



**Reserve Bank of India
Estate Department
Bengaluru**

NOTICE INVITING TENDER (NIT)

Providing Integrated Facility Management Services at Main Office Premises and Various Colonies of Reserve Bank of India, Bengaluru.

(GEM/2026/B/8007021)

1. Reserve Bank of India, Bengaluru (hereinafter referred to as “the Bank”) invites Government e-Marketplace (GeM) Bid for “Providing Integrated Facility Management Services at Main Office Premises and Various Colonies of Reserve Bank of India, Bengaluru” at Reserve Bank of India, Post Box No. 5467, 10/3/8, Nrupathunga Road, Bengaluru - 560001 from eligible and willing Companies/Firms. The estimated annual value of the contract is ₹8,16,52,308/- (Rupees Eight Crore Sixteen Lakh Fifty-Two Thousand Three Hundred and Eight only) including GST. The initial period of Contract shall be for one year from the date specified in the Work Order as per laid down Contractual obligations.
2. This is an open e-tender through GeM, with a two-packet bid comprising technical and financial bids. Only those Companies/Firms which are registered on GeM and are eligible to participate in the published GeM Bid shall be able to take part in the tendering process. The tender document will be available for viewing and download from September 7, 2026 at 05:00 PM onwards on GeM at <https://gem.gov.in>. The tender document is also available on the RBI website https://rbi.org.in/Scripts/BS_ViewTenders.aspx. Any amendments / corrigendum / clarifications with respect to this tender shall be uploaded on the website/e-portal only. The tenderer should check the above website/e-portal for any amendment/corrigendum/clarifications before submitting the bid.
3. Bidders shall electronically submit the required eligibility / technical documents and financial response through the relevant sections of the published GeM bid
4. All documents and responses required for participation shall be submitted through GeM against the published bid, in the manner stated in the GeM bid and this tender document.

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

A	GeM Bid no	GEM/2026/B/8007021
B	Name of Work	Providing Integrated Facility Management Services at Main Office Premises and Various Colonies of Reserve Bank of India, Bengaluru
C	Mode of Tender	Open Tender through Government e-Marketplace (GeM) portal

		Bids shall be submitted through the published GeM bid in accordance with the bid details and this tender document.
D	Estimated Value (Annual value)	₹8,16,52,308/- (Rupees Eight Crore Sixteen Lakh Fifty Two Thousand Three Hundred and Eight only) including GST
E	Earnest Money Deposit	₹16,33,046/- (Rupees Sixteen Lakh Thirty Three Thousand Forty Six only). Further details have been provided at Clause no. 13 of Section III (a) of the tender document.
F	NIT publication / download and availability for viewing	NIT publication / download: September 7, 2026 at 05:00 PM onwards.
G	Pre-bid meeting (date, time and venue)	Off-line on October 5, 2026 at 11:00 AM. Venue: Reserve Bank of India, 2nd Floor, Estate Department, Bengaluru.
H	Publication of minutes / addendum and commencement of online bid submission	Minutes / addendum: October 7, 2026. Online bid submission: October 7, 2026 at 05:00 PM onwards, after publication of the minutes / addendum.
I	Last date for EMD proof on GeM / original bank guarantee submission	October 17, 2026 at 12:30 PM
J	Closing of online bid submission through GeM	October 17, 2026 at 02:00 PM
K	Opening of technical and financial bids	Technical bids (Part I): October 19, 2026 at 02:00 PM, in accordance with the schedule specified in the published GeM bid. Opening of financial bids (Part II): Shall be intimated to the technically qualified bidders, following completion of technical evaluation under the QCBS criteria.
L	Bid Validity	The bid shall remain valid for 180 days from the date of opening of the tender (Part I), subject to extension by mutual agreement
M	GeM Portal / Bid Fee	NIL

5. The Bank has appointed following Independent External Monitors (IEM) in the tendering process-

a. Shri Nageshwar Rao Koripalli, IRS (Retd)

Address: 38, The Trails, Manikonda, R. R. District, Hyderabad- 500089

Mob- 09788919555, 08985970045

Email: knageshwarrao@gmail.com

b. Shri Pramod Shripad Phalnikar, IPS (Retd.)

Address: A-2, 602, Phase-I, Aditya Shagun, CHS, NDA-Pashan Road, Bavdhan, Pune, Maharashtra- 411021

Mob- 09011943674

Email: pramodphalnikar@gmail.com

6. The Bank is not bound to accept the highest-ranked tender or any 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
Bengaluru



**Reserve Bank of India
Estate Department
Bengaluru**

Part - I

GeM Bid for providing Integrated Facility Management Services at Main Office Premises and Various Colonies of Reserve Bank of India, Bengaluru -

Name of Bidder:

Postal Address with Pin code:

Phone /Fax / Mobile No.:

Email Address:

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DISCLAIMER

Reserve Bank of India, Bengaluru (hereinafter referred to as “the Bank”) has prepared this document to give background information on GeM Bid for “Providing Integrated Facility Management Services at Main Office Premises and various Colonies of Reserve Bank of India, Bengaluru” 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 Various Colonies of Reserve Bank of India, Bengaluru. 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. The Bank reserves the right not to proceed with the Tender 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 etc.

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 shall be paid to person(s) or bidder(s) submitting this tender for “providing Integrated Facility Management Services at Main Office Premises and Various Colonies of Reserve Bank of India, Bengaluru”. In case of conflict of meanings between Hindi and English versions of the document, interpretation of English version shall prevail.

Section I: Schedule of Tender (SOT)

The Schedule of GeM Bid (SOT) is as follows:

Sl. No.	Item	Details
	GeM Bid No	GEM/2026/B/8007021
	Tender Inviting Authority	Regional Director Reserve Bank of India Estate Department Bengaluru Tel No.: 080-22180258 Email id: estatebangalore@rbi.org.in
	Name of work	Providing Integrated Facility Management Services at Main Office Premises and various Colonies of Reserve Bank of India, Bengaluru
	Location	Main Office Premises (MOP) and Various RBI Colonies, Reserve Bank of India, Post Box No. 5467, 10/3/8, Nrupathunga Road, Bengaluru - 560001, as detailed in the Scope of Work (Section IV(a))
	Mode of Tender	Open Tender through Government e-Marketplace (GeM) portal Interested bidders shall register on GeM and submit their bids through the published GeM bid in accordance with the bid details and this tender document.
	Estimated annual value of contract (including Taxes)	₹8,16,52,308/- (Rupees Eight Crore Sixteen Lakh Fifty Two Thousand Three Hundred and Eight only) including GST
	NIT publication / download and availability for viewing	NIT publication / download: September 7, 2026 at 05:00 PM onwards. Available for viewing: September 28, 2026.
	Pre-bid meeting (date, time and venue)	Off-line on October 5, 2026 at 11:00 AM. Venue: Reserve Bank of India, 2nd Floor, Estate Department, Bengaluru.
	Earnest Money Deposit	₹16,33,046/- (Rupees Sixteen Lakh Thirty Three Thousand Forty Six only). Details have been provided at Clause no. 13 of Section III (a).
	Publication of minutes / addendum and commencement of online bid submission	Minutes / addendum: October 7, 2026. Online bid submission: October 7, 2026 at 05:00 PM onwards, after publication of the minutes / addendum.
	Last date for EMD proof on GeM / original bank guarantee submission	October 17, 2026 at 12:30 PM
	Closing of online bid submission through GeM	October 17, 2026 at 02:00 PM
	Opening of technical bids	Technical bids (Part I): October 19, 2026 at 02:00 PM, in accordance with the schedule specified in the published GeM bid.
	Technical evaluation	The eligibility / technical documents shall be evaluated in accordance with this tender document.

Section I: Schedule of Tender (SOT)

Sl. No.	Item	Details
	Opening of financial bids	Shall be intimated to the technically qualified bidders, following completion of technical evaluation under the QCBS criteria.
	Bid Validity	The bid shall remain valid for 180 days from the date of opening of the tender (Part I), subject to extension by mutual agreement under Clause 20 of Section III(a).

Section II: Instructions for applying through GeM

This tender / bid is proposed to be hosted on Government e-Marketplace (GeM). Bidders shall apply only through the GeM portal against the published bid.

Before applying, bidders shall read the Notice Inviting Tender, this tender document, the GeM bid details and all corrigenda / clarifications, if any.

Process of E-tender :

1. The bidder shall be registered on GeM and shall use its own valid GeM login credentials for participating in the bid.
2. The bidder shall search for the relevant GeM bid, open the bid page and verify the bid number, work description, due dates, documents required and price-bid requirements.
3. The bidder shall upload the required eligibility, EMD / exemption, technical and other supporting documents in the relevant section(s) of the GeM bid.
4. The bidder shall submit the price bid / financial response only in the field(s) or format provided on GeM for this bid.
5. The bidder shall submit the bid on GeM before the prescribed last date and time. In case Bids are not submitted on GeM within the prescribed time, shall not be considered.
6. Portal assistance: For GeM registration, login, document upload, bid submission, system requirements, helpdesk or other portal-related matters, bidders shall follow the instructions, help resources and support options displayed on the GeM portal.
7. For tender-specific clarifications, bidders may contact the Bank as specified in this tender document.

Reserve Bank of India, Bengaluru		
Address	Mail ID	Contact
Reserve Bank of India Post Box No. 5467, 10/3/8, Nrupathunga Road, Bengaluru - 560001	estatebangalore@rbi.org.in	080-22180257/258

The Bank reserves the right to cancel, reject, accept, withdraw or extend the tender / bid in full or in part without assigning any reason thereof.

Section III – General Rules and Instructions to Bidders**Section III (a) - General Instructions to bidders**

1	Submission of bid through GeM The bidder shall submit the eligibility / technical documents and financial response through the relevant sections of the published GeM bid. The bid shall be submitted on GeM before the date and time specified in the NIT / Schedule of GeM Bid.
2	Definitions <u>Clause 1 of Section IV (b)</u> details Definitions which shall apply to the entire Tender Document.
3	Technical qualification and financial evaluation The technical / eligibility submission of bidders who fulfil the eligibility requirement provided in Section III(b) will be evaluated as per the technical evaluation matrix provided in Section III(c) and the evaluation process provided in Section III(d). Only bidders who qualify in the technical evaluation will be eligible for financial evaluation.
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 / addendum, if any, will be published on October 7, 2026, before commencement of online bid submission, on the RBI website and GeM only and the same shall be binding on all the bidders. Any tender received with any deviation/ Condition is liable for rejection.
5	Service Area Visit The bidder shall comply with the Service Area Visit Declaration checkpoint under Section III(b) - Eligibility Criteria, Sl. No. 8. Before bid submission, the bidder shall visit the Bank properties covered by the tender, acquaint itself with the site conditions and scope, and submit the declaration/certification specified in that eligibility checkpoint. The cost of visiting the sites shall be borne by the bidder.
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 shall be uploaded on the GeM portal and/or 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 shall form part and parcel 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	Integrity pact

	The bidder shall be required to enter into an agreement called Integrity Pact (IP) with the Bank. The IP envisages an agreement between the Bank and the bidders as per the approved proforma given in Annexure V, committing the persons/ officials of both sides not to resort to corrupt practices in any aspect/ stage of the Contract. The IP shall be applicable from the stage of invitation of the tender. The tender of those bidders which do not contain the IP in the approved proforma shall be liable for rejection. Integrity pact as per the format at Annexure V shall be executed in non-judicial stamp paper appropriate values in accordance with the Stamp laws in force in the State of Karnataka. The cost of the stamp paper shall be borne by the bidder.	
8	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) - 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. - any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained, or an obligation avoided. - any collusion, bid rigging or anticompetitive behaviour that may impair the transparency, fairness, and the progress of the procurement process. - 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. - 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. - any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process. - obstruction of any investigation or auditing of a procurement process. - 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 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 VI .	
9	Documents Comprising the Bid	
	The Tender shall comprise the documents listed in this tender, including EMD proof / exemption where applicable, the checklist, power of attorney, signed tender document, supporting formats / annexures and the price / financial response. These shall be submitted through the relevant sections of the published GeM bid, as applicable.	

10	Preparation of bid and Cost of bidding i. The bidder shall obtain for himself 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 shall 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, he/she 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 shall fill up, sign and upload only the tender forms/formats issued by the Bank, stating the rates at which he/she is willing to undertake the work through GeM. 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, shall be liable for rejection. All requisite information, documents etc. shall also be uploaded on the GeM 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 shall be entertained.
13	Earnest Money Deposit (a) Bidders are required to submit Earnest Money Deposit (EMD) for ₹16,33,046/- (Rupees Sixteen Lakh Thirty Three Thousand Forty Six only) and the proof of its submission shall be uploaded in the relevant section of the GeM bid. (b) EMD is to be submitted only through one of the following modes: (i) Through NEFT to the following account (preferably): Beneficiary: Reserve Bank of India, Bengaluru; Account No.: NEFT, RBI A/c. No.- 8692299; IFSC Code: RBIS0BGPA01 (please read the 5th and 10th characters of IFSC as zero). In remarks, the name of the bidder and tender number should be mentioned. (ii) Through Bank Guarantee from a Scheduled Bank as per Annexure VIII drawn in favour of the Reserve Bank of India, Bengaluru. The Bank Guarantee shall be valid for at least 180 days from the date of opening of the tender (Part I), covering the validity of the bid as per Clause 20 of this Section III(a). If the bid-validity period is extended, the validity of the Bank Guarantee shall also be extended for the corresponding period. (c) Under no circumstances shall EMD be accepted in any form other than those stipulated above. Further, EMD submitted in the account of another Office of the Bank shall not be considered. Scanned copy of Bank Guarantee must be uploaded/submitted as specified in the GeM bid and this tender document. (d) The financial responses of only those bidders who have submitted the EMD before the due date, where applicable, and qualified in the technical evaluation will be considered. <u>(e) Release of EMD: The EMD of bidders other than the successful bidder shall be returned/refunded on expiry of bid validity (including extended validity) as per Clause 20 of Section III(a) or on award of the work to the successful bidder, whichever is earlier. The EMD amount will not bear any interest. The EMD of the successful bidder shall be released after submission of Performance Bank Guarantee (PBG) as per Clause 4 of Section IV(b).</u>

	(f) Forfeiture of EMD: The EMD will be forfeited if the bidder withdraws the bid after opening of the Price Bid, or if the successful bidder fails to commence the work awarded within the prescribed time limit, or fails to execute the contract 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, it 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 VII.
15	Signing of Bid, Power of Attorney i. 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. ii. 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 GeM portal on or before the stipulated time and date as specified in NIT / Schedule of GeM Bid. The Bank may, in exceptional circumstances, and at its sole discretion, extend the Bid due date.
18	Late bids No bid shall be accepted after the due date and time specified for submission of bids in NIT / Schedule of GeM Bid or after the extended Bid due date, if any.
19	Opening of bids The eligibility / technical documents and financial responses shall be opened and evaluated in accordance with this tender document and the process available for the published GeM bid. The financial responses of only technically qualified bidders shall be considered.
20	Bid Validity Tender shall remain valid for acceptance by the Bank for a period of <u>180 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 Section III (d).
22	Acceptance of Tender and Award of the 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 X (to be signed in Bilingual form) on non-judicial stamp paper/s of appropriate values in accordance with the Stamp laws in force in the state of Karnataka . The cost of the stamp paper/s shall be borne by the successful bidder. One certified copy of the agreement shall be handed over to the Successful bidder 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 shall be made unless the Contract agreement 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 shall 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, hereinafter referred to as the contractor shall take over the entire work within five days of notification of award of the 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 IX shall be submitted by the successful bidder within 14 days of award of the work. Further details of the PBG are provided in clause 4 of Section IV(b).
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 Central Minimum Wages Act and / or any other Labour laws shall 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 (Annex - XI). If the Undertaking/Declaration/Certificate submitted by the bidder is found to be false, the work order shall 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.

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 (IFMS) at Main Office Premises (MOP) and Various Colonies of Reserve Bank of India, Bengaluru under which the Outsourcing Agency (hereinafter referred to as “Bidder”) shall provide works / services to Reserve Bank of India Bengaluru (hereinafter referred to as “the Bank”) as indicated in section IV(a) of this document. The eligibility criteria shall be as under:

Preference under the Public Procurement (Preference to Make in India) Order, 2017, as amended from time to time, shall apply to this procurement. Unless a higher requirement is notified by the competent Nodal Ministry, the minimum local content for Class-I and Class-II local suppliers shall be 50% and 20%, respectively, and the margin of purchase preference shall be 20%, subject to the applicable Order and its procedure. Bidders shall submit the local-content declaration in [Annexure XIV\(A\)](#).

Criteria	Requirement	Forms / Documents to be furnished
1. Composition of the firm/organisation:	The bidder can be Sole Proprietorship/ Partnership firm /Private Limited/ Limited or Co-operative Body etc. Details of Registration of the firm / organisation, Name of Registering Authority, Date and Registration number, etc. shall be furnished. Joint Ventures are not allowed	Bidder should fill up information in Format 1 annexed hereto and submit along with the following supporting documents. (i) Copy of registration certificate/Memorandum/Articles of Association/Certificate of Incorporation/Partnership Deed/other relevant document/s (ii) Power of Attorney in Annexure III
2. Duration of past experience	As on August 31, 2026, the applicant should have a minimum of 5 years of experience executing works as indicated in the respective trade (i.e., the first work order should be on or before September 01, 2021).	(i) Bidder should fill up the information in Format 2 annexed hereto indicating client-wise names of similar work(s) in providing Integrated Facility Management 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 work/s viz. copies of detailed work order/s 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 work/s issued by the client(s). For 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) 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.

Criteria	Requirement	Forms / Documents to be furnished
3. Minimum value of each completed similar work/s*	The bidder must have experience of successfully providing similar works /services of Integrated Facility Management Services during the last five (5) years culminating on August 31, 2026 of value as under: (a) Three similar completed works each costing not less than the amount equal to 40% of the estimated annual cost of the tender. Or (b) Two similar completed works each costing not less than amount equal to 50% of the estimated annual cost of the tender. Or (c) One similar completed work costing not less than the amount equal to 80% of the estimated annual cost of the tender.	Bidder should fill up the information in Format 3 annexed hereto and submit along with the following documents as proof of having successfully completed similar work/s. (i) 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 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 the 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.
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. 2023-24, <u>2024-25</u>, <u>2025-26</u>.	The bidder should fill up the information in Format 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 Format 4. (ii) Copies of the Income Tax Returns for the last three financial years viz. 2023-24, 2024-25 and 2025-26.
5. Solvency	The bidders should have a Solvency of value not less than 100% of estimated annual cost of tender.	(i) The bidder should furnish a solvency certificate issued by the bidder's banker specifically for this work issued after the date of publication of the Notice Inviting Tender (NIT), i.e., after September 07, 2026, in Format 5. (ii) Bidder should submit details of their Banker in Format 5A.
6. Registrations, Licenses, certifications etc. required.	The bidder must have PAN, GST Registration, Registration under Employee State Insurance Act, PF registration and registration under labour laws	Bidder must submit Copy of PAN, GST Registration Certificate, Certificate for Registration under Employee State Insurance Act, Certificate for EPF registration, registration under labour laws and copy of any other relevant registration certificate, licenses etc.

Criteria	Requirement	Forms / Documents to be furnished
7. Local Presence	i. The bidder should have its local office / service setup at Bengaluru, Karnataka; or ii. shall ensure setting up of its local office / service setup at Bengaluru before entering into the final contract with the Bank, if it is declared the successful bidder. In such case, the bidder shall submit a declaration on its letterhead confirming establishment of the local service setup in Bengaluru within two (02) months from issue of work order or within such time as permitted by the Bank. The bidder shall also nominate a Bengaluru-based nodal person as the single point of contact for all contractual, operational and emergency coordination, and provide the person's name, designation, mobile number and e-mail address.	The bidder shall submit a copy of local address proof for its existing local office / service setup in Bengaluru; or a declaration on the bidder's letterhead undertaking to establish such local office / service setup in Bengaluru as stated in this eligibility criterion.
8. Service Area Visit	Service Area Visit Declaration: Mandatory service area visit: Before bid submission, the bidder shall visit the Bank properties covered by the tender and submit a declaration confirming that it has inspected each property, understood the site conditions and scope, and is able to provide the required services. The declaration shall record the date of visit to each property and be certified by the Caretaker of the respective premises.	Service-area-visit declaration on bidder's letterhead, listing the properties and the visit date certified by the Caretaker of each premises.

Notes:

- (i) Similar works means Integrated Facility Management in at least all areas of electrical, plumbing, carpentry and housekeeping in large residential colonies and other big complexes/Government Offices. For the purpose of calculating the value of qualifying works, the value of security services, if any, shall not be included.
- (ii) Bids received without the supporting documentary proofs specified certificates are liable be rejected and the Bank shall have the right to verify/ cause verification of authenticity of the said documents whenever felt necessary.
- (iii) 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 shall 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.
- (vi) Documents submitted for eligibility scrutiny shall also be used for technical scoring under Section III(c). Bidders shall upload additional documents specifically required for technical scoring, including documents for quality/accreditation certificates, manpower on payroll, work in hand, and present-site verification, as listed in Section III(e).
- (vii) Bank site visit / present-site assessment under Section III(c) shall be undertaken only for bidders who fulfil the eligibility criteria under this Section III(b) and secure at least 50 marks in criteria (i) to (viii) of Section III(c).

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) Technical Evaluation Matrix

1. Technical bids of the bidders shall be evaluated based on the information duly supported by the documents submitted and based on the following Technical Bid Evaluation Matrix. During technical evaluation, each bidder will be assigned a technical score out of 100 marks. Site visit / present-site assessment under criterion (ix) shall be undertaken only for bidders who fulfil the eligibility criteria under Section III(b) and secure at least 50 marks in criteria (i) to (viii). The minimum qualifying marks for technical evaluation shall be 70 marks.

Maximum Score for Technical Bid Evaluation: 100 Marks

Minimum marks required for qualifying in Technical Bid Evaluation: 70 Marks

Sl. No.	Criteria	Max. Marks
(i)	Number of years in operations as on August 31, 2026 A. 5 years and up to 10 years - 03 Marks B. More than 10 years and up to 15 years - 04 Marks C. More than 15 years - 05 Marks	05 Marks
(ii)	Average annual turnover for the last three financial years, i.e., 2023-24, 2024-25 and 2025-26 A. More than ₹8.17 crore and up to ₹100 crore - 05 Marks B. More than ₹100 crore and up to ₹200 crore - 07 Marks C. More than ₹200 crore - 10 Marks	10 Marks
(iii)	Similar completed contracts / works of value at least 80% of the estimated tender value A. More than 10 – 10 marks B. More than 5 up to 10 – 07 marks C. More than 3 up to 5 – 05 marks D. One to three works - 03 marks	10 Marks
(iv)	Value of single largest similar work in hand A. More than ₹6.53 crore and up to ₹20 crore - 05 Marks B. More than ₹20 crore and up to ₹50 crore - 07 Marks C. More than ₹50 crore - 10 Marks	10 Marks
(v)	Quality related marks A. ISO 9001 certification - 04 Marks B. SA 8000 certification - 04 Marks C. OHSAS 18001 / ISO 45001 / any other equivalent international accreditation certificate - 02 Marks D. Not available - 00 Marks Marks will be given for each category of certificate, subject to a cumulative maximum of 10 marks under this item.	10 Marks
(vi)	Manpower on payroll A. 350 and up to 1,000 - 05 Marks B. More than 1,000 and up to 2,000 - 07 Marks C. More than 2,000 - 10 Marks	10 Marks

Section III (c) Technical Evaluation Matrix

Sl. No.	Criteria	Max. Marks
(vii)	Performance certificates from banks, financial institutions, Central/State Government departments or organisations, PSUs, MNCs, etc. A. Satisfactory performance certificates from three employers for similar works not less than ₹6.53 crore / two employers for similar works not less than ₹9.80 crore / one employer for similar work not less than ₹16.33 crore - 10 Marks B. Satisfactory performance certificates from two employers for similar works not less than ₹6.53 crore / one employer for similar work not less than ₹9.80 crore - 07 Marks C. Satisfactory performance certificate from one employer for similar work not less than ₹6.53 crore - 05 Marks D. No certificate submitted as above - 00 Marks	10 Marks
(viii)	Constitution of firm A. Public Limited / Private Limited / LLP - 05 Marks B. Partnership firm - 04 Marks C. Sole Proprietor / Other - 03 Marks	05 Marks
(ix)	Quality of services by the bidder at their present site, to be decided by the Bank based on client feedback/site visit reports. The decision taken by the Bank in this regard will be final and binding. A. Level of general cleanliness, mechanization of operations, washroom cleaning and maintenance - 00 to 05 Marks B. Plumbing, carpentry, electrical, garden maintenance and allied services - 00 to 05 Marks C. Quality of chemicals used, including standard brand, eco-friendly and biodegradable materials, and tools/equipment deployed - 00 to 05 Marks D. Proper uniform with company name badge, safety shoes, helmet, safety belt, hand gloves and other PPE provided to manpower at site - 00 to 05 Marks E. Redressal of complaints and record keeping - 00 to 05 Marks F. Feedback from client - 00 to 05 Marks	30 Marks

Note: 1. Site visit / present-site assessment under criterion (ix) will be done only for bidders who fulfil the eligibility criteria under Section III(b) and secure at least 50 marks in the above-mentioned criteria (i) to (viii). Bidders who receive less than 50 marks in criteria (i) to (viii) shall be assigned zero marks under criterion (ix) and will not be eligible for participation in price bid.

2. Information required from point number (i) to (ix) above shall be uploaded in the technical / eligibility section of the bid and supported with certified/attested copies of relevant documents confirming compliance with the technical bid evaluation criteria. Such documents may be used by the Bank for both eligibility scrutiny under Section III(b) and technical scoring under this Section III(c). For criterion (ix), bidders shall upload present/current site details for client feedback/site visit; the Bank will undertake such site visit / present-site assessment only for bidders shortlisted as per the note(i) .

3. Similar works means Integrated Facility Management in at least all areas of electrical, plumbing, carpentry and housekeeping in large residential colonies and other big complexes/Government Offices. For the purpose of calculating the value of qualifying works, the value of security services, if any, shall not be included.

4. The technical score assigned as per the above matrix shall be used for QCBS evaluation as provided in Section III (d).

5. It shall be the responsibility of respective bidders to arrange for site visit / present-site assessment. Bidders who fail to arrange for the site visit shall be assigned zero marks under criterion (ix) and will not be eligible for participation in price bid.

