day of weekly off will be decided by the Bank.
Plumber	312 days. Services shall be provided on six days a week including Saturday and holidays, with one day mandatory weekly off. The day of weekly off will be decided by the Bank.
Carpenter	312 days. Services shall be provided on six days a week including Saturday and holidays, with one day mandatory weekly off. The day of weekly off will be decided by the Bank.
Electrician*	365 days. Services shall be provided on all days of the week including Saturday, Sunday, and holidays. One mandatory weekly off shall be provided to the electrician; however, a reliever shall be deployed on such day. The day of weekly off will be decided by the Bank.

Expert Gardener	312 days. Services shall be provided on six days a week including Saturday and holidays, with one day mandatory weekly off. The day of weekly off will be decided by the Bank (Other than Saturday and Sunday).
Gardener	312 days. Services shall be provided on six days a week including Saturday and holidays, with one day mandatory weekly off. The day of weekly off will be decided by the Bank. (Other than Saturday and Sunday).
Lift Attendant	312 days. Services shall be provided on six days a week including Saturday and holidays, with one day mandatory weekly off. The day of weekly off will be decided by the Bank.
RO plant attendant and Water bottle distribution staff	312 days. Services shall be provided on six days a week including Saturday and holidays, with one day mandatory weekly off. The day of weekly off will be decided by the Bank.
Helpers to Plumbers, Carpenters and Electricians	312 days. Services shall be provided on six days a week including Saturday and holidays, with one day mandatory weekly off. The day of weekly off will be decided by the Bank.
Maintenance and Housekeeping workers	312 days. Services shall be provided on six days a week including Saturday and holidays, with one day mandatory weekly off. The day of weekly off will be decided by the Bank.

** - The weekly off should be provided to the workers deployed with 7 days working e.g. electrical staff etc. with an alternative arrangement, i.e., reliever(s), for which the Contractor shall factor in the charges while quoting rates under this contract. A reliever shall be made available by the Contractor to facilitate weekly, provided that the total number of workers per premises*

remains the same on any given day. This arrangement is to ensure electrical / uninterrupted service throughout the year (365 days).

Note:

- (i) The attendance of the workers shall be taken by using biometric means installed by the Bank.*
- (ii) Workers deployed in the office shall strictly refrain from undertaking any private or non-designated tasks during their duty hours.*

IV. Important Instructions regarding Scope of Work:

1. The Bank reserve the right to change/ update / stagger the timing and number of manpower deployment as per Bank's requirements and can further enhance or reduce the scope of work as per requirement. The Bank at its option may call deployed workers in staggered manner i.e., four hours in the morning shift and four hours in the evening shift.
2. **Complaint Registration and Redressal of complaints:** The Contractor shall establish and maintain an effective complaint registration and redressal mechanism. Complaints may be registered by the Bank through any of the following modes: email, telephone, WhatsApp, or by making an entry in the physical complaint register maintained at the premises. The Contractor shall ensure that all complaints are acknowledged promptly and attended to without undue delay. Necessary corrective action shall be initiated immediately, and complaints shall be resolved within the timelines prescribed by the Bank or, where no such timelines are specified, within a reasonable time commensurate with the nature and urgency of the complaint. A record of all complaints received, actions taken, and the date and time of resolution shall be maintained by the Contractor and produced for inspection by the Bank whenever required. All complaints shall be attended to promptly, and no complaint shall remain unattended for more than 12 hours.
3. **Emergency situations:**
The Supervisors and workers will need to respond appropriately during emergency situations (such as fire, earthquake, power disruption, water supply problem, sewer issues, riot, pandemic etc.,) as advised by the Bank.

Any supervisor/workers must not leave in such a situation without the permission of the Bank and may continue to work till the emergency situation is resolved as determined by the Bank's Authorised representative.

4. Behaviour of workers:

Behaviour of the supervisor/workers should be polite with Bank's staff/officers. In case any worker of the successful bidder is found misbehaving or committing misconduct etc., the Contractor will replace such person(s) from work within 24 hours from the time of verbal or written order given by the Bank. The decision of the Bank shall be final and binding on the Contractor. Chewing paan, gutka, consumption of alcohol, drugs or smoking in Bank's Office Complex is strictly prohibited and anyone found doing the same will be removed without any further notice.

5. Work/Repair Planning:

- 5.1** The supervisor shall seek appointments from the department after receiving a complaint and shall reach at least five (5) minutes before the scheduled time. During electrical repairs, safety shoes shall be used to prevent electrocution. During repairs inside conference rooms or senior officers' room, a clean cloth/PVC sheet must be provided to cover the items such as TVs, sofas, computer especially while performing activities like or drilling in vicinity. After repairs proper cleaning of floor must be done. The expenditure towards electrical safety shoes, other protective gears and covering sheets shall be included in the overall quoted price.
- 5.2** In case of complete disruption in electricity or water supply, any major leakage requiring immediate attention, emergency service must be provided at any time of the day without any extra cost.
- 5.3** **Contractors are advised to attend the pre-bid meeting and also to visit the site (office premises) to understand the detailed scope of work before submitting their tenders and confirming the terms and conditions. The Contractor should understand the work and the**

constraints if any. The scope of various works listed on forthcoming pages are only indicative. Any related repair/ maintenance/ general work not specifically mentioned but required for redressal of a complaint as per the Bank's Authorised representatives will be considered as part of IFMS' scope of work and all workers must co-operate to avoid inconvenience.

- 5.4** All workmen and supervisors must be provided with minimum two pairs of good quality new uniform including safety shoes, belts, etc. for summer and winter. For winter they must provide winter jackets /sweaters. Also provide Personal Protective Equipment such as safety shoes, helmet, safety belt, gum boots, gloves to all workmen as per trade requirement.
- 5.5** The Bank at any time may require the Contractor to submit the relevant educational certificates / other certificates / documents for the deployed staff.

V. Role of Deployed Workers:

1. Supervisors:

1.1 Qualification and Experience:

- i. The supervisor shall possess either:
 - a. Degree or Diploma in Civil or Electrical Engineering, or
 - b. Degree or Diploma in Housekeeping or an equivalent qualification.
- ii. The supervisor must also have a minimum of three (3) years of relevant experience in facility management, operations, or supervision of similar works. At least one supervisor each from the above two qualification categories shall be deployed simultaneously.

1.2 Duties and Responsibilities:

- i. Supervisors shall be responsible for overseeing Integrated Facility Management Services (IFMS), including but not limited to electrical, plumbing and sanitary installation works, plumbing operational tasks, carpentry and fabrication works, gardening and horticultural services, housekeeping and maintenance activities in premises, cleaning of toilets, bathrooms, and common areas, and supervision of garbage collection and removal from the open areas, cabins and flats within the premises while adhering to the extant government guidelines/laws regarding waste management.

- ii. **Complaint Registration and Redressal:** The Contractor shall establish and maintain an effective complaint registration and redressal mechanism. Complaints may be registered by the Bank through any of the following modes: email, telephone, WhatsApp, or by making an entry in the physical complaint register maintained at the premises. The Contractor shall ensure that all complaints are acknowledged promptly and attended to without undue delay. Necessary corrective action shall be initiated immediately, and complaints shall be resolved within the timelines prescribed by the Bank or, where no such timelines are specified, within a reasonable time commensurate with the nature and urgency of the complaint. A record of all complaints received, actions taken, and the date and time of resolution shall be maintained by the Contractor and produced for inspection by the Bank whenever required.
- iii. Supervisors shall assist the Bank's Authorised Representatives or Caretakers in measurement-taking and verification of various works. The Bank may also instruct the supervisor to monitor or coordinate the work of other Contractors deployed in the Bank's Office Complex.
- iv. The supervisor will be responsible for assigning work to various personnel, including electricians, plumbers, carpenters, gardeners, pest control staff, and housekeeping personnel, and for supervising their performance. Supervisors must ensure that workers are efficiently engaged and not idle or involved in non-productive or unAuthorised activities.
- v. Separate complaint registers shall be maintained for electrical, carpentry, plumbing, pest control, and housekeeping complaints. In addition, equipment-specific complaints related to water purifiers, air purifiers, air conditioners, gym equipment, lifts, cable connections, LED TVs, etc., shall be recorded. The Complaint registers shall be provided by the Bank. Complaints pertaining to AMC-covered equipment shall be lodged with the respective service providers and diligently followed up until resolution. After attending to any complaint involving replacement of material / spare parts, a complaint slip must be signed by the complainant and countersigned by the Supervisor and JE/Caretaker and must be enclosed with the bill and kept on record.

- vi. The supervisors shall collect timely information latest by 25th of the month, regarding material requirements for next month for repair, housekeeping, or gardening work, obtain prior approval from the Bank's Authorised representatives, and procure the same accordingly.
- vii. The supervisors shall maintain daily attendance records of all workers duly authenticated by the Caretaker and submit them to the Bank along with the monthly bill.
- viii. It shall be the duty of the supervisor to ensure that all personnel use requisite Personal Protective Equipment (PPE) during work. This includes but is not limited to safety shoes, helmets, safety belts/gum boots, insulated electrical tools, and gloves (especially for washroom cleaning). All PPE must be of ISI-marked quality, kept in good working condition, and replaced as required. The cost of PPE must be included in the overall quoted cost.
- ix. The Supervisors shall act as the first point of contact between the Bank and the Contractor/firm. Any communication made with the supervisor shall be deemed as communication with the firm.
- x. The Supervisors shall monitor and lodge complaints regarding the upkeep and repair of installed systems, including but not limited to, fire extinguishers, pumps, lifts, solar systems and heaters, and water purifiers. They shall follow up with AMC provider/parent companies/service providers and report the status to the Bank upon full resolution.
- xi. The Supervisors shall be prompt in responding to emergencies such as flooding, heavy rain, earthquakes, and other unforeseen events. A Quick Response Team (QRT) shall be constituted by the Contractor and kept ready for deployment during odd hours, including inclement weather conditions. The response of the supervisor and team shall be monitored and recorded for compliance.
- xii. The Supervisors must ensure that hazardous materials such as broken glass, toilet seats, mirrors, bleaching agents, etc., are securely stored away from public. Chemical waste, including used batteries, cells, and asbestos cement sheets, must be properly removed and disposed off from the site immediately after use, in compliance with safety and environmental guidelines.

- xiii. The Supervisors shall ensure that old materials/fittings which are removed/replaced must be deposited with the Caretaker with acknowledgement.
- xiv. The supervisor shall ensure that the bin liners must be replaced daily in all the cabins. Quoted rates shall include the cost of garbage bags.
- xv. The scope of work described above is indicative and not exhaustive. Any maintenance task necessary for facility management in the Bank's Office Complex and to ensure Bank's satisfaction shall be deemed included within the Contractor's responsibilities, even if not specifically listed.

2. PLUMBING/SANITARY:

A competent and experienced plumber shall be deployed at the premises.

2.1 Qualification and Experience:

- i. The plumber shall possess either:
 - a. an ITI Certificate in Plumbing with a minimum of three years of relevant experience in plumbing and sanitary maintenance works or
 - b. a General Certificate in Plumbing from a recognized institution with a minimum of five (5) years of relevant experience in plumbing and sanitary maintenance works.

2.2 Duties and Responsibilities:

- i. He shall be responsible for attending to routine, periodic, preventive, and breakdown maintenance tasks related to plumbing and sanitary systems, and for addressing all complaints in this domain.
- ii. The plumber shall maintain all plumbing and sanitary installations in a serviceable, clean, and hygienic condition at all times.
- iii. Periodic cleaning of sewer lines, manholes, septic tanks, storm water drains, etc., shall be carried out as required, by deploying adequate manpower without any extra charge.
- iv. The plumber shall carry out repair and replacement of all types of fittings, fixtures, and pipes related to plumbing and sanitary systems, including both minor and major works.
- v. The plumber shall remove blockages in soil and waste lines, gully traps, nahani traps, manholes, inspection chambers, bottle traps, sinks, wash basins, urinals, and water closets. All waste and debris shall be removed

- from the site and disposed off in accordance with the extant government guidelines on solid waste management without any extra cost to the Bank.
- vi. The plumber shall be responsible for the replacement of washers (including their cost) for bib taps, pillar taps, stop cocks, rubber gaskets for flushing cisterns, and plunger washers for low-level flushing tanks.
 - vii. Flushing systems made of CI, PVC, or other materials, including siphons, bells, float valves, cotter pins, plunger washers, nuts and bolts, 'S' hooks, and ball cocks, shall be repaired or replaced as needed. This includes removal and re-fixing of tanks with necessary accessories of appropriate sizes.
 - viii. Cementing of joints in drainage lines, sealing of gaps between wash basins, sinks, and walls, pointing of tile joints on floors and walls, and fixing of loose tiles with white cement and matching pigment shall be done as required.
 - ix. The plumber shall disconnect and reconnect suction and delivery lines of water pumps whenever the pumps are sent for repair or replacement. Air locks in suction or delivery lines shall be removed as and when necessary.
 - x. Liaison with local civic authorities for matters such as sewer line chokes or disruptions in water supply shall be the Contractor's responsibility and shall be undertaken promptly when required.
 - xi. The plumber shall record daily water meter readings, submit them to designated Bank officials, and prepare monthly and quarterly consumption reports for submission to the Bank's Green Portal. General maintenance of all water meters shall also be carried out regularly, and meter readings shall be verified and signed by the caretaker.
 - xii. The plumber shall be responsible for identifying and arresting all types of pipe leakages, including concealed and exposed installations.
 - xiii. All repairs and maintenance work related to water supply to the firefighting water lines, including associated fittings and fixtures, shall also fall within the plumber's scope of duties.
 - xiv. Debris generated during plumbing or sanitary work shall be removed and either disposed of in the local municipal garbage bins or at other appropriate locations outside the Bank's Office Complex, in compliance with applicable statutory norms.

- xv. The plumber shall clean the screens or filters of taps at least once every week to ensure unimpeded water flow and maintain hygiene.
- xvi. It shall be mandatory to remove all unwanted vegetation such as weeds, grass, and plants growing along sanitary pipes, sewer lines, water pipelines, sunshades, terrace parapets, and external walls.
- xvii. The plumber shall carry out any other work assigned by the Bank which is relevant to plumbing or sanitary services.
- xviii. Pre-monsoon and post-monsoon cleaning shall be carried out as and when required, including cleaning of sunshades, surface drains, rainwater pipes, chajjas, gully traps, storm water drains, and terrace outlets (khurras/mouths of rainwater pipes), to prevent waterlogging and blockage.
- xix. The plumber shall actively identify sources of water wastage and take appropriate steps to arrest water leakages and overflow, thereby contributing to the Bank's water conservation efforts.
- xx. In case of disruption in the water supply or any major leakage, emergency service must be provided immediately at any time of the day without any extra cost. In such a situation, if a plumber is not available in office, but is available in another site, they will have to attend to emergency situation in another location as required.
- xxi. The scope of work of the plumber also includes the maintenance/ upkeep of rainwater harvesting system.
- xxii. The scope of work described above is indicative and not exhaustive. Any maintenance task necessary for the proper functioning of plumbing and sanitary systems and to ensure Bank's satisfaction shall be deemed included within the Contractor's responsibilities, even if not specifically listed.

2.3 Schedule of Preventive Maintenance:

i. Daily Basis:

- a. Daily inspection of all common washrooms, including fittings and fixtures such as commodes, urinals, health faucets, taps, and flush mechanisms.
- b. Monitoring of water supply received from Delhi Jal Board and coordination with security personnel to prevent overflow of water in underground and overhead tanks.

ii. Weekly Basis:

- a. Weekly inspection of all valves, joints, and pipe fittings connected to overhead and underground tanks to ensure there is no leakage or wear.
- b. Submission of an inspection report or certificate to the Bank's Authorised representative, clearly indicating the findings and corrective actions taken, if any.
- iii. **Monthly Basis:**
 - a. **Structural Cleaning and Maintenance:**
 - Thorough cleaning of terraces, chajjas (sunshades), drain grilles (jali), roads, and rainwater pipes (RWP).
 - Removal of vegetation and wild growth from buildings and surrounding structures. Where necessary, suitable chemical agents shall be used for effective removal.
 - Regular upkeep of rainwater outlets on terraces and canopies to ensure they remain free from debris and facilitate free flow of rainwater. Cleaning shall be undertaken monthly and every fortnight during the monsoon season.
 - Preventive maintenance cleaning before the onset of monsoon, including all manholes, open and covered drains, RWPs, and terraces.
 - Maintenance and desilting of drainage lines connected to RWPs on terraces.
 - b. **Inspection and Reporting:**
 - Monthly inspection of the premises for identifying and reporting major structural or maintenance defects in the terraces, parapet walls and overhead water tanks to the Bank.
 - c. **Drainage and Waste Management:**
 - Cleaning of internal sewer lines and drains, including sludge removal from manholes, septic tanks, roads, and gully traps up to the municipal connection point. Debris shall be disposed of as per applicable statutory and municipal norms.
 - Cleaning of surface drains, rainwater pipes, inspection chambers, and manholes. Algae or moss (mild grouse) shall be removed from building pipes and terraces.

- Cleaning of Sewage Treatment Plant (STP) tanks in coordination with the Caretaker or designated Bank official.
- Cleaning of all open stormwater drains to ensure unobstructed flow and prevent blockages.
- d. **Half-Yearly Basis:**
 - Cleaning of all underground and overhead water tanks in office and Annex building, in the presence of the caretaker, using the services of the deployed plumber and support staff.
 - After emptying, tank walls shall be cleaned with a wire brush and disinfected using bleaching powder. Post-cleaning photographs of empty tanks shall be submitted to the Bank's Authorised representatives.
 - Firm shall be given at least two (2) days' advance notice.
 - A suction pump shall be provided by the Contractor, without any additional cost, to empty underground tanks prior to cleaning.
 - Post-cleaning, all associated taps shall be cleaned. Any suction-related airlock issues in pumps shall be identified and rectified.
 - A dedicated register for tank cleaning and maintenance shall be maintained. Entries shall be verified and signed by the concerned caretaker after each cleaning operation.

3. CARPENTRY AND FABRICATION:

3.1 Qualification and Experience:

- i. The deployed carpenter shall possess either
 - a. an ITI Certificate in Carpentry with a minimum of three years of relevant experience in carpentry and fabrication works or
 - b. a General Certificate in Carpentry from a recognized institution with a minimum of five (5) years of relevant experience in carpentry and fabrication works.

3.2 Scope of Work:

- i. The successful bidder shall deploy a skilled and experienced carpenter to attend carpentry and fabrication-related routine, periodic, preventive, and breakdown maintenance works in the Bank.

- ii. A new set of tools, including but not limited to a planer, drill machine with bits, hammer, chisel, and other standard carpentry tools, shall be made available and maintained in office at the Contractor's cost.
- iii. The carpenter shall carry out oiling, repairs, or replacement of doors, windows (wooden or metallic), gates, locks, latches, door closers, cloth hanging systems, and shall also be responsible for preparing nameplates, carrying out numbering/lettering work, repairing POP false ceilings, other types of false ceilings, and cornices as required.
- iv. Works related to aluminum windows, modular kitchen fittings, repairs to letter boxes, fabrication or modification of window openings/grills for air-conditioners, and welding works involving iron, steel, or aluminum materials shall be undertaken by the carpenter.
- v. Complaints registered by the Bank shall be checked daily. All complaints shall be attended to promptly, and none shall remain unresolved for more than 8 hours.
- a. **Resolution time for Complaints:**
 - Minor complaints: Immediately
 - Moderate complaints: 4 hours
 - Major complaints: 8 hours

The decision of the Bank's Authorised representatives will be final in determining the severity of complaints.

- vi. Upon satisfactory resolution, the employee's or their representative's signature/ department's administrative unit shall be obtained.
- vii. Debris generated from carpentry or fabrication works shall be collected and disposed of either in municipal garbage bins or at appropriate locations outside the Bank's Office Complex, in full compliance with statutory and local administrative norms.
- viii. Minor fittings and installations, including the fixing of curtain rods, netlon mesh/ mosquito nets, etc., shall be carried out as part of routine responsibilities.
- ix. Any other carpentry- or fabrication-related work, as may be directed by the Bank's officials, shall be attended to without delay.

- x. The carpenter shall also undertake modification or repair of wooden and aluminium doors/windows, sliding systems, modular kitchen fittings, latches, handles, tables, drawers, chairs, sofas, beds, and almirahs, as required.
- xi. The scope of work described above is indicative and not exhaustive. Any maintenance task necessary for the proper functioning of Bank's premises and to ensure Bank's satisfaction shall be deemed included within the Contractor's responsibilities, even if not specifically listed.

4. Electrical Maintenance:

4.1 Qualification and Experience:

- i. The deployed electrician shall possess either:
 - a. an ITI Certificate in electrical with a minimum of three years of relevant experience in electrical works; or
 - b. a wireman license issued by Electrical Inspector with a minimum of five (5) years of relevant experience in electrical works.

4.2 Scope of Work:

- i. Regular inspection and maintenance of all earthing systems and electrical and electromechanical equipment to ensure safe and reliable operation. A new set of standard tools—such as megger, earth tester, pliers, screwdriver set, spanner set, thumbing tool, etc., of ISI-marked brands—shall be provided and maintained. The cost of procurement, repair, and replenishment of these tools shall be included in the Contractor's quoted rates.
- ii. Electrical complaints registered by the Bank, shall be checked daily by the electrician and attended to immediately. No complaint shall remain unresolved for more than eight (8) hours.
 - a. Resolution time for complaints:
 - Minor complaints: Immediately
 - Moderate complaints: 4 hours

- Major complaints: 8 hours
The decision of the Bank's Engineer will be final in determining the severity of complaints.
- iii. Coordination with the NDMC etc. shall be in the scope of the Contractor's electrician.
- iv. Prompt rectification of defects in the Bank's electrical and electromechanical installations, including wiring, lighting systems, fans, panels, geysers and control gear.
- v. Testing of all earthing stations/ lightning arresters shall be carried out once every six months. A duly signed and certified report shall be submitted along with the monthly bill.
- vi. Cleaning of all common area electrical fixtures—including lighting fittings, wall fans, ceiling fans, and exhaust fans—shall be undertaken once every quarter.
- vii. Quarterly maintenance of all electrical panels, including tightening of connections and servicing of MCCBs/MCBs, SFUs, ICDPs, ICTPs, MCB distribution boards (MCBDBs) in flats, meter rooms, pump rooms and in any other area as required. A dedicated register shall be maintained and updated accordingly.
- viii. Ensuring that the entire electrical infrastructure of the office is kept in a fully functional and well-maintained condition at all times.
- ix. Attending to emergency electrical complaints after regular working hours, including faults posing risk to safety or causing essential service disruption.
- x. Inspection of all ceiling and wall fans every quarter for safety and operational condition. Cleaning shall be done, and worn-out safety components such as split pins, quarter pins, and rubber bushes shall be replaced (excluding replacement of fan motors and blades).
- xi. Maintenance of a preventive maintenance register in consultation with the Bank's Engineer-in-Charge or designated representative.
- xii. Execution of preventive electrical maintenance on a monthly basis. A signed and stamped report from the Junior Engineer (Electrical) shall be submitted with the monthly bill.

- xiii. Assistance to Junior Engineers/Caretakers in maintaining the electrical stock book and during annual physical verification and reconciliation of electrical dead stock items.
- xiv. Supporting other service providers (AC technicians, gym equipment engineers, DG set operators, lift maintenance Contractors, water purifier/chimney technicians, VDP/intercom providers, internet, cable TV, CCTV technicians, etc.) in their tasks, especially when installations or repairs require electrical interface or coordination. A list of all OEM/AMC providers will be provided to the Contractor.
- xv. Monitoring of UPS Systems, maintaining logbook, battery checking, taking readings and complaint lodging with AMC Vendors.
- xvi. Lifts monitoring, rescue of trapped passengers in lifts.
- xvii. Cleaning of rooftop solar panels every fifteen (15) days, preferably before sunrise or after sunset. Generation readings shall be noted and recorded in a dedicated register.
- xviii. Routine coordination with security staff for the timely operation of water pumps and ensuring uninterrupted water lifting to overhead tanks.
- xix. Attending emergency operations, including running electric or diesel mud pumps during heavy rains or flooding situations to prevent water accumulation.
- xx. The electrician deployed during the night shift shall also perform the duties of lift attendant during night hours, if required by the Bank.
- xxi. The scope of work described above is indicative and not exhaustive. Any maintenance task necessary for the proper functioning of electrical systems and to ensure Bank's satisfaction shall be deemed included within the Contractor's responsibilities, even if not specifically listed.

4.3 Quarterly Checks:

- i. Cleaning of chandeliers, light fixtures, ceiling fans and exhaust fans. Fan hooks and other hanging hardware shall be checked for wear and tear, and faulty components shall be replaced to prevent accidents.
- ii. The electrician shall inspect that all air curtains installed in the Bank's Office Complex are properly secured, safely mounted and fully operational. They shall promptly rectify any defects, loose fittings or conditions that may affect the safety, stability or performance of the air curtains.

Frequency of maintenance and servicing of Main/ distribution electrical Panels /Cables in Bank: TABLE 5		
Sr No.	Description	Frequency
1	Visual Checking whether there is any abnormal temperature rise in any of the electrical panels	Daily
2	Cleaning the Bus bar chamber for dust and other foreign materials, carbon deposits if any, checking the bus bar insulators for breakage /failure, tightening all the jumper connections etc.	Half yearly
3	Megger testing of panel (phase to phase, phase to neutral as well as phase to earth)	Half yearly
4	Megger testing of cable for insulation resistance between phases and phases to earth	Yearly
5	Checking the load on the cable with Tong tester and doing load balancing	Quarterly
6	Checking of contactors and cleaning contacts	Monthly
7	Checking of control wiring meters and protect system and battery charger	Monthly
8	Watering of earthing station	Monthly
9	Checking earth resistance by earth tester and maintaining a register for all earthing station for lightening, body earthing for panels.	Half yearly
10	Checking the lightning arrestors and earthing of the poles every six months.	Half yearly
11	Thermography of all, cable thimbles, DB, LT panels and Distribution panels.	Half yearly

4.4 Other Preventive Electrical work is listed as below:

1.	i. Tightening of the nut bolts. ii. Maintaining log of breakdown and parts replacement. iii. Physical Cleaning of the panels.
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	iv. Supply and fixing minor burnt parts of panels such as indicators, ammeters, control fuses selector switches and thimbles.
2.	i. Breakdown maintenance of Street lighting. ii. Checking street lighting and overhead lights on daily basis and keeping record in the register. iii. Repairing the streetlights /Tube light fitting /floor light fitting during the day hours. The material such as lamps, chokes and igniters shall be provided by the Bank or will be paid for extra. iv. The Bank will not provide the insulated ladder required for the streetlight and repairing the same will be responsibility of the firm. v. Checking the control boxes of all the lights and repairing the same using all the material. vi. Checking earthing of all poles.
3.	Evacuation from lifts in case of man trapping and lodging the complaints with the OEM in respect of lifts under breakdown.
4.	Helping the Bank's staff during fire, flood, heavy rain and/ or any other emergencies if any.

5. Gardening / Horticulture including Vertical Gardens:

5.1 Qualification and Experience:

- i. One Expert gardener must be deployed with minimum 05 years of experience.
- ii. The other gardeners deployed must have a minimum of three (3) years of relevant experience in gardening and horticultural maintenance.

5.2 Scope of Work:

- i. The Contractor shall devise a strategy and plan for the landscaping and gardening in the Bank's Office Complex every half year and shall implement the same after obtaining approval from the Bank.
- ii. Maintenance of existing green areas in the Bank, including regular grass cutting, hedge trimming, and pruning of branches as required.
- iii. Daily activities shall include watering, weeding, trimming, and other maintenance tasks related to various plants such as shrubs, hedges, ground covers, trees, lawns, indoor potted plants, and vertical gardens. All

required tools, equipment, and consumables shall be arranged by the Contractor.

- iv. All garden waste, debris, and clippings generated shall be removed from the premises daily and disposed of at Authorised municipal dumping sites. The Contractor shall liaise with NDMC/MCD or local authorities to obtain necessary permissions for disposal, in compliance with applicable laws.
- v. **Supply of new plants/saplings:**
 - a. Twice a year, the Contractor shall supply and plant 2000 nos. minimum 6-inch flower plants in plastic bags of various seasonal varieties mentioned below as approved by the Bank (prior approval) –

The rates shall include the cost of tools, transportation, providing the necessary manure for growth of the plants like Di-ammonium phosphate (DAP), Farmyard Manure (FYM), Vermi Compost, insecticide's etc., at contractor's own cost. The plantation, growth and care of the plants shall be the sole responsibility of the contractor and necessary suitable deductions i.e. equivalent to the cost of saplings shall be made from their bill in case of unsatisfactory maintenance of flowers.

For Winter Season (No one flower variety to exceed 10% of total number of flower varieties to be planted)	
i	Dianthus
ii	Pitunia
iii	Stock
iv	Piangee
v	Silver Dust
vi	Bigunia
vii	Flock
viii	Dalia
ix	Salvia
x	Chrysanthemum (Guldaudi)
xi	Calendula
xii	Cabbage
xiii	Dahlia tall

xiv	Kashmiri Dahlia
xv	Pansy
xvi	Gazania
xvii	Dianthus
xviii	Verbena
xix	Stock
xx	Cineraria
xxi	Phlox
xxii	Aster
xxiii	Geranium
xxiv	Ranunculus
xxv	Seasonal Tulip
xxvi	Any other plant as directed by the Bank
For Summer Season (No one flower variety to exceed 10% of total number flower varieties to be planted)	
i	Zinnia
ii	Balsam
iii	Gomphrena
iv	Gul dopahri
v	Kulfa
vi	Sunflower
vii	Red Lilies
viii	Galadia
ix	Vinca
x	Any other plant as directed by the Bank

- b. Maintenance of both Contractor-supplied and Bank-provided plants is the gardener's responsibility.
- vi. Garden waste, including dry leaves, green wood, bamboo, etc., shall be shredded daily using a shredding machine. The shredded material shall be processed in a manure pit for composting and used within the garden areas.