Section III (d) Evaluation of Bids

1. Tenders shall be evaluated based on the eligibility criteria mentioned in Section III (b), of only those bidders who have submitted the EMD before the due date and uploaded/submitted the proof as specified in the GeM bid and this tender document.
 2. The bidders must submit all the requisite documents prescribed in the tender document in the technical / eligibility section of the 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 shall not be opened, and communication shall 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 id estatebangalore@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 financial responses of all bidders who qualify in the technical evaluation shall be considered for financial evaluation. The tender shall be evaluated using Quality and Cost Based Selection (QCBS) with 30% weightage to the technical score and 70% weightage to the financial score.
 7. The scoring and final evaluation of bids shall be carried out as per the applicable criteria and methodology configured and published on the GeM portal for this bid.
 8. The Bank is, however, not bound to accept the highest-ranked 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 (e) 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 technical / eligibility section of the bid			
1.	Submission of Earnest Money Deposit (upload / submit proof of EMD as specified in the Schedule of Tender).		
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>Item 1 of Section III(b)</u>		
5.	Power of Attorney in Annexure III		
6.	Self-attested copy of GST registration.		
7.	Self-attested copy of EPFO registration		
8.	Self-attested copy of ESIC registration		
9.	Labour Licence		
10.	Self-attested copy of the PAN card issued by the Income Tax Department		
11.	<u>Format 2 of Annexure II: Proof of past experience as per Item 2 of Section III(b)</u>		
12.	<u>Format 3 of Annexure II: Proof of eligible works as per Item 3 of Section III(b)</u>		
13.	Client certificate in <u>Format 3A of Annexure II</u> as per <u>Item 3 of Section III(b)</u>		
14.	<u>Format 4 of Annexure II</u> duly signed by the bidder and certified by Chartered Accountant		
15.	Income Tax Assessment Orders / Income Tax Returns and the latest audited financial statements/final accounts of the business of the Bidder for FY 2023-24, FY 2024-25 and FY 2025-26, duly certified by a Chartered Accountant.		
16.	<u>Format 5 of Annexure II</u> in the letterhead of the bidder's bank		
17.	Details of Bidder's bank in <u>Format 5A of Annexure II</u>		
18.	Letter of undertaking to Regional Director, RBI Bengaluru (Annexure -IV)		

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

Sl. No.	Checklist	Submitted/ Not submitted	Remarks
19.	Undertaking on Declaration of Debarment (in format given in Annexure VI)		
20.	Signed Undertaking on Legal Actions / Litigation / Arbitration by the Bidder (in format given in Annexure VII)		
21.	Undertaking / Declaration / Certificate by the Bidder regarding country sharing land border with India (in format given in Annexure XI)		
22.	Tender documents signed and stamped (Part-I)		
23.	Any other document as specified in the NIT and tender.		
24.	Documents supporting Technical Evaluation Matrix under Section III(c), including proof of years of operation, technical-scoring work orders/completion certificates/performance certificates, details of single largest work in hand, valid quality/accreditation certificates and payroll-strength proof		
25.	Valid quality/accreditation certificates claimed for technical scoring, such as ISO 9001 certification, SA 8000 certification, OHSAS 18001 / ISO 45001 / any other equivalent international accreditation certificate.		
26.	Proof of manpower on payroll for technical scoring, such as latest EPFO ECR/ESIC contribution statement and/or certificate from Chartered Accountant/authorised signatory indicating total manpower on payroll as on August 31, 2026.		
27.	Documentary proof for single largest similar project in hand, such as work order/agreement, present contract value/status certificate, scope details, client address and contact details.		
28.	Present/current site details for Bank feedback/site visit, including client name, site address, scope of work, contract value, manpower deployed, period of contract and contact person details.		
29.	A copy of local address proof for the existing local office / service setup at Bengaluru; or declaration, as mentioned in Section III(b) Eligibility Criteria, regarding establishment of local office / service setup at Bengaluru within two (02) months from issue of work order or within such time as permitted by the Bank.		
30.	Any other information the bidder wishes to furnish.		

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

Sl. No.	Checklist	Submitted/ Not submitted	Remarks
31.	Service-area-visit declaration on bidder's letterhead, listing the properties and the visit date certified by the Caretaker of each premises.		
32.	Declaration for Local Content in Annexure XIV(A) , including local-content percentage, supplier classification and location of local value addition, as applicable.		

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

Section- IV General and Specific Conditions of Contract

Section IV (a) - Scope of work and services

Scope of Work: Providing IFMS in the MOP and Residential Colonies of Reserve Bank of India, Bengaluru

1. Area of work: The Bank's Premises including RBI MOP, Reserve Bank Officers' Quarters (RBOQ) Cunningham Road, RBOQ Cunningham Crescent, RBOQ Koramangala, Reserve Bank Staff Quarters (RBSQ) Osborne Road, RBSQ RPC Layout and RBSQ Nandini Layout. The Bank's residential colonies comprise of flats, Visiting Officers' Flats (VOFs), Transit Holiday Homes (THH), Single Room Accommodations (SRAs), Dispensary, Caretaker's Office, Community Hall, Gymnasium, etc. This work covers the facility management for the entire MOP and colonies which includes all types of routine, preventive, periodical, corrective and break down maintenance works generally of the following nature:

- (a) Horticulture Works
- (b) Electrical Works
- (c) Plumbing and Sanitary Works
- (d) Carpentry Works
- (e) Housekeeping - Cleaning of Flats / Blocks (General & Common area, i.e., Internal & External Cleaning of flats in residential colonies)
- (f) Chimney maintenance
- (g) Pest Control Services**
- (h) All other services specified hereinafter

2. Details of flats and other area where work is to be carried out:

Table 1		
Name of property	Approx., Area.	Number of Flats
RBOQ, Cunningham Road	Plot area – 158085 Sq Ft., Flat Nos: Class I – 51 Flat Size – 1038 Sq ft to 1395 Sq ft	49 flats, VOFs - 4, Community Hall - 1, Gymnasium - 1, Gardens and roads, Dispensary - 1, stairs and terraces, electric meter space, guard rooms and Miscellaneous services rooms, caretaker room, etc.
RBOQ, Cunningham Crescent	Plot area – 24334 Sq Ft., Flat Nos: Class I – 51 Flat Size – 899 Sq ft to 1364 Sq ft	51 Flats, VOFs - 4, Gymnasium - 1, Gardens and roads, Dispensary - 1, stairs and terraces, electric meter space, guard rooms and Miscellaneous services rooms, caretaker room, etc.
RBOQ, Koramangala	Plot area – 60353 Sq Ft., Flat Nos: Class I – 88 Flat Size – 1056 Sq ft to 1218 Sq ft	88 flats , VOFs - 9, Gymnasium - 1, Gardens and roads, Dispensary - 1, stairs and terraces, electric meter space, guard rooms and Miscellaneous services rooms, caretaker room, etc

Table 1		
RBSQ, Osborne Road	Plot area – 160857 Sq Ft., Flat Nos: Class I – 41 Flat Size – 1029 Sq ft Class III – 169 Flat Size – 495 Sq ft Class IV – 58 Flat Size – 333 Sq ft	268 flats including SRAs, THH – 12, Community Hall - 1, Gymnasium - 1, Gardens and roads, Dispensary - 1, stairs and terraces, electric meter space, guard rooms and Miscellaneous services rooms, caretaker room, etc
RBSQ, RPC layout	Plot area – 26200 Sq Ft., Flat Nos: Class I – 8 Flat Size – 1029 Sq ft Class III – 60 Flat Size – 495 Sq ft	68 flats, Gymnasium - 2, Community Hall – 1, Gardens and roads, Dispensary - 1, stairs and terraces, electric meter space, guard rooms and Miscellaneous services rooms, caretaker room, etc.,
RBSQ, Nandini layout	Plot Area - 47695 Sq Ft., Flat Nos: Class IV – 99 Flat Size – 343 Sq ft	99 flats, Gymnasium - 2, Community Hall – 1, Gardens and roads, Dispensary - 1, stairs and terraces, electric meter space, guard rooms and Miscellaneous services rooms - 3, caretaker room, etc.,
MOP	Plot Area – 180000 Sq Ft.,	Main Office Building (MOB) – Ground, Basement and four floors – Built up area – 191223 sq ft., Annex Building – Ground and two floors – Built up area – 23699 sq ft, VOFs – 2, Residence of Regional Director
Note: Above status of the flats may change		

- Details of Manpower** - The Contractor shall deploy required experienced Technically skilled along with Skilled / Semi-skilled Labour/ Unskilled Labour(s) as stated under. The Technical supervisor shall carry active mobile phone available at site for taking instruction from the Bank's Engineer(s) / Colony Caretaker(s) / Security Officer(s) or any person deputed by the Bank and supervise the work at site and also deploy minimum manpower as under:

The prescribed manpower is the minimum requirement of the Bank and shall be made available for the specified services during the trade-specific working hours stated in Tables 3 and 4, while ensuring compliance with all statutory obligations, including applicable provisions relating to working hours, weekly rest, overtime or compensatory off, reliever arrangements, wages, ESI/EPF and other applicable labour-law requirements. Bidders shall accordingly work out the personnel and reliever requirement, including the personnel required for shift duties, while quoting their rates.

Table 2								
Worker category	MOP	CR	CCR	KOR	OSB	RPC	NL	Total
Technical Supervisor	1	1	1	1	1	1	1	7
Plumber Skilled	1	1	1	1	1	1*		6
Helper to Plumber Semi - Skilled	1	1	1	1	1	1*		6
Carpenter Skilled	2	1	1	1	1	1*		7
Helper to Carpenter Semi-Skilled	2	1	1	1	1	1*		7
Electrician Skilled	9 + 1@	2#		2	2	2*		18
Housekeeping – Labour - unskilled	-	10	5	12	18	8	8	61
Horticulture – Head maali (Semi-Skilled)	2 (Semi-Skilled)	1	**	1	1	1**		6
Horticulture – Helper to Head Maali (Unskilled)	6	4	**	1	5	1**		17
Total	25	22	10	21	31	17	9	135
Note: * For RBSQ RPC Layout and RBSQ Nandini Layout, the same shared carpentry, plumbing and electrical personnel shall attend both locations as per the approved deployment.@ Including round-the-clock shift and general shift #For RBOQ, Cunningham Road and RBOQ Cunningham Crescent road, the same Electrician personnel shall attend as per approved deployment. ** For RBOQ Cunningham Crescent road, RBSQ RPC layout and Nandini Layout the same Horticulture personnel shall attend as per approved deployment. Location key: MOP—Main Office Premises; CR—Cunningham Road; CCR—Cunningham Crescent; KOR—Koramangala; OSB—Osborne Road; RPC—RPC Layout; NL—Nandini Layout. The MOP entry 9 + 1@ comprises nine electricians and one telephone maintenance technician.								

Note: The Bank reserves the right to assess the manpower requirements every quarter and seek additional manpower or reduce the workforce as and when found necessary. However, due notice shall be given, and bill adjustments shall be made accordingly. The Bank reserves the right to include or exclude any properties from the scope of work depending on requirement of the Bank. The Contractor has to deploy manpower accordingly. Payment under the revised scope of work within the contract period shall be made only for the manpower deployed by them as per Bank's requirement. For any deletion of Properties, no manpower shall be accommodated under any circumstances during the period of contract. The Bank may verify rates and tax invoices for correctness. In case, market rates are found less, suitable deduction shall be made. 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 engineer.

4. General Requirements/Responsibilities:

- The bidders are advised to quote their rates by visiting the Office and Colonies and after understanding the volume and complexity of work as given in scope of work. The bidders shall be deemed to have carefully examined the work and site conditions including the labour, general and special conditions, the specifications, schedules and scope and shall be deemed to have visited the site of work and have fully informed

himself regarding the local conditions and carried out his own investigations to arrive at the rates quoted in the tender. In this regard, bidders will be given necessary information available with the Bank but without any guarantee about its accuracy.

- b) If the bidder shall have any doubts as to meaning of any portion of the general conditions, or the special conditions, or the scope of work or the specifications or any other matter concerning the contract he shall in good time, before submitting his tender, put forth, the particulars thereof and submit them to the Bank in writing in order that such doubts may be clarified authoritatively in writing before tendering. Once a tender is submitted. the matter will be decided according to the tender conditions in the absence of such authentic pre- clarification.
- c) Manpower physical fitness: All workers proposed for deployment shall be able-bodied and physically fit to undertake the strenuous activities assigned under the contract. Before deployment, the Contractor shall submit for each worker a medical fitness certificate issued by a registered medical practitioner. The Bank may require replacement of any worker found medically unfit or unable to safely perform the assigned duties.
- d) Police Verification: The successful bidder shall arrange to carry out police verification of the workers proposed to be employed by him and submit the verified documents to the Bank, prior to deployment of the workers. Police verification shall be completed for personnel deployed as reliever / replacement and the verified documents should be submitted to the Bank prior to such deployment.
- e) In terms of the Minimum Wages Rules, 1950, one (01) rest day must be provided to each workman after six (06) days of work. The Contractor shall arrange suitable reliever/alternative workmen for such rest days, with due intimation to the Bank. Such reliever/alternative workmen shall be treated as contract labour for the purposes of statutory benefits, including EPF/ESIC, as applicable.
- f) Any material (apart from equipment / machineries and cleaning material used for housekeeping and gardening) required for repair / replacement / maintenance of plumbing / carpentry / electrical works shall be procured only with the Bank's prior written approval. Materials procured by the Contractor shall be reimbursed at the applicable Standard Approved Rate(s) (SAR) in [Annexure XV](#), unless otherwise stated in the relevant clause. Where an item is not covered by SAR, the Bank may authorise procurement by the Contractor at actual cost, supported by invoices, not exceeding the prevailing market rate verified and approved by the Bank, with the Contractor's Profit/Service Charge at the percentage quoted in Item No. 18 of the Price Bid, over and above the purchased cost (excluding GST). Whether or not an item is covered by SAR, the Bank reserves the right to procure it through its own approved procurement channels and supply it to the Contractor for use in the work. The Contractor shall not claim reimbursement of the cost of, or procurement-related Profit/Service Charge on, materials supplied by the Bank. Procurement shall comply with [Annexures XIV](#) and [XIV\(A\)](#).

5. Role of the Successful Bidder:

The Successful Bidder shall ensure the following:

- a) To provide full uniform (summer and winter both) along with the name plate/identity card to the manpower deployed to perform their duties. The deployed personnel shall wear uniform and identity cards at all times in the Bank's Premises and shall also produce identity cards on demand by any authority of the Bank or of the Government.

- b) To provide Personal Protective Equipment (PPE), Safety Equipment and Essential Tools viz., safety shoes, helmets, safety belts/gum boots, insulated electrical tools, insulated gloves, raincoats, caps, umbrellas, torch, mobile phone etc. for teams at every location, required for undertaking the services as per the scope of work.
- c) To provide necessary training to his/her staff on quality, safety & technology.
- d) To co-operate with the other Contractors appointed by the Bank, so that the work shall proceed smoothly with the least possible delay and to the satisfaction of the Bank.
- e) To arrange to carry out police verification of the workers to be employed by him and submit the verified documents to the Bank. Police verification shall be completed also for personnel deployed as reliever / replacement and the verified documents should be submitted to the Bank prior to such deployment.
- f) Submit to the Bank the Photographs, ID, Address Proof, Contact Details and Bank Account Details of the workers to be deployed by him to work in the Bank's premises.

6. Number of days of Deployment Per Week:

TABLE 3		
Location	Work Description	No. of Days of Deployment
Residential Colonies	Supervisor, Plumber, Carpenter, Electrician, Gardener, Helpers to Plumbers, Carpenters, Gardeners, and Maintenance & Housekeeping workers.	All days of the week including Saturday, Sunday, and Holidays with one day mandatory weekly off*
Main office Premises	Supervisor, Plumber, Carpenter, Electrician in general shift (9:00 AM to 5:00 PM), telephone technician, Helper to Plumber / Carpenter.	Six days a week, viz., Monday to Saturday. Sunday shall be the weekly off.
Main office Premises	Gardener and Helper to Gardener, and Electrician in round-the-clock shifts (mentioned in Table 4)	All days of the week including Saturday, Sunday, and Holidays with one day mandatory weekly off*
<i>*The weekly off should be provided to the workers with an alternative arrangement, i.e., reliever(s), for which the bidder shall factor in the charges while quoting rates under this contract. A reliever shall be made available by the contractor to facilitate weekly offs in all colonies, provided that the total number of workers per premises remains the same on any given day. This arrangement is to ensure uninterrupted service throughout the year (365 days). The schedule of weekly offs shall be submitted to the bank every month for approval.</i>		

7. Timing of the various workers are as under:

TABLE 4	
Work Description	Work Timing
Supervisor, Gardeners, Maintenance and Housekeeping Workers	Work Hours – 08:00 AM to 04:00PM
Carpenter, Helper to Carpenter, Plumber, Helper to Plumber	Work Hours - 09:00 AM to 05:00 PM

TABLE 4	
Electrician	<i>Round-the-clock shift:</i> Two electricians each in 06:00 AM-02:00 PM shift, 02:00 PM-10:00 PM shift and 10:00 PM-06:00 AM shift, shall be available in MOB. <i>General Shift:</i> In addition to the above, three electricians and one telephone technician shall be available in MOB in the general shift (09:00 AM to 05:00 PM). <i>Electrician in colonies:</i> Only one shift in colonies - Work Hours - 09:00 AM to 05:00 PM. The MOB night-shift electricians shall also attend emergency electrical work/complaints in the residential colonies during night hours, as directed by the Bank, without any additional payment.

Note:

- (i) The attendance of the workers shall be maintained in the attendance register or through biometric/app-based attendance, as approved by the Bank. The Contractor shall produce attendance records whenever demanded by the Bank and shall submit the relevant attendance records along with each monthly bill.
- (ii) Workers deployed by the contractor shall strictly refrain from undertaking any private or non-designated tasks during their duty hours, without prior approval of the Bank.

8. Important Instructions regarding Scope of Work

1. The Bank reserves the right to change/update the timing and days of manpower deployment as per the Bank's requirements.
2. Payment of wage bill shall be based on actual deployment of manpower. An amount equivalent to the daily wages will be deducted per day of absenteeism, in addition to the penalty clauses specified in Section IV (c).
3. **Emergency situations**

The Supervisors and workers shall respond appropriately during emergency situations (such as fire, earthquake, power disruption, water supply problem, sewer issues, riot, pandemic, etc.) as advised by the Bank and shall not leave such work without the permission of the Bank. Emergency works, completion of pending or time-bound works, works having stipulated downtime or response requirements, and maintenance and servicing of assets under AMC shall be carried out beyond office hours, including on weekly offs, Sundays and holidays, whenever required or directed by the Bank. Such work shall be arranged within the approved manpower and quoted rates, and no additional payment shall be made by the Bank in this regard. The Contractor shall ensure compliance with all statutory obligations, including applicable provisions relating to working hours, weekly rest, overtime or compensatory off, reliever arrangements, wages, ESI/EPF and other applicable labour-law requirements.

4. Behaviour of workers

Behaviour of the supervisor/workers should be polite with residents and the Bank's staff/officers. In case any worker of the contractor is found misbehaving with the residents and the Bank's staff/officers or doing 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. Failure to replace the personnel may be treated as absenteeism and accordingly the corresponding charges will be deducted from the bill.

Chewing paan, gutka, consumption of alcohol, drugs or smoking in the Bank's premises and colonies is strictly prohibited, and anyone found doing so will be removed without further notice. The Contractor shall be solely responsible for any accident, injury, loss or damage involving its personnel or any unauthorised person brought by them during duty hours within the Bank's premises/colonies. The Bank shall not be responsible for any such incident and no claim of any nature shall be payable by the Bank on this account.

The Contractor shall be solely responsible for the safety, conduct, supervision and discipline of all personnel deployed by it for the performance of the Contract. No unauthorised person belonging to or engaged by the Contractor shall be permitted to enter the Bank's premises. The Contractor shall be solely responsible for all civil, criminal, statutory, contractual and employment-related liabilities arising out of the acts, omissions, negligence or misconduct of its personnel during the currency of the Contract and shall indemnify and keep the Bank indemnified against all claims, demands, proceedings, losses, damages, costs and expenses arising therefrom, subject to applicable law.

The personnel deployed by the Contractor shall remain the employees of the Contractor alone, and no relationship of employer and employee shall exist between the Bank and such personnel. Nothing contained in this Contract shall be construed as creating any employer-employee relationship between the Bank and the Contractor's personnel. However, where any liability is fastened upon the Bank under any applicable law as the principal employer or otherwise, the Contractor shall promptly reimburse and indemnify the Bank for all amounts so paid or incurred, to the extent permissible under law.

5. Frequent shifting of workers

The Contractor shall ensure that workforce once deployed at one premise should not be replaced frequently and must not be switched frequently from one premise to another. However, in case of urgent requirements, it may be done only after getting prior approval from the Bank. The complaints, if any, received by such relocated person must be conveyed to the new incumbent.

6. Work/Repair Planning:

- i. The Supervisor shall seek an appointment from the allottee after receiving a complaint and shall ensure that the concerned worker reaches the flat at least five (5) minutes before the scheduled time.
- ii. The Contractor shall provide a spare pair of chappals/slippers to housekeeping staff, plumbers and carpenters for use inside flats, as shoes are required to be removed before entering. During electrical repairs, safety shoes shall be permitted inside flats.
- iii. During repairs inside flats, the Contractor shall provide a clean cloth/PVC sheet to cover items such as TVs, sofas and beds, especially while carrying out activities such as fan cleaning or drilling nearby. After completion of repairs, the floor/work area shall be cleaned properly.
- iv. The expenditure towards chappals/slippers, electrical safety shoes, other protective gear and covering sheets shall be borne by the contractor.
- v. In case of complete disruption in electricity or water supply, any major leakage requiring immediate attention, entry lock malfunctioning of any flat in any colony, emergency service must be provided at any time of the day without any extra cost.

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- vi. The work shall be carried out in close co-ordination and with least disturbance to the Office working /residents as the case may be.
 - vii. The Contractor shall provide proper all safety gadgets like shock resistant Hand Gloves, Safety shoes, Raincoats, Torches etc. to each staff, engaged by him during Operation and Maintenance services at site
 - viii. The contractor shall make good the damages, if any, caused to the Bank's properties while attending to his work at no extra cost to the Bank.
7. Bidders are advised to attend the Pre-Bid meeting and also to visit the site (colony premises) to understand the detailed scope of work before submitting their tenders and confirming the terms and conditions. The Bidder should understand the work and the constraints if any.
 8. The personnel engaged by the contractor would always be deemed to be his personnel and would not have any claim on the Bank whatsoever.
 9. The Contractor shall also engage necessary extra worker for his assistance whenever required with prior permission of the Engineer in-charge. Labour charges per worker per day will be paid separately for engaging additional helper as per schedule of rates under this tender.
 10. The Contractor is responsible to provide qualified and well experienced personnel, who can independently handle, operate, and maintain electrical installations as per the guidelines of the Bank. The Contractor and his staff shall strictly follow the Standard Industrial Safety & Security Norms.
 11. The work force to be deployed shall be screened for technical capability by the Bank to ensure the deployment of suitable candidates by the Contractor.
 12. The Contractor shall ensure and display the monthly duty chart / Shift roster provided by the Bank. For leave replacement service providers / work force should also be identified at the beginning of the contract such that they should also be aware of the operation & maintenance of the system fulfilling all other conditions as described in this Contract.
 13. The Contractor shall ensure to attend service complaints within two hours in residential colonies and on an immediate basis in MOP, of the complaint being registered.
 14. The monthly payment will be made after the satisfactory completion of items and complaint attended to and the certificate of the Bank's engineers wherever applicable. All the monthly bills should be submitted separately with Caretakers' certificates duly attached. The applicable [Annexure XIII](#) workwise checklist, duly certified by the Caretaker/Assistant Caretaker or designated Bank official, shall also be attached.
 15. It shall be the responsibility of the Contractor for the safety of service providers / work force and maintain cleanliness of the installation/equipment's particularly which are under his sole possession/use as required. All his service providers shall be provided with Identity Card as per the norms of the Bank.
 16. The Contractor shall furnish local contact telephone number, Mobile number & contact address.
 17. The Contractor shall be responsible to provide & maintain records at the site e.g, attendance of duty staff, logbooks for equipment etc. as required.
 18. The Contractor shall be responsible for the equipment, materials handed over to him, and in case of any mishandling or missing the same shall be replaced or repaired at his own risk and cost.
 19. All dismantled/unused materials shall remain the property of the Bank and shall be the responsibility of the contractor to return the same to the Bank periodically as required
 20. Any damage done to the existing installation, equipment or to the building particularly

due to negligence shall be entire responsibility of Contractor to repair, rectify or replace the same without any cost to the Bank.

21. The contractor shall make own arrangements for transport and other logistics to service providers / work force.
22. The Contractor shall be liable for the payment of wages as per the Central Minimum Wages Act and all other dues to the staff deployed which they are entitled to receive under the various labour laws and other statutory provisions. The contractor shall maintain proper record for payment of wages, etc., to the persons so deployed and shall on demand furnish copies of wage register / muster roll, etc., to the Bank for having paid all the dues to the persons deployed by him/her for the work under the contract. The contractor shall comply with or cause to be complied with the Labour regulations from time to time with regard to payment of wages, wage period deductions from wages, maintenance of wages book, wage slip, publications of scale of wages and terms of employment and submission of periodical returns. The Contractor shall not charge any amount from the personnel deployed by him towards recruitment fee, uniform, etc. Further, there shall not be any hidden charges in the wages, being paid to the staff deployed. Tenders having quoted rates below the prescribed minimum wages shall be summarily rejected and shall not be evaluated for the purpose of ascertaining L1 tenderer
23. List of Documents to be maintained at Site - The Registers/ Documents mentioned in table below shall be maintained at site by the Contractor at his own cost and updated regularly. These documents shall be available for inspection by Bank's representative during his site visit at all reasonable times. After completion of contract period, the Contractor shall submit the duly completed registers/ documents to the Bank.

S. No.	Description of the Document	Remarks
1	Contract Agreement.	Certified true copy of the contract
2	Site staff attendance register	To record attendance of the site staff.
3	Work instruction / Site order Book	For issue of instructions by Officer-in-charge or his representative at site.
4	Complaint Register	To record complaints by the residents/ Bank's staff
5	Details of Material used at site Register	To record the material quantity and details of usage
6	Work completion status register	To be updated by the supervisor after completion of the routine jobs along with flat details.
7	Wage register (record of payments made to workers)	To keep a record of wages paid to the workers at site along with supporting documents (Bank statement etc.)

24. Machinery/Safety Equipment from reputed brands shall be provided in good working condition. The scope includes repairing these machines and maintaining them in good working condition during the contract. The ownership of these machines will remain with the vendor and the machines shall be taken out on completion of the contract. The annual charges for supplying these machines should be inclusive of change of vacuum filters and other consumables, if any. The Contractor shall maintain site-wise stock, issue, expiry, dilution and replacement records for cleaning materials, consumables,

tools and equipment. The stored materials, records and condition of tools/equipment shall be offered for examination by the Bank's officials at least once every month and during surprise inspections. Expired, leaking, unlabelled, incompatible, damaged or unserviceable items shall be removed and replaced immediately.

TABLE 5: Machines/cleaning materials to be provided									
Sr. No	Item	Min. Quan. CR	Min. Quan. CCR	Min. Quan. KOR	Min. Quan. OSB	Min. Quan. RPC	Min. Quan. NL	Min. Quan. MOB	Total
Housekeeping									
1	Auto Scrubber Machine	01	-	01	01	-	-	-	03
2	Single Disc Machine	-	01	-	-	01	01	-	03
3	Industrial Purpose Vacuum Cleaner	01	01	01	02	01	01	-	07
4	Jet Pressure Machine	01	01	01	02	01	01	-	07
5	Floor Duster	10	10	20	20	10	10	-	80
6	Floor Wipers Long-	10	10	10	10	10	10	-	60
7	Floor Wipers Short -	5	5	5	5	5	5	-	30
8	Phool Broom	10	5	10	10	5	5	-	45
9	Cob-web Cleaning Brush/Broom	2	2	3	4	2	2	-	15
10	Coconut Stick Broom-5	7	4	4	7	4	4	-	30
11	Readymade Yard broom -10	8	5	10	10	5	7	-	45
12	Mop with stick	5	5	10	15	5	5	-	45
13	Room Freshener Spray	5	5	5	5	5	5	-	30
14	Small Buckets	7	5	8	10	5	5	-	40
15	Big Buckets	2	2	3	4	2	2	-	15
16	Jugs/Mugs	7	5	8	10	5	5	-	40
17	Plastic dust pan	7	5	8	10	5	5	-	40
18	Nylon Scrubber	5	5	8	10	5	7	-	40
19	Steel Scrubber	5	5	8	10	5	7	-	40
Gardening									
1	Battery powered Lawn mower	01	-	-	02	-	-	01	04

TABLE 5: Machines/cleaning materials to be provided

2	Electric grass trimmer with child protection	01	-	-	02	-	-	01	04
3	Set of Misc tools set such as garden hoe, Tiller, hand hoe, curved pruner, cutter	02	-	01	02	-	-	01	06
4	Hedge shear	01	-	-	01	-	-	02	04

Note: 1) All housekeeping staff deployed for cleaning and maintenance activities must be trained in operating the machines mentioned in the above table.

2) Minimum cleaning-tool replacement and upkeep schedule: mop heads, cleaning/dusting cloths, toilet brushes and nylon scrubbers shall be washed/sanitised and dried after each day's use and replaced at least monthly or earlier when stained, frayed, worn or unhygienic; brooms, floor wipers, squeegees and dusters shall be replaced at least quarterly or earlier when ineffective/damaged; buckets and other tools shall be replaced immediately when cracked or unsafe; and machine filters, brushes, pads and consumable parts shall be examined monthly and serviced/replaced as per the manufacturer's recommendation. The Contractor shall maintain a site-wise replacement register.

TABLE 6: Tools and other equipment to be provided

Sr. No	Item	Min. Quan CR	Min. Quan CCR	Min. Quan KOR	Min. Quan OSB	Min. Quan. RPC	Min. Quan. NL	Min. Quan. MOB	Total
Electrical									
1	Hammer Drilling machine	1	1	1	1	1	1	-	6
2	Earth Tester with earth electrode and wiring	1	-	1	1	1	1	-	5
3	Megger	1	-	1	1	1	1	-	5
4	Set of Electrical tools (Plier, Nose plier, Screwdriver set, allen key set, test lamp, Multimeter with clamp meter, tool bag)	2	-	2	3	2	-	2	11
5	Crimping tool	1	-	1	1	1	-	1	5
Plumbing									
1	Hammer Drilling machine	1	1	1	1	1	-	1	6

		TABLE 6: Tools and other equipment to be provided							
2	14 "Pipe Wrench	1	1	1	1	1	-	1	6
3	Spanner set	1	1	1	1	1	-	1	6
4	Adjustable wrench	1	1	1	1	1	-	1	6
5	Hammer	1	1	1	1	1	-	1	6
6	Plier, screwdriver, allen key set with tool bag.	1	1	1	1	1	-	1	6
7	Heavy duty hand saw	1	1	1	1	1	-	1	6
8	Plumber pump	2	2	2	2	2	-	2	12
		Carpenter							
1	Wood Planner/ Randa	1	1	1	1	1	-	1	6
2	Hand Saw	1	1	1	1	1	-	1	6
3	Hammer Drilling machine	1	1	1	1	1	-	1	6
4	Hammer	1	1	1	1	1	-	1	6
5	Plier, screwdriver, chorsi, scale, allen keyset with tool bag	1	1	1	1	1	-	1	6
		Aluminium Ladder, folding type							
1	6 ft	1	1	1	1	1	1	1	7
2	8 ft	1	1	1	1	1	1	1	7
3	14 ft	1	1	1	1	1	1	1	7

1. **Items may be shifted from other nearby colonies as and when required.*
2. *In case of repairs another standby machine/ backup arrangements should be made failing which suitable penalty may be imposed.*
3. *The above machines should be of reputed brands such as Tennant/Karcher /Eureka forbes/ Black & Decker/ Dyson or an approved equivalent. Tools should be of Bosch/Taparia/Jainson or approved equivalent.*
4. If the quality of the cleaning material supplied by the Contractor is not satisfactory to the Bank's requirement and 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 Contractor and deduct the cost from the monthly bills.
5. The Contractor shall maintain site-wise stock, issue, expiry, dilution and replacement records for cleaning materials, consumables, tools and equipment. The stored materials, records and condition of tools/equipment shall be offered for examination by the Bank's officials at least once every month and during surprise inspections.

Expired, leaking, unlabelled, incompatible, damaged or unserviceable items shall be removed and replaced immediately.

6. The contractor 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/residents. The mobile number must not change when the supervisor leaves the job and the new supervisor reports.
7. Suitable training must be given to all the workers to effectively use the cleaning machines.
8. 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 is found untidy, penalty provisions as per section IV (c) may apply.

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 deemed by the Bank shall be considered as part of the scope of work.

9. Role of Deployed Workers

A. Supervisors:

(i) Qualification and Experience:

Out of the seven (7) supervisors to be deployed, at least one supervisor each shall possess a diploma in Civil Engineering, a diploma in Electrical Engineering, a diploma/recognised qualification in Horticulture, and a diploma/recognised qualification in Housekeeping, respectively. The remaining supervisors shall possess a degree or diploma in Civil Engineering, Electrical Engineering, Housekeeping, Horticulture or an equivalent relevant qualification.

The supervisor must also have a minimum of three (3) years of relevant experience in facility management or operations, or in supervision of civil/electrical project works.

(ii) Scope of Work:

1. Supervisors shall be responsible for overseeing 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 flats and open areas within the premises while adhering to the extant government guidelines/laws regarding waste management.
2. 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.
3. The Supervisors shall ensure timely attendance to complaints lodged through the approved complaint-management system, if any, and through physical complaint registers maintained at the Caretaker's Office or colony gate. Separate complaint registers shall be maintained for electrical, carpentry, plumbing, and housekeeping complaints (The Complaint registers shall be provided by the Bank). In addition, equipment-specific complaints related to water purifiers, chimneys, hobs, air conditioners, gym equipment, lifts, DG sets, cable connections, LED TVs, intercoms, CCTV, etc., shall be recorded. The complaints shall be checked daily and attended promptly. 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 Caretaker and must be enclosed with the bill and kept on record. Reports/records of all complaints received and remedial works carried out shall be maintained and submitted whenever required by the Bank. Failure to ensure prompt redressal may attract penalty as per the tender conditions. The Supervisors shall also monitor and lodge complaints regarding the upkeep and repair of installed systems in the colonies, including CCTV, Video Door Phones (VDPs), intercoms, fire extinguishers, pumps, lifts, solar systems and heaters, and water purifiers; follow up with the AMC provider, parent company or service provider; and report the status to the Bank upon resolution.

4. Supervisors shall assist the Bank's Engineers 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 premises.
5. The supervisor will be responsible for assigning work to various personnel, including electricians, plumbers, carpenters, gardeners 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.
6. The supervisors shall collect timely information, latest by 25th of the month, regarding material requirements for repair, housekeeping, or gardening work, obtain prior approval from the Bank's Engineer, and procure the same accordingly.
7. 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.
8. The supervisors shall 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.
9. 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 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.
10. The supervisors must ensure that hazardous materials such as broken glass, toilet seats, mirrors, bleaching agents, etc., are securely stored away from public and child-accessible areas. Chemical waste, including used batteries, cells, and asbestos cement sheets, must be properly removed and disposed of from the site immediately after use, in compliance with safety and environmental guidelines.
11. The supervisors shall ensure that old materials/fittings which are removed/replaced must be deposited with the Caretaker with acknowledgement.
12. The supervisors in residential colonies shall ensure that the garbage bags are distributed to all the residential flats in all colonies.
13. The supervisor, from time to time after completion of work, shall take the certificate/acknowledgement from the user department or the resident of the flat, as applicable, that the work has been completed satisfactorily and same shall be enclosed along with the bill.
14. The supervisors in residential colonies should inspect the Vacant flats at respective properties on monthly basis and if any defects/damages are found, the same need to be reported immediately to colony caretaker. The Due acknowledgement report

countersigned by colony caretaker on monthly basis need to be submitted at the time of submission of monthly bills.

B. Carpenters:

Materials for this trade shall be procured with the Bank's prior written approval and reimbursed at the applicable SAR in [Annexure XV](#), unless otherwise stated in the relevant clause. Items not covered by SAR may be procured at Bank-approved market rates, subject to the reimbursement conditions in [Annexure XV](#). The Bank reserves the right to procure and supply the materials directly.

(i). Qualification and Experience:

- (i) An ITI Certificate in Carpentry with a minimum of three years of relevant experience in carpentry and fabrication works, or
- (ii) A General Certificate in Carpentry from a recognized institution with a minimum of five (5) years of relevant experience in carpentry and fabrication works.

(ii) Scope of Work:

Attending to day-to-day complaints and carrying out periodical maintenance (including emergency call service) of all hardware, fittings and installations of the carpentry trade in the MOP and staff/officers' colonies, including common areas.

1. Easing/adjusting all types (MS, Wooden, Aluminium UPVC, etc.) of doors, door frames, windows, ventilators, louvers, pelmets, curtain rods/rails/channels, medicine chest, kitchen cabinets (including Modular Kitchen), meat safes, wardrobes, wardrobes locks, drawer locks, night latches, mortice locks etc. in order to make and keep them in satisfactory serviceable condition.
2. Refixing of loose fixtures, fittings, curtain rods/rails/channels, pelmets, medicine chests, hinges, hooks and eyes, ball catches, handles, tower bolts, al drops, other latches, locks, brackets, any other fixtures and fittings including grouting of new wooden/PVC gutties in cement mortar etc. wherever necessary.
3. Replacement of nails, screws, coach screws, machine screws, nuts, bolts, washers etc. (inclusive of their cost) of hinges, handles, al drops, tower bolts, latches, locks, etc. including minor repairs to night latches/mortice locks etc. Repair and replacement of wash basin mirrors, glass shelves, corner shelves, SS hooks, SS towel rods, SS tumbler holder, soap dish, SS towel ring, replacement of damaged Velcro mesh, SS Mesh if any, replacement of damaged mesh teak wood frame with new one, etc.
4. Repairing of door/window shutters/Slashes etc. including removal and refixing thereof. Repairing of other furniture articles such as pelmets, wardrobes, kitchen cabinets (including Modular Kitchen), meat safes, medicine chests etc.
5. Replacement of damaged, broken or unserviceable window/door glass panels, covers and associated fittings, including glazing putty and wooden fillets/beadings, as required.
6. Repairs to cloth hanging arrangement Viz. Replacement of ropes, pully and hooks/brackets etc., and replacement of cloth hanging arrangement with new one.
7. Replacement of Teak/commercial ply Veneer of Flush Type door shutters, wooden frame door shutters, MS frame, wooden/Aluminium doors/windows/ventilators, frame of wooden shutter, frame of windows, panelled doors, ventilators etc, wooden panels of panelled doors, windows, ventilators, other shutters etc. fixing of Aluminium/GI sheet to doors/windows etc. complete. Replacement shall be done with the same quality fittings as per the existing or of better quality wherever advised by the engineer in charge.

8. Repair to all types of Aluminium sliding two track and three track windows, Aluminium Ventilators, aluminium sliding mosquito mesh windows and MOB repairing the Aluminium doors, aluminium partition /wooden partition, including replacement of the same with new one. Materials shall be procured and reimbursed in accordance with [Annexure XV](#), including its provisions for items not covered by SAR and the Bank's right to procure and supply materials.
9. Monthly servicing of all glass-door handles and hinges and all types of door closers in the MOP and residential colonies. An acknowledgement/report from the concerned department or user shall be obtained and submitted.
10. The Carpenter and helper should be experienced and should be able to repair the modular kitchen and replacement of damaged units with new one, replacement of damaged channels, hinges, handles, any type of basket units and all types of repairs pertaining to modular Kitchen.
11. Checking the complaint register maintained in each colony under the guidance of the Supervisor and the Caretaker and attending complaints promptly, including complaints lodged through the approved complaint-management system, if any. After attending the complaint, the signature of the occupant/Caretaker shall be obtained in the complaint register/notebook as acknowledgement.
12. The old/broken fittings, etc. shall be handed over to the Caretaker. Replacement work shall be taken up only after prior consent of the Bank's Engineer-in-Charge.
13. The carpenter should inspect the VOFs/THH's, Dispensary, Gymnasium, Community Hall, Recreation Room etc at respective properties on fortnightly basis and if any defects/damages are found, the same need to be reported immediately to colony caretaker. The Due acknowledgement report countersigned by VOF caretaker and colony caretaker on fortnightly basis need to be submitted at the time of submission of monthly bills.
14. All types of carpentry repairs, maintenance and replacement works, including fittings and allied works, as advised by the Engineer-in-Charge.

C. Electrician and Telephone Maintenance Technician:

(i) Qualification and Experience:

(i) an ITI Certificate in electrical and valid wireman license issued by Electrical Inspectorate with a minimum of three years of relevant experience in electrical works; or

(ii) a valid wireman license issued by Electrical Inspectorate with a minimum of five (5) years of relevant experience in electrical works.

Note: The electrician employed should be competent to operate all electrical installations including Transformer manual Tap changers, Earth breakers, HT/LT switchgears viz. VCBs, ACBs, Bus Couplers, APFC panels, AMF panels, DG sets, pump sets, MCCBs, AVR, Remote tap changers and Distribution boards etc. He should also be able to do the rewiring, shifting and alteration for electrical circuits as per the instructions of Bank's Engineer.

(ii) Scope of work for Electrician:

Materials for this trade shall be procured with the Bank's prior written approval and reimbursed at the applicable SAR in [Annexure XV](#), unless otherwise stated in the relevant clause. Items not covered by SAR may be procured at Bank-approved market rates, subject to the reimbursement conditions in [Annexure XV](#). The Bank reserves the right to procure and supply the materials directly.

Section- IV General and Specific Conditions of Contract

1. Attending to day-to-day complaints and carrying out and periodical maintenance (including emergency call service) of all electrical installations in the MOP and staff/officers' colonies inclusive of common areas like Feeder pillars, metering panels, Assistant Care Taker (ACT) office, pump houses, staircases, street lights, Guard Room, STP, Biogas plant, Solar Systems, Lifts, Lift Rooms, VOFs, THHs, Gym Rooms and to attend Electrical complaints in all residential flats, Dispensary, Community Hall, Garden Lights, gate lights etc. (The electrical installations include Main switch/Meter boards in all blocks, distribution boards, lights, fans and power points in all flats and in common areas, power distribution system, pumps, starters, aviation lights, streetlights, garden lights, lightning arrestors etc.)
2. To operate all electrical installations including Transformer manual Tap changing, Earth breaker, HT/LT switchgears viz. VCBs, ACBs, Bus Couplers, APFC panels, AMF panels, DG sets, pump sets, MCCBs, AVR, Remote tap changers and Distribution boards etc.
3. To do the rewiring, Preventive maintenance (Cleaning of fans etc.), shifting and alteration for electrical circuits as per the instructions of Bank's Engineer. The Contractor shall check and tighten the nuts, bolts and hooks of all ceiling fans and shall check the distribution boards (DBs), switchboards and earthing of all flats once every six months and submit a report to the Bank.
4. To switch off lights, fans, air-conditioners etc. after office hours wherever not required.
5. Replacement of fused bulbs, tube lights, defective electrical installations in all residential flats and Common areas.
6. Periodical and preventive maintenance, including cleaning of all switch gear, control panels, fittings including shut down maintenance and daily inspection of DG set, pumps, lifts, EPABX system, pumps, firefighting system, AC units, TVs, Cable TV connections installed in VOF & THH etc.
7. Making break down complaints to AMC agencies and arrange to rectify the faults/break down of the installations installed in colony premises.
8. Periodical cleaning of all light fittings, panels, DBs, solar panels and other electrical installations in common areas as and when required. Maintenance of earth stations, checking earth connections, watering, earth megger test once in year and maintaining records for all the above works.
9. Attending to the electrical complaints in the complaint register maintained by the Caretaker of the colony and those registered in approved complaint-management system, if any. In case of complaints in the register the electrician shall obtain signature from the complainants and Caretaker after defects are rectified.
10. Any emergency complaints shall be attended by the electrician beyond contract working hours, holidays etc.
11. Any additional plug points, fixtures, wiring in the flats and common area to be carried out on need basis after approval of the Bank's engineers.
12. Attending complaints and break down complaints to telephone wiring and telephone instruments of Intercom system provided in flats and common area of the colonies.
13. Assisting the Caretaker of the colony in arranging to rectify faults/break down and work with BESCOM service connections by contacting the officials of the Electricity Board etc. for expeditious redressal of the complaints (even on holidays and beyond office/working hours both in MOP and colonies).
14. Attending to emergency calls after duty hours on receipt of complaint from Caretaker/Bank's Engineer.

15. Liaison with the Electricity Department, Government of Karnataka, for arranging shutdown of HT/LT lines and restoration after breakdown or maintenance work shall be undertaken by the Contractor under the guidance of the Supervisor and/or the Bank's Caretaker.
16. Tools and equipment required for effective maintenance such as Multimeter with clamp meter, Megger, Ammeter, Galvanometer and Earth tester, all required tools/equipment & safety items etc. should be arranged by the contractor himself at his own cost.
17. All the Meters & testing equipment, which are used at site, should be periodically calibrated from Authorised Test Laboratory.
18. Periodical cleaning, testing & routine maintenance of electrical systems are to be done as recommended by manufacturers, and as directed by Electrical Engineer/ Estate In-charge.
19. In case of power failure from the electricity-board side, the person shall communicate with the BESCOM official(s) and take prompt follow-up action for restoration of power.
20. To clean Solar panels on monthly basis and to clean the wall mounted/pedestal fans whenever required.
21. Watering of all Earth stations/pits provided in MOB premises to maintain its earth resistance value
22. To record energy meter readings on daily need basis

Frequency of maintenance and service of electrical panel/AMF panel/cables:

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

Other Preventive Electrical work:

1.	i. Preventive maintenance and physical inspection of the panels, bus bar chambers, switches, indicating lamps and cables (Frequency monthly basis. ii. Checking high temperature. iii. Tightening of the nuts and bolts. iv. Maintaining log of breakdown and parts replacement. v. Physical Cleaning of the panels. vi. 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 street light 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 the earthing of the 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.

Scope of Work for telephone maintenance technician:

1. Operation and routine maintenance of the entire telephone system including telephone instruments, telephone lines, coil cord, line cord, tag block, MDF system, junction boxes, modem, Wi-Fi, etc.
2. Attending day-to-day complaints of the telephone instruments, telephone lines including intercom, direct lines, STD lines, fax lines, data lines (of BSNL or any other service provider, provided by the Bank) etc. Reporting to and coordinating with the service providers like BSNL, Airtel etc. for resolving the complaints related to the telephone/data lines/Hotlines of the respective service providers.
3. Checking of telephone instruments, lines and Modem installed in MOP and colonies.
4. Shifting of telephone lines within the MOP and colonies as per the instructions of the Bank.
5. Minor repairing of non-working telephone instruments.
6. Maintaining of registers with complaint date & time, department, time of attending the complaint etc.
7. Maintaining the telephone exchange room in good condition by regular cleaning of the MDF tag blocks, exchanges, ensuring the cooling in the room etc.
8. Reporting to/ coordinating with the Exchange (EPABX) vendors for resolving the complaints related to the telephone exchange and mini exchanges installed in MOP and colonies.
9. Liaison with the utility companies/service providers like BSNL, Airtel etc. for activating/ disconnecting, new/old STD connections/ lines.
10. Preventive maintenance of all telephone lines, MDF tag blocks etc. including dressing of loose wires, terminals, and junction boxes.
11. The Bank may decide to call the technician on meetings etc. on Sunday/Holidays.

Technicians may be required to stay beyond office hours during such meetings etc.

12. To carry out rectification of all electrical complaints and other electrical related works as advised by the Bank's Engineer.

D. Plumbing and Sanitary maintenance works:

Materials for this trade shall be procured with the Bank's prior written approval and reimbursed at the applicable SAR in [Annexure XV](#), unless otherwise stated in the relevant clause. Items not covered by SAR may be procured at Bank-approved market rates, subject to the reimbursement conditions in [Annexure XV](#). The Bank reserves the right to procure and supply the materials directly.

(i) Qualification and Experience

- (i) An ITI Certificate in Plumbing with a minimum of three (3) years of relevant experience in plumbing and sanitary maintenance works; or
(ii) A General Certificate in Plumbing from a recognised institution with a minimum of five (5) years of relevant experience in plumbing and sanitary maintenance works.

(ii) Scope of work:

1. Attending to day-to-day complaints and carrying out periodical maintenance (including emergency call service) of all plumbing installations, fittings and connections in the MOP and staff/officers' colonies, including common areas.
2. In an emergency, the workers may be called upon by authorised official of the Bank after/before prescribed working hours on working days and at any time on Sunday/Holidays.
3. The workers shall report to Asst. Manager (Civil)/Junior Engineer/Caretaker/Asst Caretaker and shall work as per directions issued by them from time to time. Their services will be utilized in any of the Bank's properties. .
4. Removal of chokage/blockage from drainage lines/water supply lines, gully traps, nahani floor traps, manholes, bottle traps, kitchen sinks, wash basins, urinals, WCs, bathtubs etc. including removal and refixing of connecting pieces, taps and valves etc., making hole in the wall, if necessary and redoing the same etc. to complete the work. Any issues in metro water supply, removal of any block in any waste or soil line / sanitary system within the premises including blocks in the external sewer lines from our premises should be taken care by the Contractor. If the block in the sewer lines could not be removed by the contractor by normal means in general practice and in case of any issues in supply of metro water, the contractor to lodge a complaint at the local BWSSB office, liaise with them and arrange for uninterrupted supply of water and in clearance of block through them or through any Mechanical or other means not prohibited under Prohibition of Manual Scavenging Act, 2013, at the contractor's cost and means. The Sewage/sludge so generated in the process of removal of chokage/blockage should be disposed of immediately without additional cost to the Bank on the same day out of Bank's premises in approved Municipal dump yard.
5. Replacement of washers/spindles of taps, wall mixer, cocks, pillar cocks, shower rose, health faucet, etc. Removal of air lock in pumps as and when necessary. Replacement of rope seals in the pumps as and when necessary. In MOB, cleaning all the fountains on weekly basis and running all the fountains daily, as advised by the Bank.
6. Repairing of flushing cisterns including removal of siphons, bell and float valves and refixing them after adjustments and repairs of the bell and plunger etc. including

quarter pins.

7. Disconnecting and reconnecting plumbing connections in case of water heaters, geysers, boilers, coolers, and other gadgets wherever required to be replaced / repaired by using hold Tite or Teflon tape for jointing. At MOP, the contractor should arrange for servicing of all sensors, both battery and electrically operated urinal and plumbing sensors on monthly basis and plumber should check it on daily basis and a detailed report on the same should be submitted to Bank's designated staff on daily basis. In case of any major problem with the sensor, the same shall be reported to bank. The replacement of the same should to be done by taking due approvals from bank.
8. Cementing of joints of various drainage lines, gaps between wash basins, sinks and that of walls, pointing of joints of tiles, leaky connections of G.I. pipes and specials including cost of cement, spun yarn etc. as required. All service ducts shall be kept clean and serviceable, during the currency of the contract. All the sewer chambers inside the premises shall be de-silted and cleaned once in a month during holidays, after informing the Bank. The silt / other waste thus removed from the chambers should be carted out of the premises, immediately.
9. Disconnecting & reconnecting suction and delivery connections of water pumps whenever the pumps are required to be taken away for repairs or on spot repairs. Removal of air lock in suction and delivery lines as and when required.
10. Prefixing/ Replacing fittings and fixtures and supporting brackets of wash basins, sinks, flushing, cisterns, towel rods, mirrors, glass shelves, soap holders, brush holders soap containers, medicine chest, gratings and any such other fixtures and fittings, labour for replacement with new (cost of fittings to be paid separately) wherever necessary including grouting of new wooden gutties in cement mortar, screws etc. wherever necessary.
11. As & when required, services of licenced plumber be made available to the Bank & the rate/cost shall be included in the Lump sum Quoted rates /charges.
12. Before Commencement of monsoon and also during the monsoon period or as instructed by the Bank's Engineer, the plumber + helper should check the storm water drains, terrace rain water outlets, staircase rain water outlets, porticos, balcony outlets and rain water harvesting pits for its smooth flow and make fit for its intended use. If any chokage are there, it has to be removed without additional cost to the Bank, out of Bank's premises. Cleaning of all rainwater harvesting pits of all the properties before commencement of monsoon should be carried out by plumber/ helper to the plumber. The replenishing of sand /coarse aggregate has to be done in each pit for which a separate payment will be made based on actual work.
13. Daily operation of sewer treatment plant needs a sewage water, the plumber should ensure on daily basis, whether the required amount of sewage is pumped to sewage treatment plant.
14. Cleaning of STP sump and Sewage drain on quarterly basis and submission of certificate from Caretaker while submitting the bill. Payment for mechanical cleaning of STP sump and sewage drain will be made separately.
15. In case of shortage of drinking/bore water, the Contractor shall, with prior approval of the Bank and as directed by the Bank, arrange supply through BWSSB or another approved source by tanker and ensure delivery into the designated sumps, whenever required.
16. At Osborne Road quarters, maintaining all the open wells and ensuring inside water is clean, free from vegetation and fungus formation, and on monthly basis

disinfecting the open well water with a bleaching powder. If any deep cleaning of well water is required, the same need to be informed to the Bank.