- vii. The Organic Waste Converter (OWC) machine shall be operated jointly by the housekeeping and gardening staff under supervision of the Bank's officials to generate manure for internal use.
- viii. Periodic trimming of trees and plants shall be done in a shape and style as instructed by the Bank. Tree trimming schedules must be followed strictly.
- ix. The Contractor shall support the termite treatment person in identifying affected areas and coordinating for treatment. The Contractor shall also liaise with municipal authorities for trimming, cutting, or removal of dead or decayed trees.
- x. Permissions required from the forest or environmental departments for tree felling or trimming shall be arranged by the Contractor at their own cost.
- xi. Any additional gardening, landscaping, or maintenance activity as directed by the Bank's Authorised officials shall be carried out without delay.
- xii. **Tree Trimming and Related Maintenance:**
 - a. At the time of takeover, the Contractor shall jointly photograph existing green areas, trees, and vertical gardens with the Bank's Authorised officials. Hard and soft copies of these photographs shall be submitted to the Bank.
 - b. Any mortality of potted plants or nursery plants at the time of takeover must be replaced by the Contractor at no additional cost.
 - c. A separate set of gardening tools, including hose pipes, lawn mowers (battery operated or powered), cutters, etc., shall be maintained by the Contractor in office. The Contractor shall ensure adequate, leak-proof hose pipes for watering. Any shortfall in water availability shall be reported to the Bank immediately.
 - d. The cost of purchasing, repairing, or replacing gardening equipment (e.g., grass cutting machines, shredders, sprayers) shall be borne by the Contractor and factored into the quoted rates.
- xiii. **Additional Responsibilities:**
 - a. Uprooting and weeding of wild grass and growth, including rootstock removal, stacking, and clearing of unwanted vegetation around trees and shrubs. Waste shall be removed as per instructions and shall **not be burned** under any circumstances.

- b. Garden earth, manure, and pesticides must be approved by the Bank before use. Any material rejected by the Bank must be removed from site immediately and at the Contractor's expense.
- c. All gardeners must be provided with uniforms, caps, gum boots, and other necessary safety gear by the Contractor at their own cost.
- d. A First Aid box must be arranged and maintained at site by the Contractor.
- e. The Contractor shall also be responsible for safe removal of bee hives from trees or plants in occupied Bank's Office Complex, using appropriate safety measures. No separate payment will be made for this activity.
- f. Dead or fallen trees within Bank's Office Complex must be carefully cut, removed, and disposed of in accordance with municipal norms. All wooden parts and debris must be cleared from the site.
- xiv. The scope of work described above is indicative and not exhaustive. Any maintenance task necessary for the proper upkeep of the green areas within the Bank's Office Complex and to ensure Bank's satisfaction shall be deemed included within the Contractor's responsibilities, even if not specifically listed.

5.3 Engagement of Qualified Horticulturist:

- i. The Contractor shall –
 - a. arrange weekly (or as decided by the Bank) visits by a qualified Horticulturist or Horticultural Consultant.
 - b. shall possess a degree or diploma in Horticulture, Landscaping or an allied field from a recognized institution.
 - c. shall have a minimum of five (5) years of relevant experience in landscape management, ornamental horticulture in corporate / government offices / parks or similar projects / properties.
 - d. shall inspect the premises / any other property of the Bank and submit recommendations to the Bank regarding plant selection, planting locations, seasonal plantations plans, landscape improvement measures and overall horticultural development of the site. The Contractor shall implement such recommendations upon approval by the Bank.
- ii. The Bank may discontinue the services of horticulturist if not found satisfactory.

6. Scope of Work for Housekeeping:

6.1 General Housekeeping – Common Areas and Infrastructure:

- i. The Contractor shall be responsible for daily sweeping, cleaning, and mopping of cabins/ departments / general/ common areas/ on all floors, including lobbies, staircases, terraces, roads and corridors. Cleaning shall also cover all NAP guards' rooms and guards' porta cabins located within the Bank's Office Complex.
- ii. Housekeeping services shall extend to common areas in Annex building such as sports room, gymnasium, creche, terraces, and other associated infrastructure.
- iii. Regular removal of cobwebs, dirt, and stains from walls, ceilings, windows, and other surfaces, as required. Cleaning of electrical fixtures and appliances such as ceiling fans, exhaust fans, air-conditioners, lights, etc., shall be carried out periodically or as directed.
- iv. Daily collection of garbage from all cabins/ department shall be ensured. Waste shall be segregated into wet and dry categories in accordance with applicable municipal and government regulations and disposed of at designated locations.
- v. Microwave, ovens, water dispensers, refrigerators, water coolers, desert coolers, water cans etc. and any other equipment in Bank's Office Complex, as directed by the Bank's representatives, are required to be cleaned and emptied/cleared on a daily basis.
- vi. Washing of curtains in Cash area like (like in CVPS frisking area, the SBS room frisking curtains, CNV or any other vault) on regular basis.
- vii. Special cleaning activities on occasions such as Republic Day, Independence Day, and major function/festivals shall be performed as per the Bank's instructions.
- viii. Any damage to or theft of fixtures/fittings noticed during the course of cleaning shall be immediately reported to the Bank's Caretaker and/or Security Officer.
- ix. The scope of work described above is indicative and not exhaustive. Any maintenance task necessary for the proper upkeep of the Bank's premises

and to ensure Bank's satisfaction shall be deemed included within the Contractor's responsibilities, even if not specifically listed.

6.2 Cleaning of Washrooms and Toilets:

i. Details of washrooms:

TABLE 6				
Floor/ Location	Gents Toilet	Ladies Toilet	Attached	Remarks
Cash Area Basement/ Vault Area/ NAP Area	11	4		
Ground Floor	6	4	2	GM (Issue) & Library (Auditor)
First Floor	6	5	3	RD, CGM & GM (Estate)
Second Floor	5	6	6	ABBFF, GM (02), BO I-III,
Third Floor	2	1		
Outside Area	3	1	0	
Annex Building	3	0	2	RSO & Creche
Total	36	21	13	
Grand Total	70			

ii. Weekly Cleaning:

- a. All washrooms and toilets in Bank's Office Complex shall be thoroughly cleaned at least two times per day and once every week using a pressure jet machine. The cleaning shall include toilet bowls, wash basins, platforms, mirrors, tiled surfaces, flooring, and racks, using suitable cleaning agents like detergent, phenyl, Lizol, Harpic, etc. Replenishment of toilet paper, hand wash/liquid soap, room freshener and napkins must be done on daily basis.

- b. The Contractor shall place a card on each washroom wherein date and time of cleaning to be recorded.
- c. A detailed record of weekly deep cleaning activities shall be maintained by the agency and submitted along with the monthly bill for verification by the Bank.
- d. Daily cleaning of washrooms in common areas. There are 72 common washrooms in Bank's Office Complex.

6.3 Specialised Cleaning jobs (On Quarterly Basis):

- i. Cleaning of window glasses on external side of the building façade on all 3 floors, building main entrance gate glass and RBI Logo at about 50 ft height from both internal and external sides, wooden murals above the entrance doors of banking hall, Yaksha and Yakhsini statues using high pressure jet water pump, entrance Chandelier, glass panels on the roof of the banking hall from top and bottom, VIP entrance glass shade and awning, entrance /exit gate canopy.

6.4 Deep Cleaning of departments – Quarterly Basis:

Deep cleaning of all departments shall be undertaken once every quarter and shall include the following:

- i. Cleaning of windows, windowpanes, grills, doors, ventilators, ceiling fans, exhaust fans, wall dado, plumbing and sanitary fittings and fixtures, chandeliers, and similar installations as required.
- ii. Removal of cobwebs, accumulated dust, stains, and dirt from ceilings, walls, pelmets, and other hard-to-reach areas.
- iii. Cleaning of tracks of sliding windows using a vacuum cleaner for effective dust removal.
- iv. The floor and other areas should also be cleaned after completion of deep cleaning work.
- v. The Contractor shall obtain feedback from the each department after each quarterly cleaning and submit the same to the Bank periodically.

6.5 Procurement of Cleaning Material and Machinery:

- i. The monthly supply of housekeeping material has been included for the office as listed in the tender. However, the Bank may decide not to procure

a monthly supply of cleaning material if sufficient material is available in stock.

- ii. A lump sum amount for material proposed to be supplied as listed below is to be quoted in the Price Bid. However, the Contractor will be required to submit item wise bifurcation of rates to facilitate procurement of exact monthly cleaning material required.
- iii. Cleaning material of approved makes shall be supplied as per periodicity and description given in list below –

<u>TABLE 7</u>					
<u>S. No.</u>	Particulars	Description	Brands required	Periodicity	Quantity
1.	Thinner	5 L		Half yearly	2
2.	Bucket Plastic	15 L	Milton, Cello, Joyo, Nilkamal, Nayasa, Kuber or approved equivalent	Quarterly	5
3.	Drum Plastic	100 L with Lid	Milton, Cello, Joyo, Nilkamal, Nayasa, Kuber or approved equivalent	Quarterly	2
4.	Dustpan	37.5 x 22 x 4 cm	Milton, Cello, Joyo, Nilkamal, Nayasa, Kuber or approved equivalent	Quarterly	5

5.	R4 Furniture Maintainer	5 Ltr Can	Taski by Diversy or its equivalent	Quarterly	1
6.	Dust Control Mop Big (Flat Type)	60 cm	Diversy, 3M, Spotzero or approved equivalent	Quarterly	4
7.	Hand Brush Round		Diversy, 3M, Spotzero, Gala or approved equivalent	Bi-monthly	4
8.	Challa	Standard Size	Local Brand	Bi-monthly	4
9.	Naphthalene Ball	1 Kg	Trishul, Bynol, Anahi, Wonder fresh, Bengal or approved equivalent	Bi-monthly	8
10.	Mosquito Repellent	45 mL Refill	Good Knight, All Out, Odomos, Mamaearth, Godrej, Hit or approved equivalent	Monthly	15
11.	Citronella	1L	Fabessentials, Mamaearth, Bodyguard or approved equivalent	Monthly	2
12.	C-fold Napkin	21x23 cm, 23x22	Cellox, Wintex, Presto!, Kosher, Paramount Universal,	Monthly	100

		cm and 23x25 cm (When unfolde d)	or approved equivalent		
13.	Glass Cleaner	500 mL	Colin or approved equivalent	Monthly	10
14.	Liquid Hand wash/ Soap	250 mL	Dettol, Lifebuoy, Savlon, Santoor, Godrej Protekt, Himalaya, Lux, Palmolive, Fiana or approved equivalent	Monthly	6
15.	Soap	100 gm	Dettol or approved equivalent	Monthly	12
16.	Dustbin General	10 L	Milton, Cello, Joyo, Nilkamal, Nayasa, Kuber or approved equivalent	Monthly	50
17.	Duster Floor	30" x 30"	cotton good quality	Monthly	100
18.	Duster White	20" x 20"	cotton good quality	Monthly	75
19.	Duster Yellow	24" x 24"	cotton good quality	Monthly	30

20.	Flat Face tissue	2-Ply, 21cm X 21cm	Wintex, Kara, Presto, Ezee, Beco, Origami, Scott, Kleenex, Care Touch, Miniso or approved equivalent	Monthly	45
21.	Garbage Bag (Small)	10 L capacity (rate per kg)	Biodegradable Certified	Monthly	150
22.	Garbage Bag (Big)	100 L capacity (rate per kg)	Biodegradable Certified	Monthly	100
23.	Hard Broom	500 gm		Monthly	25
24.	Toilet Cleaner	1000 mL	Harpic or approved equivalent	Monthly	40
25.	Hygienic Toilet Rim Block	26 gm	Harpic or approved equivalent (Citrus, Lavender, Jasmine)	Monthly	15
26.	Hit Spray (Black)	700 mL	Reckitt Benckiser	Monthly	10
27.	Insect Killer / Cockroach killer spray	700 mL	HIT Spray (red), Mortein or approved equivalent	Monthly	10

28.	Hockey Brush Unique			Monthly	6
29.	Cobweb Stick/ Brush 20 ft, telescopic	Telesco pic	Toromp, Buyplus or approved equivalent	Monthly	2
30.	Juna Plastic			Monthly	45
31.	Lathi for Country Broom			Monthly	6
32.	Liquid Soap Handwash	5 L Can	Dettol, Lifebuoy, Savlon, Diversy, Kimberly-Clark, Fem or approved equivalent	Monthly	18
33.	Surface Disinfectant and floor cleaner	1 L	Lizol or approved equivalent (Citrus, Floral, Lavender)	Monthly	6
34.	Mosquito Repellent Coil	12 Hours Protecti on & 10 Pcs Combo	Mortein	Monthly	30
35.	Mug	1.5 L	Milton, Cello, Joyo, Nilkamal, Nayasa,	Monthly	6

			Kuber or approved equivalent		
36.	Air freshener	100 gm	Odonil, Reckitt Benckiser or approved equivalent	Monthly	50
37.	Platform brush Complete			Monthly	4
38.	Road Broom Wooden Sticks per kg			Monthly	10
39.	Room freshener	300 mL	Godrej, AmbiPur, Odonil, Airwick, or approved equivalent	Monthly	20
40.	Soft broom	500 gm	Scotch-Brite, Gala or approved equivalent	Monthly	25
41.	Steel wool	50 gm	Scotch-Brite, Gala or approved equivalent	Monthly	20
42.	Detergent	5 Kg	Surf Excel or approved equivalent	Monthly	3
43.	Commercial-grade, multi-purpose liquid detergent	10 L	Teepol B 300 or approved equivalent	Monthly	1

44.	Toilet Roll 100 m	3-Ply, 11cm x 10cm	Kleenex (Kimberly-Clark), Origami, Presto, Softouch, Selpak, Beco, Scott, Bella or approved equivalent	Monthly	600
45.	Urinal Pad Screen	42 gm	Crew or approved equivalent	Monthly	75
46.	Dishwash Bar	500 gm	Vim or approved equivalent	Monthly	15
47.	Dishwash Liquid	1 L	Vim or approved equivalent	Monthly	8
48.	Dishwash Powder	1 Kg	Vim Ultra or approved equivalent	Monthly	5
49.	Big Wiper with handle		Diversy, 3M, Spotzero, Gala or approved equivalent	Monthly	5
50.	R1 Bathroom Cleaner	5 L Can	Taski by Diversy or approved equivalent	Monthly	3
51.	R2 Floor Cleaner/ Dusting	5 L Can	Taski by Diversy or approved equivalent	Monthly	5
52.	R3 Glass Cleaner	5 L Can	Taski by Diversy or approved equivalent	Monthly	1

53.	R5 Air Freshener	5 L Can	Taski by Diversy or approved equivalent	Monthly	2
54.	R6 Toilet Pot Cleaner	5 L Can	Taski by Diversy or approved equivalent	Monthly	3
55.	Spiral	5 L Can	Taski by Diversy or approved equivalent	Monthly	2
56.	Drain Cleaner and Maintainer	5 L Can	Suma Drain Taski by Diversy or approved equivalent	Monthly	1
57.	Aroma Diffuser Refill	4 L Can	Taski by Diversy or approved equivalent	Monthly	1
58.	Odour Eliminator Concentrate	5 L Can	Taski by Diversy or approved equivalent	Monthly	1
59.	Air Freshener Pocket	30 gm	Godrej Aer Pocket's, AmbiPur, Odonil, Airwick, Mangalam Camphor or approved equivalent	Monthly	100
60.	Automatic Air Freshener	225 mL	Godrej, AmbiPur, Odonil, Airwick, or approved equivalent	Monthly	15
61.	Garbage Bag Small – Transparent (for cash area)		Biodegradable Certified	Monthly	40

62.	Garbage bag Big – Transparent (for cash area)		Biodegradable Certified	Monthly	40
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- iv. ***In the beginning of the contract in the first year and at the time of renewal of every subsequent year following cleaning peripherals shall be supplied:***

TABLE 8			
S.No.	Particulars	Brands required	Quantity
1	Liquid Soap Dispenser stainless steel (SS), 800 ml	Jaquar or approved equivalent	15 Nos
2	Dustbin with Lid 12L (Green/Blue)	Milton/Cello/Nayasa or approved equivalent	15 Nos
3	Dustbin with Wheel 120 L	Aristo/Nilkamal or approved equivalent	5 Nos
4	Plastic Bucket -White 13 L	Milton/Cello/Nayasa or approved equivalent	5 Nos
5	Plastic Mug - White	Milton/Cello/Nayasa or approved equivalent	5 Nos
6	Toilet Brush (round head)	Good Quality approved	10 Nos

- v. The cost of the cleaning materials and peripherals to be provided is to be quoted in the Price Bid and will be revised as per the escalation clause in Section IV (b). A detailed breakdown of the quoted rates must be submitted by the Contractor upon award of the Contract.

- vi. *The quantity & quality of the above materials, as and when required, will be decided by the Caretaker/ Authorised Representative of the Bank in consultation with the Supervisor of the Contractor. Onus shall be to use available green products to improve office IGBC rating.*
- vii. **Machinery/ Safety Equipment's (from reputed brands) required to be provided in good working condition. The scope includes repairing these machines and maintain these in good working conditions during the contract. The ownership of these machines will be with the vendor only and shall be taken out on completion of the contract. The annual charges for supplying these machines should be inclusive of a change of vacuum filters and other consumables if any.**

Table 9

Sr. No.	Item	Minimum Quantity
1.	Jet Pressure Machine Taski, 3M, Kärcher cleaning systems, Eureka Forbes, BOSCH, BISSELL, Hako Machines, Nilfisk etc. or Equivalent	2
2.	Single Disk Machine similar to Taski Ergodisc 165 or Equivalent	2
3.	Industrial Purpose Vacuum Cleaner 240 Mbar similar to Taski Vacuum at 44T	2
4.	Auto Scrubber Machine battery operated similar to Taski Swingo 455 B or Equivalent	2
5.	Battery powered 36 V grass trimmer similar to Stihl FSA 57 model with battery and charger or Equivalent.	1
6.	40 L commercial Carpet Cleaning Machine of approved equivalent reputed brand	1

Note:

- (i) Appropriate amount of caution boards and glass cleaning kits should be provided by the Contractor.

- (ii) All housekeeping staff deployed for cleaning and maintenance activities must be trained in operating the machines mentioned in the above table.

TABLE 10: Tools and other equipment to be provided

Sr. No.	Item	Total
Electrical		
1	Hammer Drilling machine	2
2	Earth Tester with earth electrode and wiring	1
3	Megger	1
4	Set of Electrical tools (Plier, Nose plier, Screwdriver set, Allen key set, test lamp, multi meter tool bag)	3
5	Thimble machine up to 16 sq mm cable	1
6	Thermal IR Camera for temperature monitoring of electrical equipment installed	1
Gardening		
1	Set of miscellaneous tools set such as garden hoe, tiller, hand hoe, curved pruner, cutter	2
2	Hedge shear	2
Plumbing		
1	Hammer drilling machine	2
2	14 inches pipe wrench	2
3	Spanner set	2
4	Adjustable wrench	2
5	Hammer	2
6	Plier, screwdriver, Allen key set with tool bag.	2
7	Heavy duty hand saw	2
8	Plumber pump	2
Carpenter		
1	Wood Planner/ Randa	2
2	Hand saw	2
3	Hammer drilling machine	2
4	Hammer	2

5	Plier, screwdriver, chorsi, scale, Allen keyset with tool bag	2
Aluminum Ladder, folding type		
1	6 ft	3
2	8 ft	3
3	14 ft	2
4	Suitable size foldable ladder for cleaning of glass panels/ chandelier in Banking Hall upto height 40 ft (approx.)	1

- viii. ***In case of breakdown of any machine / equipment, another standby machine/ backup arrangements should be made failing which suitable penalty may be imposed.***
- ix. ***The above machines should be of reputed brands such as Karcher / Eureka Forbes/ Makita/ Taski/ Dyson or an approved equivalent. Tools should be of Bosch/ Taparia/ Jainson or approved equivalent. They should upload the makes and model offered by them in this tender along with rates bifurcation pdf upload during price bid. The intended machine should be for industrial application and for rigged usage. Domestic machines shall not be accepted.***
- x. If the quality of the cleaning material supplied by the Contractor is not satisfactory to the Bank's requirement, the Bank reserves the right not to accept the material supplied and the Bank may purchase the cleaning materials on its own and supply it to the tenderer and deduct the cost from the monthly bills.
- xi. The Contractor should keep sufficient stock of cleaning materials/ machines for use to ensure state of the art cleaning such as scrubbing machines, vacuum cleaner, dusters/ mops, detergents/ washing powder, brooms, sponges, garbage sacks, polish, phenyl, ladder, cobweb brush with pole, different types of brushes for dusting, stain remover, bleaching liquid & powder, cleaning chemicals, etc.
- xii. The agency must provide one dedicated mobile phone with a valid connection to each Supervisor. This mobile phone will remain with the Supervisor on duty. The same mobile number will be shared with the office/employees. The mobile number must not change when the supervisor leaves the job and the new supervisor reports.

- xiii. Suitable training must be given to all the workers to effectively use the cleaning machines.
- xiv. The cleanliness will be periodically checked by the officials of the Bank based on certain objective criteria which are decided to measure level of cleanliness. In case visited area found untidy suitable penalty as deemed fit shall be imposed.
 - a. Shine level, presence of dust, pan and gutkha stains, spillage of water or other liquids, bird droppings etc. on floors, tiled walls, doors, windows.
 - b. Dust, dirt marks or cobwebs etc. on roof, window grills, etc.
 - c. Finger or palm marks, dust or any other stain on glass panes of windows or doors and mirrors.
 - d. Stain, cleanliness and odour in Washbasin, WC Seats.
 - e. Dryness and shine on floor.
 - f. Cleanliness of sanitary fittings.
 - g. Cleanliness of floor area in front and around washrooms.
 - h. Cleaning of drinking water point and Aqua Guard area.
 - i. Cleanliness of passage corridors, stairs, lifts.
 - j. Overall cleanliness in the general area and washrooms.

7. Pest Control Services:

- 7.1** Weekly preventive spraying shall be carried out on every Friday after office hours, inside all departments and common areas to control domestic pests such as cockroaches, rats, flies, mosquitoes, lizards, and similar pests.
- 7.2** For pest control services only insecticide, pesticide, chemicals approved by Central Insecticide Board and Registration Committee (CIB&RC), Govt. of India shall be used. Chemicals shall be WHO recommended, non-staining, odourless or low odour and safe for use in occupied premises. The Contractor shall submit the product name, manufacturer, batch number, expiry date and material safety data sheet before use in Bank's premises.
- 7.3** Fogging operations shall be conducted within the office campus and all common areas, including lift lobbies, staircases, and other areas/ flats in Bank's Office Complex.
 - i. **Once a week** during the non-monsoon period.
 - ii. **Twice a week** during the monsoon period.

7.4 Termite treatment of flats and common areas shall be carried out as and when required, based on the presence of infestation or as instructed by the Bank's Authorised officials.

7.5 The Contractor should have pest control services in-house. In case, the firm does not have pest control services in-house, the vendor engaged by the Contractor must be a reputed firm and should have a similar experience (including minimum five years as work experience) as of the Contractor. The Contractor must obtain prior written approval from the Bank before engaging services of any vendor for pest control services.

**8. Maintenance / Operation of RO Plant and Water Bottle Distribution:
Terms & Conditions:**

8.1 Scope of Work:

- i. Contractor shall operate and maintain the Reverse Osmosis (RO) plant installed at the Bank's Office Complex to ensure continuous supply of safe drinking water.
- ii. The Contractor shall also manage the distribution of purified water through bottles to designated areas within the Bank's Office Complex and shall ensure the removal of empty bottles. Further, the Contractor's designated team/ supervisor shall coordinate with various departments at regular intervals, to ensure that new water bottles are replenished promptly in the concerned departments. The supervisor shall also ensure that empty bottles are collected and returned to the RO plant before the close of each working day, thereby maintaining the smooth and uninterrupted functioning of the water distribution process.
- iii. Activities include daily operation, preventive maintenance, cleaning, refilling, and quarterly replacement of consumables (filters, membranes, cartridges, etc.).

8.2 Quality Standards:

- i. Water quality must conform to BIS/IS 10500 standards for drinking water.
- ii. Periodic testing (quarterly) of water samples shall be conducted at approved laboratories, with reports submitted to the Bank every quarter.
- iii. Bottles/jars must be hygienically cleaned and sealed before distribution.

8.3 Maintenance Obligations:

- i. Contractor shall perform routine maintenance of the RO plant, including backwashing, chemical cleaning, and replacement of worn-out parts.
- ii. Preventive maintenance schedule must be shared with the Bank and adhered to strictly.
- iii. Any breakdown must be attended to within 24 hours of reporting.

8.4 Personnel Requirements:

- i. Contractor shall deploy trained and experienced staff for dedicated operation of RO plant and distribution of water bottles.
- ii. RO plant attendant must have minimum of three (03) years of experience of operating such plants.
- iii. Staff must wear proper uniforms and carry identification while on duty.
- iv. Contractor shall ensure staff are medically fit and vaccinated against communicable diseases.

8.5 Hygiene & Safety:

- i. Bottling and distribution must be carried out under hygienic conditions.
- ii. Storage areas for bottles, water dispensers etc. must be kept clean, pest-free, and away from contaminants and should be cleaned on a **daily basis**.
- iii. Contractor shall comply with all applicable health, safety, and environmental regulations.

8.6 Reporting & Monitoring:

- i. Daily logbooks of plant operation and water distribution must be maintained.
- ii. Monthly reports on water quality, plant performance, and distribution records must be submitted to the Bank.
- iii. Any incident of contamination or supply disruption must be reported immediately.

8.7 Emergency Supply Clause:

- i. In case of RO plant breakdown, contamination, or disruption of supply, the Contractor shall arrange alternative safe drinking water (e.g., packaged bottled water or water from an approved external source) within 4 hours of incident reporting.
- ii. The Bank reserves the right to blacklist the Contractor for future engagements in case of serious violations.

9. Monkey Scarers (Chasers, handlers and repellers) - Control of Monkey Menace in Bank's premises:

9.1 Scope of Work:

- i. The Contractor shall undertake systematic measures to control and manage the monkey menace within Bank's Office Complex as and when requisitioned by the Bank.
- ii. Activities shall include humane deterrence, relocation (if permitted by authorities), and preventive measures to ensure safety of staff, visitors, and property.
- iii. The Contractor shall deploy trained personnel equipped with approved tools and techniques for monkey control.

9.2 Compliance with Laws:

- i. All work must comply with applicable laws, including the Wildlife Protection Act, 1972, and guidelines issued by the Animal Welfare Board of India, and any other guidelines currently in force.
- ii. No harm, injury, or killing of monkeys shall be permitted. Only humane and legally approved methods of deterrence and relocation may be used.
- iii. Necessary permissions from local authorities (e.g., Forest Department, Municipal Corporation of Delhi) must be obtained prior to commencement.

9.3 Personnel Requirements:

- i. Contractor shall deploy manpower who are qualified and trained in animal handling, safety and wildlife management.
- ii. The deployed Staff must carry valid identification and authorization letters while on duty.
- iii. Contractor shall ensure that deployed staff are medically fit and vaccinated against communicable diseases (e.g., rabies). The Contractor will also provide fitness-for-duty certificates for his staff on a half-yearly basis.
- iv. Contractor shall ensure availability of necessary equipment and tools to the contract staff (such as nets, cages, deterrent devices, protective gear etc.).

9.4 Equipment and Methods:

- i. Use of humane deterrents such as trained langurs (where permitted), monkey handlers, noise devices, nets, cages, or other approved methods.
- ii. Contractor shall not use harmful chemicals, poisons, or weapons.

- iii. Preventive measures such as securing entry points, covering food waste areas, and awareness campaigns for staff shall be implemented.

9.5 Safety & Awareness:

- i. The Contractor shall conduct awareness sessions for his staff at least once every half-year regarding handling/prevention of monkey menace.
- ii. Further, awareness materials (posters, leaflets, digital notices etc.) shall be provided by the Contractor at no additional cost to the Bank.

9.6 Emergency Response:

- i. The Contractor shall establish and maintain an emergency response protocol for incidents involving monkeys, including injury to persons or damage to property.
- ii. Immediate actions shall include:
 - a. Providing first aid and arranging medical assistance for injured persons.
 - b. Securing the area to prevent further incidents.
 - c. Notifying the Bank's Authorised Representative within one hour of the incident.
 - d. Submitting a written incident report within 24 hours, detailing the cause, response, and preventive measures.
- e. The Contractor shall cooperate fully with local authorities and the Bank in investigating and resolving such incidents.

9.7 Compliance and Reporting:

- i. Contractor shall maintain daily logs of monkey sightings, incident reports, deterrence actions, and outcomes.
- ii. Monthly compliance reports must be submitted to the Bank.
- iii. Immediate reporting of any incidents involving injury or property damage to the Bank is mandatory.

9.8 Penalties and Termination

Non-compliance with humane treatment or legal requirements shall result penalty to be levied.

10. Other General Conditions:

- 10.1** The Contractor should employ only reliable and verified personnel. Complete details of all workers—such as valid identification proof, address proof, and two recent passport-sized photographs—must be submitted to the Bank prior to deployment.