17. Attending the seepages, leakages observed in the buildings, flats, or any other area immediately with the available waterproofing material with him. If any sunken portion of Bathroom/Toilet/Kitchen needs repair, the same shall be informed to the Bank work may be taken up after approval of the Bank.
18. Liasoning with BWSSB or any other statutory authority for smooth supply of water and smooth flow of sewerage water.
19. The plumber should record day to day water/bore/well/STP waterline connected water meter readings and should get it signed on daily basis by Caretaker and monthly basis by concerned staff deputed by the Bank.
20. The Plumber shall ensure that all buildings and plumbing lines are free from vegetation, including removal of roots affecting the lines and sealing of associated minor cracks as directed by the Bank.
21. The plumber shall attend any other emergency work relating to job allotted to him without asking for additional payment for the purpose..
22. Bank takes up the work of special cleaning of Tanks every six months i.e. underground and overhead tank. The plumber and helper should assist the agencies in smooth finishing of cleaning operation and should also ensure unhindered water supply to the residents.
23. The Bank conducts periodic testing of water of STP and drinking water. The contractor should liaison with agencies for collection of water sample and water testing.

E. Cleaning and Maintenance of flats at Residential Colonies:

Scope of Work:

1. Execute and record the daily, weekly, monthly, quarterly, half-yearly, annual and as-required maintenance activities as per the workwise checklist at [Annexure XIII](#). The completed checklist for each property, duly certified by the respective Caretaker/ Assistant Caretaker or other Bank official designated for the purpose, shall be submitted with the monthly bill.
2. The Contractor should be able to supervise the work done by the labourer engaged by him either directly or through a Supervisor.
3. The personnel deployed should be well experienced and trained adequately and of sound health. The contractor will be required to submit daily labour report duly signed by the supervisor to the Bank's Caretaker.

Daily Basis:

4. Collecting the day-to-day garbage, with dry, wet, sanitary and special-care waste kept separately without mixing, from the occupied flats, dispensary, caretaker office community hall, gym room etc., disposing/stacking the same in the garbage chamber of the colony etc, as directed. Keeping the premises clean including all open area, sweeping of roads, car/scooter parking area pathways etc. Children Playing area /Garden area/Biomethanization Plant area/STP plant area inside and outside/Organic Waste Converter plant area/all Plinth Protections of the building, Badminton Court, etc. The Contractor shall also carry out periodic loading of wet waste, in the approved quantum, proportion and processing periodicity as advised by the Bank, in the wet-waste processing facilities such as the Organic Waste Converter (OWC) and Bio-methanization Plant in the Premises, including any such facilities installed during the contract period.

5. Daily cleaning with wet and dry cloth with approved chemicals, the outdoor children playing equipment, Indoor gym equipment, Indoor playing equipment (only with dry cloth) etc. Tools and equipment, cleaning chemicals to be used should be as per the procedure defined by the Bank.

6. Sweeping and moping all the staircase from ground floor to terrace including landing/lobby/Post boxes/name plates/name boards, entrance porticos including cleaning the hand rails etc., Moping the staircase by adding approved chemicals, as directed, from ground floors to terrace including landing/lobby.

7. Cleaning and mopping with approved chemicals in Community Hall, gym room, caretaker office, dispensary, security chowk, pumproom, generator room, meter room etc., as directed. Cleaning all direction and display boards with dry cloth.

8. Cleaning of Bathrooms of Community Hall, gym room, dispensary, Common Bathroom for Outsiders.

Note: Daily waste collection from residential flats shall use separate designated colour-coded bins/bags for dry, wet, sanitary and special-care waste; segregated streams shall not be mixed during collection, handling or transfer.

b) Weekly Basis:

9. Cleaning of all occupied flats (all toilets and bathrooms in a flat) - Washing the floor, wall dado of toilets/bathrooms etc., by using the nylon brush with approved cleaning materials like detergent, toilet cleaner etc, as directed. Also, Sanitary fixtures and fittings shall be cleaned with special chemicals (prescribed by the Bank) meant for cleaning the sanitary fittings.

10. Cleaning the wash basin, and the dado tiles of wash basin area inside the toilets and Hall etc., as directed. Clean, sanitize and de-scale all vitreous fixtures, dust all horizontal surfaces, Sweep, damp mop & disinfect all floors, Clean Glass & mirrors, clean walls, doors & partitions. Clean and sanitize all counter tops, Clean & polish all metal fixtures, Clean windows, ventilators with glass panes/louvers including cleaning of mosquito mesh shutters from inside the flat. Mopped surfaces shall be cleaned with dry cloth afterwards.

11. It shall be ensured to use separate cleaning brushes for commode and rest of the bathroom/toilet area.

12. Cleaning of the terrace area and tops, including mumty room tops, Community Hall area including Pantry and toilet areas, Gym Room area, Caretakers Room, Dispensary, Store Room, Covered parking areas, all meter rooms, Pump rooms, Security posts, etc.

c) Monthly Basis:

13. Removing the cobwebs from the common area like walls/ceiling and inaccessible spots by brooms etc. in staircase from ground floor to terrace of all staircase.

14. Cleaning of the STP plant area, Organic Waste Converter plant area, Waste Segregation Area etc.

d) Quarterly Basis:

15. Cleaning of all Vacant Flats and Occupied flats – Officers' Flats (Inside Flat) –

- Cleaning of all Fans including exhaust fans of toilet, exhaust fan/chimney at kitchen, Kitchen Sink, Kitchen slab, kitchen cabinet.
- Cleaning with wet clothes, all the doors in the flats, MS/Aluminium windows/ Shutter windows/ ventilators frame and glass shutters, panels, including removing nylon /stainless steel mosquito mesh shutter washing with detergent & drying at a place directed and fixing back to the window/ventilators,
- Cleaning of Light fittings, all type including chandelier in hall.

- Cleaning the Chajjas & Porticos of all types building, Cob webs, inaccessible spots, including pelmets/curtain rods with necessary ladders/supports etc, cleaning (sweeping and mopping) flooring of complete flat including balcony and as mentioned. Including the cloth hanging arrangement in balcony and also the balcony and its railing needs to be cleaned for cobwebs, dust etc.,
- The contractor shall use vacuum cleaners/ladders etc., while undertaking Quarterly cleaning of flats.
- Sweeping and mopping the floor (full house), washing wall dado of toilets/bath rooms etc., by using the nylon brush with approved cleaning materials like detergent, toilet cleaner, oxalic acid etc., as directed. Including cleaning of Fittings and toilet fixtures, ventilators etc. Clean, sanitize and de-scale all vitreous fixtures, dust all horizontal surfaces, Sweep, damp mop & disinfect all floors, Clean Glass & mirrors, clean walls, doors & partitions, dust all horizontal surfaces, Clean and sanitize all counter tops, Clean & polish all metal fixtures, clean windows, ventilators with glass panes/louvers including cleaning of mosquito mesh shutters from inside the flat.
- Cleaning the wash basin, and the dado tiles of wash basin area inside the toilets and Hall etc., all complete as directed.

d) Half-yearly Basis:

16. Cleaning of all Vacant Flats and Occupied flats – Class III & IV flats (Inside Flat) –

- Cleaning of all Fans including exhaust fans of toilet, exhaust fan/chimney at kitchen, Kitchen Sink, Kitchen slab, kitchen cabinet.
- Cleaning with wet clothes, all the doors in the flats, MS/Aluminium windows/ Shutter windows/ ventilators frame and glass shutters, panels, including removing nylon /stainless steel mosquito mesh shutter washing with detergent & drying at a place directed and fixing back to the window/ventilators,
- Cleaning of Light fittings, all type including chandelier in hall.
- Cleaning the Chajjas & Porticos of all types building, Cob webs, inaccessible spots, including pelmets/curtain rods with necessary ladders/supports etc, cleaning (sweeping and mopping) flooring of complete flat including balcony and as mentioned. Including the cloth hanging arrangement in balcony and also the balcony and its railing needs to be cleaned for cobwebs, dust etc.,
- The contractor shall use vacuum cleaners/ladders etc., while undertaking half-yearly cleaning of flats.
- Sweeping and mopping the floor (full house), washing wall dado of toilets/bath rooms etc., by using the nylon brush with approved cleaning materials like detergent, toilet cleaner, oxalic acid etc., as directed. Including cleaning of Fittings and toilet fixtures, ventilators etc. Clean, sanitize and de-scale all vitreous fixtures, dust all horizontal surfaces, Sweep, damp mop & disinfect all floors, Clean Glass & mirrors, clean walls, doors & partitions, dust all horizontal surfaces, Clean and sanitize all counter tops, Clean & polish all metal fixtures, clean windows, ventilators with glass panes/louvers including cleaning of mosquito mesh shutters from inside the flat.
- Cleaning the wash basin, and the dado tiles of wash basin area inside the toilets and Hall etc., all complete as directed.

17. Supply of Garbage Bags: Contractor shall make necessary arrangements for supply of good/ superior quality 100% biodegradable garbage/ dustbin bags of suitable size for all the dustbins (30-50 microns or 0.03-0.05 mm) in the residential colonies. Four colour-coded garbage bags (Blue, Green, Red and Black) shall be provided for dry, wet, sanitary and special-care waste, respectively.

18. Quality of Materials: Contractor shall use good quality Bank approved branded ISI mark materials necessarily certified with GreenPro or approved equivalent (for IGBC certified green buildings. For GreenPro eco-labelled products & categories, please refer the GreenPro directory <https://ciigreenpro.com/>) for cleaning so that the said premises remain hygienic and healthy condition. In case Bank is not satisfied with the quality of the material used, the same should be changed/ replaced immediately by Contractor. Contractor will submit delivery challan for cleaning material delivered to each site on monthly basis to Bank.

19. The Contractor in addition to manual sweeping shall also use mechanical equipment such as leaf blowers or pressure water pumps wherever applicable for cleaning of common area, internal roads and other areas as directed by Bank. For daily sweeping and moping of staircase, lobbies, entrance exit, steps etc, for mopping, mopping machine to be used. For weekly Cleaning, sweeping, mopping with detergents for entire area i.e., lobbies, entrance/ exit, steps, staircase, storage space and railing and surrounding area with using floor scrubbing and buffing machine etc. Cleaning of other common areas like Gymnasium, Caretaker's office, Dispensary, Community Hall, Library, Recreational room with using wet and dry vacuum cleaners etc. For internal flats cleaning, the mechanized equipment should be used such as wet and dry vacuum cleaner etc., completely as directed by the Bank. No equipment will be provided by the Bank.

20. Cleaning chemicals and methods shall additionally be selected according to the surface being cleaned: pH-neutral, non-acidic products for marble, terrazzo and other natural stone; approved non-corrosive descaler/disinfectant for ceramic tiles, vitreous and sanitary fixtures; non-abrasive streak-free cleaner for glass and mirrors; manufacturer-compatible, controlled-moisture products for wood, laminate, painted and metal surfaces; and low-residue manufacturer-compatible products for carpet and upholstery. Electrical panels, display boards and sensitive equipment shall be dry-cleaned unless a specific method is approved by the Bank. Products shall be used at the prescribed dilution after spot-testing where appropriate, and safety data sheets/product instructions shall be available at site. To prevent cross-contamination and improve service quality, separate colour-coded brushes, cloths, mop heads and buckets shall be used for toilets/sanitary areas, kitchens/pantries and general areas.

21. Before commencing periodic cleaning inside a flat or room, the team shall note any visible pre-existing damage and report it to the resident/Caretaker. On completion, the area shall be checked against the applicable [Annexure XIII](#) checkpoints and any damage, defect or incomplete work shall be recorded and promptly rectified.

22. Minimum cleaning-tool replacement and upkeep schedule: mop heads, cleaning/dusting cloths, toilet brushes and nylon scrubbers shall be washed/sanitised and dried after each day's use and replaced at least monthly or earlier when stained, frayed, worn or unhygienic; brooms, floor wipers, squeegees and dusters shall be replaced at least quarterly or earlier when ineffective/damaged; buckets and other tools shall be replaced immediately when cracked or unsafe; and machine filters, brushes, pads and consumable parts shall be examined monthly and serviced/replaced as per the manufacturer's recommendation. The Contractor shall maintain a site-wise replacement register.

23. Indicative List of Cleaning Materials and cleaning tools:

Table 7

Items/Materials	Make/Name of the Manufacturer (indicative)
Cleaning Chemicals: -	

Items/Materials	Make/Name of the Manufacturer (indicative)
All chemicals like Floor Cleaner, Hard surface Cleaner, Glass cleaner, Bowl Cleaner, Hand Wash, Carpet cleaner, Upholstery Bright, Soap dispensers etc. Cleaning chemicals and methods shall additionally be selected according to the surface being cleaned: pH-neutral, non-acidic products for marble, terrazzo and other natural stone; approved non-corrosive descaler/disinfectant for ceramic tiles, vitreous and sanitary fixtures; non-abrasive streak-free cleaner for glass and mirrors; manufacturer-compatible, controlled-moisture products for wood, laminate, painted and metal surfaces; and low-residue manufacturer-compatible products for carpet and upholstery. Electrical panels, display boards and sensitive equipment shall be dry-cleaned unless a specific method is approved by the Bank. Products shall be used at the prescribed dilution after spot-testing where appropriate, and safety data sheets/product instructions shall be available at site.	Tenderer shall use good quality Bank approved branded ISI mark materials necessarily certified with GreenPro or approved equivalent (for IGBC certified green buildings. Note: For GreenPro eco-labelled products & categories, please refer the GreenPro directory https://ciigreenpro.com/)
Cleaning Soft tools:	
All cleaning soft tools like Dolly mops, Squeezing bucket, floor wipers, Cleaning scrubbers, glass wipers, Glass cloth, Table duster, Dry Mops etc. To prevent cross-contamination and improve service quality, separate colour-coded brushes, cloths, mop heads and buckets shall be used for toilets/sanitary areas, kitchens/pantries and general areas. Before commencing periodic cleaning inside a flat or room, the team shall note any visible pre-existing damage and report it to the resident/Caretaker. On completion, the area shall be checked against the applicable Annexure XIII checkpoints and any damage, defect or incomplete work shall be recorded and promptly rectified.	Gala / Scotch Brite / Generic, M/s Kleenol India Limited, M/s Cleanfix – Schevaran, M/s John Diversery Ltd or equivalent
Disinfection Materials:	
All disinfections materials like Sanitizers, Odonil cubes, Naphthalene balls, Air Fresheners, Aer pokets, Three fold papers, Soap dispensers etc.	Godrej Aer / Odonil / Ambi Pur or equivalent
All Cleaning Machines like i) Wet and dry vacuum cleaners ii) Dry vacuum cleaners iii) Floor scrubbing and buffing machine iii) Mopping Machine iv) Leaf Blower v) Pressure Water Pump	M/s John Diversey Ltd, M/s Roots, M/s Taski Ltd, M/s Eureka M/s Unger Tennant, Nilfisk, IPC, Karcher, Columbus, Cleanfix, Bosch, Ingco or approved equivalent

Items/Materials	Make/Name of the Manufacturer (indicative)
Supply of Garbage Bags: Vendor shall make necessary arrangements for supply of good/ superior quality 100% biodegradable garbage/ dustbin bags of suitable size (Medium-19*21 inch) for all the dustbins wherever provided at the premises (30-50 microns or 0.03-0.05 mm). Four colour-coded garbage bags (Blue, Green, Red and Black) shall be provided for dry, wet, sanitary and special-care waste, respectively.	Ensure the bag is certified to IS/ISO 17088 (CPCB - India) of Presto, Beco, greendot bio pak or approved equivalent

F. Pest Control Services:

1. Comprehensive pest-control services shall be provided at the Bank's Main Office Premises and all residential colonies and properties listed in Table 1. Coverage shall include occupied and vacant flats, the Regional Head's residence, Executive VOFs, basements, service shafts, staircases, lift lobbies and lift shafts, corridors, terraces, parking areas, gardens, kitchens/canteens and pantries, stores, server/LAN rooms, waste-management and STP areas, pump rooms, water tanks, guard rooms, common and amenity areas, underground/open sewers and drainage lines, storm-water lines, manholes, gully/inspection chambers and all other areas identified by the Bank.
2. Integrated pest-management services shall address crawling and flying insects and other pests, including cockroaches, red and black ants, bed bugs, spiders, silverfish, moths, house flies, drainage/fruit flies, mosquitoes, wasps, bees and beehives, fleas, mites/bugs, ticks, lizards and other common pests. Wood borers and termites, if observed, shall be reported immediately; special termite treatment shall be undertaken only when instructed in writing by the Bank and shall be paid separately at the applicable approved rate or actual cost, as decided by the Bank.
3. Treatment shall include inspection, monitoring and, as appropriate to the site, residual/contact spray, misting, gel baiting and other approved integrated pest-management methods. Gel baiting for cockroaches and ants shall use odourless, non-staining and non-repellent gels, particularly in sensitive indoor locations such as cupboards, drawers, electrical panels, kitchens, pantries and server/LAN rooms. The Contractor shall re-inspect and re-apply treatment where required and shall provide complaint attendance and re-treatment without additional charge where a treatment is ineffective during the specified period or a complaint is received within that period.
4. Rodent-management services shall include inspection for infestation, entry points and nesting areas; suitable trapping, exclusion and other non-chemical control measures; and monitoring, replenishment and safe disposal. In the Main Office Premises, rodent and snake control shall use safe, eco-friendly and humane methods and shall not use chemical poisons. Any bait station or other control device, where permitted by the Bank outside such restricted areas, shall be tamper-proof, appropriately located and managed only by trained personnel.
5. Fogging and mosquito-control services shall include thermal/ULV or other approved fogging using suitable power equipment, with larval treatment at drainage chambers, gully traps, pump-room surroundings and other mosquito-breeding locations. Fogging shall cover the perimeter, open areas, gardens, parking areas, drains, garbage areas, basements and other locations directed by the Bank. The

Contractor shall coordinate the timing and method with the Bank's site-in-charge so that the work causes the least disturbance to occupants and office functioning.

6. Snake and reptile-control services shall include preventive inspection, habitat-reduction advice, sealing/exclusion recommendations and emergency response to sightings. Repellent products, if used, shall be non-lethal, non-toxic or otherwise specifically approved by the Bank and applied only by trained personnel. Beehive removal shall be undertaken as and when required, with appropriate safety controls.
7. The minimum service frequencies shall be as shown in the table below. The Bank may require additional treatment when necessary to control a pest or vector menace.

Minimum Pest-Control Service Frequencies

Sl. No.	Service / treatment	Coverage	Minimum frequency
1	General pest control - crawling and flying insects	Main Office common, external and service areas	Weekly
2	General pest control - sensitive indoor areas	Kitchens/canteens, pantries, cupboards, electrical panels, server/LAN rooms and other areas directed by the Bank	Fortnightly and on complaint
3	General pest control	Residential common areas, external areas and occupied/vacant flats	Monthly and on complaint
4	Mosquito control - thermal/ULV fogging and larval treatment	Perimeter, open areas, gardens, parking, drains, garbage areas, basements, gully traps and pump-room surroundings	Weekly and as required
5	Rodent control	Main Office Premises	Weekly
6	Rodent control	Residential common/external areas	At least twice monthly
7	Snake/reptile preventive inspection and treatment	Main Office Premises	At least twice monthly
8	Snake/reptile preventive inspection and treatment	Residential colonies	At least monthly
9	Beehive removal, complaint attendance and re-treatment	All covered premises	As and when required; re-treatment at no extra cost where treatment is ineffective

8. The Contractor shall supply all pesticides, insecticides, gel baits, repellents, traps, bait stations, fogging equipment, PPE, tools and other consumables required for the services. The chemical and consumable specifications below are minimum requirements. All products shall be Government-approved for the intended household/institutional use, eco-friendly, safe for humans, pets and the environment, and used strictly in accordance with the manufacturer's label, dosage, safety data sheet and applicable law. Agricultural-use products, banned or highly toxic chemicals and any product not approved by the Bank shall not be used. No chemical or chemical container shall be stored in the Bank's office or residential premises; any material found unsatisfactory by the Bank shall be replaced immediately by the Contractor.

Chemical and Consumable Specifications

Sl. No.	Application / pest	Chemical or consumable specification	Application and safety requirement
1	Cockroaches, ants and other crawling insects	Odourless, non-staining and non-repellent gel baits; household/institutional-use residual or contact insecticide formulations, registered for the target pest.	Use gel baiting in sensitive indoor areas. Apply only at the label dosage and prevent contamination of food, water, electrical equipment and occupied surfaces.
2	Flies, mosquitoes and other flying insects	Government-approved public-health/household formulation suitable for ULV/thermal fogging or misting, with compatible diluent only where expressly permitted by the manufacturer.	Use power equipment only under trained supervision; coordinate timing with the Bank; restrict access, display caution notices and ventilate treated areas as required by the label.
3	Mosquito larvae	Government-approved larvicide registered for use at the intended site and water/drainage condition.	Apply at drainage chambers, gully traps, pump-room surroundings and other breeding sites strictly as per label instructions; do not contaminate potable-water systems.
4	Rodents	Traps, monitoring devices and exclusion materials; where specifically permitted by the Bank outside the Main Office restricted areas, only registered rodent-control products in tamper-proof bait stations.	No chemical poison shall be used for rodent or snake control in the Main Office Premises. Devices and bait stations shall be secured, inspected, replenished and disposed of only by trained personnel.
5	Snakes and reptiles	Approved herbal or non-toxic repellent products and habitat-management materials.	No lethal, toxic or unapproved reptile-control product shall be used. Apply only by trained personnel with emergency-response arrangements and exclusion advice.
6	Termites and wood borers	Specialized treatment product registered for the specific target and application site.	Undertake only on the Bank's written instruction and at the separately approved rate or actual cost, as decided by the Bank.

9. All services shall be performed by trained and appropriately identified technicians wearing suitable PPE. Before commencement, the Contractor shall submit material safety data sheets and details of the technicians proposed for deployment. The Contractor shall maintain a service register/job card recording the property, area treated, pest observed, treatment method, chemical/product and dilution used, technician, date/time, complaint or re-treatment and acknowledgement from the caretaker, occupant/end user or Bank representative, as applicable.

G. Horticulture of MOP and Residential Colonies:

- (i) **Experience:**

Gardener- Head Mali must be deployed in MOP and colonies with minimum 05 years of experience. The helper gardeners deployed must have a minimum of three (3) years of experience in gardening and horticultural maintenance.

(ii) Scope of work:

a. Bank's MOP & Residential Colonies:

1. To plant & maintain the grass lawns/ garden on regular basis by sweeping, weeding, mowing, watering, manicure, forking the ground, top dressing with manure mixed soil, mixing the same with forked soil, spraying pesticides as per requirement, cleaning the areas etc.
2. To plant all types of new trees / fruit plants / flower plants as and when required by the Bank.
3. To plant & maintain trees, plants, shrubs, creepers and ground covers etc. (including any new plantation) spread over the entire campus by weeding, hoeing, mixing good earth and manure, watering, pruning, removing / plucking of coconuts and other fruits from the trees using suitable fruit-catcher nets and other safe tools, etc., as per the requirement of the Bank. The Contractor shall provide suitable fruit-catcher nets and use them with appropriate safety measures as directed by the Bank.
4. To maintain the plants in the vessels/pots for Office/ Residential buildings by regularly carrying out necessary horticulture operations, including uprooting and disposal of wild growth and weeds from sides of all buildings.
5. To spray pesticides, insecticides, fungicides and eco-friendly chemicals for rodent control to protect the plants from diseases as and when required. To spread urea and manures. Cost of the pesticides, insecticides, fungicides, fertilizers shall be borne by the contractor. To take appropriate measures for rodent control in horticulture areas.
6. To collect garden waste consisting of wild growth, weeds, waste generated by pruning & cutting operations, pebbles, dead trees, fallen trees, dry leaves etc. surfaced as a result of day-to-day horticulture operations. To liaising with BBMP/GBA for proper disposal of garden waste at designated municipal dumping ground. To provide Transport, Tractor with trolley, Labour etc. for this work.
7. The Contractor shall keep the garden area clean and neat by taking necessary steps like cleaning all the fallen leaves, brooming, weeding on daily basis.
8. The unwanted/dry/dead branches of the trees hindering the natural light into the buildings and drooping branches shall be cut as and when required after ensuring the safety measures and the cut branches shall immediately be carted away from the premises. The Contractor shall arrange required machinery (lifter, etc.) to remove dead branches at any height of trees. If any permission is required from the Forest (BBMP) Authorities, the contractor has to arrange for the same at his own cost.
9. The Contractor shall arrange to cut and cart away the dead tree/s and trees uprooted / fallen due to wind at his own cost.
10. The Contractor shall arrange for removal of deadwood, dried/fallen leaves etc., and cart them away from the premises with the approval of the Bank.
11. The contractor shall arrange for regular weeding out of the wild growth in the entire premises.
12. No trees shall be cut without prior approval of the Bank and permission from the Forest (BBMP) Authorities.
13. If any plant initially purchased by the Bank dies during the AMC period, the Contractor shall replace it without additional cost with the same species or with

another species as directed by the Bank.

14. The contractor should bring best quality manure, urea, red earth and sand required for growth of plants, lawns etc., as and when required and applied to plants (if Bank requires additionally).

15. All potted plants should be repotted with new red earth and sand half yearly at contractor's own cost.

16. The necessary nurseries to replace periodically the dead plants, creating new patterns etc are to be maintained by the contractor at the site at his own cost.

17. The flower/plant pots are to be kept in corridors of Visiting Officers' flats (VOFs)/Transit holiday homes/Dispensary/Gym room etc and are to be periodically shifted to outside and re-shifted back.

18. The contractor at any given point of time shall have a stock of the various seasonal flowering plants in pots (Total 100 pots approximately) as stipulated in Table 9 at the property. The Contractor shall maintain a nursery for these flowering plants or can make arrangements with any nurseries. The entire cost of maintaining the flowering and green plants rests with the contractor.

19. The Contractor shall maintain the flower beds and shall ensure that the seasonal flowers are replaced at every cycle without fail. At no given point of time the flower beds should be empty.

20. The contractor shall make arrangement of potted flowering plants on special days like Republic Day, Independence Day and any other event conducted by the Bank/welfare association in the premises.

21. Any Other work as and when required.

(b) Indoor plants in MOP:

1. The contractor shall maintain the current potted plants and also supply variety of indoor plants with pots and base plates as per the list approved by the Bank. The supplied/replaced indoor plants shall include large potted plants of approximately 3-5 feet height, wherever directed by the Bank (approximately 100 in number)

- a. For common passage/lift lobby/corridors etc. - 2.5 ft. height or standard height.
- b. For fourth floors (Executive Area and Regional Director's room) – ornamental plants with decorative pots and base plates.
- c. For vertical gardens, the contractor shall undertake the work of pruning and trimming of shrubs, cutting and removal of dead leaves, spraying pesticides/ fertilizer, adding/ replacing manure. Cleaning the area, taking plant protection measures, washing of plants and overall upkeep of the vertical garden. If any plant is found dead, the same should be brought to the notice of the Bank.

Location of Floor plants:

Sr. No.	Location
1.	Lift Area (All floors)
2.	Guest House – VOF at Annex Building
3.	Floor plants at Ground Floor, 1st, 2nd, 3rd floor, 4th floor.
4.	Floor plants at VOF and Executive VOF

List of Indoor Plants (Indicative):

1	China Palm and Rapish palm
2	Areca Palm

1	China Palm and Rapish palm
3	Croton
4	Dracenea Mahatma
5	Aglonema
6	Snake Plants
7	Chinese Evergreen
8	Peace lily and Anthurium
9	Jade Plants and Singonium
10	Zamioculcas zamiifolia (ZZ)
11	Monstera
12	Ficus lyrata

Note –

1. Potted plants shall be kept as directed by Caretaker & Security Officer in the Bank's Office buildings and common area of Senior Officer cabins. Subsequent placing of plants/flowers at the designated place will be the responsibility of the Contractor.
2. Plants which go dry/sick and are not healthy shall be replaced as and when required or directed. It will be informed by the Caretaker/Security Officer and Estate Department.
3. The contractor may be advised for arranging potted plants in Conference Room/Committee Rooms on the date of meetings or during seminars, visits of VIP's or any other event. Intimation for this will be given one day in advance, if necessary.
4. Flowering potted plants (approximately 30 pots may be provided one day before such meeting and visits by Executives (as and when required by the Bank and list of flowering plants will also be provided by the Bank)). The same may be provided and the payment will be made after providing the service.
5. The contractor shall make arrangement of potted flowering plants (number will be indicated as per the requirement) on special days like Republic Day, Independence Day and any other event conducted by the bank/welfare association in the premises and the payment will be made after providing the service.
6. The rate shall include cost of Manures, fertilizers, insecticides, pesticides, black/ red fertile soil etc.

(c) Seasonal Flower Plants with pots:

The contractor shall supply 100 seasonal flower plants with pots in MOP, seedlings & bulb seeds of seasonal flowers as per the list below approved by the Bank on Quarterly basis (as per table 9).

It will be the sole responsibility of contractor to grow & develop good number of flower beds all around the Bank's premises, to maintain all soft areas in between the existing trees, shrubs, creepers, ground covers and lawns and areas where plants are not there in the Bank's premises as per direction of Caretaker/Security

List of Seasonal Flower Plants (indicative):**Table 9:**

Summer – Apr to June	Others – Jul to Sept	Other – Oct to Dec	Winter – Jan to Mar
Pentas, Petunias, Chrysanthemum, Marigold, Sunflower, Hibiscus, Zinnias, Cosmos and Portulaca, Begonia	Champak, Anthurium, lilies, Peace Lily, Sunflower, Bogainvillea, Pentas, Cosmos, Petunias, Allamanda, Begonia	Champak, Anthurium, lilies, Peace Lily, Sunflower, Bogainvillea, Pentas, Cosmos, Petunias, Allamanda, Cornflower	Dianthus, Petunia, Chrysanthemum, Roses, Geraniums, Marigold, Pansies, Calendulas, Daisy, Cornflower

The list is illustrative and not exhaustive. The entire cost of maintaining the flowering plants rests with the contractor including transportation if procured from nurseries.

Manure, Fertilizers & Insecticides:

- Cost of Manures, fertilizers, insecticides, pesticides, black/ red fertile soil etc. shall be borne by the contractor and will be supplied as per direction and/or in consultation with the Bank. Supplied items shall be used in the garden/ lawn, seasonal flower plants, Indoor Plants, Vertical Garden, etc.
- The contractor may be called to supply and use the following items as and when required or directed by the Bank.

Manure	Plant-protection products
Cow-dung (Well composed), Garden Soil, Fine Sand, Urea, Bone Meal, Neem Oil Cake (Pulverised), DAP, Agromeal, Vermicompost, Zinc, Mustered oil cake, Red oxide paint etc., Gypsum and Bank-approved plant nutrients.	Only Bank-approved, low-toxicity biopesticides/botanical products registered for the intended horticultural use shall be used, strictly in accordance with the label and safety instructions. Banned, withdrawn, restricted-use, highly toxic and extremely toxic pesticides, and chemical rodent poisons, shall not be used. Products shall be approved by the Bank before procurement or application.

Maintenance:

Sr. No.	Maintenance category	Description	Frequency
1.	Maintenance of grass lawns and grass belts	Weed removal	Once in 10 days (07 days during rainy season)
		Cutting with lawn mower	Fortnightly (weekly during rainy season)
		Hoeing and minor digging -	Fortnightly
		Manure/ fertilizer etc.	As and when required
		Watering	Regularly and immediately after mowing of lawns
		Cleaning of lawns/ removal of foreign materials	Regularly / Daily
		Change of soil and grass	As and when required or directed by Bank

Section- IV General and Specific Conditions of Contract

Sr. No.	Maintenance category	Description	Frequency
2.	Maintenance of trees, shrubs, creepers, etc.	Trimming / Pruning of trees. Inspection and trimming/pruning of trees, removal of dead, diseased, weak, overhanging or obstructive branches and carting away of debris. Removal of dead trees with the Bank's prior approval and the required permission from BBMP/GBA, the Forest Department/Tree Authority or any other competent authority. Liaising with the concerned authorities, arranging site visits, preparing and submitting supporting documents and photographs, and following up for permissions/approvals shall be the responsibility of the Contractor. Removal and disposal of uprooted or fallen trees with the Bank's prior approval and the required permission from the competent authority.	Every Six Months and before onset of monsoon, or as required by the Bank (compulsory)
		Spraying of insecticides, pesticides etc.	As and when required or directed by Bank
		Pruning of Creepers	As and when required or directed by Bank
		Mixing manure and fertilizers	As and when required or directed by Bank
		Weeding of plant base and surroundings	In every 03 week (every 10 days during rainy season)
		Hoeing/Trimming	Twice a year
		Pruning of shrubs	Every 45 days (every 30 days during rainy season)
		Watering	Regularly / Daily
3.	Maintenance of Potted plants	Soil / manure/ fertilizers	As applicable to the type of plant currently available/replaced/provided by the contractor
		Support & dressing	As and when required or directed by Bank
		Cleaning/ washing of Plants	Weekly
4.	Maintenance of flower beds	Cutting / digging / fertilizers / Scraping / removal of dead plants/ removal of debris/ replanting flower beds / pruning / weeding / trimming / manicure	As and when required or directed by Bank
		Watering / maintenance / cleaning	Regularly / Daily
5.	Maintenance of seasonal flowers plants	Cutting / digging / fertilizers / Scraping / removal of dead plants/ removal of debris/ /manicure /soil / support & dressing	As and when required or directed by Bank
		Watering / maintenance / cleaning	Regularly / Daily
6.	Maintenance of vertical garden	Removal & replacement of dead plants/pots / manicure /soil/manure	As and when required or directed by the Bank

Sr. No.	Maintenance category	Description	Frequency
		Watering / maintenance / cleaning	Regularly / Daily
		Maintenance of vertical panel	As and when required or directed by the Bank

(d) Tree Cutting:**i) Trimming/ Pruning of trees-**

a) The Contractor shall inspect all trees in the MOP and residential colonies at least once every six months and before the onset of the monsoon, and whenever directed by the Bank. The Contractor shall identify dead, diseased, weak, overhanging or obstructive branches and undertake trimming/pruning, removal of dead or fallen trees and carting away of all resulting debris, using suitable safety measures, labour and machinery.

ii) Removal of Dead Tree –

The cutting of dead tree and removal of debris away from the Bank's premises wherever/whenever required.

iii) Removal of Fallen/ uprooted tree –

Fallen tree shall be disposed away from the Bank's/ residential premises wherever/whenever required..

Note: No tree cutting, removal or major pruning shall be undertaken without the Bank's prior approval and the permissions/approvals required from BBMP/GBA, the Forest Department/Tree Authority and any other competent authority. The Contractor shall be responsible for liaising with the concerned authorities, arranging and attending required site visits, preparing and submitting applications/documents and photographs, following up until the required written permissions/approvals are obtained, and complying with all conditions attached to such permissions/approvals.

H. Servicing of Chimneys installed at MOP and Residential Colonies:

Colonies

- a. All types/makes/models of chimneys shall be taken up general servicing/ Deep cleaning/attending to break down complaints as per the manufacturer recommendations/procedures and as per the scope of work and terms and conditions in consultation with the Bank's Assistant.
- b. General servicing – 3 times (During the month of April, July & October).
- c. Deep Cleaning – 1 time (During the month of January)
- d. Any number of break down calls shall be attended within 24 hours from the registration of the complaint over phone, by email or letter etc.
- e. During the checking/testing and periodical servicing of the chimneys, if any part found defective and required to be replaced should be brought to the notice to the Bank's Assistant. Caretaker/Engineers immediately. After receiving approval of the Bank, the required spare parts shall be procured and replaced immediately. Charges for the spares will be paid separately on production of documentary evidence (bills/receipts) at reasonable rates. Further, Bank has full rights to supply the spares procured from OEM.
- f. All consumables, cleaning items, tools, ladders etc. are in the scope of the contract.

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Note: The scope of work described in Section IV (a) is indicative and not exhaustive. Any maintenance task necessary for the proper functioning of systems and to ensure occupant satisfaction shall be deemed included within the contractor's responsibilities, even if not specifically listed.

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, an extra mazdoor shall be engaged for holding the ladder.
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 site.
8. Used paint drums shall be stored in specified store only after closing them properly.
9. Personal protective equipment 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 RBI Main Office Premises and various residential Colonies, Reserve Bank of India, Bengaluru. iii. "Work" means Integrated Facility Management Services at MOP and various RBI Colonies, Reserve Bank of India, Bengaluru as per Section IV (a). iv. "The Bank" means Reserve Bank of India, Post Box No. 5467, 10/3/8, Nrupathunga Road, Bengaluru - 560001 v. "Tender document" shall mean document named as such issued by the Bank to the Bidders inviting Bids for the Work. vi. "Day" shall mean Calendar Day vii. "Working Day" shall mean days when the Bank's office is working i.e., Days excluding public holidays, Saturdays, and Sundays. viii. "Month" shall mean the calendar month. ix. "Year" shall mean Financial Year x. "Bidder (s)" shall mean all parties participating in the bidding process pursuant to and in accordance with the terms of the Tender document. xi. "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. xii. "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. xiii. "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 the work. xiv. "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. xv. "Writing" includes any written paper document, e-mail correspondence and any electronic message. xvi. "Commencement of work" shall mean the date specified as 'commencement date' in the work order. Additional definitions: "Contractor's Personnel" means all supervisors, workers, relievers, representatives, agents and other persons deployed by or on behalf of the Contractor for performance of the Contract. "Complaint / Service Request" means any

Section IV (b) Terms and Conditions of the Contract

	request, defect report, instruction or service requirement recorded in the complaint register, approved complaint-management system, e-mail or any other mode approved by the Bank. "Monthly Bill" means the Contractor's monthly invoice together with attendance, wage-payment, statutory-compliance and other supporting records required under the Contract.
2	Sufficiency of Tender The Bidder 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 initial period of Contract shall be for one year, unless earlier terminated in accordance with the termination clause. The contract may be extended further for a period of two years, one year at a time (subject to the condition that the total Contract period shall not exceed three years from the date of commencement of the Contract) with revision of rates as provided in this tender document, with mutual consent, or as may be decided by the Bank, upon satisfactory performance of the services and adherence to contractual obligations by the concerned entity. The Contractor shall 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 Successful bidder shall submit an irrevocable Performance Bank Guarantee (PBG) from a Scheduled Bank in prescribed format (Annexure-IX) for successful execution of the Contract (valid until 60 days after completion of the Contract, with a claim period of a further six months after expiry of the guarantee) within 14 days of receipt of 'Letter of Award' for an amount equal to five per cent of the Contract Amount (inclusive of GST) as Bank Guarantee in favour of Reserve Bank of India, Bengaluru. i. Time allowed for submission of PBG from the date of award of the work – 14 days. ii. Maximum allowable extension of time for submission of PBG beyond the period specified in (i) above without penalty – 7 days. iii. 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. <u>(b) Release of PBG: The PBG shall be released without interest after expiry of the claim period (six months after expiry of the guarantee, which shall remain valid until 60 days after completion of the Contract) 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.</u> <u>(c) Forfeiture of PBG:</u> 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) Violation of Integrity Pact under the provisions of the Contract. (iv) in the event of the Contract being terminated under provision of any of the Clause/Condition of the agreement.
5	Contractor's Responsibility towards Deployed Personnel

	(a) The personnel deployed by the Contractor for the works/services specified in the Scope of Work (Section IV(a)) shall, at all times, remain the employees of the Contractor for all purposes and shall be under its exclusive supervision, control and disciplinary authority. Nothing contained in this Contract shall be construed as creating any relationship of employer and employee, master and servant or principal and agent between the Bank and the personnel deployed by the Contractor. However, this clause shall not prejudice any statutory liability, if any, imposed upon the Bank under applicable law. The Contractor shall indemnify and keep the Bank indemnified against all claims, liabilities, losses, damages, costs and expenses arising out of the employment or deployment of such personnel. (b) The Contractor shall be solely responsible for the recruitment, employment, deployment, supervision, transfer, disciplinary control, termination and all other service matters relating to its personnel and shall keep the Bank informed of any material developments affecting the deployment of such personnel. (c) The Contractor shall timely pay all wages, statutory dues, contributions, compensation and other employment-related benefits payable to its personnel in accordance with the applicable laws and shall indemnify and keep the Bank indemnified against any liability, claim, demand, penalty, proceeding, loss or expense arising on account of any default in this regard. (d) The Contractor shall ensure that its personnel maintain proper discipline and conduct while within the Bank's premises and shall not permit or engage in any unlawful act, misconduct, indiscipline or breach of security. The Contractor shall be responsible for all acts and omissions of its personnel during the execution of the Contract. (e) Upon expiry or termination of the Contract for any reason whatsoever, the Contractor shall discharge all statutory and contractual obligations towards its personnel, including payment of wages, gratuity, leave encashment, bonus, retrenchment compensation (where applicable) and any other statutory dues. The Contractor shall indemnify and keep the Bank indemnified against any liability, claim, proceeding or demand arising after expiry or termination of the Contract in respect of the personnel deployed during the Contract period.
6	All relevant Statutory Laws to be complied by the Contractor The Contractor shall, at its own cost and responsibility, comply with all applicable Central and State laws, rules, regulations, notifications, bye-laws, orders and statutory requirements governing the execution of the Contract and the engagement of its personnel. Without prejudice to the generality of the foregoing, the Contractor shall comply with all applicable labour and employment laws, including the Code on Wages, 2019, Industrial Relations Code, 2020, Code on Social Security, 2020, Occupational Safety, Health and Working Conditions Code, 2020, with their relevant provisions in force, and the corresponding existing enactments in force, including but not limited to: (i) Contract Labour (Regulation and Abolition) Act, 1970, (ii) Employees' State Insurance Act, 1948, (iii) Employees' Compensation Act, 1923, (iv) Employees' Provident Funds and Miscellaneous Provisions Act, 1952, (v) Payment of Bonus Act, 1965,

	(vi) Maternity Benefit Act, 1961, (vii) Child and Adolescent Labour (Prohibition and Regulation) Act, 1986, (viii) Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, (ix) Equal Remuneration Act, 1976 or the corresponding provisions under the Code on Wages, 2019, as applicable, (x) and all other applicable laws, rules, regulations, notifications and statutory requirements in force from time to time. The Contractor shall obtain, maintain and renew all registrations, licences, permissions, approvals and statutory authorisations required under the applicable laws, including, wherever applicable, registration and licence under the Contract Labour (Regulation and Abolition) Act, 1970 or the corresponding provisions of the Occupational Safety, Health and Working Conditions Code, 2020, and shall produce the same for inspection by the Bank whenever called upon to do so. The personnel deployed by the Contractor shall remain employees of the Contractor for all purposes. The Contractor shall be solely responsible for payment of wages, overtime, bonus, gratuity, leave benefits, compensation, statutory contributions, taxes and all other employment-related liabilities in respect of such personnel. The Contractor shall ensure strict compliance with all statutory obligations relating to wages, provident fund, employees' state insurance, bonus, gratuity, maternity benefits, occupational safety, welfare measures and all other applicable labour laws. The Contractor shall not employ or engage any child or adolescent in contravention of the provisions of the Child and Adolescent Labour (Prohibition and Regulation) Act, 1986, as amended from time to time, or any corresponding law for the time being in force. The Contractor shall establish and maintain an Internal Committee wherever required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, and shall comply with all obligations prescribed thereunder. The Contractor shall indemnify, defend and keep the Bank, its officers and employees fully indemnified against all claims, demands, actions, proceedings, liabilities, damages, losses, penalties, interest, costs and expenses arising out of or in connection with any breach of the aforesaid laws or any default, omission or negligence on the part of the Contractor or its personnel. Where the Bank is required to make any payment or discharge any statutory liability on account of any act, omission or default of the Contractor under any applicable law or pursuant to any order or direction of a competent authority or court, the Contractor shall forthwith reimburse the Bank for all such amounts together with any interest, penalty, legal expenses and other incidental costs. The Bank shall also be entitled to recover such amounts from any sums payable to the Contractor, including the Security Deposit and/or the Performance Bank Guarantee, without prejudice to any other rights and remedies available under the Contract or applicable law. Nothing contained in this Contract shall be construed as relieving the Contractor of any statutory obligation imposed under applicable law or as limiting any statutory rights or obligations of the Bank under any applicable legislation.
7	Levy/Taxes payable by Contractor

	(a) The Contractor shall be solely responsible for the payment of all Goods and Services Tax (GST), duties, cess, levies, royalties and all other taxes, fees or statutory charges imposed by the Central Government, State Government or any other competent authority in connection with the execution of the Contract, unless otherwise expressly provided under the Contract. No claim for reimbursement or additional payment on account of such taxes, duties or levies shall be entertained by the Bank except where expressly required under applicable law. (b) The Contractor shall be solely responsible for compliance with all applicable provisions of the Goods and Services Tax laws, including registration, issuance of tax invoices, filing of returns and payment of taxes to the appropriate authorities. The Contractor shall furnish such documentary evidence relating to GST compliance, including copies of GST returns, proof of tax payment and such other documents as may be required by the Bank from time to time. (c) The Bank shall deduct Income-tax, GST-TDS and all other statutory deductions required under the applicable laws from the amounts payable to the Contractor. The Contractor shall not raise any claim against the Bank in respect of such statutory deductions. The Bank shall issue the applicable tax deduction certificates in accordance with the provisions of the relevant statutes.
8	Payment Terms The Contractor shall submit monthly invoices during the first week of the succeeding month along with all supporting documents prescribed by the Bank. Subject to satisfactory certification of the services rendered and verification of the documents submitted, payment shall ordinarily be released within forty-five (45) days from the date of receipt of a complete and correct invoice through electronic mode after deduction of all applicable statutory deductions. The invoice shall, <i>inter alia</i>, be accompanied by the following documents: (i) Attendance records duly certified by the authorised representative of the Bank, (ii) Wage registers and wage slips maintained under the applicable labour laws, (iii) Bank-generated proof evidencing payment of wages through NEFT or any other electronic mode directly into the bank accounts of the deployed personnel, (iv) Documentary proof of deposit of EPF, ESIC, Labour Welfare Fund (where applicable), bonus, gratuity and other statutory contributions, (v) GST-compliant tax invoice and documentary proof of GST compliance wherever applicable, (vi) Copies of statutory returns and challans as required under applicable labour and tax laws, (vii) A declaration on the Contractor's letterhead duly signed by the authorised signatory certifying that: all wages and statutory dues payable to the deployed personnel have been paid, all statutory compliances have been fulfilled and there are no outstanding statutory liabilities relating to the personnel deployed under the Contract. The Bank may require submission of any additional documents necessary for verification of statutory compliance. Failure to furnish the aforesaid documents shall entitle the Bank to withhold, reject or defer payment of the invoice until the deficiencies are rectified. The Contractor shall ensure that wages for the billing period have been paid before submission of the invoice. No advance payment shall be admissible unless expressly provided under the Contract. No claim for payment over and above the rates accepted under the Contract shall be entertained. Audit and Recovery: The Bank, its internal auditors, statutory auditors, Comptroller and Auditor General of India, Reserve Bank of India inspectors or any person authorised by the Bank shall have the right to inspect, audit and verify the Contractor's books of accounts, statutory records, wage records and all supporting documents relating to the execution of the Contract. If any audit or technical examination reveals that excess payment has been

	made to the Contractor or that payment has been made for work not executed or services not rendered, the Contractor shall forthwith refund the excess amount to the Bank. The Bank shall also be entitled to recover such amount from any monies payable to the Contractor, Security Deposit, Performance Bank Guarantee or by any other lawful means. Where any under-payment is found to have been made to the Contractor, the Bank shall release the balance amount payable without interest unless otherwise provided under the Contract. The Bank shall not be liable to reimburse any travelling expenses or incidental expenses incurred by the Contractor or its personnel unless expressly provided under the Contract. If any complaint regarding non-compliance of statutory obligations is received or any statutory authority initiates proceedings against the Contractor, the Bank may withhold payment of the pending bills, without prejudice to its right to impose contractual remedies, recover losses or terminate the Contract in accordance with its terms. The Contractor shall submit such periodic performance reports and compliance reports as may be prescribed by the Bank from time to time. . The complete supporting documents shall include the applicable Annexure XIII workwise checklist, duly certified by the respective Caretaker/Assistant Caretaker or designated Bank official.
9	Escalation Clause (Revision of Rates) (i) Wage escalation- The Contractor shall implement revisions in wages immediately upon notification of revised minimum rates of wages by the appropriate Government under the Code on Wages, 2019 or any other applicable law. Upon submission of documentary evidence by the Contractor, the labour component of the Contract price shall be revised only to the extent of the statutory increase in wages and corresponding statutory contributions payable under applicable labour laws. Where the wages already paid by the Contractor exceed the revised statutory minimum wages, no additional escalation shall be admissible. (ii) Non-labour component escalation: The amounts for Price Bid Items 5 to 14 and 16 to 17 shall be revised annually for each renewed contract year using the following formula. Item 15 (statutory wage-related components) is excluded from this formula. $Vco = V \times [0.70 \times (WI - WI0) / WI0 + 0.30 \times (CI - CI0) / CI0]$ Vco is the increase or decrease, in rupees, in the eligible non-labour amount for the renewed year. V is the corresponding amount for the immediately preceding contract year; the revised amount is V + Vco. WI and WI0 are the averages of the officially published Wholesale Price Index for All Commodities for the six months immediately preceding the commencement of the renewed contract year and the immediately preceding contract year, respectively. CI and CI0 are the averages of the officially published Consumer Price Index for Industrial Workers for the same respective six-month periods. The same index series and base shall be used for each comparison; any rebasing shall be accounted for using the official linking method. The formula applies to decreases as well as increases. Contractor's Profit/Service Charge and GST are excluded from V and remain governed by the applicable Price Bid provisions.
10	Subletting of Work

	Subletting of Work: The Contractor shall not directly or indirectly assign, transfer, sublet, subcontract or otherwise part with the whole or any part of the Contract without obtaining the prior written approval of the Bank. Any approval granted by the Bank shall not relieve the Contractor of any obligation or liability under the Contract. The Contractor shall remain jointly and severally liable for all acts, omissions, defaults, statutory compliances, payment of wages, taxes, confidentiality obligations, safety requirements and performance of any approved subcontractor as if such acts or omissions were those of the Contractor. The Contractor shall ensure that the Bank, its auditors, inspectors and authorised representatives have unrestricted access to all records relating to the work executed by any approved subcontractor. The Bank reserves the right to revoke any approval granted for subcontracting if it is found that the arrangement is prejudicial to the interests of the Bank or is otherwise unsatisfactory.
11	Penalty Clauses/Liquidated Damages The penalty clauses have been detailed in <u>Section IV (c)</u>.
12	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, Bengaluru and the Contractor (name of the RBI, Bengaluru 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 the work).</u> For employees' compensation, the umbrella policy taken by the Contractor will not be acceptable. (c) The insurance policies shall remain valid throughout the initial term of the Contract and <u>shall be capable of being</u> extended for up to two additional years in the event the Contract is renewed by the Bank. (d) If the Contractor fails to obtain or renew any of the required insurance policies, the Bank may, after giving written notice to the Contractor, arrange for such insurance at the Contractor's risk and cost and recover the insurance premium and any incidental expenses from any amount due or becoming due to the Contractor under the Contract. (e) If the Contractor fails to obtain the required insurance policies, the Contractor shall be solely responsible for all losses, damages, claims, liabilities and consequences arising therefrom. The Bank shall be entitled to recover such losses, damages, or cost incurred by it from the Contractor, without prejudice to any other rights and remedies available under the Contract or applicable law. (f) The contractor shall submit copies of all insurance policies before the commencement of the work and, in any event, within 14 days from the date of award of the work. Failure to do so shall constitute a material breach of the

	Contract, entitling the Bank, at its discretion, to terminate the Contract in accordance with its terms. (g) (g) The Bank shall not be liable for any injury, accident, disability or loss of life suffered by the Contractor or any of its personnel during the execution of the Contract, except to the extent such injury, accident, disability or loss is directly attributable to the gross negligence or wilful misconduct of the Bank. Any compensation, statutory dues or expenses in respect thereof shall be the sole responsibility of the Contractor. (h). The Contractor shall be liable for any loss of or damage to the Bank's premises, buildings, fixtures, fittings, equipment or any other property arising out of or attributable to any act, omission, negligence or default of the Contractor, its employees, agents or representatives. The Contractor shall indemnify and keep the Bank indemnified against all such losses, damages, costs and expenses.
13	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 shall be taken by the Competent Authority <u>(CA) who shall be General Manager/Deputy General Manager, Estate Department, Reserve Bank of India Bengaluru</u>. However, the Contractor will have the right to appeal to the Regional Director, Reserve Bank of India Bengaluru, whose decision shall be final in the matter.
14	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: - Violations of applicable laws, regulations, guidelines issued by the Government or other statutory authorities during the Contract period; or - Non-performance of the terms and conditions of the Contract; or - Breach of the representations and warranties made by the Contractor; or - Negligent or fraudulent act or omission by the Contractor; or any third party for reasons attributable to the Contractor. - 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. - Further the Contractor shall at all times indemnify the Bank against all claims which may be made under the Employees' Compensation Act, 1923 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 shall 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.
	Non-Disclosure Clause

15	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 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 shall survive the expiry or termination of this agreement for whatever reason.
16	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.
17	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 <u>giving</u> 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 <u>breach of Integrity Pact or the Agreement</u>. (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 him/her/it requiring him/her/it to show to the reasonable satisfaction of the Bank that he/she/it is able to carry out and fulfil 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 month notice</u> period 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.
18	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 he/she 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.
19	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.
20	Force Majeure conditions 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. 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. Business Continuity and Exit Transition: The Contractor shall maintain adequate arrangements to ensure continuity of services during disruptions, absenteeism, strike, emergency, force majeure events or any other operational contingency. The Contractor shall submit, whenever called upon by the Bank, a continuity and replacement plan covering deployment of relievers, emergency contacts, escalation matrix, availability of tools/materials and continuity of critical services. On expiry or termination of the Contract, the Contractor shall provide all reasonable transition support, hand over registers/records/materials belonging to the Bank, and cooperate with the Bank or any successor contractor so that services continue without disruption.
21	Settlement of Disputes and Arbitration All disputes arising under the Agreement shall be settled amicably through discussions between the parties. In the event of any dispute between the two parties where Integrity Pact is applicable, if, both the parties are agreeable, they may first try to settle dispute through mediation before the panel of IEMs in a time bound manner. In case, dispute remains unresolved even after mediation by the panel of IEMs, the Bank may take further action. 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 Bengaluru only.
22	Jurisdiction of Court All disputes arising out of or in any way connected with this agreement shall be deemed to have arisen at Bengaluru and only Courts in Bengaluru 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 period 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 may 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 and Statutory Lapses: Deficiencies/irregularities shall be classified as High, Medium or Low risk based on their impact on safety, statutory compliance, resident services, essential maintenance and the Bank's operations. Penalty shall be imposed as per the recurrence-based table below, without prejudice to recovery of proportionate wages, direct damages, risk-and-cost action, termination or any other remedy available to the Bank.