- 10.2** Police verification for each worker is mandatory and should be arranged by the Contractor at their own cost.
- 10.3** The Contractor shall ensure that helpers deployed to assist the electricians, plumbers and carpenters are suitably experienced.
- 10.4** In the event of any dispute, misconduct, theft, or burglary involving a worker employed by the Contractor, the Contractor shall be held solely responsible and shall take prompt and appropriate action to resolve the issue to the Bank's satisfaction.
- 10.5** The Contractor must ensure payment of minimum wages to all deployed workers as prescribed under the Code on Wages 2019 or any other applicable laws. Any violation in this regard shall be treated as a serious default.
- 10.6** The Contractor shall comply with all applicable labour laws, rules, and regulations as framed by the Central and State Governments, including but not limited to those relating to minimum wages, ESI, EPF, Contract Labour (Regulation and Abolition) Act, Payment of Wages Act, and related statutory provisions. All tools, materials, peripherals etc., procured under this Contract must be stored within the respective Caretaker.

I/We hereby declare that I/We have read and understood all the above instructions/conditions and agree to abide by them.

Date:

Authorised Signatory
(With Name/Designation and Seal)

APPENDIX I

SAFETY CODE

1. First-aid appliances, including an adequate supply of sterilized dressings and cotton wool, shall be maintained in a readily accessible place.
2. The injured person shall be taken to a public hospital without loss of time, in cases where the injury necessitates hospitalization.
3. Suitable and strong scaffolds should be provided for workers for all works that cannot safely be done from ground.
4. No portable single ladder shall be over 8 meters in length, the width between the side rails not less than 30 cm (clear) and the distance between two adjacent rungs shall not be more than 30 cm. When a ladder is used, required safety precautions should be taken.
5. The excavated material shall not be placed within 1.5 meters of the edge of the trench or half of the depth of the trench, whichever is more. All trenches and excavations shall be provided with necessary minimum height shall be one meter.
6. Every opening in the floor of a building or a working platform shall be provided with suitable means to prevent the fall of persons or materials by providing suitable fencing or railing whose minimum height shall be one meter.
7. No floor, roof or other part of the structure shall be so over-loaded with debris or materials as to render it unsafe.
8. Workers employed on mixing and handling material such as asphalt, cement, mortar or concrete and lime mortar shall be provided with protective footwear and rubber hand-gloves.
9. Those engaged in welding works shall be provided with welder's protective eye-shields and gloves.
10. No paint containing lead or lead products shall be used except in the form of paste or readymade paint.
11. Suitable face masks should be supplied for use by the workers when the paint is applied in the form of spray or surface having lead paint dry rubbed and scrapped.
12. Hoisting machines and tackles used in the work, including their attachments, anchorage and supports shall be in perfect condition.

13. The ropes used in hoisting or lowering material or as a means of suspension shall be of durable quality and adequate strength and free from defects.

FIRE SAFETY CODE

1. Cutting / drilling machine and other electrically operated equipment used at site shall be plugged into correctly rated electrical outlets.
2. Only ISI marked 3 pins plugs and other appliances, and equipment shall be used.
3. Electrical power cables/wires used shall not have any joints and shall be properly rated.
4. All electrical appliances, i.e., welding, drilling, cutting m, etc. shall be safely and securely earthed to prevent leakage current while in operation.
5. Before commencing the welding work for the first time on any day, fire section shall be informed and only after the site inspection by the Fire officers/Personnel, work shall be started.
6. Two buckets of water and sand shall be kept in an easily accessible area on the site.
7. Fire extinguishers recommended and issued by fire officers shall be kept on the site.
8. Used paint drums shall be stored in specified store only after closing them properly.
9. Personal protective equipment's such as safety shoes, hand gloves, welder's mask, ear plug etc. depending upon the requirement of the work shall be provided by the Contractor to the workers to prevent occupational health hazards.
10. The safety belt shall be provided by the Contractor and used by the workers while working from height for more than 10' from Ground level.
11. None of the passages near lift lobby and staircases shall be used for stacking / dumping any kind of materials/waste.
12. Both staircase doors shall be normally kept closed.
13. None of the fire extinguishers shall be removed/shifted from its designated location.
14. Power supply shall be switched off from the Centrals when equipment is not in use.
15. Wood-shavings and saw-dust generated from the work shall be collected on a

daily basis, removed from site and stored at the designated place in proper manner.

16. Any debris generated from the work shall be collected on a daily basis, removed from site and stored at the designated place in proper manner.
17. Battery operated emergency light/torches shall be provided by the Contractor to the workers while working beyond office hours.

I/We hereby declare that I/We have read and understood all the above instructions/conditions and agree to abide by them.

Date: Authorised Signatory (With Name/Designation and Seal)

Section IV (b) Terms and Conditions of the Contract

Sl. No.	Clauses
1.	Definitions (a) The Contract means all the documents forming the tender and acceptance thereof together with any correspondence leading thereto and the formal agreement executed between the Bank and the Contractor, together with the documents referred to therein including the General and Specific Conditions of the Contract, General Rules and Instructions to Bidders, correspondences exchanged, and instructions issued from time to time by the Bank. All these documents taken together shall be deemed to form one Contract and shall be complementary to one another. (a) In the Contract, the following expressions shall, unless the context otherwise requires, have the meanings, hereby respectively assigned to them: - i. “Agreement” means the agreement signed between the Contractor and the Bank for the execution of the work. ii. “Site” means Reserve Bank of India, New Delhi at Reserve Bank of India, 6, Sansad Marg, New Delhi. iii. “Work” means Integrated Facility Management Services at various RBI Office, Reserve Bank of India, New Delhi) as per Section IV (a). iv. “The Bank” means Reserve Bank of India, 6, Sansad Marg, New Delhi – 110001. v. Bank’s Office Complex shall mean and include the entire premises of the Bank as existing on date or as may exist at any time in the future comprising the Main Office Building, annex(s) building, Visiting Officers Flats (VOFs), substation, guard rooms, reception porta cabins, guard cabins, creche, residential or non-residential occupied or unoccupied blocks, utility and service areas, parking spaces, open areas, landscaped zones, common facilities and all other structures, installations or areas whether constructed, acquired, leased, renovated, extended, modified or added subsequently within the boundary of the Bank’s premises, irrespective of their present or future use.

	vi. “Tender document” shall mean document named as such issued by the Bank to the Bidders inviting Bids for the Work. vii. “Day” shall mean Calendar Day viii. “Working Day” shall mean days when the Bank’s office is working <i>i.e.</i>, Days excluding public holidays, Saturdays, and Sundays. ix. “Month” shall mean the calendar month. x. “Year” shall mean Financial Year xi. “Bidder (s)” shall mean all parties participating in the bidding process pursuant to and in accordance with the terms of the Tender document. xii. “The Contractor” shall mean the individual, firm, or company, whether incorporated or not, undertaking the works and shall include the legal representative of such individual or the persons composing such firm or company, or the successors of such firm or company and the permitted assignees of such individual, firm or company. xiii. “The Authorised representatives of the Bank” means the officers employed and paid by the Bank and acting under the orders of the Bank who shall supervise day to day execution of work. xiv. “Contract Amount” shall mean the total amount as calculated from quoted rates by the successful bidder and as per the requirement in tender document and as accepted by the Bank and indicated in the letter of award of work. xv. “Notice in writing or written notice” shall mean a notice in written, typed, or printed characters sent (unless delivered personally or otherwise proved to have been received) by registered post to the last known private or business address or registered office of the addressee and shall be deemed to have been received when in the ordinary course of post, it would have been delivered and/or sent. The communication delivered by any accepted electronic means shall also be deemed to be written notice. xvi. “Writing” includes any written paper document, e-mail correspondence and any electronic message. xvii. “Commencement of work” shall mean the date specified as ‘commencement date’ in the work order.
2.	Sufficiency of Tender The Contractor shall be deemed to have satisfied himself/herself before bidding as to the correctness and sufficiency of his/her tender for the works and of the

	rates and prices quoted in the Price Bid, which rates and prices shall, except as otherwise provided, cover all his/her obligations under the Contract and all matters and things necessary for the proper completion and maintenance of the works.
3.	Contract Period (a) The Contract would initially be valid for one year from the date specified in the Work Order, unless earlier terminated in accordance with the termination clause. (b) This Contract may be considered for further renewal for maximum two years (for one year or shorter period at one time) on the same terms and conditions subject to satisfactory performance of the Contractor as assessed by the Bank and at the sole discretion of the Bank. (c) The Contractor must submit a fresh Agreement, Performance Bank Guarantee, and Insurance policies for the renewed Contract amount, valid for the duration of the renewed Contract period, in case the Contract is renewed or extended.
4.	Performance Bank Guarantee (a) The Contractor shall submit an irrevocable Performance Bank Guarantee (PBG) from a Scheduled Bank in favor of Reserve Bank of India, New Delhi for an amount equal to five per cent of the Contract Amount (inclusive of GST) valid for 60 days beyond the Contract expiry date in the prescribed format (Annexure-VIII) or an amount equivalent to PBG through online mode (NEFT/RTGS) for successful execution of the Contract within 14 days of date of award of work. - Time allowed for submission of PBG from the date of award of work – 14 days. - Maximum allowable extension of time for submission of PBG beyond the period specified in (i) above without penalty – 7 days. - Maximum allowable extension of time for submission of PBG beyond the period specified in (ii) above with late fee @ 0.1 per cent of the amount of Performance Guarantee per day – 7 days. (b) Release of PBG: The PBG shall be released without interest after six months of completion of the Contract Period only after being satisfied of the successful completion of the Contract and no liabilities from the Contractor or its employees. In case of any complaint or pending dues, the Performance Bank

	Guarantee will be treated as security deposit and shall be discharged only after adjusting all dues, liabilities, etc. (c) Forfeiture of PBG: PBG shall be forfeited in case of; (i) Non-commencement of work, (ii) non- performance of Contract obligations or failure to comply with any of the conditions of the Contract. (iii) as per Clause 22 of Section IV (b).
5.	Identification of Deployed Staff The Contractor shall submit details such as names, parentage, residential address, age etc. along with recent photograph and an Officially Valid Document (OVD) like PAN, Aadhar Card, Driving License etc. of the persons deployed by him/her. <u>For the purpose of proper identification of the Supervisors / Workers of the Contractor deployed for the work, they shall be issued identity cards bearing their photographs/identification etc. and such employees shall display their identity cards at the time of duty.</u>
6.	Police Verification No staff shall be deployed by the Contractor without police verification. The antecedents of staff deployed shall be got verified by the Contractor from local police authority.
7.	Contractor's Responsibility towards Deployed Personnel (a) The staff deployed by the Contractor for the <u>works/ services</u> mentioned in "Scope of Work" (<u>Section IV (a)</u>) shall be the employees of the Contractor for all intents and purposes and that the persons so deployed shall remain under the control and supervision of the Contractor and in no case, shall a relationship of employer and employee between the said persons and the Bank accrue/arise implicitly or explicitly. It will be the responsibility of the Contractor to ensure that no liability on this count should come on the Bank in respect of workers deployed by him/her. (b) The Contractor shall be solely responsible for employment, dismissal, termination and re-employment of its employees and shall keep the Bank informed of all development in this regard. (c) The Contractor shall pay all dues of its employees and keep the Bank absolved and indemnified from any liability in this respect. (d) The Contractor shall not permit or carry on any unlawful activity or create indiscipline in the Bank's Office Complex.

	(e) On expiry of the agreement, the Contractor shall be liable and responsible to make all statutory payments to its employees and make all other statutory obligation and liability and obtain suitable discharge in favour of the Bank, so that no liability or obligation devolve on the Bank.
8.	Workplace Health, Fitness, Safety, and Contractor Obligations a) The Contractor shall ensure that all personnel deployed at the Bank's Office Complex are medically fit to perform their assigned duties and do not pose a health risk to others. The Contractor shall maintain appropriate health and safety checks, including fitness for duty certifications where required by law. b) If any personnel are found to be unfit for duty due to a communicable condition that may endanger workplace safety, the Contractor shall immediately withdraw such personnel from the Bank's Office Complex and provide a suitable replacement at no additional cost to the Bank.
9.	All relevant Statutory Laws to be complied by the Contractor (i) The Contractor shall comply with the provisions of all relevant laws in connection with the work as may be applicable viz. (a) Code on Wages, 2019 (b) Industrial Relations Code, 2020 (c) Code on Social Security 2020 (d) Occupational Safety, Health and Working Conditions, 2020 (including obtaining labour license) (e) Employer's Liability Act, 1938. (f) Child Labour (Prohibition and Regulation) Act, 1986. (g) Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (h) and/or any other act / law as applicable. (ii) The deployed staff/workers shall be the employees of the Contractor and all statutory liabilities under the aforesaid Acts/ Rules/Regulations/ Statutes will be paid by the Contractor. The Contractor shall indemnify the Bank against all claims which may be made upon the Bank whether under the aforesaid Labour codes, statutes or any other applicable law in force during the currency of the Contract.

	(iii) The Contractor should be registered with the concerned authorities of Labour Department under the OSHWC Code, 2020 and Delhi Works Contract Act (wherever applicable). (i) The Contractor shall comply with all municipal and other regulations and shall obtain necessary licenses and permits, including licenses under OSHWC Code, 2020 etc. at his/her own cost. The Bank shall not be responsible in any way for any breach by the Contractor of the rules and regulations governing the running of such establishments. The Contractor shall be responsible for the liaison and follow-up with all the statutory authority concerned for this purpose. The Contractor, as per the Child Labour (Prohibition and Regulation) Act 1986, shall not engage a person below the age of 18 years. (ii) In the event that any applicable law or act is amended, modified, substituted, or superseded by subsequent legislation, the amended, modified, substituted, or superseded provisions shall be deemed to apply in lieu of the existing provisions.
10.	Compliance with Code on Social Security, 2020 The Contractor shall pay the employer's contribution with regard to Provident Fund and Employee State Insurance Fund as per the provisions of the Code on Social Security, 2020. The Contractor must deposit the ESI and EPF contribution locally in Delhi only and they must ensure that all their employees are given ESI Card and EPF Card immediately. In any eventuality, if the Contractor fails to remit employee/ employer's contribution towards PF/ ESI subscription etc. within the stipulated time, the Bank will be entitled to recover the equal amount from any money due or accruing to the Contractor under this agreement or any other Contract with the Bank and remit the same to concerned authorities duly furnishing particulars of personnel deployed in the Bank. In the event that any applicable law or act is amended, modified, substituted, or superseded by subsequent legislation, the amended, modified, substituted, or superseded provisions shall be deemed to apply in lieu of the existing provisions.
11.	Compliance with Laws/ Code on Wages (a) Minimum wages as prescribed by Central Government in the Code on Wages, 2019 will be applicable. The Contractor shall ensure payment of minimum wages to the employees employed by them through NEFT or any other electronic mode to their bank accounts. Under no circumstances wages

	shall be paid in cash. The Contractor shall maintain a register of wages and shall issue a wage slip to every employee employed by them. Wages to the employees shall be disbursed only through electronic mode to their bank account and the documentary evidence of payment such as a copy of the transaction record/ bank statement of the Contractor shall be produced with the bill to be submitted to the Bank for payment to the Contractor addition, they have to provide basic amenities like drinking water, first aid facility, etc. to their employees as per OSHWC Code, 2020. The Contractor shall comply with or cause to be complied with the Labour regulations from time to time in regard to payment of wages, wage period deductions from wages, recovery of wages not paid and deductions unAuthorised made, maintenance of wages book, wage slip, publications of scale of wages and terms of employment, inspection and submission of periodical returns. (b) In the event of default being made in the payment of any money in respect of wages of any person deployed by the Contractor for carrying out of this contract and if a claim therefore is filed in the office of the Labour Authorities and proof thereof is furnished to the satisfaction of the Labour Authorities, the Bank may, failing payment of the said money by the Contractor, make payment of such claim on behalf of the Contractor to the said Labour Authorities and any sums so paid shall be recoverable by the Bank from the Contractor. (c) If any money shall, as the result of any instructions from the Labour authorities or claim or application made under any of the Labour laws, or Regulations, be directed to be paid by the Bank, such money shall be deemed to be payable by the Contractor to the Bank within seven days. The Bank shall be entitled to recover the amount from the Contractor by deducting the same from the amount payable to the Contractor or from the Performance Bank Guarantee. (d) In the event that any applicable law or act is amended, modified, substituted, or superseded by subsequent legislation, the amended, modified, substituted, or superseded provisions shall be deemed to apply in lieu of the existing provisions.
12.	Levy/Taxes payable by Contractor (a) Goods and Service Tax, duties, levies and royalties levied by Central and State Governments or any other tax applicable in respect of this Contract

	shall be payable by the Contractor and the Bank will not entertain any claim whatsoever in respect of the same. (b) The Bank is not responsible for payment of GST for the service rendered by the Contractor. It is the responsibility of the Contractor to pay the GST to the tax authority. The Contractor shall strictly comply with submission of GST and other returns also. The documentary evidence should be submitted to the Bank as per extant instructions. (c) Income Tax, TDS on GST or any other taxes levied by the Government shall be deducted from the monthly bills payable to the Contractor as applicable and the Bank will not entertain any claim whatsoever in respect of the same.
13.	Payment Terms a) The Contractor shall raise the bill on a monthly basis (first week of subsequent month) and the payment shall be made within 30 days through electronic mode (after deducting applicable taxes) from the date of submission of complete and correct bill with supporting documents as follows: - Documentary proof of attendance - Wage Register duly signed by individual workers/ contract labours. - NEFT statement as evidence for remittance of wages to the deployed workers. - Statement evidence indicating the deposits such as ESI, EPF, Bonus and other statutory perquisite in favour of the workers deployed at the site. - Bank Statement / ECS mandates. - Statement evidencing the deposit of GST. b) A declaration stating that compliance to all Statutory Acts have been made. The declaration shall be on the Contractor's letter head duly signed by the Authorised signatory along with the bill stating that <i>"All statutory payments have been made to the Govt. pertaining to the ongoing contract with the Bank and complete salary payment has been made in full to all the staff deployed at RBI locations as per the minimum wages act, 1948 and as per the contract. All Govt. rules and guidelines issued from time to time pertaining to employment of labourers are being adhered to."</i> Any other document as directed by the Bank is to be submitted along with the monthly bill / invoice. The Bank reserves the right to refuse to accept / pay

the bill, if any of the documents as above are not submitted along with the bill. Before submission of the bill, the Contractor shall ensure that the payment of wages to people deployed by the Contractor has been made for the billed period. No request for making advance payment on any ground shall be entertained. Under no circumstances is the Contractor entitled to claim any charges over and above the charges prescribed in the terms of this Contract. Bills shall be settled after deducting all applicable statutory taxes *i.e.*, Income tax, GST etc. The TDS Certificate shall be issued every quarter in support of TDS deductions effected from the bills.

- c) The Bank shall have the right to cause an audit and technical examination of the works and the bills of the Contractor including all supporting vouchers, abstract, etc., to be made after payment of the bill and if as a result of such audit and technical examination any sum is found to have been overpaid in respect of any work done by the Contractor under the Contract or any work claimed to have been done by him/her under the Contract and found not to have been executed, the Contractor shall be liable to refund the amount of overpayment and it shall be lawful for the Bank to recover the same from the Contractor either from the due bills or from security deposit or in any other manner legally permissible; and if it is found that the Contractor was paid less than what was due to him/her under the Contract in respect of any work executed by him/her under it, the amount of such under payment shall be duly paid by the Bank to the Contractor, without any interest thereon whatsoever.
- d) The Bank will pay the agreed amount on performance basis, inclusive of all taxes based on monthly bills submitted by the Contractor. No other charges of any kind shall be payable. No separate travelling expenses will be paid by the Bank to any staff or Contractor's officials for visiting Office of the Bank at New Delhi. The TDS, if applicable, will be deducted by the Bank.
- e) In case of any complaint regarding non-compliance of any statutory payments, the same shall be withheld from the bill without prejudice to the Bank's right to terminate the Contract.

14.	Escalation Clause (Revision of Rates) (i) Wage escalation- The Contractor shall pay the revised wages as soon as the wages are notified by the Central Government. Upon receiving request from the Contractor, the rates (as stated at S. No. '1 to 6' of 'Price Bid' given in Part II of the tender) would be revised based only on the revision of Minimum Wages as prescribed by Central Government. If the wages already being paid are sufficient to meet the revised minimum wages requirement, no further increase will be effected in respect of payments to deployed staff. (ii) Non labour component escalation- The Contractor's Profit/ Service Charges and any other component (as stated at S. No. 7 to 29 of 'Price Bid' given in Part II of the tender) will be revised annually based on Consumer Price Index and Wholesale Price Index declared on Bank's website at the time of renewal of the Contract. The percentage increase in cost may be calculated by using the below formula – $Vco = V \times \{0.70 \times (WI - WIO)/WIO\} + 0.30 \times \{(CI - CIO)/CIO\}$ Vco = Variation in total amount component for the current year (Item nos. '7' to '25') V = Total amount component for the previous year (Item nos.'7' to '25') WI = Average of Wholesale Price Index for all commodities 6 months prior to the commencement date of contract for the current year Wlo = Average of Wholesale Price Index for all commodities 6 months prior to the commencement date of contract for the previous year CI = Consumer Price Index for industrial workers 6 months prior to the commencement date of contract for the current year Clo = Consumer Price Index for industrial workers 6 months prior to the commencement date of contract for the current year
15.	Subletting of Work The whole of the works included in the Contract shall be executed by the Contractor and the Contract or any part/share thereof or any interest therein shall not be assigned or sublet without the prior written consent of the Bank, and no undertaking shall relieve the Contractor from the full and entire responsibility of the Contract or from active superintendence of the works during their Contract.
16.	Penalty Clauses/Liquidated Damages

	The penalty clauses have been detailed in <u>Section IV (c)</u> .
17.	Insurance in respect of damages to Persons and Property (a) The Contractor shall take following Insurance Policies with effect from the date on or before the start of work at site. - Contractor's All Risk Policy (CAR Policy) for the full Contract Value, including Fire Risk. - Employees' Compensation Policy for all employees deployed at site. - Third Party Liability Policy - either through a separate policy or within CAR policy and having description as per the following details: - For injury to persons – Rs 5 Lakh per person per accident - For damage to property – Rs 2 Lakh per accident with a ceiling of Rs 25 Lakh (1&2) per annum (b) <u>All insurance policies shall be taken in the joint names of the RBI, New Delhi and the Contractor (name of the RBI, New Delhi being placed first in the policy) against such risks and furnish such policies to the Bank before commencement of work (within 14 days of award of work).</u> For employees' compensation, the umbrella policy taken by the Contractor will not be acceptable. (c) The insurance policies must remain valid for the initial period of Contract and extendable up to two more years in case of renewal of Contract by the Bank. (d) If the Contractor fails to take/renew insurance policies, the Bank shall arrange for the same under written notice to the Contractor and recover the insurance premia from the dues payable to the Contractor. (e) If the Contractor does not take these policies, the Bank reserves the right to recover the cost of loss or damage together with penalty at the discretion of the Bank, from the Contractor. (f) Copy of the insurance policy is to be submitted to the before commencement of work (within 14 days of award of work), failing which the Bank reserves the right to terminate the Contract. - Time allowed for submission of insurance policy from the date of award of work – 14 days.

	b. Maximum allowable extension of time for submission of insurance policy beyond the period specified in (i) above without penalty – 7 days. c. Maximum allowable extension of time for submission of insurance policy beyond the period specified in (ii) above with late fee @ 0.1 per cent of the amount of insurance policy per day – 7 days. (g) The Bank shall not be responsible for any injury, accident, disability or loss of life to the Contractor or to any of its personnel that may take place while on duty or otherwise. Any compensation or expenditure towards treatment of such injury, accident or loss of life shall be the sole responsibility of the Contractor. (h) The Contractor shall be liable for any damage caused to the Bank or its premises or any part thereof or to any fixtures or fittings thereof or any property of the Bank and therein by any act, omission, default or negligence of the Contractor or his/her employees or agents.
18.	Loss to Property of the Bank Any loss caused to any property of the Bank due to negligence of personnel so deployed shall be recoverable from the Contractor and the same shall be determined after giving due notice to the Contractor. Decision in this regard will be taken by the Competent Authority <u>(CA) who shall be General Manager, Estate Department, Reserve Bank of India New Delhi</u>. However, the Contractor will have the right to appeal to the Regional Director whose decision shall be final in the matter.
19.	Indemnity Clause (a) The Contractor shall keep the Bank and its officers, employees, directors and representatives indemnified against all claims (including third party claims), actions, losses, damages, costs, expenses, charges, including legal expenses which the Bank may suffer or incur on account of the default on the part of the Contractor due to: i. Violations of applicable laws, regulations, guidelines issued by the Government or other statutory authorities during the Contract period; or ii. Non-performance of the terms and conditions of the Contract; or iii. Breach of the representations and warranties made by the Contractor; or iv. Negligent or fraudulent act or omission by the Contractor; or any third party for reasons attributable to the Contractor.

	v. The Contractor shall also keep the Bank indemnified against any claim from the staff of the Contractor and it shall be the duty of the Contractor to clearly inform his/her own personnel / staff that they shall have no claim whatsoever against the Bank and they shall not raise any industrial dispute, either directly and / or indirectly, with or against the Bank, in respect of any of their service conditions or otherwise. vi. Further the Contractor shall at all times indemnify the Bank against all claims which may be made under the Code of Social Security, 2020 or rules there under or under any law or rules of compensation payable in consequence of any accident or injury sustained by any person in its employment for the purpose of this agreement. The Contractor shall be solely responsible for the remuneration and other dues to its employees, as also for omissions / commissions done by them. (b) The Contractor shall keep the Bank indemnified against all claims whatsoever in respect of the employees deployed by the Contractor. In case any employee of the Contractor so deployed enters in dispute of any nature whatsoever, it will be the primary responsibility of the Contractor to contest the same. Further, the Contractor shall ensure that no financial or any other liability comes on the Bank, in this respect of any nature whatsoever and shall keep the Bank indemnified in this respect.
20.	Non-Disclosure Clause a. The Contractor and the staff employed by him/her, directly or indirectly, within the Bank's premises, shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure / systems/ equipment's etc., which may come to the possession or knowledge of the Contractor during the course of discharging its Contractual obligations in connection with this Contract, to any third party and shall at all times hold the same in strictest confidence. The Contractor shall treat the details of the Contract, private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Contractor or its employees shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the prior written consent of the Bank. The Contractor shall indemnify the Bank for any loss suffered by the Bank as a result of disclosure of any confidential information by the Contractor or its employees. Failure to observe the above

	shall be treated as breach of Contract on the part of the Contractor and the Bank shall be entitled to claim damages/termination of the Contract and pursue legal remedies. b. The Contractor shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. c. The Contractor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.
21.	Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 a. The Contractor shall be solely responsible for full compliance with the provisions of “the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013”. In case of any complaint of sexual harassment against its own employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor who shall ensure appropriate action under the said Act in respect to the complaint. b. Any complaint of sexual harassment from any aggrieved employee of the Contractor against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank. c. The Contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employee of the Contractor, for instance any monetary relief to the Bank's employee, if sexual violence by the employee of the Contractor is proved. d. The Contractor shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues. e. The Contractor shall provide a complete and updated list of its employees who are deployed within the Bank's premises.
22.	Termination of Contract a. Either party shall be at liberty to terminate the agreement by giving three clear calendar months' notice in writing. Any shortfall in meeting the notice period requirement on the part of Contractor may lead to invocation of PBG and its partial / complete forfeiture at the Bank's discretion.

b. Subject to other provisions contained in this clause, the Bank may, without prejudice to its any other rights or remedy against the Contractor in respect of any delay, any claims for damages and/or any other provisions of this Contract or otherwise, by giving notice in writing shall determine the Contract in any of the following cases:

(i) If the Contractor has abandoned the Contract.

(ii) If the Contractor has failed to commence the work, or has, without any lawful excuse under these Conditions, suspended the progress of the work after receiving the Bank's notice to proceed or has failed to proceed with work with such due diligence and failed to make such due progress as would enable the works to be completed within the time agreed upon.

(iii) Has neglected or failed persistently to observe and perform all or any of the acts, matters or things by this Contract after written notice shall have been given to the Contractor requiring the Contractor to observe or perform the same.

(iv) If the Contractor had secured the Contract with the Bank as a result of malafide or non-bonafide practices such as cartelization etc. or commits breach of the Agreement.

(v) If the Contractor being an individual or a firm commits any 'act of insolvency' (as defined by the Insolvency and Bankruptcy Code, 2016) or shall be adjudged as bankrupt/insolvent or being an Incorporated Company shall have an order for compulsory winding up made against it or pass an effective resolution for winding up made against it or pass an effective resolution for winding up voluntarily or subject to the supervision of the Court/Tribunal and the Official Assignee or the Liquidator in such acts of insolvency or winding up, as the case may be, shall immediately serve notice to them requiring them to show to the reasonable satisfaction of the Bank that they are able to carry out and fulfill the Contract and to give security therefore, if so required by the Bank.

(vi) If the Contractor (whether an individual, firm or incorporated company) suffers execution or other process of court / authority attaching property to be issued against the Contractor.