Penalty for Non-deployment and Service Deficiencies: In case of non-deployment of required manpower, the Bank may deduct the proportionate wage, statutory and service-charge component for the period of non-deployment and, in addition, impose penalty as per the applicable risk classification in the table below. For delayed attendance to complaints, failure to complete preventive maintenance, non-maintenance of registers, non-use of PPE, unsatisfactory cleaning/gardening/technical service, failure to arrange vendor/OEM service calls for equipment under warranty or separate AMC, or any other deficiency in service, the Bank may impose penalties commensurate with the gravity and recurrence of the lapse as specified below. Imposition of penalty shall be without prejudice to reduction in bills, recovery of direct damages, risk-and-cost action, termination and other remedies available to the Bank.

Sr. No.	Type of deficiency / irregularity	Risk classification	1st instance in a month	2-5 instances in a month	More than 5 instances in a month
1	Delay in addressing complaints lodged by residents of the colonies / officials of the Bank beyond three (03) hours from lodgement, except where a longer time is specifically permitted by the Bank.	Medium	Rs.1000 per instance and other action as the Bank may deem fit.	Rs.2000 per instance and other action as the Bank may deem fit.	Rs.3000 per instance and other action as the Bank may deem fit.
2	Unsatisfactory health or growth of plants/lawns, non-execution of Bank directions in reasonable time, or lack of proper maintenance of plants, vertical gardens, landscaping, potted plants etc.	Low	Rs.500 per instance and other action as the Bank may deem fit.	Rs.1000 per instance and other action as the Bank may deem fit.	Rs.2000 per instance and other action as the Bank may deem fit.

Section IV (c)- Penalty Clause /Liquidated Damages

Sr. No.	Type of deficiency / irregularity	Risk classification	1st instance in a month	2-5 instances in a month	More than 5 instances in a month
3	Quality of maintenance/housekeeping, cleaning of toilets/bathrooms, cleaning of flats or allied services found unsatisfactory by the Bank.	Low	Rs.500 per instance and other action as the Bank may deem fit.	Rs.1000 per instance and other action as the Bank may deem fit.	Rs.2000 per instance and other action as the Bank may deem fit.
4	Delay in supply of consumables which affects overall cleaning and maintenance of the premises.	High	Rs.2000 per instance and other action as the Bank may deem fit.	Rs.3000 per instance and other action as the Bank may deem fit.	Rs.5000 per instance and other action as the Bank may deem fit.
5	Non-wearing of prescribed uniforms by workers deployed at Bank premises and colonies.	Low	Rs.500 per instance and other action as the Bank may deem fit.	Rs.1000 per instance and other action as the Bank may deem fit.	Rs.1500 per instance and other action as the Bank may deem fit.
6	Change of employees without intimation/approval of the Bank, or use of abusive language / behaviour with Bank staff, residents or visitors.	High	Rs.2000 per instance and other action as the Bank may deem fit.	Rs.3000 per instance and other action as the Bank may deem fit.	Rs.5000 per instance and other action as the Bank may deem fit.
7	Non-payment of wages through electronic mode or non-submission of documentary evidence for such payment.	High	Rs.2000 per instance and other action as the Bank may deem fit.	Rs.3000 per instance and other action as the Bank may deem fit.	Rs.5000 per instance and other action as the Bank may deem fit.
8	Non-maintenance of statutory/other registers or non-submission of required documents sought by the Bank, including documentary evidence for payment of wages.	High	Rs.2000 per instance and other action as the Bank may deem fit.	Rs.3000 per instance and other action as the Bank may deem fit.	Rs.5000 per instance and other action as the Bank may deem fit.

Sr. No.	Type of deficiency / irregularity	Risk classification	1st instance in a month	2-5 instances in a month	More than 5 instances in a month
9	Deployment of manpower less than the number stipulated in the Agreement/tender.	Medium	Rs.500 per person per instance and other action as the Bank may deem fit.	Rs.1000 per person per instance and other action as the Bank may deem fit.	Rs.1500 per person per instance and other action as the Bank may deem fit.
10	Wages not paid as per Central Government Minimum Wages or non-adherence to Central/State Government laws applicable to the contract.	High	Rs.2000 per instance and other action as the Bank may deem fit.	Rs.3000 per instance and other action as the Bank may deem fit.	Rs.5000 per instance and other action as the Bank may deem fit.
11	Non-payment to workers within the timeline prescribed under the Payment of Wages Act, 1936 read with applicable rules.	High	Rs.2000 per instance and other action as the Bank may deem fit.	Rs.3000 per instance and other action as the Bank may deem fit.	Rs.5000 per instance and other action as the Bank may deem fit.
12	Any other deficiency / irregularity relevant to the nature and scope of the contract.	Medium	Rs.1000 per instance and other action as the Bank may deem fit.	Rs.2000 per instance and other action as the Bank may deem fit.	Rs.3000 per instance and other action as the Bank may deem fit.

Tolerance level for the above-mentioned lapses, classified as 'High' is zero. Tolerance level for other classifications shall be decided by the bank from time to time.

Where an irregularity is not expressly listed below, the Bank may classify it as High, Medium or Low risk considering the nature, gravity, recurrence and time taken for rectification, and impose penalty under the corresponding classification.

4. Statutory Compliance Lapses: Statutory breaches relating to wages, PF/ESI, registers, weekly off, labour-law compliance and submission of statutory documents shall be treated as High Risk unless the Bank records a lower classification based on the facts of the case.

Penalty for statutory compliance lapses:

Penalty shall be imposed as per the High Risk scale in the recurrence-based table above, in addition to any statutory consequence, recovery, withholding of bills, risk-and-cost action or other remedy available to the Bank.

Bank may consider waiver of penalty only after receiving a request from the Contractor within 15 days from imposition of penalty and after being satisfied that the reasons cited are genuine

and beyond the Contractor's control, subject to approval of the Competent Authority. The Bank's decision in this regard shall be final. The penalty amount(s) imposed on the Contractor shall be adjusted from the Security Deposit / Bank Guarantee held by the Bank, if the amount so permits, or from bills payable to the Contractor, as decided by the Bank. Implementation: The above-mentioned SLA shall be monitored by the Estate Department, Reserve Bank of India, Bengaluru and penalties, if any, shall be processed accordingly.

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
Bengaluru

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 / GeM Bid no.	No.: GEM/2026/-----
Name of the Work:	Providing Integrated Facility Management Services at Main Office Premises and Various Colonies of Reserve Bank of India, Bengaluru
Estimated annual value of the contract	₹8,16,52,308/- (Rupees Eight Crore Sixteen Lakh Fifty Two Thousand Three Hundred and Eight only) including GST
Earnest Money Deposit (EMD)	₹16,33,046/- (Rupees Sixteen Lakh Thirty Three Thousand Forty Six 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 initial period of Contract shall be for one year, unless earlier terminated in accordance with the termination clause. The contract can be extended further for a period of two years, one year at a time, or as may be decided by the Bank, subject to satisfactory performance of the services and adherence to contractual obligations by the concerned entity.

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 Rs. _____/- (Rs. _____ only) mentioned as Earnest Money Deposit in NIT/SoT/GeM Bid is hereby submitted in the form specified therein and its proof is uploaded/submitted as specified in the GeM Bid and tender document. 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 GeM bidding 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 Item 1 of Section III(b))**

	Name of the Company/firm	
	Details of registration of the firm: whether Sole Proprietorship/ Partnership firm /Private Limited/ Limited or Co-operative Body etc.	
	Name and address of the Proprietor/Partners/ Directors of the Company	
	Registered Address of the Company/firm	
	Address for correspondence	
	Local office / service setup at Bengaluru, if already available; otherwise declaration for establishment as per Section III(b), Item 7	
	Contact Person	
	Designation	
	Mobile no.	
	FAX/Tele-fax	
	e-mail id	
	GST Registration details and no.	
	Labour Licence Details	
	EPFO Registration No.	
	ESIC Registration no.	
	In case the company is subsidiary, the involvement, if any, of the Parent Company in the Bank's proposed work	
	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.	
	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.	
	Has the bidder or any constituent partner in case of partnership firm, ever been debarred /black-listed for competing in any organisation at any time? If so, give details	
	Has the bidder or any constituent partner in case of partnership firm, ever been convicted?	

Annexure II - Shortlisting / Eligibility Criteria Formats

Whether the bidder is involved in frequent civil suit /litigations in the Contracts being executed now. If yes, please furnish the details.						
SI 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

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

Format 2 PREVIOUS WORK EXPERIENCE (To be read with Item 2 of Section III(b))

List of important similar works executed by the Bidder / Firm

Sl no	Name of similar work and location	Nature of work / items of work involved in the Contract	Name of the client. Also indicate whether Government or Semi-Government or Private Body with full postal address.	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)	Date of commencement of work	Scheduled date of completion	Actual date of completion				
1.	2.	3.	4.	5 a	5 b	6a	6b	6c	7	8	9	10

Attach supporting documents

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

Format 3 Works qualifying Eligibility (To be read with Item 3 of Section III(b))**Details of similar work/s (qualifying) completed during five years during the period September 01, 2021, to August 31, 2026**

SI 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 Bidder's client who can be contacted by the Bank in case it is so needed).	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)	Date of commencement of work	Scheduled date of completion	Actual date of completion				
					6 a	6b	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)

Format 3A: CLIENT's CERTIFICATE REGARDING PERFORMANCE OF THEIR CONTRACTOR (On Client's Letter Head) (To be read with item 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 item 4 of Section III(b))

Sr.no.	Details	Financial Year		
		April 1, 2023, to March 31, 2024 ₹ in lakh	April 1, 2024, to March 31, 2025 ₹ in lakh	April 1, 2025, to March 31, 2026 ₹ 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 Bidder duly certified by a Chartered Accountant the Income Tax Returns for the years viz. 2023-24, 2024-25, 2025-26.

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 Item 5 of Section III(b))

To,

Date:

Regional Director,
Reserve Bank of India,
Estate Department
Bengaluru

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, Estate Department, Bengaluru
560001
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 Item 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

Bengaluru

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 (On A Stamp Paper of ₹100/-)

To,
Regional Director
Reserve Bank of India
Estate Department
Bengaluru

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 Minimum Wages Act, Contract Labour Act and other statutory provisions like Provident Fund Act, ESI, 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 undertake to provide Integrated Facility Management Services at the Main Office Premises (MOP) and various colonies of Reserve Bank of India, Bengaluru, in accordance with the tender requirements.

(Signature of the Bidder)

Name and Address of the Bidder.

Telephone No.

Annexure V**INTEGRITY PACT****1. General**

This pre-bid post-contract Agreement (hereinafter called the "Integrity Pact") is made on _____ day of the month of _____ 2026 between, on one hand, the Reserve Bank of India, Estate Department, Bengaluru acting through Ms. Kaya Tripathi, Regional Director, Reserve Bank of India, Bengaluru (hereinafter called the "PRINCIPAL", which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part and M/s _____ represented by Mr. / Ms. _____,(Add designation) (hereinafter called the "BIDDER" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the PRINCIPAL intends to engage a Contractor for "Providing Integrated Facility Management Services at Main Office Premises and various colonies of Reserve Bank of India, Bengaluru" and the BIDDER is willing to offer/has offered the services and

WHEREAS the BIDDER is a (please indicate category e.g., private company/ public company/ Government undertaking/ partnership, etc.) constituted in accordance with the relevant law in the matter and the PRINCIPAL is a statutory body performing its functions under the Reserve Bank of India Act, 1934 and other relevant legislations.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to:

Enabling the PRINCIPAL to receive the desired services at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and Enabling BIDDER to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the PRINCIPAL will commit to prevent corruption, in any form, by its officials by following transparent procedures. The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

2. Commitments of the PRINCIPAL

2.1.1 The PRINCIPAL undertakes that no official of the PRINCIPAL, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organisation or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

2.1.2 The PRINCIPAL will, during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.

2.1.3 All the officials of the PRINCIPAL will report to the appropriate authority any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

2.2 In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the PRINCIPAL with full and verifiable facts and the same is prima facie found to be correct by the PRINCIPAL necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the PRINCIPAL and such a

person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the PRINCIPAL the proceedings under the contract would not be stalled.

3. Commitments of BIDDERS

3.1 The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:

3.1.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the PRINCIPAL, connected directly or indirectly with the bidding process, or to any person, organisation or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

3.1.2 The BIDDER further undertakes and declares/represents that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the PRINCIPAL or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the PRINCIPAL for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the PRINCIPAL.

3.1.3 BIDDER shall disclose in writing the name and address of representatives and Indian BIDDERS shall disclose their foreign principals or associates.

3.1.4 BIDDER shall disclose in writing the payments to be made by them to any intermediary, in connection with this bid/contract.

3.1.5 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose in writing payments, if any, he has made / is committed to or intends to make to officials of the PRINCIPAL or their family members or any other intermediaries in connection with the contract or otherwise and the details of services agreed upon for such payments.

3.1.6 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.

3.1.7 The BIDDER shall not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

3.1.8 The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the PRINCIPAL as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier, without written consent of the PRINCIPAL. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

3.1.9 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

3.1.10 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

3.1.11 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the PRINCIPAL, or

alternatively, if any relative of an officer of the PRINCIPAL has financial interest/stake in the BIDDER's firm, the same shall be disclosed in writing by the BIDDER at the time of filing of tender. The term 'relative' for this purpose would be as defined in Section 2(77) of the Companies Act, 2013 of India.

3.1.12 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the PRINCIPAL

4. Previous Transgression

4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company/entity in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the tender process.

4.2 The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the procurement process or the contract, if already awarded, can be terminated for such reason.

5. Earnest Money Deposit

5.1 While submitting the Bid in the tender document, the BIDDER shall deposit an amount as may be specified by the PRINCIPAL in the tender document (as Earnest Money Deposit) with the PRINCIPAL through instruments, the detail of which along with the amount will be notified by the PRINCIPAL in the tender document.

5.2 In case of the successful BIDDER, a clause would also be incorporated in the clause pertaining to Performance Bank Guarantee and / or Security Deposit in the Contract that the provisions of Sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by the PRINCIPAL to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

6. Sanctions for Violations

6.1 Any breach of the aforesaid provisions by the BIDDER or anyone employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the PRINCIPAL to take all or any one of the following actions, wherever required:

6.1.1 To immediately call off the precontract negotiations / proceedings with Bidder without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.

6.1.2 The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/Performance Bank Guarantee (after the contract is signed) shall stand forfeited either fully or partially, as decided by the PRINCIPAL and the PRINCIPAL shall not be required to assign any reason, therefore.

6.1.3 To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.

6.1.4 To recover all sums already paid by the PRINCIPAL with interest thereon at 2% higher than the prevailing Bank rate. If any outstanding payment is due to the BIDDER from the PRINCIPAL in connection with any other contract for any other services, such outstanding payment could also be utilized to recover the aforesaid sum and interest.

6.1.5 To encash the Security Deposit/ Performance bank guarantee, if furnished by the BIDDER, in order to recover the payments, already made by the PRINCIPAL, along with interest.

6.1.6 To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the PRINCIPAL resulting from such cancellation/rescission and the PRINCIPAL shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.

6.1.7 To debar the BIDDER from participating in future bidding processes of the PRINCIPAL for a minimum period of five years, which may be further extended at the discretion of the PRINCIPAL.

6.1.8 To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker or any other intermediary with a view to securing the contract. In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the PRINCIPAL with the BIDDER, the same shall not be opened.

6.1.9 Forfeiture of Performance Bank Guarantee in case of a decision by the PRINCIPAL to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

6.2 The PRINCIPAL will be entitled to take all or any of the actions mentioned at para 6.1.1 to 6.1.9 of this Pact also on the commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Bharatiya Nyaya Sanhita, 2023 or Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

6.3 The decision of the PRINCIPAL to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes of this Pact.

7. Fall Clause:

The BIDDER undertakes that it has not supplied/is not supplying similar product/services or subservices at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU or any other unit owned by Government of India / the PRINCIPAL and if it is found at any stage that similar product/services or sub services was supplied by the BIDDER to any Ministry/Department of the Government of India or a PSU or any other unit owned by Government of India / the PRINCIPAL at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the PRINCIPAL, if the contract has already been concluded.

8. Independent External Monitors (IEMs)

8.1 The PRINCIPAL has appointed Independent External Monitors (hereinafter referred to as Monitor) for this Pact in consultation with the Central Vigilance Commission viz., Shri Nageshwar Rao Koripalli, IRS (Retd.) 38, The Trails, Manikonda, R.R. District, Hyderabad - 500 089 (Email - knageshwarrao@gmail.com) and Shri Pramod Shripad Phalnikar, IPS (Retd.) A2,602 Phase - I, Aditya Shagun, CHS, NDA-Pashan Road, Bavdhan, Pune, Maharashtra - 411 021 (Email - pramodphalnikar@gmail.com).

8.2 The task of the Monitor shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

8.3 The Monitor shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.

8.4 Both the parties accept that the Monitor have the right to access all the documents relating to the project/procurement, including minutes of meetings.

8.5 As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the PRINCIPAL.

8.6 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all procurement documentation of the PRINCIPAL including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his procurement documentation. The same is applicable to sub-contractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.

8.7 The PRINCIPAL will provide to the Monitor sufficient information about all meetings among the parties related to the procurement provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.

8.8 The Monitor will submit a written report to the designated Authority of PRINCIPAL within 8 to 10 weeks from the date of reference or intimation to him by the PRINCIPAL / BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

9. Facilitation of Investigation

9.1 In case of any allegation of violation of any provisions of this Pact or payment of commission, the PRINCIPAL or its authorised agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

9.2 In the event of any dispute between the PRINCIPAL and BIDDER where Integrity Pact is applicable, in case, both the parties are agreeable, they may try to settle dispute through mediation before the panel of IEMs in a time bound manner. In case, dispute remains unresolved even after mediation by the panel of IEMs, the PRINCIPAL may take further action as per terms and conditions of the contract.

9.3 Person signing the Integrity Pact shall not approach the Courts while representing the matter to IEMs and he/ she will await their decision in the matter.

10. Law and Place of Jurisdiction:

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the PRINCIPAL, i.e., Bengaluru, India.

11. Other Legal Actions:

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

12. Validity

12.1 The validity of this Integrity Pact shall be from the date of its signing and extend up to 5 years or the complete execution of the contract to the satisfaction of both the PRINCIPAL and the BIDDER, including warranty period (if any), whichever is later. In case a BIDDER is unsuccessful in tendering process, this Integrity Pact shall expire after award of the contract to the successful bidder.

12.2 Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

13. The parties hereby sign this Integrity Pact at _____ on _____

PRINCIPAL
Reserve Bank of India

BIDDER

Name of the Officer:

Designation:

Department:

Witness

Name of the Authorised Signatory:

Designation:

Name of the Bidder:

1. _____ 1. _____

2. _____ 2. _____

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

(To be read with Clause 8 of Section III(a))

(To be submitted by the bidder on their letterhead)

Name of Work: Providing_____

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 in last three years 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) 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 the 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 VII 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,
Bengaluru 560001

Ref: Providing

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 VIII: Proforma for Bank Guarantee in Lieu of Earnest Money Deposit

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

Place: _____

Date: _____

The Regional Director

Estate Department

Reserve Bank of India

Bengaluru

Dear Sir,

Providing _____ **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, Bengaluru (hereinafter called "the Bank") 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 Bank 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 Bank, their Successors, Assigns that in the event of the Bank 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 Bank, pay without demur to the Bank, a sum of ₹ _____ (Rupees _____ only) or any lower amount that may be demanded by the Bank. 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 Bank 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 Bank 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 Bank within a period of one week from the date of receipt of the notice as aforesaid.

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

Annexure VIII: Proforma for Bank Guarantee in Lieu of Earnest Money Deposit

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

a) Any forbearance or commission on the part of the Bank 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 Bank 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 _____ (not earlier than expiry of 180 days from the date of opening of the tender (Part I)) provided that if so desired by the Bank, 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 Bank 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 Bank 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-IX: 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
Bengaluru

Dear Sir/Madam,

Providing Integrated Facility Management Services at Main Office Premises and Various Colonies of Reserve Bank of India, Bengaluru – 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, Bengaluru (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 up to _____ (60 days after completion 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 X - Articles of Agreement

ARTICLES OF AGREEMENT made at Bengaluru on this _____ day of _____ 2026 between the Reserve Bank of India, Post Box No. 5467, 10/3/8, Nrupathunga Road, Bengaluru - 560001 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.

The Bank and the Contractor are together referred to as "the Parties" and individually as "Party".

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

3. 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.

4. 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").

5. NOW IT IS HEREBY AGREED AS FOLLOWS

6. Definitions - In this Agreement, unless there is anything repugnant to the subject or context

- (a) "Agreement" means the agreement signed between the Contractor and the Bank for the execution of the work.
- (b) "Site" means Main Office Premises and various colonies as given under scope of work.
- (c) "Work" means Providing Integrated Facility Management Services at Main Office Premises and Various Colonies of Reserve Bank of India as described under section IV(a).
- (d) "Tender document" shall mean document named as such issued by the Bank to the Bidders inviting Bids for the Work.
- (e) "Day" shall mean calendar day
- (f) "Working Day" shall mean days when the Bank's office is working i.e., Days excluding public holidays, Saturdays, and Sundays.
- (g) "Month" shall mean the calendar month.
- (h) "Year" shall mean financial year
- (i) "Bidder(s)" shall mean all parties participating in the bidding process pursuant to and in accordance with the terms of the Tender document.
- (j) "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.

- (k) "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.
- (l) "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 the work.
- (m) "Notice in writing or written notice" shall mean a notice in writing, typed or printed 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.
- (n) "Writing" includes any written paper document, e-mail correspondence and any electronic message.
- (o) "Commencement of work" shall mean the date specified in the work order.
- (p) "Premises" means the Bank's Main Office Premises and residential colonies covered under the Contract, including common areas and other facilities specified in the Scope of Work.
- (q) "Services" means the integrated facility management services, manpower deployment, maintenance, housekeeping, horticulture, complaint attendance and allied obligations described in the Tender document.
- (r) "Contractor's Personnel" means all supervisors, workers, relievers, representatives, agents and other persons deployed by or on behalf of the Contractor for performance of the Contract.
- (s) "Complaint / Service Request" means any request, defect report, instruction or service requirement recorded in the complaint register, approved complaint-management system, e-mail or any other mode approved by the Bank.
- (t) "Monthly Bill" means the Contractor's monthly invoice together with attendance, wage-payment, statutory-compliance and other supporting records required under the Contract.
- (u) 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.

7. 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 on a non-judicial stamp paper of required value for due performance of the contract and to the effect of the following conditions 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 Karnataka. 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.

The original agreement shall be retained by the Bank and the Contractor shall retain the duplicate. If the selected Contractor fails to sign the formal agreement by the date specified therein or fails to undertake the work within the stipulated time, the letter of intent shall be treated as cancelled.

8. Contract Period

The initial period of Contract shall be for one year, unless earlier terminated in accordance with the termination clause. The Contract may be extended further for a period of two years, one year at a time (subject to the condition that the total Contract period shall not exceed three years from the date of commencement of the Contract) with revision of rates as provided in this tender document, with mutual consent at the sole discretion of the Bank or as may be decided by the Bank, upon satisfactory performance of the services and adherence to contractual obligations by the concerned entity.

9. Consideration and Payment

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.

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.

10. Documents Forming Part of the Agreement

The Form of Tender including all tender documents, corrigenda, addenda, correspondences, the said Conditions, General Conditions, Special Conditions, Scope of Work, various schedules and appendices thereto shall be read and construed as forming part of this Agreement, and the parties hereto shall respectively abide by, submit themselves to the said Conditions and perform the agreements on their part respectively in the said Conditions contained.

11. Performance of Work

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.

12. Variation in Scope / Premises

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 or closure of Bank's offices shall be based on the rates quoted by the Contractor and as per mutual consultation.

13. Performance Bank Guarantee

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. The guarantee shall remain valid until 60 days after completion of the Contract, with a claim period of a further six months after expiry of the guarantee.

14. General Conditions

- (a) 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.
- (b) Police verification for each worker is mandatory and should be arranged by the Contractor at their own cost. A valid medical fitness certificate for each worker is also mandatory before deployment.
- (c) The Contractor shall ensure that helpers deployed to assist the plumbers and carpenters are suitably experienced.

- (d) 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.
- (e) The contractor must ensure payment of minimum wages to all deployed workers as prescribed under the Central Government Minimum Wages Act or any other applicable laws. Any violation in this regard shall be treated as a serious default.
- (f) All tools, materials, peripherals etc., procured under this Contract must be stored within the respective colony, unless specified otherwise in the tender document.

15. Statutory Compliance

The Contractor shall, at its own cost and responsibility, comply with all applicable Central and State laws, rules, regulations, notifications, bye-laws, orders and statutory requirements governing the execution of the Contract and the engagement of its personnel.

Without prejudice to the generality of the foregoing, the Contractor shall comply with all applicable labour and employment laws, including the Code on Wages, 2019, Industrial Relations Code, 2020, Code on Social Security, 2020, Occupational Safety, Health and Working Conditions Code, 2020, with their relevant provisions in force, and the corresponding existing enactments in force, including but not limited to:

- (i) Contract Labour (Regulation and Abolition) Act, 1970,
- (ii) Employees' State Insurance Act, 1948,
- (iii) Employees' Compensation Act, 1923,
- (iv) Employees' Provident Funds and Miscellaneous Provisions Act, 1952,
- (v) Payment of Bonus Act, 1965,
- (vi) Maternity Benefit Act, 1961,
- (vii) Child and Adolescent Labour (Prohibition and Regulation) Act, 1986,
- (viii) Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013,
- (ix) Equal Remuneration Act, 1976 or the corresponding provisions under the Code on Wages, 2019, as applicable,
- (x) and all other applicable laws, rules, regulations, notifications and statutory requirements in force from time to time.

The Contractor shall obtain, maintain and renew all registrations, licences, permissions, approvals and statutory authorisations required under the applicable laws, including, wherever applicable, registration and licence under the Contract Labour (Regulation and Abolition) Act, 1970 or the corresponding provisions of the Occupational Safety, Health and Working Conditions Code, 2020, and shall produce the same for inspection by the Bank whenever called upon to do so.

The personnel deployed by the Contractor shall remain employees of the Contractor for all purposes. The Contractor shall be solely responsible for payment of wages, overtime, bonus, gratuity, leave benefits, compensation, statutory contributions, taxes and all other employment-related liabilities in respect of such personnel.

The Contractor shall ensure strict compliance with all statutory obligations relating to wages, provident fund, employees' state insurance, bonus, gratuity, maternity benefits, occupational safety, welfare measures and all other applicable labour laws.

The Contractor shall not employ or engage any child or adolescent in contravention of the provisions of the Child and Adolescent Labour (Prohibition and Regulation) Act, 1986, as amended from time to time, or any corresponding law for the time being in force.

The Contractor shall establish and maintain an Internal Committee wherever required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, and shall comply with all obligations prescribed thereunder.

The Contractor shall indemnify, defend and keep the Bank, its officers and employees fully indemnified against all claims, demands, actions, proceedings, liabilities, damages, losses, penalties, interest, costs and expenses arising out of or in connection with any breach of the aforesaid laws or any default, omission or negligence on the part of the Contractor or its personnel.

Where the Bank is required to make any payment or discharge any statutory liability on account of any act, omission or default of the Contractor under any applicable law or pursuant to any order or direction of a competent authority or court, the Contractor shall forthwith reimburse the Bank for all such amounts together with any interest, penalty, legal expenses and other incidental costs. The Bank shall also be entitled to recover such amounts from any sums payable to the Contractor, including the Security Deposit and/or the Performance Bank Guarantee, without prejudice to any other rights and remedies available under the Contract or applicable law.

Nothing contained in this Contract shall be construed as relieving the Contractor of any statutory obligation imposed under applicable law or as limiting any statutory rights or obligations of the Bank under any applicable legislation.

16. Terms Applicable for Payment

The Contractor shall submit monthly invoices during the first week of the succeeding month along with all supporting documents prescribed by the Bank. Subject to satisfactory certification of the services rendered and verification of the documents submitted, payment shall ordinarily be released within forty-five (45) days from the date of receipt of a complete and correct invoice through electronic mode after deduction of all applicable statutory deductions. The invoice shall, *inter alia*, be accompanied by the following documents:

- (i) Attendance records duly certified by the authorised representative of the Bank,
- (ii) Wage registers and wage slips maintained under the applicable labour laws,
- (iii) Bank-generated proof evidencing payment of wages through NEFT or any other electronic mode directly into the bank accounts of the deployed personnel,
- (iv) Documentary proof of deposit of EPF, ESIC, Labour Welfare Fund (where applicable), bonus, gratuity and other statutory contributions,
- (v) GST-compliant tax invoice and documentary proof of GST compliance wherever applicable,
- (vi) Copies of statutory returns and challans as required under applicable labour and tax laws,
- (vii) A declaration on the Contractor's letterhead duly signed by the authorised signatory certifying that:

all wages and statutory dues payable to the deployed personnel have been paid, all statutory compliances have been fulfilled and there are no outstanding statutory liabilities relating to the personnel deployed under the Contract.

The Bank may require submission of any additional documents necessary for verification of statutory compliance. Failure to furnish the aforesaid documents shall entitle the Bank to withhold, reject or defer payment of the invoice until the deficiencies are rectified. The Contractor shall ensure that wages for the billing period have been paid before submission of the invoice. No advance payment shall be admissible unless expressly provided under the Contract. No claim for payment over and above the rates accepted under the Contract shall be entertained.

17. Audit and Recovery

The Bank, its internal auditors, statutory auditors, Comptroller and Auditor General of India, Reserve Bank of India inspectors or any person authorised by the Bank shall have the right to inspect, audit and verify the Contractor's books of accounts, statutory records, wage records and all supporting documents relating to the execution of the Contract. If any audit or technical examination reveals that excess payment has been made to the Contractor or that payment has been made for work not executed or services not rendered, the Contractor shall forthwith refund the excess amount to the Bank. The Bank shall also be entitled to recover such amount from any monies payable to the Contractor, Security Deposit, Performance Bank Guarantee or by any other lawful means. Where any under-payment is found to have been made to the Contractor, the Bank shall release the balance amount payable without interest unless otherwise provided under the Contract. The Bank shall not be liable to reimburse any travelling expenses or incidental expenses incurred by the Contractor or its personnel unless expressly provided under the Contract. If any complaint regarding non-compliance of statutory obligations is received or any statutory authority initiates proceedings against the Contractor, the Bank may withhold payment of the pending bills, without prejudice to its right to impose contractual remedies, recover losses or terminate the Contract in accordance with its terms.

The Contractor shall submit such periodic performance reports and compliance reports as may be prescribed by the Bank from time to time.

18. Escalation (Revision of Rates)

(a) Wage escalation: The Contractor shall implement revisions in wages immediately upon notification of revised minimum rates of wages by the appropriate Government under the Code on Wages, 2019 or any other applicable law.

Upon submission of documentary evidence by the Contractor, the labour component of the Contract price shall be revised only to the extent of the statutory increase in wages and corresponding statutory contributions payable under applicable labour laws. Where the wages already paid by the Contractor exceed the revised statutory minimum wages, no additional escalation shall be admissible.

(b) Non-labour component escalation: The amounts for Price Bid Items 5 to 14 and 16 to 17 shall be revised annually for each renewed contract year using the following formula. Item 15 (statutory wage-related components) is excluded from this formula.

$$V_{co} = V \times [0.70 \times (WI - WI0) / WI0 + 0.30 \times (CI - CI0) / CI0]$$

V_{co} is the increase or decrease, in rupees, in the eligible non-labour amount for the renewed year. V is the corresponding amount for the immediately preceding contract year; the revised amount is V + V_{co}.

WI and WI0 are the averages of the officially published Wholesale Price Index for All Commodities for the six months immediately preceding the commencement of the renewed contract year and the immediately preceding contract year, respectively.

CI and CI0 are the averages of the officially published Consumer Price Index for Industrial Workers for the same respective six-month periods. The same index series and base shall be used for each comparison; any rebasing shall be accounted for using the official linking method.

The formula applies to decreases as well as increases. Contractor's Profit/Service Charge and GST are excluded from V and remain governed by the applicable Price Bid provisions.

19. Subletting / Subcontracting

The Contractor shall not directly or indirectly assign, transfer, sublet, subcontract or otherwise part with the whole or any part of the Contract without obtaining the prior written approval of

the Bank. Any approval granted by the Bank shall not relieve the Contractor of any obligation or liability under the Contract.

The Contractor shall remain jointly and severally liable for all acts, omissions, defaults, statutory compliances, payment of wages, taxes, confidentiality obligations, safety requirements and performance of any approved subcontractor as if such acts or omissions were those of the Contractor.

The Contractor shall ensure that the Bank, its auditors, inspectors and authorised representatives have unrestricted access to all records relating to the work executed by any approved subcontractor.

The Bank reserves the right to revoke any approval granted for subcontracting if it is found that the arrangement is prejudicial to the interests of the Bank or is otherwise unsatisfactory.

20. Penalty Clause

- (a) **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.
- (b) **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.
- (c) **Penalty for Operational and Statutory Lapses:** Deficiencies/irregularities shall be classified as High, Medium or Low risk based on their impact on safety, statutory compliance, resident services, essential maintenance and the Bank's operations. Penalty shall be imposed as per the recurrence-based table below, without prejudice to recovery of proportionate wages, direct damages, risk-and-cost action, termination or any other remedy available to the Bank.

Penalty for Non-deployment and Service Deficiencies: In case of non-deployment of required manpower, the Bank may deduct the proportionate wage, statutory and service-charge component for the period of non-deployment and, in addition, impose penalty as per the applicable risk classification in the table below. For delayed attendance to complaints, failure to complete preventive maintenance, non-maintenance of registers, non-use of PPE, unsatisfactory cleaning/gardening/technical service, failure to arrange vendor/OEM service calls for equipment under warranty or separate AMC, or any other deficiency in service, the Bank may impose penalties commensurate with the gravity and recurrence of the lapse as specified in Section IV (c) of the Tender Document. Imposition of penalty shall be without prejudice to reduction in bills, recovery of direct damages, risk-and-cost action, termination and other remedies available to the Bank.

Tolerance level for the above-mentioned lapses, classified as 'High' is zero. Tolerance level for other classifications shall be decided by the bank from time to time.

Where an irregularity is not expressly listed, the Bank may classify it as High, Medium or Low risk considering the nature, gravity, recurrence and time taken for rectification, and impose penalty under the corresponding classification.

- (d) Statutory Compliance Lapses: Statutory breaches relating to wages, PF/ESI, registers, weekly off, labour-law compliance and submission of statutory documents shall be treated as High Risk unless the Bank records a lower classification based on the facts of the case.

Penalty for statutory compliance lapses:

Penalty shall be imposed as per the High Risk scale in the recurrence-based table above, in addition to any statutory consequence, recovery, withholding of bills, risk-and-cost action or other remedy available to the Bank.

Bank may consider waiver of penalty only after receiving a request from the Contractor within 15 days from imposition of penalty and after being satisfied that the reasons cited are genuine and beyond the Contractor's control, subject to approval of the Competent Authority. The Bank's decision in this regard shall be final. The penalty amount(s) imposed on the Contractor shall be adjusted from the Security Deposit / Bank Guarantee held by the Bank, if the amount so permits, or from bills payable to the Contractor, as decided by the Bank. Implementation: The above-mentioned SLA shall be monitored by the Estate Department, Reserve Bank of India, Bengaluru and penalties, if any, shall be processed accordingly.

21. Insurance

- (a) The Contractor shall take following Insurance Policies with effect from the date on or before the start of work at site.
- (b) Contractor's All Risk Policy (CAR Policy) for the full Contract Value, including Fire Risk.
- (c) Employees' Compensation Policy for all employees deployed at site.
- (d) Third Party Liability Policy - either through a separate policy or within CAR policy and having description as per the following details:
- (e) For injury to persons – Rs 5 Lakh per person per accident
- (f) For damage to property – Rs 2 Lakh per accident with a ceiling of Rs 25 Lakh (1&2) per annum
- (g) All insurance policies shall be taken in the joint names of the RBI, Bengaluru and the Contractor (name of the RBI, Bengaluru 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 the work). For employees' compensation, the umbrella policy taken by the Contractor will not be acceptable.
- (h) The insurance policies shall remain valid throughout the initial term of the Contract and shall be capable of being extended for up to two additional years in the event the Contract is renewed by the Bank.
- (i) If the Contractor fails to obtain or renew any of the required insurance policies, the Bank may, after giving written notice to the Contractor, arrange for such insurance at the Contractor's risk and cost and recover the insurance premium and any incidental expenses from any amount due or becoming due to the Contractor under the Contract.
- (j) If the Contractor fails to obtain the required insurance policies, the Contractor shall be solely responsible for all losses, damages, claims, liabilities and consequences arising therefrom. The Bank shall be entitled to recover such losses, damages, or cost incurred by it from the Contractor, without prejudice to any other rights and remedies available under the Contract or applicable law.
- (k) The contractor shall submit copies of all insurance policies before the commencement of

the work and, in any event, within 14 days from the date of award of the work. Failure to do so shall constitute a material breach of the Contract, entitling the Bank, at its discretion, to terminate the Contract in accordance with its terms.

- (l) The Bank shall not be liable for any injury, accident, disability or loss of life suffered by the Contractor or any of its personnel during the execution of the Contract, except to the extent such injury, accident, disability or loss is directly attributable to the gross negligence or wilful misconduct of the Bank. Any compensation, statutory dues or expenses in respect thereof shall be the sole responsibility of the Contractor.
- (m) The Contractor shall be liable for any loss of or damage to the Bank's premises, buildings, fixtures, fittings, equipment or any other property arising out of or attributable to any act, omission, negligence or default of the Contractor, its employees, agents or representatives. The Contractor shall indemnify and keep the Bank indemnified against all such losses, damages, costs and expenses.

22. Indemnity

- (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:
 - (b) Violations of applicable laws, regulations, guidelines issued by the Government or other statutory authorities during the Contract period; or
 - (c) Non-performance of the terms and conditions of the Contract; or
 - (d) Breach of the representations and warranties made by the Contractor; or
 - (e) Negligent or fraudulent act or omission by the Contractor; or any third party for reasons attributable to the Contractor.
- (f) 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.
- (g) Further the Contractor shall at all times indemnify the Bank against all claims which may be made under the Employees' Compensation Act, 1923 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.

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.

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 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 shall survive the expiry or termination of this agreement for whatever reason.

23. Prevention of Sexual Harassment at Workplace

- (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.

24. 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 any other rights or remedies 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:
- (c) If the Contractor has abandoned the Contract.
- (d) 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.
- (e) 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.
- (f) If the Contractor had secured the Contract with the Bank as a result of mala fide or non-bona fide practices such as cartelization etc. or commits breach of Integrity Pact or the Agreement.

- (g) 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 him/her/it requiring him/her/it to show to the reasonable satisfaction of the Bank that he/she/it is able to carry out and fulfil the Contract and to give security therefore, if so required by the Bank.
- (h) 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.
- (i) 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.
- (j) If the Contractor assigns or sublets this Contract without prior written approval of the Bank.

Then and in any of the said cases in Clause (b) the Bank may, notwithstanding any previous waiver, after giving one month's 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 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.

- (k) **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 notice in writing of 30 days to the Bank, and he/she 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 or where the same may not apply valuation shall be made. The Contractor shall however continue to discharge the Contractual obligation during the notice period unless dispensed by the Bank.

25. Termination on 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.

26. 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.

27. Business Continuity and Exit Transition

The Contractor shall maintain adequate arrangements to ensure continuity of services during disruptions, absenteeism, strike, emergency, force majeure events or any other operational contingency. The Contractor shall submit, whenever called upon by the Bank, a continuity and replacement plan covering deployment of relievers, emergency contacts, escalation matrix, availability of tools/materials and continuity of critical services. On expiry or termination of the Contract, the Contractor shall provide all reasonable transition support, hand over registers/records/materials belonging to the Bank, and cooperate with the Bank or any successor contractor so that services continue without disruption.

28. Dispute Resolution

All disputes arising under the Agreement shall be settled amicably through discussions between the parties. In the event of any dispute between the two parties where Integrity Pact is applicable, if, both the parties are agreeable, they may first try to settle dispute through mediation before the panel of IEMs in a time bound manner. In case, dispute remains unresolved even after mediation by the panel of IEMs, the Bank may take further action.

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 Bengaluru only.

29. Jurisdiction of Courts

All disputes arising out of or in any way connected with this agreement shall be deemed to have arisen at Bengaluru and only Courts in Bengaluru shall have jurisdiction to determine the same.

30. 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.

31. 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.

32. 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, Bengaluru 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 he/she shall immediately and in writing refer same to the Regional Director, Reserve Bank of India, Bengaluru who shall decide thereupon. The decision of the Regional Director, Reserve Bank of India, Bengaluru 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 he/she might have derived from the execution of the works in full but which he/she 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.
- (i) (a) 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 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 partnership or an individual.

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

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

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

(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 XI - 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 Bengaluru.

Name of Work: Providing Integrated Facility Management Services at MOP and Various Colonies of Reserve Bank of India, Bengaluru

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:

Annexure-XII: Minimum Wage Analysis

(It is for illustrative purpose only and the same should not be submitted with Techno-Commercial Bid. It should be submitted at Online Portal under Section-Price Bid)

Services shall be provided as per the requirements mentioned in the tender document and in compliance with all statutory requirements.								
For minimum wage-analysis purposes, the following Central Government minimum wage rates applicable with effect from April 01, 2026 have been considered: Highly Skilled: Rs. 1094 per day; Skilled: Rs. 1008 per day; Semi-skilled: Rs. 918 per day; Unskilled: Rs. 827 per day.								
S. No	Particulars	Days	Rate per day (CLC)	Number of workers	Total minimum wages in Rs.	Total Minimum Wages for the workers	Reliever Minimum Wages (1/6*Total minimum wages for all workers)	Gross Total Minimum Wages for all workers per one month
1	Highly Skilled workmen as Supervisor	26	1094	7	28,444	1,99,108	33,185	2,32,293
2	Skilled Workmen (as Plumber, Electrician and Carpenter)	26	1008	31	26,208	8,12,448	1,35,408	9,47,856
3	Semi-skilled workmen	26	918	19	23,868	4,53,492	75,582	5,29,074
4	Unskilled workmen (Housekeeping staff and helpers to Head Mali)	26	827	78	21,502	16,77,156	2,79,526	19,56,682
				135				36,65,905

Annexure XIII: Workwise Maintenance and Service Checklist

Contractor: _____ Property: _____ Bill month: _____

The Facility Manager/Supervisor shall complete this checklist for the applicable property and period. The respective Caretaker/Assistant Caretaker or designated Bank official shall certify completion, record deficiencies and verify rectification. The certified checklist shall accompany the monthly bill.

Sl.	Item of work	Checkpoint / acceptance criterion	Frequency	Contract or date/sign & remarks	Caretaker certification / deficiency & rectification
1	Manpower deployment and attendance	Required personnel deployed; attendance and reliever arrangements verified.	Daily		
2	Complaint/service-request register	Complaints logged, attended within stipulated time and closure acknowledged.	Daily		
3	Electrical systems and installations	Lights, switches, DBs, common-area supply and reported faults checked; unsafe condition escalated.	Daily / as required		
4	Electrical preventive maintenance	Connections, panels, earthing/testing records and preventive-maintenance items completed.	Monthly / scheduled		
5	Plumbing and sanitary systems	Leaks, chokes, taps, valves, pumps, sanitary fixtures and reported faults checked/rectified.	Daily / as required		
6	Carpentry and joinery	Doors, windows, locks, fittings and reported defects checked/rectified.	As required		
7	Vacant-flat maintenance inspection	Electrical, plumbing, carpentry and visible maintenance defects recorded and reported.	Monthly		
8	Waste collection and segregation	Dry, wet, sanitary and special-care waste collected separately in designated colour-coded bags/bins without mixing.	Daily		

Annexure XIII: Workwise Maintenance and Service Checklist

Sl.	Item of work	Checkpoint / acceptance criterion	Frequency	Contract or date/sign & remarks	Caretaker certification / deficiency & rectification
9	Roads, pathways, parking and open areas	Sweeping completed; litter, leaves and loose waste removed.	Daily		
10	Common rooms and common toilets	Floors, fixtures, touchpoints and sanitary areas cleaned/disinfected; supplies replenished.	Daily		
11	Staircases, lobbies and handrails	Swept/mopped; handrails, boards, post boxes and entrances cleaned.	Daily		
12	Terraces, mumty tops and identified service areas	Terraces/tops and listed common/service areas cleaned; drains kept clear; defects reported.	Weekly		
13	Occupied-flat bathrooms and toilets	Floors, dado, sanitary fixtures, wash basins, glass/mirrors and fittings cleaned using surface-compatible products.	Weekly		
14	Common-area cobweb removal	Walls, ceilings, staircase and inaccessible common-area spots cleared.	Monthly		
15	Periodic internal flat cleaning	Applicable fans, windows, mesh, lights, kitchen, balcony, floors and specified surfaces cleaned; resident acknowledgement obtained.	Quarterly / half-yearly		
16	Surface-specific cleaning controls	Correct product/method used for stone, tile, sanitary, glass, wood/laminate, painted, metal, carpet/upholstery and sensitive equipment.	Each activity		
17	Cross-contamination controls	Separate colour-coded tools used for sanitary areas, kitchens/pantries and general areas; tools cleaned and dried after use.	Daily		

Annexure XIII: Workwise Maintenance and Service Checklist

Sl.	Item of work	Checkpoint / acceptance criterion	Frequency	Contract or date/sign & remarks	Caretaker certification / deficiency & rectification
18	Cleaning materials and consumable stock	Approved products available; labels, expiry, SDS/instructions, dilution, storage and issue records verified.	Monthly		
19	Cleaning-tool replacement	Mops, cloths, brushes, scrubbers, brooms, wipers and other tools replaced as per schedule or earlier if worn/unhygienic.	Monthly / quarterly		
20	Cleaning machines and safety equipment	Machines/PPE serviceable; filters, brushes, pads and consumable parts inspected; standby arrangements available.	Monthly / quarterly		
21	Horticulture routine maintenance	Watering, weeding, lawn/bed upkeep, dead-plant replacement and garden cleanliness completed.	Daily / weekly		
22	Horticulture periodic activities	Pruning, manure/fertilizer/pesticide application and tree-related scheduled work recorded.	Monthly / scheduled		
23	Chimney servicing	Applicable chimneys serviced; service report and resident/Caretaker acknowledgement available.	Scheduled / as required		
24	Safety, PPE and housekeeping of stores	PPE used; chemicals/tools safely stored; damaged, leaking, expired or unserviceable items removed.	Daily / monthly inspection		
25	Registers and supporting records	Attendance, complaint, stock, issue, replacement, machine-service and activity records updated.	Daily / monthly		
26	Monthly service review and rectification	Outstanding deficiencies reviewed; rectification completed or target date/action recorded.	Monthly		

Annexure XIII: Workwise Maintenance and Service Checklist

Sl.	Item of work	Checkpoint / acceptance criterion	Frequency	Contract or date/sign & remarks	Caretaker certification / deficiency & rectification
27	Pest-control services	Verify completion and record dates/complaints against each applicable treatment and coverage in the Minimum Pest-Control Service Frequencies table in Section IV(a).	General pest control: MOP weekly; sensitive indoor areas fortnightly and on complaint; residential areas/flats monthly and on complaint. Mosquito control: weekly and as required. Rodents: MOP weekly; residential common/external areas at least twice monthly. Snake/reptile prevention: MOP at least twice monthly; colonies at least monthly. Beehives, complaints and re-treatment: as required; ineffective treatment repeated at no extra cost.		

Certification: I certify that the applicable activities above have been checked for the stated period. Deficiencies, if any, have been recorded with rectification status.

Facility Manager/Supervisor: _____ Date: _____

Caretaker/Assistant Caretaker/Designated Bank Official: _____ Date: _____

Annexure XIV - Preference to Make in India

Applicability of the Order: The said Order is applicable to all types of procurements, works, and services.

2. Definitions:

i. 'the Order' means the Public Procurement (Preference to Make in India), Order 2017 (Department for Promotion of Industry and Internal Trade, Ministry of Commerce and Industry Order No. P-45021/2/2017-B.E. II dated 15 June 2017, as amended from time to time including the revision dated 19 July 2024.

ii. 'Local content' means the amount of value added in India which shall, unless otherwise prescribed by the Nodal Ministry (as defined), be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value, in percent.

Explanatory notes for calculation of local content given above

a. Imported items sourced locally from resellers/distributors shall be excluded from calculation of local content.

b. The license fees/royalties paid/ technical charges paid out of India shall be excluded from local content calculation.

c. Procurement/Supply of repackaged/refurbished/rebranded imported products as understood commonly shall be treated as reselling of imported products and shall be excluded from calculation of local content. The definition of repackaged/refurbished/rebranded imported products is as follows:

'Refurbishing' means repair or reconditioning of an imported product does not amount to manufacture because no new goods come into existence.

'Repackaging' means repacking of imported goods from bulk pack to smaller packs would not ordinarily amount to manufacture of a new item.