(vii) If the Contractor suffers any payment under this Contract to be

	attached by or on behalf of any of the creditors of the Contractor or the Contractor charges or encumbers this Contract or any payments due or which may become due to the Contractor hereunder. (viii) If the Contractor assigns or sublets this Contract <u>without the prior written consent of the Bank.</u> Then and in any of the said cases in Clause (b) the Bank may, notwithstanding any previous waiver, after <u>giving one-months' notice</u> in writing to the Contractor, terminate the Contract, but without thereby affecting the powers of the Bank or the obligations and liabilities of the Contractor, the whole of which shall continue in force as fully as if the Contract has not been so determined, as if the works subsequently executed had been executed by or on behalf of the Contractor. The Bank shall thereafter ascertain and certify in writing the expenses or loss which the Bank shall have been put to in procuring the works/services to be completed and the amount, if any, owing to the Contractor and the amount which shall be so certified shall thereupon be paid by the Bank to the Contractor or by the Contractor to the Bank, as the case may be and the Certificate of the Bank shall be final and conclusive between the parties. The Bank shall also be entitled to forfeit the PBG.
23.	Termination of Contract by Contractor If the payment of the amount payable by the Bank is in arrears and unpaid for 30 days after notice in writing, requiring payment of the amount as aforesaid have been given by the Contractor to the Bank, or if the Bank repudiates the Contract, or if the works be stopped for three months under the order of the Bank or by any injunction or other order of any Court of law, then and in any of the said cases the Contractor shall be at liberty to determine the Contract by giving notice in writing of 30 days to the Bank, and they shall be entitled to recover from the Bank, payment for all works executed. In arriving at the amount of such payment the net rates contained in the Contractor's original tender shall be followed. The Contractor shall however continue to discharge the Contractual obligation during the notice period unless dispensed by the Bank.
24.	Termination of Contract in case of death of Contractor Without prejudice to any of the rights or remedies under this Contract, if the Contractor, being an individual/sole proprietor, dies, the Bank shall have the

	option of terminating the Contract without any liability for such termination and compensation to the Contractor.
25.	Force Majeure conditions (a) Notwithstanding anything else contained in this document, neither party shall be liable for any delay in performing its obligations hereunder if such delay is caused by circumstances beyond its reasonable control including without limitation any delay caused by the acts of governments, acts of God, natural calamities, strikes, riots in any region, terrorist attack, war (declared and undeclared). However, upon the happening of any such event causing delay, the Contractor shall immediately give notice thereof in writing to the Bank. The Contractor is under obligation to take necessary steps to mitigate the effects of the force majeure event. (b) Neither party shall, by reason of such event, be entitled to terminate the Contract in respect of such performance of their obligations. (c) The obligations under the Contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. If the performance of any obligation under the Contract is prevented or delayed by reason of the event beyond a period mutually agreed, either party may at its option, terminate the Contract.
26.	Settlement of Disputes and Arbitration If a dispute of any kind arises between the Bank and the Contractor in connection with or arising out of the contract or the execution of the works, the parties must attempt to resolve it amicably by way of mutual discussions, in good faith, within a period of 30 days from the date on which any party gives the other party a notice to negotiate /engage in amicable discussions. The Bank may constitute an internal Dispute Resolution Committee (DRC), for the purpose of resolution of dispute. If an amicable settlement is not forthcoming within the aforesaid period, then the unresolved dispute then shall be referred to the sole Arbitrator mutually agreed by the parties. The arbitration proceedings shall be conducted through 'fast track procedure' laid down in Section 29B of the Arbitration and Conciliation Act, 1996, as amended from time to time. The award of the arbitrator so appointed shall be final and binding. During the arbitration proceedings the Contractor shall continue to discharge his contractual obligation under this agreement, unless dispensed

	by the Bank. This contract is subject to exclusive jurisdiction of courts at Delhi only.
27.	Jurisdiction of Court
	All disputes arising out of or in any way connected with this agreement shall be deemed to have arisen at New Delhi and only Courts in New Delhi shall have jurisdiction to determine the same.

I/We hereby declare that I/We have read and understood all the above instructions/conditions and agree to abide by them.

Date: Authorised Signatory (With Name/Designation and Seal)

Section IV (c)- Penalty Clause /Liquidated Damages

1. Withholding of Payments: The Bank may withhold the payment to an extent that, it reasonably believes when, the Contractor is in breach of the obligations as per this Agreement. If the breach is such that the same can be remedied, the Contractor is given seven (07) days' notice for remedy of the deficiency. Once the service provider has cured the deficiency, the Bank will pay back the withheld amounts on this cause. It is clarified that such withheld amount shall not incur any interest.

2. Deductions from Payment: The Bank may deduct from the Contractor'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 Contractor etc., directly incurred by the Bank ('The Direct Damages') that arise from the negligence of the Contractor. In case the Contractor fails to remedy the breach, as mentioned, the Bank has the discretion, without further notice, to deduct such amounts from the Contractor's Bill, and this right is in addition to any other right available to the Bank under this Agreement.

3. Penalty for Operational Lapses: Illustrated list for operational lapses are as follows –

Sl. No.	Service Level Agreement (SLA)	Risk (high/medium/low)
	General	
1.	Failure to meet the cleaning standards i.e., poor cleaning observed during the surprise checking of common areas, toilets, dispensary, swimming pool area, lift landing area, staircases etc.	High
2.	Not responding to emergency calls by the Bank's representative.	High
3.	Absence of Supervisor	High

4.	Absence of electrician and plumber	High
5.	Absence of staff for RO plant maintenance and water distribution	High
6.	Absence of Lift Attendant	High
7.	Non-completion / delay in completion of periodical services as outlined in the Section IV (a) – Scope of Work	High
8.	Delay in procurement of material after the Bank's approval	High
9.	Complaint by bank's employees about misbehavior, manhandling, Sexual harassment etc.	High
10.	Non availability of Police verification document / Incorrect reporting	High
11.	Delay beyond 14 days from the date of award of work, in submission of certificates of the staff deployed by the Contractor, clearly providing their qualifications/skillset as mentioned in the tender conditions	High
12.	workers not using safety shoes / gloves / other PPEs, gum boots etc.	High
13.	Workers drinking alcohol, smoking, chewing gutka and paan masala while in the Bank's Office Complex.	High
14.	Theft by workers	High
15.	Failure to maintain water quality, timely distribution, or emergency supply	High
16.	Repeated failure to control monkey menace	High
17.	Delay of more than 4 hours beyond the prescribed time limit in fully resolving any complaint lodged by employee or caretaker	Medium
18.	Absence of carpenter	Medium
19.	Workers engaged in private work during work hours	Medium
20.	Not providing standby / alternate machine in case of breakdown of any machine	Medium

21.	Absence of expert gardener, gardeners and housekeeping staff	Low
22.	Workers not wearing uniform	Low

Tolerance Level for the above-mentioned Operational lapses is Zero.

The Bank reserves the right to impose a penalty of up to 0.5% of the monthly bill value per instance, depending on the risk associated with the operational lapse and the time taken for rectification, subject to a maximum of 5% of the monthly bill value submitted by the Contractor in a particular month.

Implementation: The above-mentioned SLA are to be monitored by the Estate Department, Reserve Bank of India, New Delhi and process the penalties if any.

4. Penalty for Statutory Compliance Lapses: The illustrated list for Statutory Compliance Lapses are follows:

Sl. No	Statutory requirements	Risk
1.	Deploying the Workers without giving weekly-off.	High
2.	Failure to comply with the Applicable laws	High
3.	Statutory requirement for documents to be provided on time for PF/ESI along with the bill	High
4.	Failure to pay the salary by 10 th of each month	High

Tolerance Level for the above-mentioned statutory compliance lapses is Zero.

The Bank reserves the right to impose a penalty of up to 0.5% of the monthly bill value per instance, depending on the risk associated with the statutory compliance lapse and the time taken for rectification, subject to a maximum of 5% of the monthly bill value.

Implementation: The above-mentioned statutory requirements are to be monitored by the Estate Department, Reserve Bank of India, New Delhi and process the penalties if any.

I/We hereby declare that I/We have read and understood all the above Instructions/conditions and agree to abide by them.

Date: Authorised Signatory (With Name/Designation and seal)

Annexure – I Form of Tender

Place:

Date:

To,
Regional Director
Reserve Bank of India
Estate Department
New Delhi

Dear Sir/Madam,

Having read and examined the Notice Inviting Tender, General and Specific Conditions of Contract, General Rules and Instructions to Bidders and all other contents in the tender document for the work specified in the memorandum hereinafter set out and having examined the site of the works and having acquired the requisite information relating thereto as affecting the tender, I/We hereby offer to execute the work specified in the said memorandum within the time specified in the said memorandum at the rates mentioned in the Price Bid and in accordance with all respects of the instructions in writing referred to in General and Specific Conditions of Contract, the Articles of Agreement, General rules and instructions to bidders, by and in all other respects in accordance with such conditions so far as they may be applicable.

MEMORANDUM

NIT No / e-Tender no.	No.:
Name of the Work:	E- Tender for Integrated Facility Management Services at Main Office Premises of Reserve Bank of India, New Delhi
Estimated annual cost of the tender	₹ 2,59,40,810/- (Rupees Two Crore Fifty-Nine Lakh Forty Thousand Eight Hundred and Ten Only)
Earnest Money Deposit (EMD)	₹ 5,18,817/- (Rupees Five Lakh Eighteen Thousand Eight Hundred and Seventeen Only)

Performance Bank Guarantee (PBG)	Performance Bank Guarantee for an amount equal to five per cent of Contract value from a scheduled Bank
Contract Period	The Contract would initially be valid for the period of one year from the date specified in the Work Order

2. We agree to keep the tender open for the validity period specified in Section III (a) of the tender and not to make any modification in its terms and conditions during the validity period or any other renewed/extended period as agreed mutually.

3. A sum of ₹_____/- (₹_____ only) mentioned as Earnest Money Deposit in NIT/SoT is hereby submitted in the form specified therein and its proof is uploaded in first e-cover on CPP portal. If I/We, fail to furnish the prescribed performance bank guarantee within the prescribed period specified in Section IV(b), I/We agree that the Reserve Bank of India or its successors, in office shall without prejudice to any other right or remedy, be at liberty to forfeit the said earnest money deposit absolutely. Further, if I/We fail to commence work as specified in Section III(a), I/ We agree that Reserve Bank of India or its successors in office shall without prejudice to any other right or remedy available in law, be at liberty to forfeit the said performance bank guarantee absolutely. The said Performance Bank Guarantee shall be a guarantee to execute all the works referred to in the tender document upon the terms and conditions contained therein.

4. Further, I/We agree that in case of forfeiture of Earnest Money Deposit or Performance Bank Guarantee as aforesaid, I/We shall be debarred from participation in the re-tendering process of the work.

5. I/We undertake and confirm that eligible similar work(s) has/have not been got executed through another Contractor on back-to-back basis. Further that, if such a violation comes to the notice of Reserve Bank of India, then I/We shall be debarred from tendering in Reserve Bank of India in future. Also, if such a violation comes to the notice of Reserve Bank of India before date of start of work, the Bank shall be free to forfeit the entire amount of Earnest Money Deposit/Performance Bank Guarantee.

6. I/We hereby declare that I/We shall treat the tender documents, and other records connected with the work as secret/confidential documents and shall not communicate information/derived therefrom to any person other than a person to whom I/We am/are

Authorised to communicate the same or use the information in any manner prejudicial to the safety of the Reserve Bank of India.

7. Should this tender be accepted, I/We hereby agree to abide by and fulfil all the terms and provisions of the Contract so far as they may be applicable or in default thereof to forfeit and pay to the Reserve Bank of India the amount mentioned in the said conditions.

8. The details of our bankers as given as per format 5A.

Dated this _____ day of _____ 20XX.

For and on behalf of M/s _____

(Signature with seal)

Name _____

Designation _____

Place _____

Date _____

(Certified true copy of the Power of Attorney in the prescribed format as per [Annexure III](#) of this tender should be uploaded).

Signatures and addresses of witnesses

	Signature	Address

(i)		
(ii)		

Annexure II - Shortlisting / Eligibility Criteria Formats

Format 1 Basic Information (To be read with Criteria 1 of Section III(b))

a)	Name of the Company/firm	
b)	Details of registration of the firm: whether Sole Proprietorship/ Partnership firm /Private Limited/ Limited or Co- operative Body etc.	
c)	Name and address of the Proprietor/Partners/ Directors of the Company	
d)	Registered Address of the Company/firm	
e)	Address for correspondence	
f)	Contact Person	
g)	Designation	
h)	Mobile no.	
i)	FAX/Tele-fax	
j)	e-mail id	
k)	GST Registration details and no.	
l)	Labour License Details	
m)	EPFO Registration No.	
n)	ESIC Registration no.	
o)	In case the company is subsidiary, the involvement, if any, of the Parent Company in the Bank's proposed work	
p)	Was the bidder ever required to suspend the eligible works for a period of more than six months continuously after	

	commencement? If yes, then furnish the reasons thereof.	
q)	Has the bidder or any constituent partner in case of partnership firm, ever abandoned the awarded works before their completion? If so, give name of the work and reasons for abandonment.	
r)	Has the bidder or any constituent partner in case of partnership firm, ever been debarred /black-listed for competing in any organization at any time? If so, give details	
s)	Has the bidder or any constituent partner in case of partnership firm, ever been convicted?	
t)	Whether the bidder is involved in frequent civil suit /litigations in the Contracts being executed now. If yes, please furnish the details.	

Sl no	Name of the work and Employer	Nature of work	Work order No and Date	Present stage of work	Value of Contract	Brief details of litigation
1.	2.	3.	4.	5.	6.	7.

Date: _____ Authorised Signatory (With Name/Designation and Seal)

Format 2 PREVIOUS WORK EXPERIENCE (To be read with Criteria 2 of Section III(b))**List of important similar works executed by the Bidder / Firm**

Sl n o	Nam e of simil ar work and locati on	Nature of work / items of work involved in the Contract	Name of the client. Also indicate whether Governme nt or Semi- Governme nt or Private Body with full postal address.	Cost of work			Period of completion			Reas on for delay , if any	Wheth er work was left incomp lete, or Contra ct was termina ted from either side?	Litigati on/Arb itration , if any with details .	Any other relev ant infor matio n.
				Contra ct Amount (₹ lakh)	Actual value of work done (in ₹ lakh)	Proport ionate annuali zed value of the work order	Date of commen cement of work	Sched uled date of comple tion	Actual date of compl etion				
1.	2.	3.	4.	5 a	5 b	5c	6a	6b	6c	7	8	9	10

****Attach supporting documents**

Date: Authorised Signatory (With Name/Designation and Seal)

****Note:** (i) Bidder should fill up the information in **Format 2** above indicating client-wise names of Similar Works / Services, awarded and actual cost(s), completion date stipulated in Contract and actual date of completion, etc. and should submit along with the documentary evidence as **proof of minimum five years of experience of completed Similar Works / Services*** viz. Copies of detailed **work order/s** and **agreement**, indicating date of award, Contract amount, scope of the work/services, time given for completing the work, etc. and the corresponding completion certificate(s) indicating actual date of completion and actual value of executed similar work/s issued by the client(s). For works executed for government /public sector companies and copies of work order, agreement, work completion certificate along with Tax Deducted at Source (TDS) certificate(s) issued by the client(s) for works executed for private companies.

(ii)The details along with documentary evidence of previous experience, if any, of carrying out works for the Reserve Bank of India at any other office should also be given.

Format 3 Works qualifying Eligibility (To be read with Criteria 3 of Section III(b))**Details of similar work/s (qualifying) completed during five years during the period July 01, 2021, to June 30, 2026**

Sl no	Name of similar work and location	Nature of work (brief description) of work involved in the Contract.	Name of the client. Also indicate whether Government or Semi-Government or Private Body with full postal address.	Name, e-mail ID, telephone (land line and mobile) nos., Fax no. of the contact executive (the person of Tenderer's client who can be contacted by the	Cost of work			Period of completion			Reason for delay if any	Whether work was left incomplete, or Contract was terminated from either side?	Litigation/ Arbitration, if any with details.	Any other relevant information.
					Contract Amount (₹ lakh)	Actual value of work done (in ₹ lakh)	Proportionate annualized value of the work order	Date of commencement of work	Schedule date of completion	Actual date of completion				

				Bank in case it is so needed).										
1.	2.	3.	4.	5.	6 a	6b	6c	7a	7b	7c	8	9	10	11

(The work/s costing equal or above the minimum value specified in eligibility criteria)

Date:

Authorised Signatory (With Name/Designation and

Seal)

Note: Bidder should fill up the information in **Format 3** above and submit along with the following documents as proof of having successfully **completed Similar Works / Services***. The bidder may ensure that only those works which are each costing not less than the amount equal to 40% (or) 50% (or) 80% of the estimated annual cost of the tender is submitted for verification purpose.

(i) Copies of detailed **work order/s** and **agreement** for qualifying works indicating date of award, Contract amount, scope of work/services, time given for completing the work, etc. and the corresponding completion certificate(s) indicating actual date of completion and actual value of executed similar work/s issued by the client(s) in case of works executed for government /public sector companies and copies of work order, work completion certificate along with Tax Deducted at Source (TDS) certificate(s) issued by the client(s) in case of works executed for private companies.

(ii) **Client certificate/s** for each of the qualifying work as per **Format 3A** annexed hereto. Also, if the bidder has served at any office of RBI in the past or provided service at any office of RBI, it is mandatory for the bidder to submit client certificate from that Regional Office/Training Establishment/Central Office Department.

Format 3A : CLIENT's CERTIFICATE REGARDING PERFORMANCE OF THEIR CONTRACTOR (On Client's Letter Head) (To be read with Criteria 3 of Section III(b))

Name and address of the Client :

Details of Works executed by Shri /M/s :

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

	iii) Total amount awarded	
13	Comments on the capabilities of the Contractor.	
	a) Technical proficiency	Outstanding/ Very Good/ Good/ Satisfactory /Poor
	b) Financial soundness	Outstanding/ Very Good/ Good/ Satisfactory/ Poor
	c) Mobilization of adequate T&P	Outstanding/ Very Good/ Good/ Satisfactory/ Poor
	d) Mobilization of manpower	Outstanding/ Very Good/ Good/ Satisfactory/ Poor
	e) General behaviour	Outstanding/ Very Good/ Good/ Satisfactory/ Poor
	f) After sales Service	Outstanding/ Very Good/ Good/ Satisfactory/ Poor

Date:

Authorised Signatory
(With Name/Designation and Seal)

Format 4 FINANCIAL STATUS (To be read with Criteria 4 of Section III(b))

Sr.no.	Details	Financial Year		
		April 1, 2022, to March 31, 2023	April 1, 2023, to March 31, 2024	April 1, 2024, to March 31, 2025
		₹ in lakh	₹ in lakh	₹ in lakh
1	Annual financial turnover certified by Chartered Accountant.			
2	Income Tax returns for the year			

Note:

Statement shall be supported by copies of audited financial statements/ accounts of the business of the Tenderer duly certified by a Chartered Accountant the Income Tax Returns for the years viz. 2022-23, 2023-24, 2024-25.

Date: _____ Authorised Signatory (With Name/Designation and
Seal: _____

**Format 5 : FORM OF BANKERS' CERTIFICATE FROM A SCHEDULED BANK
(On Bankers' Letter Head) (To be read with Criteria 5 of Section III(b))**

To,

Date:

Regional Director,
Reserve Bank of India,
_____ Department,
6, Sansad Marg,
New Delhi - 110001

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

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

For the bank with Name, Designation and Seal

Note:

1. Bankers' certificates should be on letter head of the bank, addressed to Regional Director, Reserve Bank of India, _____ Department, 6, Sansad Marg, New Delhi - 110001.
2. In case of partnership firm, certificate to include names of all partners as recorded with the Bank

Format 5A: Details of Bidder's Banker (To be read with Criteria 5 of Section III(b))

1	Name and full Address of the Banker	
2	Name of contact executives, Email ID, contact numbers (land line and mobile), Fax number etc.	
3	Type of Account and Account No.	
4	The period from which the service provider has been banking with the Banker	
5	Any other information which the service provider may like to furnish about its Bankers	
6	IFSC code of the Branch	

Date: _____ Authorised Signatory (With Name/Designation and Seal)

Annexure III - Format for Power of Attorney for Authorised Signatory

(On Non-Judicial Stamp Paper of ₹100/-)

To,

The Regional Director

Reserve Bank of India

New Delhi

Dear Sir/Madam,

..... (Name of work)

We..... (Name of the Bidder and address of their registered office) do hereby constitute, appoint and authorize Mr. / Ms. (Name and residential address of Power of Attorney holder) who is presently employed with us and holding the position of as our attorney, to do in our name and on our behalf, all such acts, deeds, and things necessary in connection with or incidental to our bid for the captioned Project, including signing and submission of all documents and providing information / responses to the Reserve Bank of India (RBI), representing us in all matters before RBI, and generally dealing with RBI in all matters in connection with our proposal for the said Project.

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

Signature/(s) of the Bidder

Name/(s)

Stamp/Seal of the Bidder

Note:

Power of Attorney should be properly stamped and notarized

Power of Attorney furnished by Bidder shall be irrevocable.

Annexure – IV: Letter of Undertaking On Bidder's Letter Head

To,
Regional Director
Reserve Bank of India
Estate Department
New Delhi

Name of the bidder _____

Name of the tender _____ Due date: _____

Sir,

1. I/We hereby agree to abide by all terms and conditions laid down in tender document.
2. This is to certify that I/We before signing this bid have read and fully understood all the terms and conditions and instructions etc. contained therein and undertake myself/ourselves abide by the same.
3. I/We abide by the provisions of the Code on Wages, 2019, the Industrial Relations Code 2020, the Code on Social Security, 2020 and the Occupational Safety, Health and Working Conditions Code, 2020, Employer's Liability Act, 1938, Child Labour (Prohibition and Regulation) Act, 1986, Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and Relieving Charges, Uniform and Allowance thereof and any other charges applicable from time to time.
4. I/We will pay the wages to the personnel deployed as per Minimum Wages Act as amended by the Government from time to time and shall be fully responsible for any violation.
5. I/We do hereby undertake that complete the services for Integrated Facility Management Services at Main Office Premises of Reserve Bank of India, New Delhi and as any other Points considered by our Agency.

(Signature of the Bidder)

Name and Address of the Bidder.

Telephone No.

Annexure V Undertaking regarding declaration of debarment by public institution(s)

(To be read with Clause 7 of Section III(a))

(To be submitted by the bidder on their letterhead)

Name of Work : E- Tender for Integrated Facility Management Services at Main Office Premises of Reserve Bank of India, New Delhi

Sir,

1. I/We (Name of the bidder) declares that
 - a) I/ We or any of our allied firm* or any of our partners/directors is/ are not debarred / suspended / blacklisted by any public institution / entity in India or any other country as on(last date of submission of bid).
 - b) I/ We or any of our allied firm* or any of our partners/directors have not made any transgression in respect of the code of integrity (as mentioned in the tender) with any public institution / entity in India or any other country in last three years as on(last date of submission of bid).
 - c) I/we or any of our allied firm* is/ are not debarred by any procuring entity for violation of Public Procurement (Make in India) Order, 2017 as on(last date of submission of bid).we will inform the Bank in writing, in case, I/we or any of our allied firm* or any of our partners/directors is/are debarred / suspended / blacklisted by any public institution / entity in India or any other country on or before award of work for the captioned work.
2. I/We(Name of the bidder) declare that I/we or our allied firm*(Name of the allied firm(s)) or our partners/directors (Name of the partner / director) is/ are debarred / suspended / blacklisted by(Name and address of public institution in India or any other country) and the same is effective up to(date). A copy of such letter is attached for your information and record.

(seal and signature of the bidder)

Date

Place

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

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

**Annexure VI Format for Undertaking on Legal Actions / Litigation / Arbitration
by the Bidder [On the Letter head of the Bidder]**

Date:

To,

Regional Director,
Reserve Bank of India,
Estate Department,
6, Sansad Marg,
New Delhi - 110001

Ref: E- Tender for Integrated Facility Management Services at Main Office Premises
of Reserve Bank of India, New Delhi

Sir,

1. I/We (Name of the bidder) declare that no legal action(s)
have been / is being taken against us for any cause in any legal jurisdiction. /

1. I/We (Name of the bidder) declare that the followings
legal action(s) have been/ is being taken against us:

..... (detail of the legal action, project under consideration, legal authority involved
etc.)

However, we affirm that the above legal action does not affect our ability to deliver
the requirements of the Bank as per the Application for Empanelment.

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

2. Further, we also declare that no cases of civil lawsuits / litigation /
arbitration etc. have been initiated in any in any of our executed projects.

2. Further, we also declare that the following civil lawsuits / litigation /
arbitration cases were/are initiated in our executed projects:

..... (detail of the project and type of action etc.)

.....

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

Signature and name of the Authorised signatory of the
Bidder with Rubber Stamp

Date:

Place:

Annexure VII: Proforma for Bank Guarantee in Lieu of Earnest Money Deposit
(On Non-Judicial Stamp Paper of appropriate value)

Place: _____

Date: _____

The Regional Director
Estate Department
Reserve Bank of India
New Delhi

Dear Sir,

**E- Tender for Integrated Facility Management Services at Main Office Premises
of Reserve Bank of India, New Delhi - Bank Guarantee for Earnest Money Deposit**

Ref.: NIT/Advt.No. _____ date _____

WHEREAS

The Reserve Bank of India, having its Central Office at Shahid Bhagat Singh Road, Mumbai through its office at Reserve Bank of India, 6, Sansad Marg, New Delhi (hereinafter called “the RBI”) has invited tenders for the captioned work (hereinafter called “the said tender”) on the terms and conditions mentioned in the said tender documents. It is one of the terms of invitation of tenders that the bidder shall furnish a Bank Guarantee for a sum of ₹ _____ (Rupees _____ only) as Earnest Money Deposit (EMD).

M/s. (Name of the Bidder) _____, (hereinafter called as “the Bidder”), who are our Clients/Constituents intend to submit their tender/ Bid for the said work and have requested us to furnish Bank Guarantee to the RBI in respect of the said sum of ₹ _____ (Rupees _____ only) in respect of EMD.

NOW THIS GUARANTEE WITNESSETH

1. We _____ (Name of the Bank) do hereby agree with and undertake to the RBI, their Successors, Assigns that in the event of the RBI coming to the conclusion that the Bidder have not performed their obligations under the said conditions of the tender or have committed a breach thereof, which conclusion shall be binding on us as well as the said Bidder; 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 Earnest Money Deposit for the due performance of the obligations of the Bidder under the said Conditions, provided, however, that our liability against such sum shall not exceed the sum of ₹ _____ (Rupees _____ only).

2. We also agree to undertake to and confirm that the sum not exceeding ₹ _____ (Rupees _____ only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the 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. We undertake to pay the amount claimed by the RBI within a period of one week from the date of receipt of the notice as aforesaid.

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

This guarantee shall not be revoked by us without prior consent in writing of the RBI. We hereby further agree that –

a) Any forbearance or commission on the part of the RBI in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said tender and/or hereunder or granting of any time or showing of any indulgence by the RBI to the Bidder 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 Bidders of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding ₹ _____ (Rupees _____ only).

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

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

d) This guarantee shall remain in force up to _____ (six months from the last date of receipt of tender) provided that if so desired by the RBI, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.

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

Yours faithfully,

For and on behalf of _____ Bank.

Authorised Official (with seal)

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

ANNEXURE-VIII: Proforma of Performance Bank Guarantee

(On Non-Judicial Stamp Paper of appropriate value purchased in the name of the issuing bank)

Place: _____

Date: _____

The Regional Director
Reserve Bank of India
Estate Department
New Delhi

Dear Sir/Madam,

E- Tender for providing Integrated Facility Management Services at Main Office Premises of Reserve Bank of India, New Delhi – Performance Bank Guarantee

WHEREAS

Reserve Bank of India, having its Central Office at Shahid Bhagat Singh Road, Mumbai, through its office at Reserve Bank of India, 6, Sansad Marg, New Delhi (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 the RBI a Performance Guarantee for a total amount of ₹ _____ (Rupees _____ only) (Amount in figures and words) for the due fulfilment by the said Contractor of the terms and conditions contained in the Contract.

We, _____ (Name of the Bank), (hereinafter called "the Bank"), at the request of M/s _____, the Contractor, do hereby undertake to pay to the RBI an amount not exceeding ₹. _____ as Performance Guarantee for due fulfilment of the terms and conditions of the Contract.

NOW THIS GUARANTEE WITNESSETH

1. We _____ (Name of the Bank) do hereby agree with and undertake to the RBI, their Successors, Assigns that in the event of the RBI coming to the conclusion that the Contractor has not performed his/her 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).

2. We also agree to undertake to and confirm that the sum not exceeding ₹ _____ (Rupees _____ only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the 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 the RBI any money so demanded notwithstanding any dispute/disputes raised by the Contractor in any suit or proceedings pending before any Court, Tribunal or Arbitrator/s relating thereto and the liability under this guarantee shall be absolute and unequivocal. We undertake to pay the amount claimed by the RBI within a period of one week from the date of receipt of the notice as aforesaid.

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

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

We hereby further agree that –

a) Any forbearance or commission on the part of the RBI in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said Contract and/or hereunder or granting of any time or showing of any indulgence by the RBI to the 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).

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

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

d) This guarantee shall remain in force upto _____ (60 days beyond the expiry of the Contract) provided that if so desired by the RBI, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.

e) Our liability under these presents will terminate unless these presents are renewed as provided hereinabove on the _____ or on the day when our said constituents comply with their obligations, as to which a certificate in writing by the RBI alone is the conclusive proof whichever date is later. Unless a claim or suit or action is filed against us within six months from expiry date of the Bank Guarantee 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 Authorised.

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

Signature of Authorised Bank official

Name:

Designation

Stamp/ Seal of the Bank

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

Witness 1

Signature

Name

Address

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

Annexure IX - Articles of Agreement

ARTICLES OF AGREEMENT made at New Delhi on this _____ day of _____ 2026 between the Reserve Bank of India, 6, Sansad Marg, New Delhi - 110001 having its Central Office at Shahid Bhagat Singh Marg, Fort, Mumbai 400001 (hereinafter called “the Bank”) of the one part and _____ (hereinafter called “the CONTRACTOR”) of the other part.

WHEREAS the Bank intends to engage a Contractor for “Providing Integrated Facility Management Services at Main Office Premises of Reserve Bank of India, New Delhi” and has caused specifications describing the work to be done [as detailed in Tender Documents (Sections I to VI, Annexures, and amendments thereof)].

AND WHEREAS the said specifications and the scope of work [as detailed in Tender documents (Sections I to VI, Annexures, and amendments thereof)] have been signed by or on behalf of the parties hereto.

AND WHEREAS the Contractor has agreed to execute upon and subject to the conditions set forth herein and to the conditions set forth in the Tender Documents (Sections I to VI, Annexures and amendments thereof) as modified and finally accepted by both the parties (all of which are collectively hereinafter referred to as “the said Conditions”) the works described in terms and conditions and included in the scope of work as stated in the Tender Documents (Sections I to VI, Annexures and amendments thereof) at the respective rates therein set forth, amounting to the sum as therein arrived at or such other sum as shall become payable there under (hereinafter referred to as “the said Contract Amount”).

A) NOW IT IS HEREBY AGREED AS FOLLOWS:

- 1. Definitions** - In this Agreement, unless there is anything repugnant to the subject or context:
 - (i) “Agreement” means the agreement signed between the Contractor and the Bank for the execution of the work.
 - (ii) “Site” means Reserve Bank of India, New Delhi at Reserve Bank of India, 6, Sansad Marg, New Delhi.

(iii) “Work” means Integrated Facility Management Services at various RBI Office, Reserve Bank of India, New Delhi) as per Section IV (a).

(iv) “The Bank” means Reserve Bank of India, 6, Sansad Marg, New Delhi – 110001.

(v) Bank’s Office Complex shall mean and include the entire premises of the Bank as existing on date or as may exist at any time in the future comprising the Main Office Building, annex(s) building, Visiting Officers Flats (VOFs), substation, guard rooms, reception porta cabins, guard cabins, creche, residential or non-residential occupied or unoccupied blocks, utility and service areas, parking spaces, open areas, landscaped zones, common facilities and all other structures, installations or areas whether constructed, acquired, leased, renovated, extended, modified or added subsequently within the boundary of the Bank’s premises, irrespective of their present or future use.

(vi) “Tender document” shall mean document named as such issued by the Bank to the Bidders inviting Bids for the Work.

(vii) “Day” shall mean Calendar Day

(viii) “Working Day” shall mean days when the Bank’s office is working i.e., Days excluding public holidays, Saturdays, and Sundays.

(ix) “Month” shall mean the calendar month.

(x) “Year” shall mean Financial Year

(xi) “Bidder (s)” shall mean all parties participating in the bidding process pursuant to and in accordance with the terms of the Tender document.

(xii) “The Contractor” shall mean the individual, firm, or company, whether incorporated or not, undertaking the works and shall include the legal representative of such individual or the persons composing such firm or company, or the successors of such firm or company and the permitted assignees of such individual, firm or company.

(xiii) “The Authorised representatives of the Bank” means the officers employed and paid by the Bank and acting under the orders of the Bank who shall supervise day to day execution of work.

(xiv) “Contract Amount” shall mean the total amount as calculated from quoted rates by the successful bidder and as per the requirement in tender

document and as accepted by the Bank and indicated in the letter of award of work.

(xv) “Notice in writing or written notice” shall mean a notice in written, typed, or printed characters sent (unless delivered personally or otherwise proved to have been received) by registered post to the last known private or business address or registered office of the addressee and shall be deemed to have been received when in the ordinary course of post, it would have been delivered and/or sent. The communication delivered by any accepted electronic means shall also be deemed to be written notice.

(xvi) “Writing” includes any written paper document, e-mail correspondence and any electronic message.

(xvii) “Commencement of work” shall mean the date specified as ‘commencement date’ in the work order.

2. In this Agreement, unless the context requires otherwise words denoting any gender include all genders and words denoting the singular only include the plural and vice versa.
3. **Signing of Contract Agreement:** On receipt of intimation from the Bank regarding acceptance of the Tender, the Contractor shall be bound to implement the Contract from the date specified therein. The Contractor shall sign an agreement in accordance with the extant provisions. The Contractor shall be liable to pay the appropriate and required stamp duty amount on the said agreement in accordance with the Stamp laws in force in Delhi/ New Delhi. Any pecuniary liability incurred by the Bank either as additional stamp duty, penalty or otherwise due to inadequacy or inappropriateness of the stamp duty paid by the Contractor shall devolve on the Contractor and the Bank shall be entitled to recover the amount from the Performance Bank Guarantee (PBG) or from the bills raised by the Contractor. Where the PBG is utilized for the said purpose, the Contractor shall immediately refurnish a fresh PBG. Failure to do so may amount to breach of the agreement and consequences thereof shall follow.

4. Contract Period:

This agreement will come into effect from the date specified in the Work Order and will remain in force upto one year, unless earlier terminated in accordance with the termination clause. This Contract may be considered for further renewal for maximum two years (for one year or shorter period at one time) on the same terms and conditions subject to satisfactory performance of the Contractor as assessed by the Bank and at the sole discretion of the Bank. The terms and conditions contained in the tender document and any clarifications (corrigenda) issued shall be treated as part and parcel of this agreement and shall be binding on the parties.

5. In consideration of the said Contract Amount to be paid in the manner set forth in the said Conditions, the Contractor shall upon and subject to the said Conditions execute and complete the work described in the scope of work.
6. The Bank shall pay the Contractor the Contract Amount or such other sum which shall become payable at the times and in the manner specified in the said Conditions.
7. The said Conditions and the correspondence attached hereto shall be read and construed as forming part of this agreement and the parties hereto shall respectively abide by, submit themselves to the said Conditions and the correspondence and perform the agreements on their part respectively as per the said conditions and the correspondence contained therein.
8. The specifications, agreements and documents mentioned herein shall form the basis of this Contract.
9. This Contract is a item rate Contract, to carry out the work according to the scope of work detailed in the tender document, at the rates quoted by Contractor in the Price Bid of the Tender (Part II).
10. The Contractor shall carry out all works as stated in the tender documents and other ancillary works in the manner laid down in the said Conditions, and shall make good any damages to the property etc.
11. The Bank reserves the right to alter the specifications and the nature of the work by adding to or omitting any items of work or having portions of the same carried out at any time during the currency of Contract, without prejudice to this Contract. The Bank at its discretion, may, close or add some of the premises any time during the Contract period. The amount for providing services in the

Contract in case of addition / closing of Bank's offices shall be based on the rates quoted by the Contractor and as per mutual consultation.

- 12. Performance Bank Guarantee (PBG):** The Contractor shall submit an irrevocable Performance Bank Guarantee from a Scheduled Bank as stated in the said Conditions for successful execution of the Contract.

B) SERVICES TO BE RENDERED BY THE CONTRACTOR

I. Objective:

1. The bidders are required to provide integrated facility management for the Bank's Office Complex as defined under section IV(b) which includes mechanized housekeeping and maintenance services including routine, preventive, periodical, corrective, repairs as well as breakdown maintenance works for all of the following services:
 - i. Housekeeping / Cleaning Services
 - ii. Electrical, electromechanical installations related works etc.
 - iii. Plumbing, Sanitary installation related works
 - iv. Carpentry related works
 - v. Horticulture
 - vi. Pest Control
 - vii. Maintenance / Operation of Reverse Osmosis (RO) plant and Water bottle distribution
 - viii. For driving away monkeys - Monkey Scarers (Chasers, handlers and Repellers) - Control of Monkey Menace in Bank's Office Complex

2. Mechanised Housekeeping / Cleaning Services:

- 2.1 Housekeeping services will include vacuum cleaning, sweeping and mopping (including through auto scrubber machines and single/multi disc machines wherever applicable), washrooms cleaning using jet pressure machines, carpet / sofa cleaning and all other cleaning activities across the entire Bank's Office Complex. The scope also includes collection of garbage, its proper disposal through civic authorities, and the operation and maintenance of the Organic Waste Converter (OWC) system. It also includes the cleaning of microwave, ovens, water dispensers, refrigerators, water coolers, desert coolers, water cans, and any other equipment as directed by the Bank's Authorised representatives.

In exigencies, the cleaning housekeeping services may also be required to be provided in the areas alongside the periphery of the Bank's Office Complex.

3. Electrical, electromechanical installations related works etc.:

- 3.1** Maintenance of Low Tension (LT) electrical installations including internal wiring and cabling in the Bank's Office Complex. This covers electrical systems inside office building, all flats on 3rd floor of office and in Annex building; external areas such washrooms, gymnasiums, creche, parking areas, and street lighting. However, the scope does not include substation, AC plant and telephone wiring works.
- 3.2** Monitoring of lifts and their operations, daily cleaning, and lodging of complaints with the respective OEMs/AMC vendors as applicable.
- 3.3** The scope also includes the rescue of trapped passengers in case of emergencies. At present, 7 lifts are operational in the office. However, the Bank is in the process of installing lifts in Annex building as well. All additional lifts commissioned in the future in the Bank's Office Complex shall also fall within the purview of this scope.
- 3.4** Lodging and tracking complaints with AMC vendors and facilitating repair services for tower and split air-conditioners in gymnasiums, dispensaries, Visiting Officers' Flats (VOF), and other designated common areas within the Bank's Office Complex.
- 3.5** Maintenance, monitoring and coordination with the vendors for cable TV connections, satellite TV networks, and optical fibre connections within the Bank's Office Complex. The scope includes lodging complaints with service providers and facilitating timely repairs and restoration of services.

4. Plumbing, Sanitary installation related works:

Maintenance and repair of plumbing and sanitary installations, including washrooms, overhead and underground water tanks, underground fire tanks, plumbing shafts, ring main systems, pumps, and associated piping and Rainwater harvesting system.

5. Clearing of Drainage Systems:

The scope also includes clearing of drainage systems and unchoking of sewer lines, in coordination with the concerned municipal body as required. The sewer lines outgoing chambers must be cleaned twice a year using high pressure

machines (300 Bar approx.) from NDMC / NDMC approved private operators by paying them requisite amount. The cost shall be reimbursed based on the production of actual bills.

6. Carpentry related work:

Carrying out carpentry and fabrication works of the Bank, including maintenance, repair, and replacement of wooden / aluminium furniture such as tables, chairs, cupboards etc. and other fabricated fixtures and fittings as required.

7. Horticulture:

Gardening/ Horticulture/ landscaping/ pruning works in the Bank's Office Complex and purchase and distribution of flower bouquets as advised by the Bank.

8. Pest Control:

Providing pest control services to prevent and eliminate pests such as cockroaches, rodents, mosquitoes, rats, termites, beehives, and other insects as per the maintenance requirements and established schedules as outlined in this tender document.

9. Complaint Management: The Contractor shall implement a Complaint Management System to enable efficient registration, tracking, and resolution of user complaints.

II. Details of Office Where IFM Services are to be Provided:

TABLE 1		
S. NO.	Name of property	Approx. Plot area
1.	RBI Office building, Annex building consisting of 8 residential flats, gym, sports club, creche and guard cabins/porta cabins/ watch towers inside the Bank's compound	4.14 Acre

III. Important Notes regarding Scope of Work, Manpower, etc.:

1. Details of Manpower to be Deployed:

TABLE 2			
	Timing*	Category	Total

Supervisors Technical – 1 Housekeeping -1	07:00 AM to 4:00 PM 11:00 AM to 08:00 PM	Highly Skilled	2
Plumber	7:00 AM to 4:00 PM 11:00 PM to 08:00 PM	Skilled	2
Carpenter	9:00 AM to 06:00 PM	Skilled	1
Electrician	6:00 AM to 2:00 PM 2:00 PM to 10:00 PM 10:00 pm to 6:00 AM	Skilled	3
Expert Gardener	8:00 AM to 5:00 PM	Semi-Skilled	1
Gardeners	8:00 AM to 5:00 PM	Unskilled	4
Lift Attendant (Duty may be staggered based on the requirement of the VIP movement)	9:00 AM to 6:00 PM	Unskilled	2
RO Plant attendant and Water bottle distributing staff	8:00 AM to 5:00 PM	Unskilled	2
Four (4) Helper to daytime Electricians, plumber, carpenter and one (1) helper for miscellaneous works	9:00 AM to 6:00 PM	Unskilled	5
Maintenance and Housekeeping workers (on staggered duty)	7.30 AM to 4.30 PM. 11 AM to 8:00 PM	Unskilled	32
Total			54

Notes:

- 1.1 The timings are inclusive of 1 hour lunch/tea break.**
- 1.2 The Bank reserves the right to assess the manpower requirements and seek additional manpower or reduce as and when found necessary. However, due notice shall be given, and bill adjustments shall be made accordingly.**
- 1.3 Payment under the revised scope of work within the contract period shall be made only for the manpower deployed by the Contractor as per Bank's requirement.**

2. Details of Category of Workers to be Deployed:

TABLE 3		
Skill Category	Category of workers	Manpower
Highly Skilled	Supervisor	2
Skilled	Plumber, carpenter, electrician (In all three shifts)	6
Semi-Skilled	Expert Gardener	1
Unskilled	Gardener, Helpers, Lift Attendants, RO plant attendants, water bottle distributing staff & Housekeeping Workers	45
Total		54

3. Procurement of material for the housekeeping, carpentry, electrical and plumbing/sanitary works:

- 3.1** In normal circumstances, the spares for repairs will be supplied by the Bank through the Caretaker's store located in the Bank. However, if the required material is not available with the Caretaker, the material needed for electrical, plumbing and carpentry works shall be procured by the firm as per site requirements after approval from the Bank. A monthly bill shall be paid upon submission of the tax invoice, challan for the materials delivered and acknowledgement from the end user/caretaker/Bank's Authorised representatives.
- 3.2** Contractor profit of 15% shall be paid on all such above procurements. The Bank may verify rates and tax invoices for correctness. In case, market rates are found less, suitable deduction shall be made. Depending on initial experience, the Bank may or may not continue with such arrangement of procurement of material directly from the Contractor. Alternatively, the Bank may procure the required material from own sources and supply the same as per indent raised.
- 3.3** Delivery of cleaning material brought every month should be done in the presence of the Caretaker to verify the quantity and quality. A stock register for each item shall be maintained for all the consumables and cleaning peripherals

supplied. The same shall be put up to the Caretaker. Challan of the material supplied shall be countersigned by the Caretaker and submitted along with the monthly bill. Bank may decide not to procure monthly supply of cleaning material if sufficient material is available in stock.

4. Procurement of material for the Pest Control:

- 4.1** For the pest control services, suitable insecticide /chemicals shall be used for treatment of mosquitoes, cockroaches, rats, lizards, ants, beehive, termites, and other insects etc.
- 4.2** Rates quoted for the services shall be inclusive of manpower and all the material such as insecticides, fogging machine, spray pump, and Personal Protective equipment (PPE) i.e. safety shoes/ masks/ gloves /cap/ goggles etc. Only prescribed quantity of government-approved insecticides / pesticide / recommended materials / medicines within safe concentration should be used for such treatments.

5. Number of days of Deployment Per Year:

TABLE 4	
Work Description	No. of Days*
Supervisor	312 days. Services shall be provided on six days a week including Saturday and holidays, with one day mandatory weekly off. The day of weekly off will be decided by the Bank.
Plumber	312 days. Services shall be provided on six days a week including Saturday and holidays, with one day mandatory weekly off. The day of weekly off will be decided by the Bank.
Carpenter	312 days. Services shall be provided on six days a week including Saturday and holidays, with one day mandatory weekly off. The day of weekly off will be decided by the Bank.
Electrician*	365 days. Services shall be provided on all days of the week including Saturday, Sunday, and holidays. One mandatory weekly off shall be provided to the electrician;

	however, a reliever shall be deployed on such day. The day of weekly off will be decided by the Bank.
Expert Gardener	312 days. Services shall be provided on six days a week including Saturday and holidays, with one day mandatory weekly off. The day of weekly off will be decided by the Bank (Other than Saturday and Sunday).
Gardener	312 days. Services shall be provided on six days a week including Saturday and holidays, with one day mandatory weekly off. The day of weekly off will be decided by the Bank. (Other than Saturday and Sunday).
Lift Attendant	312 days. Services shall be provided on six days a week including Saturday and holidays, with one day mandatory weekly off. The day of weekly off will be decided by the Bank.
RO plant attendant and Water bottle distribution staff	312 days. Services shall be provided on six days a week including Saturday and holidays, with one day mandatory weekly off. The day of weekly off will be decided by the Bank.
Helpers to Plumbers, Carpenters and Electricians	312 days. Services shall be provided on six days a week including Saturday and holidays, with one day mandatory weekly off. The day of weekly off will be decided by the Bank.
Maintenance and Housekeeping workers	312 days. Services shall be provided on six days a week including Saturday and holidays, with one day mandatory weekly off. The day of weekly off will be decided by the Bank.

** - The weekly off should be provided to the workers deployed with 7 days working e.g. electrical staff etc. with an alternative arrangement, i.e., reliever(s), for which the Contractor shall factor in the charges while quoting rates under this contract. A reliever shall be made available by the Contractor to facilitate weekly, provided*

that the total number of workers per premises remains the same on any given day. This arrangement is to ensure electrical / uninterrupted service throughout the year (365 days).

Note:

- (i) The attendance of the workers shall be taken by using biometric means installed by the Bank.*
- (ii) Workers deployed in the office shall strictly refrain from undertaking any private or non-designated tasks during their duty hours.*

IV. Important Instructions regarding Scope of Work:

- 1.** The Bank reserve the right to change/ update / stagger the timing and number of manpower deployment as per Bank's requirements and can further enhance or reduce the scope of work as per requirement. The Bank at its option may call deployed workers in staggered manner i.e., four hours in the morning shift and four hours in the evening shift.
- 2. Complaint Registration and Redressal of complaints:** The Contractor shall establish and maintain an effective complaint registration and redressal mechanism. Complaints may be registered by the Bank through any of the following modes: email, telephone, WhatsApp, or by making an entry in the physical complaint register maintained at the premises. The Contractor shall ensure that all complaints are acknowledged promptly and attended to without undue delay. Necessary corrective action shall be initiated immediately, and complaints shall be resolved within the timelines prescribed by the Bank or, where no such timelines are specified, within a reasonable time commensurate with the nature and urgency of the complaint. A record of all complaints received, actions taken, and the date and time of resolution shall be maintained by the Contractor and produced for inspection by the Bank whenever required. All complaints shall be attended to promptly, and no complaint shall remain unattended for more than 12 hours.
- 3. Emergency situations:**
The Supervisors and workers will need to respond appropriately during emergency situations (such as fire, earthquake, power disruption, water supply problem, sewer issues, riot, pandemic etc.,) as advised by the Bank. Any

supervisor/workers must not leave in such a situation without the permission of the Bank and may continue to work till the emergency situation is resolved as determined by the Bank's Authorised representative.

4. Behaviour of workers:

Behaviour of the supervisor/workers should be polite with Bank's staff/officers. In case any worker of the successful bidder is found misbehaving or committing misconduct etc., the Contractor will replace such person(s) from work within 24 hours from the time of verbal or written order given by the Bank. The decision of the Bank shall be final and binding on the Contractor. Chewing paan, gutka, consumption of alcohol, drugs or smoking in Bank's Office Complex is strictly prohibited and anyone found doing the same will be removed without any further notice.

5. Work/Repair Planning:

- 5.1** The supervisor shall seek appointments from the department after receiving a complaint and shall reach at least five (5) minutes before the scheduled time. During electrical repairs, safety shoes shall be used to prevent electrocution. During repairs inside conference rooms or senior officers' room, a clean cloth/PVC sheet must be provided to cover the items such as TVs, sofas, computer especially while performing activities like or drilling in vicinity. After repairs proper cleaning of floor must be done. The expenditure towards electrical safety shoes, other protective gears and covering sheets shall be included in the overall quoted price.
- 5.2** In case of complete disruption in electricity or water supply, any major leakage requiring immediate attention, emergency service must be provided at any time of the day without any extra cost.
- 5.3** **Contractors are advised to attend the pre-bid meeting and also to visit the site (office premises) to understand the detailed scope of work before submitting their tenders and confirming the terms and conditions. The Contractor should understand the work and the constraints if any. The scope of various works listed on forthcoming pages are only indicative. Any related repair/ maintenance/ general work not specifically mentioned but**

required for redressal of a complaint as per the Bank's Authorised representatives will be considered as part of IFMS' scope of work and all workers must co-operate to avoid inconvenience.

5.4 All workmen and supervisors must be provided with minimum two pairs of good quality new uniform including safety shoes, belts, etc. for summer and winter. For winter they must provide winter jackets /sweaters. Also provide Personal Protective Equipment such as safety shoes, helmet, safety belt, gum boots, gloves to all workmen as per trade requirement.

5.5 The Bank at any time may require the Contractor to submit the relevant educational certificates / other certificates / documents for the deployed staff.

V. Role of Deployed Workers:

1. Supervisors:

1.1 Qualification and Experience:

i. The supervisor shall possess either:

- a. Degree or Diploma in Civil or Electrical Engineering, or
- b. Degree or Diploma in Housekeeping or an equivalent qualification.
- ii. The supervisor must also have a minimum of three (3) years of relevant experience in facility management, operations, or supervision of similar works. At least one supervisor each from the above two qualification categories shall be deployed simultaneously.

1.2 Duties and Responsibilities:

- i. Supervisors shall be responsible for overseeing Integrated Facility Management Services (IFMS), including but not limited to electrical, plumbing and sanitary installation works, plumbing operational tasks, carpentry and fabrication works, gardening and horticultural services, housekeeping and maintenance activities in premises, cleaning of toilets, bathrooms, and common areas, and supervision of garbage collection and removal from the open areas, cabins and flats within the premises while adhering to the extant government guidelines/laws regarding waste management.
- ii. **Complaint Registration and Redressal:** The Contractor shall establish and maintain an effective complaint registration and redressal mechanism. Complaints may be registered by the Bank through any of the following modes: email, telephone, WhatsApp, or by making an entry in the physical complaint

register maintained at the premises. The Contractor shall ensure that all complaints are acknowledged promptly and attended to without undue delay. Necessary corrective action shall be initiated immediately, and complaints shall be resolved within the timelines prescribed by the Bank or, where no such timelines are specified, within a reasonable time commensurate with the nature and urgency of the complaint. A record of all complaints received, actions taken, and the date and time of resolution shall be maintained by the Contractor and produced for inspection by the Bank whenever required.

- iii. Supervisors shall assist the Bank's Authorised Representatives or Caretakers in measurement-taking and verification of various works. The Bank may also instruct the supervisor to monitor or coordinate the work of other Contractors deployed in the Bank's Office Complex.
- iv. The supervisor will be responsible for assigning work to various personnel, including electricians, plumbers, carpenters, gardeners, pest control staff, and housekeeping personnel, and for supervising their performance. Supervisors must ensure that workers are efficiently engaged and not idle or involved in non-productive or unAuthorised activities.
- v. Separate complaint registers shall be maintained for electrical, carpentry, plumbing, pest control, and housekeeping complaints. In addition, equipment-specific complaints related to water purifiers, air purifiers, air conditioners, gym equipment, lifts, cable connections, LED TVs, etc., shall be recorded. The Complaint registers shall be provided by the Bank. Complaints pertaining to AMC-covered equipment shall be lodged with the respective service providers and diligently followed up until resolution. After attending to any complaint involving replacement of material / spare parts, a complaint slip must be signed by the complainant and countersigned by the Supervisor and JE/Caretaker and must be enclosed with the bill and kept on record.
- vi. The supervisors shall collect timely information latest by 25th of the month, regarding material requirements for next month for repair, housekeeping, or gardening work, obtain prior approval from the Bank's Authorised representatives, and procure the same accordingly.
- vii. The supervisors shall maintain daily attendance records of all workers duly authenticated by the Caretaker and submit them to the Bank along with the monthly bill.

- viii. It shall be the duty of the supervisor to ensure that all personnel use requisite Personal Protective Equipment (PPE) during work. This includes but is not limited to safety shoes, helmets, safety belts/gum boots, insulated electrical tools, and gloves (especially for washroom cleaning). All PPE must be of ISI-marked quality, kept in good working condition, and replaced as required. The cost of PPE must be included in the overall quoted cost.
- ix. The Supervisors shall act as the first point of contact between the Bank and the Contractor/firm. Any communication made with the supervisor shall be deemed as communication with the firm.
- x. The Supervisors shall monitor and lodge complaints regarding the upkeep and repair of installed systems, including but not limited to, fire extinguishers, pumps, lifts, solar systems and heaters, and water purifiers. They shall follow up with AMC provider/parent companies/service providers and report the status to the Bank upon full resolution.
- xi. The Supervisors shall be prompt in responding to emergencies such as flooding, heavy rain, earthquakes, and other unforeseen events. A Quick Response Team (QRT) shall be constituted by the Contractor and kept ready for deployment during odd hours, including inclement weather conditions. The response of the supervisor and team shall be monitored and recorded for compliance.
- xii. The Supervisors must ensure that hazardous materials such as broken glass, toilet seats, mirrors, bleaching agents, etc., are securely stored away from public. Chemical waste, including used batteries, cells, and asbestos cement sheets, must be properly removed and disposed off from the site immediately after use, in compliance with safety and environmental guidelines.
- xiii. The Supervisors shall ensure that old materials/fittings which are removed/replaced must be deposited with the Caretaker with acknowledgement.
- xiv. The supervisor shall ensure that the bin liners must be replaced daily in all the cabins. Quoted rates shall include the cost of garbage bags.
- xv. The scope of work described above is indicative and not exhaustive. Any maintenance task necessary for facility management in the Bank's Office Complex and to ensure Bank's satisfaction shall be deemed included within the Contractor's responsibilities, even if not specifically listed.

2. PLUMBING/SANITARY:

A competent and experienced plumber shall be deployed at the premises.

2.1 Qualification and Experience:

- i. The plumber shall possess either:
 - a. an ITI Certificate in Plumbing with a minimum of three years of relevant experience in plumbing and sanitary maintenance works or
 - b. a General Certificate in Plumbing from a recognized institution with a minimum of five (5) years of relevant experience in plumbing and sanitary maintenance works.

2.2 Duties and Responsibilities:

- i. He shall be responsible for attending to routine, periodic, preventive, and breakdown maintenance tasks related to plumbing and sanitary systems, and for addressing all complaints in this domain.
- ii. The plumber shall maintain all plumbing and sanitary installations in a serviceable, clean, and hygienic condition at all times.
- iii. Periodic cleaning of sewer lines, manholes, septic tanks, storm water drains, etc., shall be carried out as required, by deploying adequate manpower without any extra charge.
- iv. The plumber shall carry out repair and replacement of all types of fittings, fixtures, and pipes related to plumbing and sanitary systems, including both minor and major works.
- v. The plumber shall remove blockages in soil and waste lines, gully traps, nahani traps, manholes, inspection chambers, bottle traps, sinks, wash basins, urinals, and water closets. All waste and debris shall be removed from the site and disposed off in accordance with the extant government guidelines on solid waste management without any extra cost to the Bank.
- vi. The plumber shall be responsible for the replacement of washers (including their cost) for bib taps, pillar taps, stop cocks, rubber gaskets for flushing cisterns, and plunger washers for low-level flushing tanks.
- vii. Flushing systems made of CI, PVC, or other materials, including siphons, bells, float valves, cotter pins, plunger washers, nuts and bolts, 'S' hooks, and ball cocks, shall be repaired or replaced as needed. This includes removal and re-fixing of tanks with necessary accessories of appropriate sizes.
- viii. Cementing of joints in drainage lines, sealing of gaps between wash basins, sinks, and walls, pointing of tile joints on floors and walls, and fixing of loose tiles with white cement and matching pigment shall be done as required.

- ix. The plumber shall disconnect and reconnect suction and delivery lines of water pumps whenever the pumps are sent for repair or replacement. Air locks in suction or delivery lines shall be removed as and when necessary.
- x. Liaison with local civic authorities for matters such as sewer line chokes or disruptions in water supply shall be the Contractor's responsibility and shall be undertaken promptly when required.
- xi. The plumber shall record daily water meter readings, submit them to designated Bank officials, and prepare monthly and quarterly consumption reports for submission to the Bank's Green Portal. General maintenance of all water meters shall also be carried out regularly, and meter readings shall be verified and signed by the caretaker.
- xii. The plumber shall be responsible for identifying and arresting all types of pipe leakages, including concealed and exposed installations.
- xiii. All repairs and maintenance work related to water supply to the firefighting water lines, including associated fittings and fixtures, shall also fall within the plumber's scope of duties.
- xiv. Debris generated during plumbing or sanitary work shall be removed and either disposed of in the local municipal garbage bins or at other appropriate locations outside the Bank's Office Complex, in compliance with applicable statutory norms.
- xv. The plumber shall clean the screens or filters of taps at least once every week to ensure unimpeded water flow and maintain hygiene.
- xvi. It shall be mandatory to remove all unwanted vegetation such as weeds, grass, and plants growing along sanitary pipes, sewer lines, water pipelines, sunshades, terrace parapets, and external walls.
- xvii. The plumber shall carry out any other work assigned by the Bank which is relevant to plumbing or sanitary services.
- xviii. Pre-monsoon and post-monsoon cleaning shall be carried out as and when required, including cleaning of sunshades, surface drains, rainwater pipes, chajjas, gully traps, storm water drains, and terrace outlets (khurras/mouths of rainwater pipes), to prevent waterlogging and blockage.
- xix. The plumber shall actively identify sources of water wastage and take appropriate steps to arrest water leakages and overflow, thereby contributing to the Bank's water conservation efforts.

- xx. In case of disruption in the water supply or any major leakage, emergency service must be provided immediately at any time of the day without any extra cost. In such a situation, if a plumber is not available in office, but is available in another site, they will have to attend to emergency situation in another location as required.
- xxi. The scope of work of the plumber also includes the maintenance/ upkeeping of rainwater harvesting system.
- xxii. The scope of work described above is indicative and not exhaustive. Any maintenance task necessary for the proper functioning of plumbing and sanitary systems and to ensure Bank's satisfaction shall be deemed included within the Contractor's responsibilities, even if not specifically listed.

2.3 Schedule of Preventive Maintenance:

i. Daily Basis:

- a. Daily inspection of all common washrooms, including fittings and fixtures such as commodes, urinals, health faucets, taps, and flush mechanisms.
- b. Monitoring of water supply received from Delhi Jal Board and coordination with security personnel to prevent overflow of water in underground and overhead tanks.

ii. Weekly Basis:

- a. Weekly inspection of all valves, joints, and pipe fittings connected to overhead and underground tanks to ensure there is no leakage or wear.
- b. Submission of an inspection report or certificate to the Bank's Authorised representative, clearly indicating the findings and corrective actions taken, if any.

iii. Monthly Basis:

a. Structural Cleaning and Maintenance:

- Thorough cleaning of terraces, chajjas (sunshades), drain grilles (jali), roads, and rainwater pipes (RWP).
- Removal of vegetation and wild growth from buildings and surrounding structures. Where necessary, suitable chemical agents shall be used for effective removal.
- Regular upkeep of rainwater outlets on terraces and canopies to ensure they remain free from debris and facilitate free flow of rainwater. Cleaning shall be undertaken monthly and every fortnight during the monsoon season.

- Preventive maintenance cleaning before the onset of monsoon, including all manholes, open and covered drains, RWPs, and terraces.
- Maintenance and desilting of drainage lines connected to RWPs on terraces.
- b. **Inspection and Reporting:**
 - Monthly inspection of the premises for identifying and reporting major structural or maintenance defects in the terraces, parapet walls and overhead water tanks to the Bank.
- c. **Drainage and Waste Management:**
 - Cleaning of internal sewer lines and drains, including sludge removal from manholes, septic tanks, roads, and gully traps up to the municipal connection point. Debris shall be disposed of as per applicable statutory and municipal norms.
 - Cleaning of surface drains, rainwater pipes, inspection chambers, and manholes. Algae or moss (mild grouse) shall be removed from building pipes and terraces.
 - Cleaning of Sewage Treatment Plant (STP) tanks in coordination with the Caretaker or designated Bank official.
 - Cleaning of all open stormwater drains to ensure unobstructed flow and prevent blockages.
- d. **Half-Yearly Basis:**
 - Cleaning of all underground and overhead water tanks in office and Annex building, in the presence of the caretaker, using the services of the deployed plumber and support staff.
 - After emptying, tank walls shall be cleaned with a wire brush and disinfected using bleaching powder. Post-cleaning photographs of empty tanks shall be submitted to the Bank's Authorised representatives.
 - Firm shall be given at least two (2) days' advance notice.
 - A suction pump shall be provided by the Contractor, without any additional cost, to empty underground tanks prior to cleaning.
 - Post-cleaning, all associated taps shall be cleaned. Any suction-related airlock issues in pumps shall be identified and rectified.
 - A dedicated register for tank cleaning and maintenance shall be maintained. Entries shall be verified and signed by the concerned caretaker after each cleaning operation.

3. CARPENTRY AND FABRICATION:

3.1 Qualification and Experience:

- i. The deployed carpenter shall possess either
 - a. an ITI Certificate in Carpentry with a minimum of three years of relevant experience in carpentry and fabrication works or
 - b. a General Certificate in Carpentry from a recognized institution with a minimum of five (5) years of relevant experience in carpentry and fabrication works.

3.2 Scope of Work:

- i. The successful bidder shall deploy a skilled and experienced carpenter to attend carpentry and fabrication-related routine, periodic, preventive, and breakdown maintenance works in the Bank.
- ii. A new set of tools, including but not limited to a planer, drill machine with bits, hammer, chisel, and other standard carpentry tools, shall be made available and maintained in office at the Contractor's cost.
- iii. The carpenter shall carry out oiling, repairs, or replacement of doors, windows (wooden or metallic), gates, locks, latches, door closers, cloth hanging systems, and shall also be responsible for preparing nameplates, carrying out numbering/lettering work, repairing POP false ceilings, other types of false ceilings, and cornices as required.
- iv. Works related to aluminum windows, modular kitchen fittings, repairs to letter boxes, fabrication or modification of window openings/grills for air-conditioners, and welding works involving iron, steel, or aluminum materials shall be undertaken by the carpenter.
- v. Complaints registered by the Bank shall be checked daily. All complaints shall be attended to promptly, and none shall remain unresolved for more than 8 hours.
 - a. **Resolution time for Complaints:**
 - Minor complaints: Immediately
 - Moderate complaints: 4 hours
 - Major complaints: 8 hours

The decision of the Bank's Authorised representatives will be final in determining the severity of complaints.

- vi. Upon satisfactory resolution, the employee's or their representative's signature/ department's administrative unit shall be obtained.
- vii. Debris generated from carpentry or fabrication works shall be collected and disposed of either in municipal garbage bins or at appropriate locations outside the Bank's Office Complex, in full compliance with statutory and local administrative norms.
- viii. Minor fittings and installations, including the fixing of curtain rods, netlon mesh/ mosquito nets, etc., shall be carried out as part of routine responsibilities.
- ix. Any other carpentry- or fabrication-related work, as may be directed by the Bank's officials, shall be attended to without delay.
- x. The carpenter shall also undertake modification or repair of wooden and aluminium doors/windows, sliding systems, modular kitchen fittings, latches, handles, tables, drawers, chairs, sofas, beds, and almirahs, as required.
- xi. The scope of work described above is indicative and not exhaustive. Any maintenance task necessary for the proper functioning of Bank's premises and to ensure Bank's satisfaction shall be deemed included within the Contractor's responsibilities, even if not specifically listed.

4. Electrical Maintenance:

4.1 Qualification and Experience:

- i. The deployed electrician shall possess either:
 - a. an ITI Certificate in electrical with a minimum of three years of relevant experience in electrical works; or
 - b. a wireman license issued by Electrical Inspector with a minimum of five (5) years of relevant experience in electrical works.

4.2 Scope of Work:

- i. Regular inspection and maintenance of all earthing systems and electrical and electromechanical equipment to ensure safe and reliable operation. A new set of standard tools—such as megger, earth tester, pliers, screwdriver set, spanner set, thumbing tool, etc., of ISI-marked brands—shall be provided and maintained. The cost of procurement, repair, and replenishment of these tools shall be included in the Contractor's quoted rates.

- ii. Electrical complaints registered by the Bank, shall be checked daily by the electrician and attended to immediately. No complaint shall remain unresolved for more than eight (8) hours.
- a. Resolution time for complaints:
 - Minor complaints: Immediately
 - Moderate complaints: 4 hours
 - Major complaints: 8 hours

The decision of the Bank's Engineer will be final in determining the severity of complaints.
- iii. Coordination with the NDMC etc. shall be in the scope of the Contractor's electrician.
- iv. Prompt rectification of defects in the Bank's electrical and electromechanical installations, including wiring, lighting systems, fans, panels, geysers and control gear.
- v. Testing of all earthing stations/ lightning arresters shall be carried out once every six months. A duly signed and certified report shall be submitted along with the monthly bill.
- vi. Cleaning of all common area electrical fixtures—including lighting fittings, wall fans, ceiling fans, and exhaust fans—shall be undertaken once every quarter.
- vii. Quarterly maintenance of all electrical panels, including tightening of connections and servicing of MCCBs/MCBs, SFUs, ICDPs, ICTPs, MCB distribution boards (MCBDBs) in flats, meter rooms, pump rooms and in any other area as required. A dedicated register shall be maintained and updated accordingly.
- viii. Ensuring that the entire electrical infrastructure of the office is kept in a fully functional and well-maintained condition at all times.
- ix. Attending to emergency electrical complaints after regular working hours, including faults posing risk to safety or causing essential service disruption.
- x. Inspection of all ceiling and wall fans every quarter for safety and operational condition. Cleaning shall be done, and worn-out safety components such as split pins, quarter pins, and rubber bushes shall be replaced (excluding replacement of fan motors and blades).
- xi. Maintenance of a preventive maintenance register in consultation with the Bank's Engineer-in-Charge or designated representative.

- xii. Execution of preventive electrical maintenance on a monthly basis. A signed and stamped report from the Junior Engineer (Electrical) shall be submitted with the monthly bill.
- xiii. Assistance to Junior Engineers/Caretakers in maintaining the electrical stock book and during annual physical verification and reconciliation of electrical dead stock items.
- xiv. Supporting other service providers (AC technicians, gym equipment engineers, DG set operators, lift maintenance Contractors, water purifier/chimney technicians, VDP/intercom providers, internet, cable TV, CCTV technicians, etc.) in their tasks, especially when installations or repairs require electrical interface or coordination. A list of all OEM/AMC providers will be provided to the Contractor.
- xv. Monitoring of UPS Systems, maintaining logbook, battery checking, taking readings and complaint lodging with AMC Vendors.
- xvi. Lifts monitoring, rescue of trapped passengers in lifts.
- xvii. Cleaning of rooftop solar panels every fifteen (15) days, preferably before sunrise or after sunset. Generation readings shall be noted and recorded in a dedicated register.
- xviii. Routine coordination with security staff for the timely operation of water pumps and ensuring uninterrupted water lifting to overhead tanks.
- xix. Attending emergency operations, including running electric or diesel mud pumps during heavy rains or flooding situations to prevent water accumulation.
- xx. The electrician deployed during the night shift shall also perform the duties of lift attendant during night hours, if required by the Bank.
- xxi. The scope of work described above is indicative and not exhaustive. Any maintenance task necessary for the proper functioning of electrical systems and to ensure Bank's satisfaction shall be deemed included within the Contractor's responsibilities, even if not specifically listed.

4.3 Quarterly Checks:

- i. Cleaning of chandeliers, light fixtures, ceiling fans and exhaust fans. Fan hooks and other hanging hardware shall be checked for wear and tear, and faulty components shall be replaced to prevent accidents.
- ii. The electrician shall inspect that all air curtains installed in the Bank's Office Complex are properly secured, safely mounted and fully operational. They shall

promptly rectify any defects, loose fittings or conditions that may affect the safety, stability or performance of the air curtains.

Frequency of maintenance and servicing of Main/ distribution electrical Panels /Cables in Bank: TABLE 5		
Sr No.	Description	Frequency
1	Visual Checking whether there is any abnormal temperature rise in any of the electrical panels	Daily
2	Cleaning the Bus bar chamber for dust and other foreign materials, carbon deposits if any, checking the bus bar insulators for breakage /failure, tightening all the jumper connections etc.	Half yearly
3	Megger testing of panel (phase to phase, phase to neutral as well as phase to earth)	Half yearly
4	Megger testing of cable for insulation resistance between phases and phases to earth	Yearly
5	Checking the load on the cable with Tong tester and doing load balancing	Quarterly
6	Checking of contactors and cleaning contacts	Monthly
7	Checking of control wiring meters and protect system and battery charger	Monthly
8	Watering of earthing station	Monthly
9	Checking earth resistance by earth tester and maintaining a register for all earthing station for lightening, body earthing for panels.	Half yearly
10	Checking the lightning arrestors and earthing of the poles every six months.	Half yearly
11	Thermography of all, cable thimbles, DB, LT panels and Distribution panels.	Half yearly

4.4 Other Preventive Electrical work is listed as below:

1.	v. Tightening of the nut bolts.
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	vi. Maintaining log of breakdown and parts replacement. vii. Physical Cleaning of the panels. viii. Supply and fixing minor burnt parts of panels such as indicators, ammeters, control fuses selector switches and thimbles.
2.	vii. Breakdown maintenance of Street lighting. viii. Checking street lighting and overhead lights on daily basis and keeping record in the register. ix. Repairing the streetlights /Tube light fitting /floor light fitting during the day hours. The material such as lamps, chokes and igniters shall be provided by the Bank or will be paid for extra. x. The Bank will not provide the insulated ladder required for the streetlight and repairing the same will be responsibility of the firm. xi. Checking the control boxes of all the lights and repairing the same using all the material. xii. Checking earthing of all poles.
3.	Evacuation from lifts in case of man trapping and lodging the complaints with the OEM in respect of lifts under breakdown.
4.	Helping the Bank's staff during fire, flood, heavy rain and/ or any other emergencies if any.

5. Gardening / Horticulture including Vertical Gardens:

5.1 Qualification and Experience:

- i. One Expert gardener must be deployed with minimum 05 years of experience.
- ii. The other gardeners deployed must have a minimum of three (3) years of relevant experience in gardening and horticultural maintenance.

5.2 Scope of Work:

- i. The Contractor shall devise a strategy and plan for the landscaping and gardening in the Bank's Office Complex every half year and shall implement the same after obtaining approval from the Bank.
- ii. Maintenance of existing green areas in the Bank, including regular grass cutting, hedge trimming, and pruning of branches as required.
- iii. Daily activities shall include watering, weeding, trimming, and other maintenance tasks related to various plants such as shrubs, hedges, ground covers, trees,

lawns, indoor potted plants, and vertical gardens. All required tools, equipment, and consumables shall be arranged by the Contractor.

- iv. All garden waste, debris, and clippings generated shall be removed from the premises daily and disposed of at Authorised municipal dumping sites. The Contractor shall liaise with NDMC/MCD or local authorities to obtain necessary permissions for disposal, in compliance with applicable laws.
- v. **Supply of new plants/saplings:**
 - a. Twice a year, the Contractor shall supply and plant 2000 nos. minimum 6-inch flower plants in plastic bags of various seasonal varieties mentioned below as approved by the Bank (prior approval) –

The rates shall include the cost of tools, transportation, providing the necessary manure for growth of the plants like Di-ammonium phosphate (DAP), Farmyard Manure (FYM), Vermi Compost, insecticide's etc., at contractor's own cost. The plantation, growth and care of the plants shall be the sole responsibility of the contractor and necessary suitable deductions i.e. equivalent to the cost of saplings shall be made from their bill in case of unsatisfactory maintenance of flowers.

For Winter Season (No one flower variety to exceed 10% of total number of flower varieties to be planted)	
i	Dianthus
ii	Pitunia
iii	Stock
iv	Piangee
v	Silver Dust
vi	Bigunia
vii	Flock
viii	Dalia
ix	Salvia
x	Chrysanthemum (Guldaudi)
xi	Calendula
xii	Cabbage
xiii	Dahlia tall

xiv	Kashmiri Dahlia
xv	Pansy
xvi	Gazania
xvii	Dianthus
xviii	Verbena
xix	Stock
xx	Cineraria
xxi	Phlox
xxii	Aster
xxiii	Geranium
xxiv	Ranunculus
xxv	Seasonal Tulip
xxvi	Any other plant as directed by the Bank
For Summer Season (No one flower variety to exceed 10% of total number flower varieties to be planted)	
i	Zinnia
ii	Balsam
iii	Gomphrena
iv	Gul dopahri
v	Kulfa
vi	Sunflower
vii	Red Lilies
viii	Galadia
ix	Vinca
x	Any other plant as directed by the Bank

- b. Maintenance of both Contractor-supplied and Bank-provided plants is the gardener's responsibility.
- vi. Garden waste, including dry leaves, green wood, bamboo, etc., shall be shredded daily using a shredding machine. The shredded material shall be processed in a manure pit for composting and used within the garden areas.

- vii. The Organic Waste Converter (OWC) machine shall be operated jointly by the housekeeping and gardening staff under supervision of the Bank's officials to generate manure for internal use.
- viii. Periodic trimming of trees and plants shall be done in a shape and style as instructed by the Bank. Tree trimming schedules must be followed strictly.
- ix. The Contractor shall support the termite treatment person in identifying affected areas and coordinating for treatment. The Contractor shall also liaise with municipal authorities for trimming, cutting, or removal of dead or decayed trees.
- x. Permissions required from the forest or environmental departments for tree felling or trimming shall be arranged by the Contractor at their own cost.
- xi. Any additional gardening, landscaping, or maintenance activity as directed by the Bank's Authorised officials shall be carried out without delay.
- xii. **Tree Trimming and Related Maintenance:**
 - a. At the time of takeover, the Contractor shall jointly photograph existing green areas, trees, and vertical gardens with the Bank's Authorised officials. Hard and soft copies of these photographs shall be submitted to the Bank.
 - b. Any mortality of potted plants or nursery plants at the time of takeover must be replaced by the Contractor at no additional cost.
 - c. A separate set of gardening tools, including hose pipes, lawn mowers (battery operated or powered), cutters, etc., shall be maintained by the Contractor in office. The Contractor shall ensure adequate, leak-proof hose pipes for watering. Any shortfall in water availability shall be reported to the Bank immediately.
 - d. The cost of purchasing, repairing, or replacing gardening equipment (e.g., grass cutting machines, shredders, sprayers) shall be borne by the Contractor and factored into the quoted rates.
- xiii. **Additional Responsibilities:**
 - a. Uprooting and weeding of wild grass and growth, including rootstock removal, stacking, and clearing of unwanted vegetation around trees and shrubs. Waste shall be removed as per instructions and shall **not be burned** under any circumstances.
 - b. Garden earth, manure, and pesticides must be approved by the Bank before use. Any material rejected by the Bank must be removed from site immediately and at the Contractor's expense.

- c. All gardeners must be provided with uniforms, caps, gum boots, and other necessary safety gear by the Contractor at their own cost.
- d. A First Aid box must be arranged and maintained at site by the Contractor.
- e. The Contractor shall also be responsible for safe removal of bee hives from trees or plants in occupied Bank's Office Complex, using appropriate safety measures. No separate payment will be made for this activity.
- f. Dead or fallen trees within Bank's Office Complex must be carefully cut, removed, and disposed of in accordance with municipal norms. All wooden parts and debris must be cleared from the site.
- xiv. The scope of work described above is indicative and not exhaustive. Any maintenance task necessary for the proper upkeep of the green areas within the Bank's Office Complex and to ensure Bank's satisfaction shall be deemed included within the Contractor's responsibilities, even if not specifically listed.

5.3 Engagement of Qualified Horticulturist:

- i. The Contractor shall –
 - a. arrange weekly (or as decided by the Bank) visits by a qualified Horticulturist or Horticultural Consultant.
 - b. shall possess a degree or diploma in Horticulture, Landscaping or an allied field from a recognized institution.
 - c. shall have a minimum of five (5) years of relevant experience in landscape management, ornamental horticulture in corporate / government offices / parks or similar projects / properties.
 - d. shall inspect the premises / any other property of the Bank and submit recommendations to the Bank regarding plant selection, planting locations, seasonal plantations plans, landscape improvement measures and overall horticultural development of the site. The Contractor shall implement such recommendations upon approval by the Bank.
- ii. The Bank may discontinue the services of horticulturist if not found satisfactory.

6. Scope of Work for Housekeeping:

6.1 General Housekeeping – Common Areas and Infrastructure:

- i. The Contractor shall be responsible for daily sweeping, cleaning, and mopping of cabins/ departments / general/ common areas/ on all floors, including lobbies,

staircases, terraces, roads and corridors. Cleaning shall also cover all NAP guards' rooms and guards' porta cabins located within the Bank's Office Complex.

- ii. Housekeeping services shall extend to common areas in Annex building such as sports room, gymnasium, creche, terraces, and other associated infrastructure.
- iii. Regular removal of cobwebs, dirt, and stains from walls, ceilings, windows, and other surfaces, as required. Cleaning of electrical fixtures and appliances such as ceiling fans, exhaust fans, air-conditioners, lights, etc., shall be carried out periodically or as directed.
- iv. Daily collection of garbage from all cabins/ department shall be ensured. Waste shall be segregated into wet and dry categories in accordance with applicable municipal and government regulations and disposed of at designated locations.
- v. Microwave, ovens, water dispensers, refrigerators, water coolers, desert coolers, water cans etc. and any other equipment in Bank's Office Complex, as directed by the Bank's representatives, are required to be cleaned and emptied/cleared on a daily basis.
- vi. Washing of curtains in Cash area like (like in CVPS frisking area, the SBS room frisking curtains, CNV or any other vault) on regular basis.
- vii. Special cleaning activities on occasions such as Republic Day, Independence Day, and major function/festivals shall be performed as per the Bank's instructions.
- viii. Any damage to or theft of fixtures/fittings noticed during the course of cleaning shall be immediately reported to the Bank's Caretaker and/or Security Officer.
- ix. The scope of work described above is indicative and not exhaustive. Any maintenance task necessary for the proper upkeep of the Bank's premises and to ensure Bank's satisfaction shall be deemed included within the Contractor's responsibilities, even if not specifically listed.

6.2 Cleaning of Washrooms and Toilets:

- i. **Details of washrooms:**

TABLE 6				
Floor/ Location	Gents Toilet	Ladies Toilet	Attached	Remarks
Cash Area Basement/ Vault Area/ NAP Area	11	4		
Ground Floor	6	4	2	GM (Issue) & Library (Auditor)
First Floor	6	5	3	RD, CGM & GM (Estate)
Second Floor	5	6	6	ABBFF, GM (02), BO I- III,
Third Floor	2	1		
Outside Area	3	1	0	
Annex Building	3	0	2	RSO & Creche
Total	36	21	13	
Grand Total	70			

ii. **Weekly Cleaning:**

- a. All washrooms and toilets in Bank's Office Complex shall be thoroughly cleaned at least two times per day and once every week using a pressure jet machine. The cleaning shall include toilet bowls, wash basins, platforms, mirrors, tiled surfaces, flooring, and racks, using suitable cleaning agents like detergent, phenyl, Lizol, Harpic, etc. Replenishment of toilet paper, hand wash/liquid soap, room freshener and napkins must be done on daily basis.
- b. The Contractor shall place a card on each washroom wherein date and time of cleaning to be recorded.
- c. A detailed record of weekly deep cleaning activities shall be maintained by the agency and submitted along with the monthly bill for verification by the Bank.

- d. Daily cleaning of washrooms in common areas. There are 72 common washrooms in Bank's Office Complex.

6.3 Specialised Cleaning jobs (On Quarterly Basis):

- i. Cleaning of window glasses on external side of the building façade on all 3 floors, building main entrance gate glass and RBI Logo at about 50 ft height from both internal and external sides, wooden murals above the entrance doors of banking hall, Yaksha and Yakhsini statues using high pressure jet water pump, entrance Chandelier, glass panels on the roof of the banking hall from top and bottom, VIP entrance glass shade and awning, entrance /exit gate canopy.

6.4 Deep Cleaning of departments – Quarterly Basis:

Deep cleaning of all departments shall be undertaken once every quarter and shall include the following:

- i. Cleaning of windows, windowpanes, grills, doors, ventilators, ceiling fans, exhaust fans, wall dado, plumbing and sanitary fittings and fixtures, chandeliers, and similar installations as required.
- ii. Removal of cobwebs, accumulated dust, stains, and dirt from ceilings, walls, pelmets, and other hard-to-reach areas.
- iii. Cleaning of tracks of sliding windows using a vacuum cleaner for effective dust removal.
- iv. The floor and other areas should also be cleaned after completion of deep cleaning work.
- v. The Contractor shall obtain feedback from the each department after each quarterly cleaning and submit the same to the Bank periodically.

6.5 Procurement of Cleaning Material and Machinery:

- i. The monthly supply of housekeeping material has been included for the office as listed in the tender. However, the Bank may decide not to procure a monthly supply of cleaning material if sufficient material is available in stock.
- ii. A lump sum amount for material proposed to be supplied as listed below is to be quoted in the Price Bid. However, the Contractor will be required to submit item wise bifurcation of rates to facilitate procurement of exact monthly cleaning material required.
- iii. Cleaning material of approved makes shall be supplied as per periodicity and description given in list below –

<u>TABLE 7</u>					
<u>S. No</u>	Particulars	Description	Brands required	Periodicity	Quantity
1.	Thinner	5 L		Half yearly	2
2.	Bucket Plastic	15 L	Milton, Cello, Joyo, Nilkamal, Nayasa, Kuber or approved equivalent	Quarterly	5
3.	Drum Plastic	100 L with Lid	Milton, Cello, Joyo, Nilkamal, Nayasa, Kuber or approved equivalent	Quarterly	2
4.	Dustpan	37.5 x 22 x 4 cm	Milton, Cello, Joyo, Nilkamal, Nayasa, Kuber or approved equivalent	Quarterly	5
5.	R4 Furniture Maintainer	5 Ltr Can	Taski by Diversy or its equivalent	Quarterly	1
6.	Dust Control Mop Big (Flat Type)	60 cm	Diversy, 3M, Spotzero or approved equivalent	Quarterly	4
7.	Hand Brush Round		Diversy, 3M, Spotzero, Gala or approved equivalent	Bi-monthly	4
8.	Challa	Standard Size	Local Brand	Bi-monthly	4
9.	Naphthalene Ball	1 Kg	Trishul, Bynol, Anahi, Wonder fresh, Bengal or approved equivalent	Bi-monthly	8
10.	Mosquito Repellent	45 mL Refill	Good Knight, All Out, Odomos, Mamaearth, Godrej, Hit or approved	Monthly	15

			equivalent		
11.	Citronella	1L	Fabessentials, Mamaearth, Bodyguard or approved equivalent	Monthly	2
12.	C-fold Napkin	21x23 cm, 23x22 cm and 23x25 cm (When unfolded)	Cellox, Wintex, Presto!, Kosher, Paramount Universal, or approved equivalent	Monthly	100
13.	Glass Cleaner	500 mL	Colin or approved equivalent	Monthly	10
14.	Liquid Hand wash/ Soap	250 mL	Dettol, Lifebuoy, Savlon, Santoor, Godrej Protekt, Himalaya, Lux, Palmolive, Fiana or approved equivalent	Monthly	6
15.	Soap	100 gm	Dettol or approved equivalent	Monthly	12
16.	Dustbin General	10 L	Milton, Cello, Joyo, Nilkamal, Nayasa, Kuber or approved equivalent	Monthly	50
17.	Duster Floor	30" x 30"	cotton good quality	Monthly	100
18.	Duster White	20" x 20"	cotton good quality	Monthly	75
19.	Duster Yellow	24" x 24"	cotton good quality	Monthly	30
20.	Flat Face tissue	2-Ply, 21cm X 21cm	Wintex, Kara, Presto, Ezee, Beco, Origami, Scott, Kleenex, Care Touch, Miniso or approved equivalent	Monthly	45
21.	Garbage Bag (Small)	10 L capacity (rate per	Biodegradable Certified	Monthly	150

		kg)			
22.	Garbage Bag (Big)	100 L capacity (rate per kg)	Biodegradable Certified	Monthly	100
23.	Hard Broom	500 gm		Monthly	25
24.	Toilet Cleaner	1000 mL	Harpic or approved equivalent	Monthly	40
25.	Hygienic Toilet Rim Block	26 gm	Harpic or approved equivalent (Citrus, Lavender, Jasmine)	Monthly	15
26.	Hit Spray (Black)	700 mL	Reckitt Benckiser	Monthly	10
27.	Insect Killer / Cockroach killer spray	700 mL	HIT Spray (red), Mortein or approved equivalent	Monthly	10
28.	Hockey Brush Unique			Monthly	6
29.	Cobweb Stick/ Brush 20 ft, telescopic	Telescopic	Toromp, Buyplus or approved equivalent	Monthly	2
30.	Juna Plastic			Monthly	45
31.	Lathi for Country Broom			Monthly	6
32.	Liquid Soap Handwash	5 L Can	Dettol, Lifebuoy, Savlon, Diversy, Kimberly-Clark, Fem or approved equivalent	Monthly	18
33.	Surface Disinfectant	1 L	Lizol or approved (Citrus, equivalent	Monthly	6

	and floor cleaner		Floral, Lavender)		
34.	Mosquito Repellent Coil	12 Hours Protection & 10 Pcs Combo	Mortein	Monthly	30
35.	Mug	1.5 L	Milton, Cello, Joyo, Nilkamal, Nayasa, Kuber or approved equivalent	Monthly	6
36.	Air freshener	100 gm	Odonil, Reckitt Benckiser or approved equivalent	Monthly	50
37.	Platform brush Complete			Monthly	4
38.	Road Broom Wooden Sticks per kg			Monthly	10
39.	Room freshener	300 mL	Godrej, AmbiPur, Odonil, Airwick, or approved equivalent	Monthly	20
40.	Soft broom	500 gm	Scotch-Brite, Gala or approved equivalent	Monthly	25
41.	Steel wool	50 gm	Scotch-Brite, Gala or approved equivalent	Monthly	20
42.	Detergent	5 Kg	Surf Excel or approved equivalent	Monthly	3
43.	Commercial-grade, multi-purpose liquid detergent	10 L	Teepol B 300 or approved equivalent	Monthly	1
44.	Toilet Roll	3-Ply, 11cm x	Kleenex (Kimberly-Clark), Origami, Presto,	Monthly	600

	100 m	10cm	Softouch, Selpak, Beco, Scott, Bella or approved equivalent		
45.	Urinal Pad Screen	42 gm	Crew or approved equivalent	Monthly	75
46.	Dishwash Bar	500 gm	Vim or approved equivalent	Monthly	15
47.	Dishwash Liquid	1 L	Vim or approved equivalent	Monthly	8
48.	Dishwash Powder	1 Kg	Vim Ultra or approved equivalent	Monthly	5
49.	Big Wiper with handle		Diversy, 3M, Spotzero, Gala or approved equivalent	Monthly	5
50.	R1 Bathroom Cleaner	5 L Can	Taski by Diversy or approved equivalent	Monthly	3
51.	R2 Floor Cleaner/ Dusting	5 L Can	Taski by Diversy or approved equivalent	Monthly	5
52.	R3 Glass Cleaner	5 L Can	Taski by Diversy or approved equivalent	Monthly	1
53.	R5 Air Freshener	5 L Can	Taski by Diversy or approved equivalent	Monthly	2
54.	R6 Toilet Pot Cleaner	5 L Can	Taski by Diversy or approved equivalent	Monthly	3
55.	Spiral	5 L Can	Taski by Diversy or approved equivalent	Monthly	2
56.	Drain Cleaner and Maintainer	5 L Can	Suma Drain Taski by Diversy or approved equivalent	Monthly	1

57.	Aroma Diffuser Refill	4 L Can	Taski by Diversy or approved equivalent	Monthly	1
58.	Odour Eliminator Concentrate	5 L Can	Taski by Diversy or approved equivalent	Monthly	1
59.	Air Freshener Pocket	30 gm	Godrej Aer Pocket's, AmbiPur, Odonil, Airwick, Mangalam Camphor or approved equivalent	Monthly	100
60.	Automatic Air Freshener	225 mL	Godrej, AmbiPur, Odonil, Airwick, or approved equivalent	Monthly	15
61.	Garbage Bag Small – Transparent (for cash area)		Biodegradable Certified	Monthly	40
62.	Garbage bag Big – Transparent (for cash area)		Biodegradable Certified	Monthly	40

- iv. ***In the beginning of the contract in the first year and at the time of renewal of every subsequent year following cleaning peripherals shall be supplied:***

TABLE 8			
S.No.	Particulars	Brands required	Quantity
1	Liquid Soap Dispenser stainless steel (SS), 800 ml	Jaquar or approved equivalent	15 Nos

2	Dustbin with Lid 12L (Green/Blue)	Milton/Cello/Nayasa or approved equivalent	15 Nos
3	Dustbin with Wheel 120 L	Aristo/Nilkamal or approved equivalent	5 Nos
4	Plastic Bucket -White 13 L	Milton/Cello/Nayasa or approved equivalent	5 Nos
5	Plastic Mug - White	Milton/Cello/Nayasa or approved equivalent	5 Nos
6	Toilet Brush (round head)	Good Quality approved	10 Nos

- v. The cost of the cleaning materials and peripherals to be provided is to be quoted in the Price Bid and will be revised as per the escalation clause in Section IV (b). A detailed breakdown of the quoted rates must be submitted by the Contractor upon award of the Contract.
- vi. *The quantity & quality of the above materials, as and when required, will be decided by the Caretaker/ Authorised Representative of the Bank in consultation with the Supervisor of the Contractor. Onus shall be to use available green products to improve office IGBC rating.*
- vii. **Machinery/ Safety Equipment's (from reputed brands) required to be provided in good working condition. The scope includes repairing these machines and maintain these in good working conditions during the contract. The ownership of these machines will be with the vendor only and shall be taken out on completion of the contract. The annual charges for supplying these machines should be inclusive of a change of vacuum filters and other consumables if any.**

Table 9

Sr. No.	Item	Minimum Quantity
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1.	Jet Pressure Machine Taski, 3M, Kärcher cleaning systems, Eureka Forbes, BOSCH, BISSELL, Hako Machines, Nilfisk etc. or Equivalent	2
2.	Single Disk Machine similar to Taski Ergodisc 165 or Equivalent	2
3.	Industrial Purpose Vacuum Cleaner 240 Mbar similar to Taski Vacuum at 44T	2
4.	Auto Scrubber Machine battery operated similar to Taski Swingo 455 B or Equivalent	2
5.	Battery powered 36 V grass trimmer similar to Stihl FSA 57 model with battery and charger or Equivalent.	1
6.	40 L commercial Carpet Cleaning Machine of approved equivalent reputed brand	1

Note:

- (i) Appropriate amount of caution boards and glass cleaning kits should be provided by the Contractor.
- (ii) All housekeeping staff deployed for cleaning and maintenance activities must be trained in operating the machines mentioned in the above table.

TABLE 10: Tools and other equipment to be provided

Sr. No.	Item	Total
Electrical		
1	Hammer Drilling machine	2
2	Earth Tester with earth electrode and wiring	1
3	Megger	1
4	Set of Electrical tools (Plier, Nose plier, Screwdriver set, Allen key set, test lamp, multi meter tool bag)	3

5	Thimble machine up to 16 sq mm cable	1
6	Thermal IR Camera for temperature monitoring of electrical equipment installed	1
Gardening		
1	Set of miscellaneous tools set such as garden hoe, tiller, hand hoe, curved pruner, cutter	2
2	Hedge shear	2
Plumbing		
1	Hammer drilling machine	2
2	14 inches pipe wrench	2
3	Spanner set	2
4	Adjustable wrench	2
5	Hammer	2
6	Plier, screwdriver, Allen key set with tool bag.	2
7	Heavy duty hand saw	2
8	Plumber pump	2
Carpenter		
1	Wood Planner/ Randa	2
2	Hand saw	2
3	Hammer drilling machine	2
4	Hammer	2
5	Plier, screwdriver, chorsi, scale, Allen keyset with tool bag	2
Aluminum Ladder, folding type		
1	6 ft	3

2	8 ft	3
3	14 ft	2
4	Suitable size foldable ladder for cleaning of glass panels/ chandelier in Banking Hall upto height 40 ft (approx.)	1

- viii. ***In case of breakdown of any machine / equipment, another standby machine/ backup arrangements should be made failing which suitable penalty may be imposed.***
- ix. ***The above machines should be of reputed brands such as Karcher / Eureka Forbes/ Makita/ Taski/ Dyson or an approved equivalent. Tools should be of Bosch/ Taparia/ Jainson or approved equivalent. They should upload the makes and model offered by them in this tender along with rates bifurcation pdf upload during price bid. The intended machine should be for industrial application and for rigged usage. Domestic machines shall not be accepted.***
- x. If the quality of the cleaning material supplied by the Contractor is not satisfactory to the Bank's requirement, the Bank reserves the right not to accept the material supplied and the Bank may purchase the cleaning materials on its own and supply it to the tenderer and deduct the cost from the monthly bills.
- xi. The Contractor should keep sufficient stock of cleaning materials/ machines for use to ensure state of the art cleaning such as scrubbing machines, vacuum cleaner, dusters/ mops, detergents/ washing powder, brooms, sponges, garbage sacks, polish, phenyl, ladder, cobweb brush with pole, different types of brushes for dusting, stain remover, bleaching liquid & powder, cleaning chemicals, etc.
- xii. The agency must provide one dedicated mobile phone with a valid connection to each Supervisor. This mobile phone will remain with the Supervisor on duty. The same mobile number will be shared with the office/employees. The mobile number must not change when the supervisor leaves the job and the new supervisor reports.
- xiii. Suitable training must be given to all the workers to effectively use the cleaning machines.

- xiv. The cleanliness will be periodically checked by the officials of the Bank based on certain objective criteria which are decided to measure level of cleanliness. In case visited area found untidy suitable penalty as deemed fit shall be imposed.
- a. Shine level, presence of dust, pan and gutkha stains, spillage of water or other liquids, bird droppings etc. on floors, tiled walls, doors, windows.
 - b. Dust, dirt marks or cobwebs etc. on roof, window grills, etc.
 - c. Finger or palm marks, dust or any other stain on glass panes of windows or doors and mirrors.
 - d. Stain, cleanliness and odour in Washbasin, WC Seats.
 - e. Dryness and shine on floor.
 - f. Cleanliness of sanitary fittings.
 - g. Cleanliness of floor area in front and around washrooms.
 - h. Cleaning of drinking water point and Aqua Guard area.
 - i. Cleanliness of passage corridors, stairs, lifts.
 - j. Overall cleanliness in the general area and washrooms.

7. Pest Control Services:

- 7.1** Weekly preventive spraying shall be carried out on every Friday after office hours, inside all departments and common areas to control domestic pests such as cockroaches, rats, flies, mosquitoes, lizards, and similar pests.
- 7.2** For pest control services only insecticide, pesticide, chemicals approved by Central Insecticide Board and Registration Committee (CIB&RC), Govt. of India shall be used. Chemicals shall be WHO recommended, non-staining, odourless or low odour and safe for use in occupied premises. The Contractor shall submit the product name, manufacturer, batch number, expiry date and material safety data sheet before use in Bank's premises.
- 7.3** Fogging operations shall be conducted within the office campus and all common areas, including lift lobbies, staircases, and other areas/ flats in Bank's Office Complex.
- i. **Once a week** during the non-monsoon period.
 - ii. **Twice a week** during the monsoon period.
- 7.4** Termite treatment of flats and common areas shall be carried out as and when required, based on the presence of infestation or as instructed by the Bank's Authorised officials.

7.5 The Contractor should have pest control services in-house. In case, the firm does not have pest control services in-house, the vendor engaged by the Contractor must be a reputed firm and should have a similar experience (including minimum five years as work experience) as of the Contractor. The Contractor must obtain prior written approval from the Bank before engaging services of any vendor for pest control services.

8. Maintenance / Operation of RO Plant and Water Bottle Distribution:

Terms & Conditions:

8.1 Scope of Work:

- i. Contractor shall operate and maintain the Reverse Osmosis (RO) plant installed at the Bank's Office Complex to ensure continuous supply of safe drinking water.
- ii. The Contractor shall also manage the distribution of purified water through bottles to designated areas within the Bank's Office Complex and shall ensure the removal of empty bottles. Further, the Contractor's designated team/supervisor shall coordinate with various departments at regular intervals, to ensure that new water bottles are replenished promptly in the concerned departments. The supervisor shall also ensure that empty bottles are collected and returned to the RO plant before the close of each working day, thereby maintaining the smooth and uninterrupted functioning of the water distribution process.
- iii. Activities include daily operation, preventive maintenance, cleaning, refilling, and quarterly replacement of consumables (filters, membranes, cartridges, etc.).

8.2 Quality Standards:

- i. Water quality must conform to BIS/IS 10500 standards for drinking water.
- ii. Periodic testing (quarterly) of water samples shall be conducted at approved laboratories, with reports submitted to the Bank every quarter.
- iii. Bottles/jars must be hygienically cleaned and sealed before distribution.

8.3 Maintenance Obligations:

- i. Contractor shall perform routine maintenance of the RO plant, including backwashing, chemical cleaning, and replacement of worn-out parts.
- ii. Preventive maintenance schedule must be shared with the Bank and adhered to strictly.
- iii. Any breakdown must be attended to within 24 hours of reporting.

8.4 Personnel Requirements:

- i. Contractor shall deploy trained and experienced staff for dedicated operation of RO plant and distribution of water bottles.
- ii. RO plant attendant must have minimum of three (03) years of experience of operating such plants.
- iii. Staff must wear proper uniforms and carry identification while on duty.
- iv. Contractor shall ensure staff are medically fit and vaccinated against communicable diseases.

8.5 Hygiene & Safety:

- i. Bottling and distribution must be carried out under hygienic conditions.
- ii. Storage areas for bottles, water dispensers etc. must be kept clean, pest-free, and away from contaminants and should be cleaned on a **daily basis**.
- iii. Contractor shall comply with all applicable health, safety, and environmental regulations.

8.6 Reporting & Monitoring:

- i. Daily logbooks of plant operation and water distribution must be maintained.
- ii. Monthly reports on water quality, plant performance, and distribution records must be submitted to the Bank.
- iii. Any incident of contamination or supply disruption must be reported immediately.

8.7 Emergency Supply Clause:

- i. In case of RO plant breakdown, contamination, or disruption of supply, the Contractor shall arrange alternative safe drinking water (e.g., packaged bottled water or water from an approved external source) within 4 hours of incident reporting.
- ii. The Bank reserves the right to blacklist the Contractor for future engagements in case of serious violations.

9. Monkey Scarers (Chasers, handlers and repellers) - Control of Monkey Menace in Bank's premises:

9.1 Scope of Work:

- i. The Contractor shall undertake systematic measures to control and manage the monkey menace within Bank's Office Complex as and when requisitioned by the Bank.

- ii. Activities shall include humane deterrence, relocation (if permitted by authorities), and preventive measures to ensure safety of staff, visitors, and property.
- iii. The Contractor shall deploy trained personnel equipped with approved tools and techniques for monkey control.

9.2 Compliance with Laws:

- i. All work must comply with applicable laws, including the Wildlife Protection Act, 1972, and guidelines issued by the Animal Welfare Board of India, and any other guidelines currently in force.
- ii. No harm, injury, or killing of monkeys shall be permitted. Only humane and legally approved methods of deterrence and relocation may be used.
- iii. Necessary permissions from local authorities (e.g., Forest Department, Municipal Corporation of Delhi) must be obtained prior to commencement.

9.3 Personnel Requirements:

- i. Contractor shall deploy manpower who are qualified and trained in animal handling, safety and wildlife management.
- ii. The deployed Staff must carry valid identification and authorization letters while on duty.
- iii. Contractor shall ensure that deployed staff are medically fit and vaccinated against communicable diseases (e.g., rabies). The Contractor will also provide fitness-for-duty certificates for his staff on a half-yearly basis.
- iv. Contractor shall ensure availability of necessary equipment and tools to the contract staff (such as nets, cages, deterrent devices, protective gear etc.).

9.4 Equipment and Methods:

- i. Use of humane deterrents such as trained langurs (where permitted), monkey handlers, noise devices, nets, cages, or other approved methods.
- ii. Contractor shall not use harmful chemicals, poisons, or weapons.
- iii. Preventive measures such as securing entry points, covering food waste areas, and awareness campaigns for staff shall be implemented.

9.5 Safety & Awareness:

- i. The Contractor shall conduct awareness sessions for his staff at least once every half-year regarding handling/prevention of monkey menace.
- ii. Further, awareness materials (posters, leaflets, digital notices etc.) shall be provided by the Contractor at no additional cost to the Bank.

9.6 Emergency Response:

- i. The Contractor shall establish and maintain an emergency response protocol for incidents involving monkeys, including injury to persons or damage to property.
- ii. Immediate actions shall include:
 - a. Providing first aid and arranging medical assistance for injured persons.
 - b. Securing the area to prevent further incidents.
 - c. Notifying the Bank's Authorised Representative within one hour of the incident.
 - d. Submitting a written incident report within 24 hours, detailing the cause, response, and preventive measures.
- e. The Contractor shall cooperate fully with local authorities and the Bank in investigating and resolving such incidents.

9.7 Compliance and Reporting:

- i. Contractor shall maintain daily logs of monkey sightings, incident reports, deterrence actions, and outcomes.
- ii. Monthly compliance reports must be submitted to the Bank.
- iii. Immediate reporting of any incidents involving injury or property damage to the Bank is mandatory.

9.8 Penalties and Termination

Non-compliance with humane treatment or legal requirements shall result penalty to be levied.

10. Other General Conditions:

- 10.1** The Contractor should employ only reliable and verified personnel. Complete details of all workers—such as valid identification proof, address proof, and two recent passport-sized photographs—must be submitted to the Bank prior to deployment.
- 10.2** Police verification for each worker is mandatory and should be arranged by the Contractor at their own cost.
- 10.3** The Contractor shall ensure that helpers deployed to assist the electricians, plumbers and carpenters are suitably experienced.
- 10.4** In the event of any dispute, misconduct, theft, or burglary involving a worker employed by the Contractor, the Contractor shall be held solely responsible and shall take prompt and appropriate action to resolve the issue to the Bank's satisfaction.

- 10.5** The Contractor must ensure payment of minimum wages to all deployed workers as prescribed under the Code on Wages 2019 or any other applicable laws. Any violation in this regard shall be treated as a serious default.
- 10.6** The Contractor shall comply with all applicable labour laws, rules, and regulations as framed by the Central and State Governments, including but not limited to those relating to minimum wages, ESI, EPF, Contract Labour (Regulation and Abolition) Act, Payment of Wages Act, and related statutory provisions. All tools, materials, peripherals etc., procured under this Contract must be stored within the respective Caretaker.

C) Statutory Compliance-

- (a) The Contractor shall comply with the provisions of all relevant laws in connection with the work as may be applicable viz. Code on Wages, 2019, Industrial Relations Code, 2020, Code on Social Security 2020, Occupational Safety, Health and Working Conditions, 2020, Employer's Liability Act, 1938; Child Labour (Prohibition and Regulation) Act, 1986; Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and/or any other Rules/Regulations and/or Statutes that may be applicable to them.
- (b) The deployed staff/workers shall be the employees of the Contractor and all statutory liabilities under the aforesaid Acts/ Rules/Regulations/ Statutes will be paid by the Contractor. The Contractor shall indemnify the Bank against all claims which may be made upon the Bank whether under the aforesaid Labour codes, statutes or any other applicable law in force during the currency of the Contract.
- (c) The Contractor s should be registered with the concerned authorities of Labour Department under the OSHWC Code, 2020 and Delhi Works Contract Act (wherever applicable).
- (d) The Contractor shall abide by all the statutory provisions of the OSHWC Code, 2020 and all other applicable laws.
- (e) The Contractor, as per the Child Labour (Prohibition and Regulation) Act 1986, shall not engage a person below the age of 18 years.
- (f) In the event that any applicable law or act is amended, modified, substituted, or superseded by subsequent legislation, the amended, modified, substituted, or

superseded provisions shall be deemed to apply in lieu of the existing provisions.

- (g) The Contractor shall pay the employer's contribution with regard to Provident Fund and Employee State Insurance Fund as per the provisions of the Code on Social Security, 2020. The Contractor must deposit the ESI and EPF contribution locally in Delhi only and they must ensure that all their employees are given ESI Card and EPF Card immediately. In any eventuality, if the Contractor fails to remit employee/ employer's contribution towards PF/ ESI subscription etc. within the stipulated time, the Bank will be entitled to recover the equal amount from any money due or accruing to the Contractor under this agreement or any other Contract with the Bank and remit the same to concerned authorities duly furnishing particulars of personnel deployed in the Bank. In the event that any applicable law or act is amended, modified, substituted, or superseded by subsequent legislation, the amended, modified, substituted, or superseded provisions shall be deemed to apply in lieu of the existing provisions.

D) Compliance with Minimum Wages-

- (a) Minimum wages as prescribed by Central Government in the Code on Wages, 2019 will be applicable. The Contractor shall ensure payment of minimum wages to the employees employed by them through NEFT or any other electronic mode to their bank accounts. Under no circumstances wages shall be paid in cash. The Contractor shall maintain a register of wages and shall issue a wage slip to every employee employed by them. Wages to the employees shall be disbursed only through electronic mode to their bank account and the documentary evidence of payment such as a copy of the transaction record/ bank statement of the Contractor shall be produced with the bill to be submitted to the Bank for payment to the Contractor addition, they have to provide basic amenities like drinking water, first aid facility, etc. to their employees as per OSHWC Code, 2020. The Contractor shall comply with or cause to be complied with the Labour regulations from time to time in regard to payment of wages, wage period deductions from wages, recovery of wages not paid and deductions unauthorized made, maintenance of wages book, wage slip, publications of scale of wages and terms of employment, inspection and submission of periodical returns.

- (b) In the event of default being made in the payment of any money in respect of wages of any person deployed by the Contractor for carrying out of this contract and if a claim therefore is filed in the office of the Labour Authorities and proof thereof is furnished to the satisfaction of the Labour Authorities, the Bank may, failing payment of the said money by the Contractor, make payment of such claim on behalf of the Contractor to the said Labour Authorities and any sums so paid shall be recoverable by the Bank from the Contractor.
- (c) If any money shall, as the result of any instructions from the Labour authorities or claim or application made under any of the Labour laws, or Regulations, be directed to be paid by the Bank, such money shall be deemed to be payable by the Contractor to the Bank within seven days. The Bank shall be entitled to recover the amount from the Contractor by deducting the same from the amount payable to the Contractor or from the Performance Bank Guarantee.
- (d) In the event that any applicable law or act is amended, modified, substituted, or superseded by subsequent legislation, the amended, modified, substituted, or superseded provisions shall be deemed to apply in lieu of the existing provisions.

E) Terms applicable for Payment

- a) The Contractor shall raise the bill on a monthly basis (first week of subsequent month) and the payment shall be made within 30 days through electronic mode (after deducting applicable taxes) from the date of submission of complete and correct bill with supporting documents as follows:
 - vii. Documentary proof of attendance
 - viii. Wage Register duly signed by individual workers/ contract labours.
 - ix. NEFT statement as evidence for remittance of wages to the deployed workers.
 - x. Statement evidence indicating the deposits such as ESI, EPF, Bonus and other statutory perquisite in favour of the workers deployed at the site.
 - xi. Bank Statement / ECS mandates.
 - xii. Statement evidencing the deposit of GST.
- b) A declaration stating that compliance to all Statutory Acts have been made. The declaration shall be on the Contractor's letter head duly signed by the Authorised signatory along with the bill stating that "*All statutory payments have*

been made to the Govt. pertaining to the ongoing contract with the Bank and complete salary payment has been made in full to all the staff deployed at RBI locations as per the minimum wages act, 1948 and as per the contract. All Govt. rules and guidelines issued from time to time pertaining to employment of labourers are being adhered to.” Any other document as directed by the Bank is to be submitted along with the monthly bill / invoice. The Bank reserves the right to refuse to accept / pay the bill, if any of the documents as above are not submitted along with the bill. Before submission of the bill, the Contractor shall ensure that the payment of wages to people deployed by the Contractor has been made for the billed period. No request for making advance payment on any ground shall be entertained. Under no circumstances is the Contractor entitled to claim any charges over and above the charges prescribed in the terms of this Contract. Bills shall be settled after deducting all applicable statutory taxes *i.e.*, Income tax, GST etc. The TDS Certificate shall be issued every quarter in support of TDS deductions effected from the bills.

- c) The Bank shall have the right to cause an audit and technical examination of the works and the bills of the Contractor including all supporting vouchers, abstract, etc., to be made after payment of the bill and if as a result of such audit and technical examination any sum is found to have been overpaid in respect of any work done by the Contractor under the Contract or any work claimed to have been done by him/her under the Contract and found not to have been executed, the Contractor shall be liable to refund the amount of overpayment and it shall be lawful for the Bank to recover the same from the Contractor either from the due bills or from security deposit or in any other manner legally permissible; and if it is found that the Contractor was paid less than what was due to him/her under the Contract in respect of any work executed by him/her under it, the amount of such under payment shall be duly paid by the Bank to the Contractor, without any interest thereon whatsoever.
- d) The Bank will pay the agreed amount on performance basis, inclusive of all taxes based on monthly bills submitted by the Contractor. No other charges of any kind shall be payable. No separate travelling expenses will be paid by the

Bank to any staff or Contractor's officials for visiting Office of the Bank at New Delhi. The TDS, if applicable, will be deducted by the Bank.

In case of any complaint regarding non-compliance of any statutory payments, the same shall be withheld from the bill without prejudice to the Bank's right to terminate the Contract.

F) Escalation (Revision of Rates):

(i) Wage escalation- The Contractor shall pay the revised wages as soon as the wages are notified by the Central Government. Upon receiving request from the Contractor, the rates (as stated at S. No. '1 to 6' of 'Price Bid' given in Part II of the tender) would be revised based only on the revision of Minimum Wages as prescribed by Central Government. If the wages already being paid are sufficient to meet the revised minimum wages requirement, no further increase will be effected in respect of payments to deployed staff.

(ii) Non labour component escalation- The Contractor's Profit/ Service Charges and any other component (as stated at S. No. 7 to 29 of 'Price Bid' given in Part II of the tender) will be revised annually based on **Consumer Price Index and Wholesale Price Index** declared on Bank's website at the time of renewal of the Contract. The percentage increase in cost may be calculated by using the below formula –

$$Vco = V \times \{0.70 \times (WI - WIO)/WIO\} + 0.30 \times \{(CI - CIO)/CIO\}$$

Vco = Variation in total amount component for the current year (Item nos. '7' to '25')

V = Total amount component for the previous year (Item nos.'7' to '25')

WI = Average of Wholesale Price Index for all commodities 6 months prior to the commencement date of contract for the current year

Wlo = Average of Wholesale Price Index for all commodities 6 months prior to the commencement date of contract for the previous year

CI = Consumer Price Index for industrial workers 6 months prior to the commencement date of contract for the current year

Clo = Consumer Price Index for industrial workers 6 months prior to the commencement date of contract for the current year

G) Subletting of Work: The whole of the works included in the Contract shall be executed by the Contractor and the Contract or any part/share thereof or any interest therein shall not be assigned or sublet without the prior written consent of the Bank, and no undertaking shall relieve the Contractor from the full and entire responsibility of the Contract or from active superintendence of the works during their Contract.

H) Penalty clause –

1. Withholding of Payments: The Bank may withhold the payment to an extent that, it reasonably believes when, the Contractor is in breach of the obligations as per this Agreement. If the breach is such that the same can be remedied, the Contractor is given seven (07) days' notice for remedy of the deficiency. Once the service provider has cured the deficiency, the Bank will pay back the withheld amounts on this cause. It is clarified that such withheld amount shall not incur any interest.

2. Deductions from Payment: The Bank may deduct from the Contractor'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 Contractor etc., directly incurred by the Bank ('The Direct Damages') that arise from the negligence of the Contractor. In case the Contractor fails to remedy the breach, as mentioned, the Bank has the discretion, without further notice, to deduct such amounts from the Contractor's Bill, and this right is in addition to any other right available to the Bank under this Agreement.

3. Penalty for Operational Lapses: Illustrated list for operational lapses are as follows –

Sl. No.	Service Level Agreement (SLA)	Risk (high/ medium/ low)
	General	

23.	Failure to meet the cleaning standards i.e., poor cleaning observed during the surprise checking of common areas, toilets, dispensary, swimming pool area, lift landing area, staircases etc.	High
24.	Not responding to emergency calls by the Bank's representative.	High
25.	Absence of Supervisor	High
26.	Absence of electrician and plumber	High
27.	Absence of staff for RO plant maintenance and water distribution	High
28.	Absence of Lift Attendant	High
29.	Non-completion / delay in completion of periodical services as outlined in the Section IV (a) – Scope of Work	High
30.	Delay in procurement of material after the Bank's approval	High
31.	Complaint by bank's employees about misbehavior, manhandling, Sexual harassment etc.	High
32.	Non availability of Police verification document / Incorrect reporting	High
33.	Delay beyond 14 days from the date of award of work, in submission of certificates of the staff deployed by the Contractor, clearly providing their qualifications/skillset as mentioned in the tender conditions	High
34.	workers not using safety shoes / gloves / other PPEs, gum boots etc.	High
35.	Workers drinking alcohol, smoking, chewing gutka and paan masala while in the Bank's Office Complex.	High

36.	Theft by workers	High
37.	Failure to maintain water quality, timely distribution, or emergency supply	High
38.	Repeated failure to control monkey menace	High
39.	Delay of more than 4 hours beyond the prescribed time limit in fully resolving any complaint lodged by employee or caretaker	Medium
40.	Absence of carpenter	Medium
41.	Workers engaged in private work during work hours	Medium
42.	Not providing standby / alternate machine in case of breakdown of any machine	Medium
43.	Absence of expert gardener, gardeners and housekeeping staff	Low
44.	Workers not wearing uniform	Low

Tolerance Level for the above-mentioned Operational lapses is Zero.

The Bank reserves the right to impose a penalty of up to 0.5% of the monthly bill value per instance, depending on the risk associated with the operational lapse and the time taken for rectification, subject to a maximum of 5% of the monthly bill value submitted by the Contractor in a particular month.

Implementation: The above-mentioned SLA are to be monitored by the Estate Department, Reserve Bank of India, New Delhi and process the penalties if any.

4. Penalty for Statutory Compliance Lapses: The illustrated list for Statutory Compliance Lapses are follows:

Sl. No	Statutory requirements	Risk
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5.	Deploying the Workers without giving weekly-off.	High
6.	Failure to comply with the Applicable laws	High
7.	Statutory requirement for documents to be provided on time for PF/ESI along with the bill	High
8.	Failure to pay the salary by 10 th of each month	High

Tolerance Level for the above-mentioned statutory compliance lapses is Zero.

The Bank reserves the right to impose a penalty of up to 0.5% of the monthly bill value per instance, depending on the risk associated with the statutory compliance lapse and the time taken for rectification, subject to a maximum of 5% of the monthly bill value.

Implementation: The above-mentioned statutory requirements are to be monitored by the Estate Department, Reserve Bank of India, New Delhi and process the penalties if any.

I) Insurance:

The Contractor shall take following Insurance Policies with effect from the date on or before the start of work at site.

- i Contractor's All Risk Policy (CAR Policy) for the full Contract Value, including Fire Risk.
- ii Employees' Compensation Policy for all employees deployed at site.
- iii Third Party Liability Policy - either through a separate policy or within CAR policy and having description as per the following details:
 - a. For injury to persons – Rs 5 Lakh per person per accident
 - b. For damage to property – Rs 2 Lakh per accident with a ceiling of Rs 25 Lakh (a&b) per annum
- i All insurance policies shall be taken in the joint names of the RBI, New Delhi and the Contractor (name of the RBI, New Delhi being placed first in the policy) against such risks and furnish such policies to the Bank before commencement

of work (within 14 days of award of work). For employees' compensation, the umbrella policy taken by the Contractor will not be acceptable.

- ii The insurance policies must remain valid for the initial period of Contract and extendable up to two more years in case of renewal of Contract by the Bank.
- iii If the Contractor fails to take/renew insurance policies, the Bank shall arrange for the same under written notice to the Contractor and recover the insurance premia from the dues payable to the Contractor.
- iv If the Contractor does not take these policies, the Bank reserves the right to recover the cost of loss or damage together with penalty at the discretion of the Bank, from the Contractor.
- v Copy of the insurance policy is to be submitted to the before commencement of work (within 14 days of award of work), failing which the Bank reserves the right to terminate the Contract.
 - a. Time allowed for submission of insurance policy from the date of award of work – 14 days.
 - b. Maximum allowable extension of time for submission of insurance policy beyond the period specified in (i) above without penalty – 7 days.
 - c. Maximum allowable extension of time for submission of insurance policy beyond the period specified in (ii) above with late fee @ 0.1 per cent of the amount of insurance policy per day – 7 days.
- vi The Bank shall not be responsible for any injury, accident, disability or loss of life to the Contractor or to any of its personnel that may take place while on duty or otherwise. Any compensation or expenditure towards treatment of such injury, accident or loss of life shall be the sole responsibility of the Contractor.
- vii The Contractor shall be liable for any damage caused to the Bank or its premises or any part thereof or to any fixtures or fittings thereof or any property of the Bank and therein by any act, omission, default or negligence of the Contractor or his/her employees or agents.

J) Indemnity Clause:

1. The Contractor shall keep the Bank and its officers, employees, directors and representatives indemnified against all claims (including third party claims), actions, losses, damages, costs, expenses, charges, including legal expenses

which the Bank may suffer or incur on account of the default on the part of the Contractor due to:

- i. Violations of applicable laws, regulations, guidelines issued by the Government or other statutory authorities during the Contract period; or
 - ii. Non-performance of the terms and conditions of the Contract; or
 - iii. Breach of the representations and warranties made by the Contractor; or
 - iv. Negligent or fraudulent act or omission by the Contractor; or any third party for reasons attributable to the Contractor.
 - v. The Contractor shall also keep the Bank indemnified against any claim from the staff of the Contractor and it shall be the duty of the Contractor to clearly inform his/her own personnel / staff that they shall have no claim whatsoever against the Bank and they shall not raise any industrial dispute, either directly and / or indirectly, with or against the Bank, in respect of any of their service conditions or otherwise.
 - vi. Further the Contractor shall at all times indemnify the Bank against all claims which may be made under the Code of Social Security, 2020 or rules there under or under any law or rules of compensation payable in consequence of any accident or injury sustained by any person in its employment for the purpose of this agreement. The Contractor shall be solely responsible for the remuneration and other dues to its employees, as also for omissions / commissions done by them.
2. The Contractor shall keep the Bank indemnified against all claims whatsoever in respect of the employees deployed by the Contractor. In case any employee of the Contractor so deployed enters in dispute of any nature whatsoever, it will be the primary responsibility of the Contractor to contest the same. Further, the Contractor shall ensure that no financial or any other liability comes on the Bank, in this respect of any nature whatsoever and shall keep the Bank indemnified in this respect.

K) Non-disclosure: The Contractor and the staff employed by him/her, directly or indirectly, within the Bank's premises, shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure / systems/ equipment's etc., which may come to the possession or knowledge of the Contractor during the course of discharging its Contractual obligations in connection with this Contract, to any third party and shall at all times hold the same

in strictest confidence. The Contractor shall treat the details of the Contract, private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Contractor or its employees shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the prior written consent of the Bank. The Contractor shall indemnify the Bank for any loss suffered by the Bank as a result of disclosure of any confidential information by the Contractor or its employees. Failure to observe the above shall be treated as breach of Contract on the part of the Contractor and the Bank shall be entitled to claim damages/termination of the Contract and pursue legal remedies. The Contractor shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The Contractor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.

L) PREVENTION OF SEXUAL HARASSMENT AT WORKPLACE

- i. The Contractor shall be solely responsible for full compliance with the provisions of “the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013”. In case of any complaint of sexual harassment against its own employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor who shall ensure appropriate action under the said Act in respect to the complaint.
- ii. Any complaint of sexual harassment from any aggrieved employee of the Contractor against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.
- iii. The Contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employee of the Contractor, for instance any monetary relief to the Bank’s employee, if sexual violence by the employee of the Contractor is proved.
- iv. The Contractor shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.

- v. The Contractor shall provide a complete and updated list of its employees who are deployed within the Bank's premises.

M) Termination of the Contract

- a) Either party shall be at liberty to terminate the agreement by giving three clear calendar months' notice in writing. Any shortfall in meeting the notice period requirement on the part of Contractor may lead to invocation of PBG and its partial / complete forfeiture at the Bank's discretion.
- b) Subject to other provisions contained in this clause, the Bank may, without prejudice to its any other rights or remedy against the Contractor in respect of any delay, any claims for damages and/or any other provisions of this Contract or otherwise, by giving notice in writing shall determine the Contract in any of the following cases:
 - i. If the Contractor has abandoned the Contract.
 - ii. If the Contractor has failed to commence the work, or has, without any lawful excuse under these Conditions, suspended the progress of the work after receiving the Bank's notice to proceed or has failed to proceed with work with such due diligence and failed to make such due progress as would enable the works to be completed within the time agreed upon.
 - iii. Has neglected or failed persistently to observe and perform all or any of the acts, matters or things by this Contract after written notice shall have been given to the Contractor requiring the Contractor to observe or perform the same.
 - iv. If the Contractor had secured the Contract with the Bank as a result of malafide or non-bonafide practices such as cartelization etc. or commits breach of the Agreement.
 - v. If the Contractor being an individual or a firm commits any 'act of insolvency' (as defined by the Insolvency and Bankruptcy Code, 2016) or shall be adjudged as bankrupt/insolvent or being an Incorporated Company shall have an order for compulsory winding up made against it or pass an effective resolution for winding up made against it or pass an effective resolution for winding up voluntarily or subject to the supervision of the Court/Tribunal and the Official Assignee or the Liquidator in such acts of insolvency or winding up, as the case may be, shall immediately

serve notice to them requiring them to show to the reasonable satisfaction of the Bank that they are able to carry out and fulfill the Contract and to give security therefore, if so required by the Bank.

vi.If the Contractor (whether an individual, firm, or incorporated company) suffers execution or other process of court / authority attaching property to be issued against the Contractor.

vii.If the Contractor suffers any payment under this Contract to be attached by or on behalf of any of the creditors of the Contractor or the Contractor charges or encumbers this Contract or any payments due or which may become due to the Contractor hereunder.

viii.If the Contractor assigns or sublets this Contract without the prior written consent of the Bank.

Then and in any of the said cases in Clause (b) the Bank may, notwithstanding any previous waiver, after giving one-months' notice in writing to the Contractor, terminate the Contract, but without thereby affecting the powers of the Bank or the obligations and liabilities of the Contractor, the whole of which shall continue in force as fully as if the Contract has not been so determined, as if the works subsequently executed had been executed by or on behalf of the Contractor. The Bank shall thereafter ascertain and certify in writing the expenses or loss which the Bank shall have been put to in procuring the works/services to be completed and the amount, if any, owing to the Contractor and the amount which shall be so certified shall thereupon be paid by the Bank to the Contractor or by the Contractor to the Bank, as the case may be and the Certificate of the Bank shall be final and conclusive between the parties. The Bank shall also be entitled to forfeit the PBG.

c) Termination of Contract by Contractor - If the payment of the amount payable by the Bank is in arrears and unpaid for 30 days after notice in writing requiring payment of the amount as aforesaid have been given by the Contractor to the Bank, or if the Bank repudiates the Contract, or if the works be stopped for three months under the order of the Bank or by any injunction or other order of any Court of law, then and in any of the said cases the Contractor shall be at liberty to determine the Contract by giving notice in writing of 30 days to the Bank, and they shall be entitled to recover from the Bank,

payment for all works executed. In arriving at the amount of such payment the net rates contained in the Contractor's original tender shall be followed. The Contractor shall however continue to discharge the Contractual obligation during the notice period unless dispensed by the Bank.

d) Termination of Contract in case of death of Contractor

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

N) Force Majeure: Notwithstanding anything else contained in this document, neither party shall be liable for any delay in performing its obligations hereunder if such delay is caused by circumstances beyond its reasonable control including without limitation any delay caused by the acts of governments, acts of God, natural or social calamities, strikes, riots in any region, terrorist attack, war (declared and undeclared). However, upon the happening of any such event causing delay, the Contractor shall immediately give notice thereof in writing to the Bank. The Contractor is under obligation to take necessary steps to mitigate the effects of the force majeure event. Neither party shall, by reason of such event, be entitled to terminate the Contract in respect of such performance of their obligations. The obligations under the Contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. If the performance of any obligation under the Contract is prevented or delayed by reason of the event beyond a period mutually agreed, either party may at its option, terminate the Contract.

O) Disputes Resolution:

If a dispute of any kind arises between the Bank and the Contractor in connection with or arising out of the contract or the execution of the works, the parties must attempt to resolve it amicably by way of mutual discussions, in good faith, within a period of 30 days from the date on which any party gives the other party a notice to negotiate /engage in amicable discussions. The Bank may constitute an internal Dispute Resolution Committee (DRC), for the purpose of resolution of dispute.

If an amicable settlement is not forthcoming within the aforesaid period, then the unresolved dispute then shall be referred to the sole Arbitrator mutually agreed by the parties. The arbitration proceedings shall be conducted through 'fast track procedure' laid down in Section 29B of the Arbitration and Conciliation Act, 1996, as amended from time to time. The award of the arbitrator so appointed shall be final and binding. During the arbitration proceedings the Contractor shall continue to discharge his contractual obligation under this agreement, unless dispensed by the Bank. This contract is subject to exclusive jurisdiction of courts at Delhi only.

P) Jurisdiction of Court: All disputes arising out of or in any way connected with this agreement shall be deemed to have arisen at New Delhi and only Courts in New Delhi shall have jurisdiction to determine the same.

Q) Failure to Exercise the Bank's rights-

Any omission on the part of the Bank at any time to exercise any of its rights under the terms of engagement of the Contractor shall not be deemed to amount as waiver on the part of Bank of its rights and in no way impair or affect the validity of the terms and the privilege of the Bank to enforce its rights at any time subsequently.

R) Tenancy Rights -

Nothing herein contained shall be construed to create any tenancy in favour of the Contractor or his/her/its persons and the Bank may, in accordance with the terms specified herein, at any time effect the termination of the Contract, re-enter and retake and absolutely retain possession of the portion provided by Bank to the Contractor for due execution of the Contract and evict its personnel. The persons failing to vacate the premises will be treated as trespassers and will be liable to be evicted and prosecuted.

S) Other conditions –

- a. To ensure effective implementation of this Contract, the Regional Director or an Authorised Representatives of the Bank shall issue instructions, either orally or in writing to the Contractor and such instructions shall be deemed to be a part and parcel of this Contract and shall be binding on the Contractor. In all matters relating to or incidental to this Contract, if there arises any doubt or dispute or

disagreement, the decision of the Regional Director, Reserve Bank of India, New Delhi shall be final and binding on the Contractor.

- b. The Contractor shall provide at his/her cost everything necessary for the proper execution of the Contract according to the intent and specifications taken together whether the same may or may not be particularly shown or described therein provided that the same can reasonably be inferred therefrom and if the Contractor finds any discrepancy they shall immediately and in writing refer same to the Regional Director, Reserve Bank of India, New Delhi who shall decide thereupon. The decision of the Regional Director, Reserve Bank of India, New Delhi shall be final and binding on the Contractor.
- c. The Contractor shall not be entitled to any compensation for any loss suffered by him/her on account of delays in commencing or executing the work, whatever the cause of delays may be, including delays arising out of modifications to the work entrusted to him/her or in any Subcontract connected therewith or delays in awarding Contracts for other trades of the project or in commencement or completion of such works. The Bank does not accept liability for any sum besides the tender amount, subject to such variations as are provided for herein.
- d. If, at any time after acceptance of the tender, the Bank shall decide to abandon or reduce the scope of the works for any reason whatsoever and hence not require the whole or any part of the works to be carried out, the Bank shall give notice in writing to that effect to the Contractor and the Contractor shall act accordingly in the matter. The Contractor shall have no claim to any payment of compensation or otherwise whatsoever, on account of any profit or advantage which they might have derived from the execution of the works in full but which they did not derive in consequence of the foreclosure of the whole or part of the works.
- e. If the Contractor after receipt of written notice from the Bank requiring compliance immediately, fails to comply with, the Bank may engage and pay other persons to execute any such work whatsoever that may be necessary to give effect thereto, and all costs incurred in connection therewith shall be recoverable from the Contractor by the Bank and the same may be deducted from any moneys due to the Contractor.

- f. On taking over the responsibility of work assigned, the Contractor shall formulate the mechanism for due assignment of work to its personnel which will be finalized by the Bank/ its Authorised Representatives. Subsequently, the Contractor shall review the work assigned from time to time with the permission of the Bank, for further streamlining their systems.
- g. Whenever any compensation, claim or claims for payment of a sum of money arises out of or under the Contract or against the Contractor, the Bank shall be entitled to withhold and have a lien to retain to the extent of such claimed amount or amounts referred to above, from any sum or sums found payable or which may at any time thereafter become payable to the Contractor under the same Contract or any other Contract elsewhere with the Bank pending finalization of adjudication of any such claim. It is an agreed term of the Contract that the sum of money or moneys so withheld or retained under the lien referred to above by the Bank will be kept withheld or retained as such by the Bank till the claim arising out of or under the Contract is determined by the arbitrator (if the Contract is governed by the arbitration clause) or by the competent court, as the case may be and that the Contractor will have no claim for interest or damages whatsoever on any account in respect of such withholding or retention under the lien referred to above and duly notified as such to the Contractor. For this clause, where the Contractor is a partnership firm or a limited company, the Bank shall be entitled to withhold and also have a lien to retain towards such claimed amount or amounts in whole or in part from any sum found payable to any partner/limited company as the case may be, whether in his/her individual capacity or otherwise.
- h. The Contractor and all his/her personnel deployed shall follow COVID 19 protocols or any other pandemic related protocols issued by Government authorities or the Bank.

That the several parts of this Contract have been read by the Contractor and fully understood by the Contractor.

IN WITNESS WHEREOF the Bank and the Contractor have set their respective hands to

If the Contractor is a partnership or an individual.

these presents the day and year first hereinabove written.

IN WITNESS WHEREOF the Bank has set its hands to these presents through its duly Authorised official and the Contractor has caused its common seal to be affixed hereunto and has caused these presents to be executed on its behalf, the day and year first hereinabove written.

If the Contractor is a company.

Signature Clause

SIGNED AND DELIVERED by the Reserve bank of India by the hand of
Shri

(Name and designation)

In the presence of

(1)

Address

(2)

Address

Witness

SIGNED AND DELIVERED by

In the presence of

(1)

Address

(2)

Address

Witness

THE COMMON SEAL OF

If the party is partnership firm or an individual should be signed by all or on behalf of all the partners.

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

(1)

(2)

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

(1)

(2)

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

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

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

**Annexure X - Proforma of Undertaking / Declaration / Certificate by the Bidder
regarding country sharing land border with India**

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

To
Regional Director,
Reserve Bank of India,
New Delhi.

Name of Work:

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

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

Is not from a country sharing land border with India, or

b. Is from a country sharing land border with India and has been registered with the Competent Authority, the certificate of which is enclosed, or

c. Is from a country sharing land border with India where Government of India has extended lines of credit, or

d. Is from a country sharing land border with India where Government of India is engaged in development projects.

(strikeout whichever of the above is not applicable)

3. I/ We further certify that (Name of the bidder) fulfils all requirements in this regard and is eligible to be considered under the provision of the above referred Office Memorandum and its subsequent orders / revision. I/We also undertake that even in

case of contracts where we are permitted by the Bank/RBI to sub-contract I/We (Name of the bidder) will not sub-contract any work to a Contractor from country(i.e.) sharing land border with India, unless such Contractor fulfils all the requirements contained in the above referred office memorandum/ order.

4. I/We know and understand that, if this Undertaking / Declaration / Certification / Certificate submitted by us is found to be false, the Bank shall be free to reject / terminate our tender / Work Order and that the Bank shall also be free to initiate any legal action in accordance with law including forfeiting of Earnest Money Deposit / Performance Bank Guarantee / Security Deposit and / or debarring us from participating in tenders invited by the Bank in future.

Signature and name of the Authorised signatory of the Bidder with stamp

Date:

Place:

Part - II

Financial / Price Bid

Time and Date of Opening of Part-II: Price Bid	To be notified later
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Un-PRICE BID

Rates should be quoted in CPP Portal (in excel format) under the Section of Financial Bid.

S. No.	Description	Qty	Unit
I	LABOUR COMPONENT		
1.	Monthly charges for deployment of two (02) Supervisors for six days a week inclusive of all essential components of the minimum wages excluding GST. (highly skilled)	12	Monthly
2.	Monthly charges for deployment of two (02) Plumbers, one (01) Carpenter) for six days a week inclusive of all essential components of the minimum wages excluding GST. (Skilled)	12	Monthly
3.	Monthly charges for deployment of three (03) Electricians for seven days a week inclusive of all essential components of the minimum wages excluding GST. (Skilled)	12	Monthly
4.	Monthly charges for Deployment of one (01) expert gardener for six days a week for gardening and horticulture, inclusive of all essential components of the minimum wages excluding GST. (semi-skilled)	12	Monthly
5.	Monthly charges for Deployment of 45 nos unskilled manpower (Gardeners, Helpers, Lift Attendants, RO plant attendants, water bottle distributing staff, Maintenance and Housekeeping workers) for six days a week inclusive of all essential components of the minimum wages excluding GST. (Unskilled)	12	Monthly
6.	Per day charges for deployment of Monkey scarer / handler/ catcher/ repeller as and when required by the Bank (Approximate average number of days of deployment of two nos. of monkey handlers during	100	Days

S. No.	Description	Qty	Unit
	a year = 50) Rates quoted should be exclusive of GST		
7.	Annual Contractor's Profit/ Service Charge# on labour related items no 1, 2, 3, 4, 5 and 6 (Including Admin. Charges, insurance cost, and any other statutory dues payable by Contractor, etc.). Rates quoted should be exclusive of GST	1	Yearly
II	NON-LABOUR COMPONENT		
8.	Towards monthly supply of cleaning material as per list given in table 7 in scope of work including transportation, labour charges. Rates should be excluding GST	12	Monthly
9.	Towards bi- monthly supply of cleaning material as per list given in table 7 in scope of work including transportation, labour charges. Rates should be excluding GST	6	Bimonthly
10.	Towards Quarterly supply of cleaning material as per list given in table 7 in scope of work including transportation, labour charges and supply at Bank's site. Rates should be excluding GST (items to be supplied once every 3 months)	4	Quarterly
11.	Towards half yearly supply of cleaning material as per list given in table 7 in scope of work including transportation, labour charges and supply. Rates should be excluding GST (items to be supplied every 6 months)	2	Half yearly
12.	Monthly charges for making available various machines mentioned in the Table 9 in Scope of work including repair and maintenance and consumables and spares for machines such as filters, brush etc. as and when required. Rates should be excluding	12	Monthly

S. No.	Description	Qty	Unit
	GST		
13.	Towards supply of one time cleaning peripherals as per the details given in Table 8 of Scope of work in the tender to be supplied only for the first month every year. Rates should be excluding GST	1	Yearly
14.	Charges towards providing weekly services of a qualified Horticulturist / Horticultural Consultant as per Clause of 5.3 of Section IV (a). The rate shall include all professional fees, travel, inspections, reports, meetings, and associated cost but exclude GST	52	Weekly
15.	Charges towards supply of fresh flowers plants of about 6-inch size as approved by the Bank from the list provided in the tender part-1, 2000 plants to be supplied every six months. Rates quoted should be exclusive of GST	4000	Per Plant
16.	Charges for towards supply of low long, large flower arrangement (Boat Type) for meeting rooms. Rates quoted should be exclusive of GST	30	per bouquet
17.	Charges towards supply of fresh flowers bouquet (9-11 flowers) twice times a week in one (01) cabin (CGM). Rates should be excluding GST Approximate quantity per year = $52 \times 2 = 104$	104	per bouquet
18.	Charges for towards supply of fresh flowers bouquet (minimum 22 flowers) twice a week in two rooms (RD's cabin and New Board room). Rates should be excluding GST Approximate quantity per year = $02 \times 52 \times 2 = 208$	208	per bouquet
19.	Charges towards supply of round pot of flowers arrangement (20-25 flowers) for meeting rooms. Rates quoted should be exclusive of GST	350	per arrangement

S. No.	Description	Qty	Unit
	Approximate quantity per year = 350		
20.	Charges towards supply of one-side flowers arrangement (25-30 flowers) for meeting rooms. Rates quoted should be exclusive of GST Approximate quantity per year = 160	160	per arrangement
21.	Charges towards supply of VIP big flower bouquet (35-40 flowers. Rates quoted should be exclusive of GST). Approximate quantity per year = 50	50	per bouquet
22.	Charges per service for carrying out complete Pest Control Treatment once a week (On Friday evening) in all departments / common areas inside the Bank building complex which include all staircases (ground floor to terrace), dispensary, gymnasium, pump room, substation, Annex building, creche, sports rooms ,security post, drains, all toilets against pests such as mosquito, cockroaches and silver fish, termites rodent control etc by providing and using government permitted and Bank's approved chemical emulsions as per manufacturer specifications and by using spray pumps. The rate quoted shall be for the complete items inclusive of cost of all material chemicals labour transportation etc. all complete as directed by the Bank's Engineer / Bank's Authorised representative but exclusive of GST. Frequency of service - weekly Services in a year = 52	52	per service
23.	Charges per service for carrying out anti mosquito treatment in Bank's office complex of about 4 Acre size, including common areas such as landing,	36	per service

S. No.	Description	Qty	Unit
	compound areas, staircase (ground floor to terrace) common portions community centre pump house caretakers office dispensary etc i by way of fogging /fumigation using government approved quality chemicals with manual spray machine in the Bank's Office Complex including spray of dry chemical powder and anti-mosquito emulsions by pump using insecticides for control of mosquitoes in the areas around the flats, drains, places of water logging etc Rates should be inclusive of chemical, labour, transportation and cleaning of the surplus spray and as directed by the Banks engineer / Bank's Authorised representative, but exclusive of GST. Frequency of service - at weekly intervals for 6 months and fortnightly intervals for next 6 months. total visits=36		
24.	Doing Termite treatment in affected area of size about 2000 sqft by making drills and putting liquid termiticide as per requirement and doing follow up inspection to prevent future damage and as mentioned in the part 1 of the tender and as directed by the Bank's engineer / Bank's Authorised representative. Rates quoted should be exclusive of GST	10	NO.
25.	Carrying out preventive termite treatment spray in cash area on monthly basis areas of about 2000 sq ft size as mentioned in the part 1 of the tender and as directed by the Bank's engineer / Bank's Authorised representative. Rates quoted should be exclusive of GST	120	NO.
26.	Lump Sum Monthly charges towards supply of	12	Month

S. No.	Description	Qty	Unit
	minor accessories such as tape, screws, nails, grease, oil, washers, teflon, gland dory, old dhoti etc. i.e. tools and equipment mentioned in Table 10 in the Scope of Work, providing tools to all electrician, plumber, carpenter and gardener (Rates should be quoted for Per Month on lump sum basis excluding GST.)These items shall be replenished as and when required.		
27.	Providing uniform/liveries two times in a year (Summer and winter) to all workmen, Personal Protective Equipment such as safety shoes, helmet, safety belt, gum boots, gloves, cleaning equipment, winter jackets/ sweaters, caps, maintenance charges for all these items and establishment & service charges. (Rates should be quoted Per year on lump sum basis excluding GST.)	1	yearly
28.	<u>Specialised Cleaning jobs</u> : Cleaning of window glasses on external side of the building façade on all 3 floors, building main entrance gate glass and RBI Logo at about 50 ft height from both internal and external sides , wooden murals above the entrance doors of banking hall, Yaksha and Yakhsini statues using high pressure jet water pump, entrance Chandelier, glass panels on the roof of the banking hall from top and bottom, VIP entrance glass shade and awning, entrance /exit gate canopy. The rates quoted should be inclusive of manpower, cleaning materials, spidermen, holding ropes, Personal protective equipment and scaffolding.	4	Quarterly
29.	All-inclusive service of the RO Plant including	1	yearly

S. No.	Description	Qty	Unit
	monthly cleaning, quarterly replacement of RO membrane and filters and repair the same as and when required including all material, pump etc.		
30.	GST and applicable taxes (to be quoted in lumpsum)	1	NOS
	Grand Total		

Note:

- (i) **Wage Analysis given in ‘[Annexure XI](#)’ may be referred to for preparation of price bid.** For item nos. 1 to 6, quoted rates should be greater than or equal to the minimum wages for the respective categories. Any bid with quoted rates below minimum wages shall be summarily rejected.
- (ii) # The Contractor’s Profit/Service Charge must be quoted equal to or greater than ₹4,79,471.28 (exclusive of GST/ applicable taxes) as computed by the Bank at three per cent of the total minimum wages (inclusive of all statutory components) for item nos. (1+2+3+4+5+6). Bids quoting the Contractor’s Profit/Service charge below such amount of ₹4,79,471.28 will be rejected without assigning any reason thereof.
- (iii) Bifurcation of individual items for item no. 8,9,10, 11,12 and 13 should be enclosed with third e-cover i.e., Part-II (Price Bid) and to be uploaded as PDF, duly signed and printed on letter head. It should give item, qty, rate and amount. The bifurcation uploaded in the PDF format shall include only the break-up of items 8 to 13 and shall not contain details of any other items. In case of any discrepancy between the Price Bid uploaded in Excel format and the bifurcation uploaded in the PDF format, the Price Bid uploaded in Excel format shall prevail for the purpose of evaluation.
- (iv) No conditions, separate conditional notes etc. should be added in part- II.
- (v) Please use only the format supplied on CPP portal.
- (vi) No charges other than the total bid amount quoted above will be paid by the Bank.

- (vii) All rates should be quoted up to two places of decimal.
- (viii) The bidders are advised to visit the site to acquaint with the site conditions / understand the scope of work prior to submit their Price Bid.
- (ix) All the terms and conditions as mentioned in Technical Bid (Part-I) will be part and parcel of the Price Bid. Therefore, the bidders are advised to quote their rates accordingly.
- (x) This contract is an item rate contract. The quantities mentioned in item 8 to 29 in price bid are approximate only and may vary in actual course of execution. The bidder is therefore, advised to quote very carefully. No claim for compensation from the bidder shall be entertained due to any variation in quantities (irrespective of the quantum of variation) OR deletion of any item. The rates fixed for a particular period shall remain same throughout that duration. Actual executed quantities for respective items shall be measured and paid.

Annexure-XI : Wage Analysis**(It is for illustrative purpose only and the same should not be submitted with Techno-Commercial Bid)**

Services shall be provided as per the requirements mentioned in the tender document and complying with all statutory requirements.

Under Notification No. S.O. 188(E) dated 19th January, 2017 of the Ministry of Labour and Employment,
Central Government notification no. (File No.1/6(1)/2025-LS-II dated March 30, 2026 applicable w.e.f. April 01, 2026).

Highly skilled : Rs.1094 per day

Skilled : Rs. 1008 per day

semi-skilled : Rs 918 per day

Unskilled : Rs.827 per day

Wage Analysis for calculation of Minimum wages (IN ₹)

Particulars	Highly Skilled - Supervisor	Skilled Workmen (Plumber and Carpenter)	Skilled Workmen (electrician) (Reliever charges in case of 3 electrician)	Semi-Skilled - Expert gardener	Unskilled workmen - lift attendants, RO plant attendants, water bottle distributing staff, Helpers to Electrician, Plumber and Carpenter, Gardeners & Housekeeping staff
Days	26	26	26	26	26

Rate per day (CLC)	1094	1008	1008	918	827
Number of workers	2	3	3	1	45
Total Amount in Rs.	28444.00	26208.00	26208.00	23868.00	21502.00
EPF @ 12.00% of minimum wage or ₹15,000/-, whichever is lower	1800.00	1800.00	1800.00	1800.00	1800.00
EDLI and Admin Charges { @1% (i.e., 0.5%+0.5%) on ₹15,000/- }	150	150	150	150	150
ESI @ 3.25% of minimum wages (applicable for max salary of ₹21,000/-)	0.00	0.00	0.00	0.00	0.00
Bonus @ 8.33% (applicable for max salary of ₹21,000/-)	0.00	0.00	0.00	0.00	0.00
Total Wages	30394.00	28158.00	28158.00	25818.00	23452.00
Total Wages for all workers per month	60788.00	84474.00	84474.00	25818.00	1055340
Reliever Charges (1/6*Total wages for applicable workers)	0.00	0.00	14079.00	0.00	0.00

Gross Total Wages for all workers per one month	60788.00	84474.00	98553.00	25818.00	1055340.00
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For item no. 6 of the Price Bid (monkey scarers and repellers), quoted rates should be greater than or equal to the minimum wages per day for unskilled labour i.e., ₹827 per day under Central Government notification no. (File No.1/6(1)/2025-LS-II dated March 30, 2026 applicable w.e.f. April 01, 2026).

8