'Rebranding' means relabeling or renaming or change in symbol or logo/ makes or corporate image of a company/ organization/ firm for an imported product would amount to rebranding.

To ensure that imported items sourced locally from resellers/distributors are excluded from calculation of local content, procuring entities to obtain from bidders, the cost of such locally-sourced imported items (Inclusive of taxes) along with break-up on license/royalties paid/technical expertise cost etc. sourced from outside India. For items sold by bidder as reseller, OEM certificate for country of origin to be submitted.

For contracts involving supply of multiple items, weighted average of all items to be taken while calculating the local content.

iii. 'Class-I local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, meets the minimum local content as prescribed for 'Class-I local supplier' under 'the Order'.

iv. 'Class-II local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, meets the minimum local content as prescribed for 'Class-II local supplier' but less than that prescribed for 'Class-I local supplier' under 'the Order'.

v. 'Non-Local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, has local content less than that prescribed for 'Class II local supplier' under 'the Order'.

vi. 'Margin of purchase preference' means the maximum extent to which the price quoted by a "Class-I local supplier" may be above the L 1 for the purpose of purchase preference.

'Nodal Ministry' means the Ministry or Government Department identified pursuant to the Order in respect of a particular item of goods or services or works

3. Special treatment for items covered under PLI Scheme:

The manufacturers manufacturing an item under the PLI Scheme shall be treated as deemed Class II local supplier for that item unless they have minimum local content equal to or higher than that notified for Class-I local supplier for that item, provided the manufacturer has received incentive from the concerned PLI Ministry for the Item. The above shall be applicable for the specific time-period only, as notified by concerned PLI Ministry.

4. Eligibility of 'Class-I local supplier'/ 'Class-II local supplier'/ 'Non-local suppliers' for different types of procurement

(a) In procurement of all goods, services or works in respect of which the Nodal Ministry / Department has communicated that there is sufficient local capacity and local competition, only 'Class-I local supplier', as defined under the Order, shall be eligible to bid irrespective of purchase value.

(b) Only 'Class-I local supplier' and 'Class-II local supplier', as defined under the Order, shall be eligible to bid in procurement undertaken by procuring entities, except when Global tender enquiry has been issued. In global tender enquiries, 'Non-local suppliers' shall also be eligible to bid along with 'Class-I local suppliers' and 'Class-II local suppliers'. In procurement of all goods, services or works, not covered by point (a) above, and with estimated value of purchases less than Rs. 200 Crore, Global tender enquiry shall not be issued. However, in exceptional case, where Bank feels that there are special reasons for inviting Global tender below this limit, detailed reasons may be recorded and prior approval for such relaxation may be sought from competent authority.

4.1. Mandatory sourcing of items, with sufficient local capacity and competition, from Class-I local suppliers in System Integrator (SI)/Engineering, Procurement and Construction (EPC)/Turnkey Contracts/Service Tenders

a. The items, notified as having sufficient local capacity and competition, shall mandatory be sourced from Class-I local suppliers in SI/EPC/Turnkey Contracts/ Services tenders. This provision will be applicable only for those items which have been notified by the Nodal Ministry as Class I i.e. having sufficient local capacity and competition, with specific HSN codes.

b. Notwithstanding above, if in any project, it is considered that it is not practically feasible to source such items from Class I local suppliers, it may take relaxation from such stipulation with the approval of Executive Director.

4.2. Purchase Preference

(a) Purchase preference shall be given to 'Class-I local supplier' in procurement undertaken by procuring entities in the manner specified here under.

(b) In the procurement of goods or works, which are covered by para 4(b) above and which are divisible in nature, the 'Class-I local supplier' shall get purchase preference over 'Class-II local supplier' as well as 'Non-local supplier', as per following procedure:

i. Among all qualified bids, the lowest bid will be termed as L 1. If L 1 is 'Class-I local supplier', the contract for full quantity will be awarded to L 1.

ii. If L 1 bid is not a 'Class-I local supplier', 50% of the order quantity shall be awarded to L 1. Thereafter, the lowest bidder among the 'Class-I local supplier' will be invited to match the L 1 price for the remaining 50% quantity subject to the Class-I local supplier's quoted price falling within the margin of purchase preference, and contract for that quantity shall be awarded to such 'Class-I local supplier' subject to matching the L 1 price. In case such lowest eligible 'Class-I local supplier' fails to match the L 1 price or accepts less than the offered quantity, the next higher 'Class-I local supplier' within the margin of purchase preference shall be invited to match the L 1 price for remaining quantity and so on, and contract shall be awarded accordingly. In case some quantity is still left uncovered on Class-I local suppliers, then such balance quantity may also be ordered on the L 1 bidder.

(c) In the procurement of goods or works, which are covered by para 4(b) above and which are not divisible in nature, and in procurement of services where the bid is evaluated on price alone, the 'Class-I local supplier' shall get purchase preference over 'Class-II local supplier' as well as 'Non-local supplier', as per following procedure:

i. Among all qualified bids, the lowest bid will be termed as L 1. If L 1 is Class -I local supplier', the contract will be awarded to L 1.

ii. If L 1 is not 'Class-I local supplier', the lowest bidder among the 'Class-I local supplier', will be invited to match the L 1 price subject to Class-I local supplier's quoted price falling within

the margin of purchase preference, and the contract shall be awarded to such 'Class-I local supplier' subject to matching the L 1 price.

iii. In case such lowest eligible 'Class-I local supplier' fails to match the L 1 price, the 'Class-I local supplier' with the next higher bid within the margin of purchase preference shall be invited to match the L 1 price and so on and contract shall be awarded accordingly. In case none of the 'Class-I local supplier' within the margin of purchase preference matches the L 1 price, the contract may be awarded to the L 1 bidder.

(d) "Class-II local supplier" will not get purchase preference in any procurement, undertaken by procuring entities.

5. Exemption of small purchases: Notwithstanding anything contained in paragraph 3, procurement where the estimated value to be procured is less than Rs. 5 lakh is exempted as per the Order. However, it shall be ensured that procurement is not split for the purpose of avoiding these provisions.

5.1. Exemption in sourcing of spares and consumables of closed systems:

Procurement of spare parts, consumables for closed systems and Maintenance/ Service contracts with Original Equipment Manufacturer/Original Equipment Supplier/Original Part Manufacturer shall be exempted.

6. Minimum local content: The 'local content' requirement to categorize a supplier as 'Class-I local supplier' is minimum 50%. For 'Class-II local supplier', the 'local content' requirement is minimum 20%. Nodal Ministry/ Department may prescribe only a higher percentage of minimum local content requirement to categorize a supplier as 'Class-I local supplier'/'Class-II local supplier'. For the items, for which Nodal Ministry/ Department has not prescribed higher minimum local content notification under the Order, it shall be 50% and 20% for 'Class-I local supplier'/'Class-II local supplier' respectively.

7. Margin of Purchase Preference: The margin of purchase preference shall be 20%.

8. Requirement for specification in advance: The minimum local content, the margin of purchase preference and the procedure for preference to Make in India shall be specified in the notice inviting tenders or other form of procurement solicitation and shall not be varied during a particular procurement transaction.

9. Government E-marketplace: In respect of procurement through the Government E-marketplace (GeM) shall, as far as possible, specifically mark the items which meet the minimum local content while registering the item for display, and shall, wherever feasible, make provision for automated comparison with purchase preference and without purchase preference and for obtaining consent of the local supplier in those cases where purchase preference is to be exercised.

10. Verification of local content:

a. The 'Class-I local supplier'/'Class-II local supplier' at the time of tender, bidding or solicitation shall be required to indicate percentage of local content and provide the self-certification in Annexure XIV(A) that the item offered meets the local content requirement for 'Class-I local supplier'/'Class-II local supplier', as the case may be. They shall also give details of the location(s) at which the local value addition is made.

b. In cases of procurement for a value in excess of Rs. 10 crores, the 'Class-I local supplier'/'Class-II local supplier' shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content.

c. The bidder shall give self-certification for local content in the quoted item (goods/works/services) at the time of tendering. However, at the time of execution of the project, for all contracts above INR 10 Crore, the contractor/ supplier shall be required to give local content certification duly certified by cost/ chartered accountant in practice. For cases where it is not possible to provide certification by Cost/Chartered Accountant at the time of execution of project, the supplier shall be permitted to provide the certificate for local content from Cost/ Chartered Accountant after completion of the contract, within time limit acceptable

to the procuring entity. In case the contractor/ supplier does not meet the stipulated local content requirement and the category of the supplier changes from Class-I to Class-II/ Non-local or from Class-II to Non-local, a penalty up to 10% of the contract value may be imposed. However, contract once awarded shall not be terminated on this account.

d. A supplier who has been debarred by any procuring entity for violation of the Order shall not be eligible for preference under the Order for procurement by any other procuring entity for the duration of the debarment. The debarment for such other procuring entities shall take effect prospectively from the date on which it comes to the notice of other procurement entities, in the manner prescribed below:

In respect of procuring entities other than the one which has carried out the debarment, the debarment takes effect prospectively from the date of uploading on the website(s) in such a manner that ongoing procurement are not disrupted.

11. Specifications in Tenders and other procurement solicitations:

- a. It shall be ensured that the eligibility conditions in respect of previous experience fixed in any tender or solicitation do not require proof of supply in other countries or proof of exports.
- b. It shall be endeavored to see that eligibility conditions, including on matters like turnover, production capability and financial strength do not result in unreasonable exclusion of 'Class-I local supplier'/ 'Class-I I local supplier' who would otherwise be eligible, beyond what is essential for ensuring quality or creditworthiness of the supplier.
- c. Specifying foreign certifications/ unreasonable technical specifications/brands/ models in the bid document is restrictive and discriminatory practice against local suppliers. If foreign certification is required to be stipulated because of non-availability of Indian Standards and/or for any other reason, the same shall be done only after written approval of ED concerned.

12. For Item/s not notified by Nodal Ministry/Department under para 4(a) above, powers to grant exemption and to reduce minimum local content:

The competent authority specified under the applicable Order shall be competent to:

- a. reduce the minimum local content below the prescribed level; or
- b. reduce the margin of purchase preference below 20%; or
- c. exempt any particular item or supplying entities from the operation of the Order.

13. The latest guidelines as updated by Government of India from time to time in this regard would prevail.

Annexure XIV(A) - Declaration for Local Content

Declaration for Local Content

(To be given on Company Letter Head for tender value below Rs.10 Crores and by Statutory auditor/ Cost Auditor/ Cost Accountant/ CA for tender valuing Rs.10 Crores or above)

Date: _____

To Whomsoever It May Concern

Subject: Declaration of Local Content

Tender Reference No: _____

Name of Tender/ Work: _____

1. Country of Origin of Goods being offered: _____

2. We hereby declare that items offered has _____ % local content which qualifies us as (Class I Local/Class II Local/Non-local) supplier.

3. Details of location at which local value addition will be made/ made (Complete address to be mentioned):

"Local Content" means the amount of value added in India which shall, be the total value of the item being offered minus the value of the imported content in the item (including all customs duties) as a proportion of the total value, in percent.

"*False declaration will be in breach of Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151 (iii) of the General Financial Rules along with such other actions as may be permissible under law."

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

Annexure XV - Standard Approved Rates (SAR)

This Annexure contains the Standard Approved Rates (SAR) applicable to the items listed below. Contractor procurement requires the Bank's prior written approval. For items covered by SAR, reimbursement shall be at the applicable SAR, unless otherwise stated in the relevant clause. For items not covered by SAR, the Bank may authorise procurement at actual cost against invoices, not exceeding the prevailing market rate verified and approved by the Bank. The Contractor's Profit/Service Charge shall apply to such purchases as provided in the materials-procurement clause in Section IV(a). Whether or not an item is covered by SAR, the Bank reserves the right to procure it through its own approved procurement channels and supply it to the Contractor for use in the work. No reimbursement of material cost or procurement-related Profit/Service Charge shall be payable for materials supplied by the Bank.

Sl. No.	Trade	Material / Description	Unit	Approved Rate (Rs.)	Remarks
I	Civil	Civil works			
1	Civil	Excavation			
1(a)	Civil	Excavation in all types of soil marum, soft/hard rock in required size for foundation, pipe trenches, for drainage, pipe line, cables, chambers to a depth not exceeding 0.50 mts. including shoring shutting, dewatering (manually back filling the soil ramming removal of excess soil/debris away from the bank premises etc. completed as directed.	Cum	359	
1(b)	Civil	Same as above – but depth beyond 0.50 mts. and up to 1.00 m.	Cum	400	
1(c)	Civil	same as above, but depth beyond 1.00 m and up to 1.50 mts.	Cum	495	
1(d)	Civil	Excavation in concrete road/plinth protection pavement/bitumen road by mechanical means/ manual means to a depth not exceeding 0.30 mts. including removal of debris away from the bank's premises.	Cum	765	
1(e)	Civil	Filling the trenches, foundation etc. by supplying and laying good quality locally available murrum/cinders in layers not exceeding 15cm in depth including watering consolidating the soil manually removal of debris etc. complete as directed by Bank's Engineer.	Cum	1186	
1(f)	Civil	Soling in excavated trenches by supplying and using locally available rubble inlayers not exceeding 100mm. Including filling the voids with quarry spalls, metal, coarse Quarry dust, watering, consolidation etc. complete as directed.	Cum	3480	
2	Civil	Dismantling work			
2(a)	Civil	Dismantling of 115mm or more thickness wall at all floor levels and disposing of the same from the premises in approved municipal dump yard	Sqm	291	
2(b)	Civil	Dismantling of 230mm or more thickness wall at all floor levels and disposing of the same from the premises in approved municipal dump yard	Cum	1384	
2(c)	Civil	Dismantling of wall dado tile(Ceramic/mosaic/granite tiles/Garnite slabs) along with back mortar upto required height at all floor levels and disposing of the same from the premises in approved municipal dump yard.	Sqm	154	
2(d)	Civil	Dismantling of Flooring tile (Ceramic/mosaic/granite tiles/Garnite slabs/kotah stone)along with back mortar upto required bare slab level at all floor levels and disposing of the same from the premises in approved municipal dump yard.	Sqm	240	
2(e)	Civil	Dismantling of kitchen platform made of Brick supports with RCC slab resting on the supports with top finished with granite/cuddapah stone slab.The rate quote should be inclusive of removing the embedded slab and brick wall/RCC from the wall and making good the surface with CM(1:4) and disposing of the same from the premises in approved municipal dump yard. Note:- For payment only the top exposed area of Kitchen Platform will be taken for measurement.	Sqm	1320	

Sl. No.	Trade	Material / Description	Unit	Approved Rate (Rs.)	Remarks
3	Civil	Masonry Work			
3(a)	Civil	Providing brick work using best quality well burnt conventional bricks with compressive strength 35 kg/Sq.Cm in cement mortar 1:4 in foundation, plinths, steps, wall at all levels and steps for different thickness, height above/below ground, at any height or depth including scaffolding raking joints, curing removal of debris etc. complete as directed.	Cum	8716	
3(b)	Civil	—do- as above but half brick wall in CM 1:4, provision of RCC band with 2 Nos. 6 mm dia M.S. Steel bars in each 5th layers of brick wall including scaffolding, curing raking out joints, removal of debris etc. complete as directed.	Sqm	1096	
4	Civil	PCC, RCC, & Steel			
4(a)	Civil	Providing and laying CC 1:4:8 of required thickness by using locally available good quality aggregates, river sand above/below ground, at any height or depth including compaction, levelling, curing required form work, scaffolding etc. complete as directed.	Cum	6675	
4(b)	Civil	Providing and laying CC 1:3:6 of required thickness by using locally available good quality aggregates, river sand above/below ground, at any height or depth including compaction, levelling, curing required form work, scaffolding etc. complete as directed.	Cum	6800	
4(c)	Civil	Providing and laying CC 1:2:4 of required thickness by using locally available good quality aggregates, river sand above/below ground, at any height or depth including compaction, levelling, curing required form work, scaffolding etc. complete as directed.	Cum	7100	
4(d)	Civil	—do- as above but the proportion shall be 1:1.5:3 for coping, lintel, beam, column, RCC patti in brick work, road pavement, IPs flooring provision above/below ground, at any height or depth including compaction, levelling, curing required form work, scaffolding etc. complete as directed.	Cum	7158	
4(e)	Civil	—do- as above but with RMC in the proportion of M20 for plinth protection, road work, surface preparation work, beam, column, RCC patti in brick work, road pavement, IPs flooring provision above/below ground, at any height or depth including compaction, levelling, curing required form work, scaffolding etc. complete as directed.	Cum	6695	
4(f)	Civil	—do- as above but with RMC in the proportion of M25 for plinth protection, road work, surface preparation work, beam, column, RCC patti in brick work, road pavement, IPs flooring provision above/below ground, at any height or depth including compaction, levelling, curing required form work, scaffolding etc. complete as directed.	Cum	6975	
4(g)	Civil	Providing and fixing in position TMT/HYSD bar reinforcement with yield stress not less than Fe-415 of various diameters for all RCC works as per detailed designs, drawings and schedules including cutting, bending, hooking the bars binding with G.I (18 SWG) wires and supporting as required and providing proper concrete cover at all levels including all lifts and leads, transportations, loading, unloading etc. complete.	Kg	115	

Sl. No.	Trade	Material / Description	Unit	Approved Rate (Rs.)	Remarks
5	Civil	Structural steel work			
5(a)	Civil	Providing, fabricating and erecting in position the MS rolled steel structural members such as plates, channels, angles, tees, rods, chequered plates, inserts plates and angles with hold fasts etc., of all sizes and shapes and as per detail design for doors, collapsible gates, ladders, hangers etc., drawing and specifications for various spans for the structure including fabrication, cleats fillet welding, butt welding conform to BIS code as per specification & structural design drawings and conditions of contract. The rate includes necessary machining/grinding smoothening of members / joints wherever required to give a neat appearance, erection machinery/equipment, temporary supporting structure and members required for erection, providing and applying base coat of epoxy zinc chromate metal primer and two or more coats of 1st quality high glossy epoxy finish paint etc complete.	Kg	153	
5(b)	Civil	Same as item No.4.a above but for steel work using rolled Hollow Box sections(rectangular/Square/circular) or pipe sections or hollow built-up sections fabricated from plates including butt welding etc.	Kg	145	
6	Civil	Miscellaneous			
6(a)	Civil	Providing and fixing concrete kerb stone including carrying out excavation to the required size, providing and laying PCC 1:2:4 for the foundation, including back filling the excavated soil in the trenches after fixing of kerb stone, including ramming, watering etc. complete. a) Excavation for kerb stone b) PCC 1:2:4 for the foundation of kerb stone c) Providing and fixing kerb stone in proper line, level including required support and painting etc. Size of kerb stone 600(w)x400(d)x150(t) mm having tapering/round edges at top and smooth finish.(factory made). The kerb stone shall be fabricated by using nominal reinforcement). Quoted rate shall includes removal of debris etc.	Rmt	937	
7	Civil	Plastering			
7(a)	Civil	Providing and applying sand face finish for external wall plastering with 15 to 20 mm thick or as per required thickness to match with existing wall surface external cement plaster over the prepared concrete surface/brick wall in 1:4 & 1:3 in 2 coats including addition of water proofing compound as per manufacturer's specifications in mortar for both the coats as per their specification, curing, removal of debris.	Sqmt	500	
7(b)	Civil	Providing and applying neeru finish plastering for internal wall with 12 to 15 mm thick or as per required thickness to match with existing wall surface cement plaster over the prepared concrete surface/brick wall in 1:3 as per specification, curing, removal of debris. Quoted rate shall includes provision of dubing coat of cement plaster in cm 1.3 if required	Sqmt	395	
8	Civil	Water Proofing plaster and Treatment			
8(a)	Civil	Providing and applying single coat, water proof plaster on the bare slab of toilet sunken portion/ top of chajjas/RCC slab etc water proofing in CM 1:4 duly admixed with water proofing compound as per manufacture specification including application of neat cement finish etc. complete as directed. Quoted rate shall includes providing 4' x 4" watta at the junction of wall and chajjas etc. complete.	Sqmt	607	
8(b)	Civil	Providing and applying 4" x 4" watta at the junction of wall and Plinth protection CM 1:4 duly admixed with water proofing compound as per manufacture specification, curing etc. complete as directed.	Rmt	400	

Sl. No.	Trade	Material / Description	Unit	Approved Rate (Rs.)	Remarks
8(c)	Civil	Providing and applying approved chemical coating in 2 coats as per manufacturers specification for arresting the leakages from the external wall surface, in toilet sunken portion, kitchen and other bare slab as directed. including surface preparation etc. complete as directed. Filling the visible cracks by making "V" shape groove, filling approved filler in the groove etc..	Sqmt	607	
8(d)	Civil	EXTERIOR WATER PROOF COATING: a)Surface Preparation: Prepare the surface thoroughly by cleaning, washing and removing dust, dirt, oil, grease and loose particles etc. to get well prepared surface. i)Damaged or hollow portions, sharp edges, etc. must be cut and repaired with a polymer-modified mortar using polymer modified crack fillers. ii) All surface cracks up to 5 mm which should be filled up with approved crack filler and the cracks more than 5 mm wide and all separation gaps should be filled up with URP modified mortar or as specified. iii) The surfaces shall be in Surface Saturated Dry (SSD) before application of approved chemical. Do not apply to wet or visibly damp surfaces. b)Application Procedure : i)The surface should be primed with approved Primeseal diluted with potable water as per manufactures specification and allow it to dry for at least 3 to 4 hrs. ii) Apply 2 neat coats of approved exterior water proof coating with an interval of 5 to 6 hrs. iii) Junction of roof with parapet wall (corner rounding), rainwater outlets, marble strip joints, repaired and enlarging cracks surfaces should be coated with an extra coat of exterior water proof coating for additional protection. Allow the system to air cure for 7days minimum. Conduct pond test after 7 days, for 24 hrs, stagnated with water for 50mm height.	Sqmt	575	
8(e)	Civil	Providing proprietary cement based water proofing treatment of bathroom/WC. (i) Providing and applying two or more coats of approved make SBR based cementitious waterproof coating admixed with ordinary portland cement to the sunken portion of W.C including verticals and side walls upto 500mm above finished floor level. (ii) Providing and rendering 20 mm average thick plaster using approved quality and make polymer modified ready mix plaster to the sunken portion of W.C including verticals, side walls upto 500mm above finished floor level and to the floor portion of bathroom. (iii) Providing and laying brick bat coba using well burnt broken brick bats 25 mm to 40 mm size with 50% of cement mortar 1:5 (1 Cement: 5 Coarse sand) admixed with approved quality and make SBR to fill the sunken portion of the WC area for average depth of 200 mm as directed by the Bank's Engineer. The rate shall include dismantling entire old water proofing treatment including in any flooring up to the concrete level cleaning the surface, curing etc., complete as directed by the Bank's Engineer. Contractor including ponding water for testing purpose for 72 Hrs. Finished tile floor level shall be below the external floor level. The contractor shall submit the performance guarantee for 5 years for the water proofing work done as per the standard proforma attached on the stamp paper of required value.	Sqmt	1823	

Sl. No.	Trade	Material / Description	Unit	Approved Rate (Rs.)	Remarks
9	Civil	Flooring & Dadoing Work			
9(a)	Civil	Providing and laying in position 8 mm to 10 mm thick 1st quality vitrified tile flooring of approved colour and of reputed make (Johnson, kajaria etc) in required design/pattern & size including provision of inlay (if required) over a bed of 3 to 6 mm thick adhesive of Bal Endura silver star or fevimat or pidilite or any equivalent approved chemical, close jointed filled with approved quality epoxy tile grout or white cement duly admixed with matching colour pigments giving proper slope as per the instruction wastage, curing, cutting the tile in required size etc. cleaning the flooring complete as directed. The rate shall include preparation of the existing surfaces by hacking, roughening and making true level by grinding, etc. to receive tiles with good bond etc, complete as directed. a) Vitrified tile flooring (Basic rate Rs.1000/per sqmt.)	Sqmt	1650	
9(b)	Civil	do- but for Vitrified tile flooring (Basic rate Rs.500/per sqmt.)	Sqmt	1510	
9(c)	Civil	do- but with CM(1:4) of 20mm thickness(Max) instead of adhesive for Vitrified tile flooring (Basic rate Rs.1000/per sqmt.)	Sqmt	2277	
9(d)	Civil	do- but with CM(1:4) of 20mm thickness(Max) instead of adhesive for Vitrified tile flooring (Basic rate Rs.500/per sqmt.)	Sqmt	1532	
9(e)	Civil	Providing and laying ceramic tile (non skid) for flooring of approved make, in required design/pattern/shade including provision of inlay (if decided) by the Bank's over a bed mortar of CM 1:4 duly admixed with water proofing compound as per manufacture specification set in grey cement and joint floated with white cement duly admixed with matching colour pigment, curing, cutting the tile to required size, acid, cleaning giving proper slope, removal of debris etc. complete as directed. Basic rate of ceramic tile Rs.500/- per sqmt.	Sqmt	1500	
9(f)	Civil	Providing and laying 16 mm to 18 mm thick (minimum) one side mirror polished granite for flooring in required pattern/design/colour over a bed mortar in CM 1:4 of required thickness set in grey cement and joints floated with white cement duly admixed with matching colour pigment, including cutting, using araldite for fixing temping, curing wastage of materials giving proper slope including rounding and polishing the exposed faces wherever required complete as directed. Basic rate of granite Rs.1800/- sqmt	Sqmt	3000	
9(g)	Civil	Providing and laying kotah stone flooring of 300 x 250 mm or 450 x 250 mm or any other size stone of 20 to 25 mm (minimum) thick in uniform colour, hand cut, machine polished fixed over a bed mortar in CM 1:6 removal of debris including removal of existing flooring machine polishing, filling the joints in cement duly admixed with matching shade pigment, curing jointing etc. complete as directed. Basic rate 500/sqmt for kota stone	Sqmt	2200	
9(h)	Civil	Providing and fixing tile for dado and skirting at any level as per approved design with ceramic tiles/ porcelano tile of approved make and colour and of any size including providing and laying 12 to 15 mm thick cement plaster in CM 1:3 neat cement float, filling joints with white cement duly admixed with matching colour pigment, acid cleaning, curing, including hacking or roughening the surface to receive the tile (if required), removal of debris away from premises and scaffolding if required, etc. complete as directed. a) Ceramic tile/ porcelano tile (Basic rate rs.600/-Sq.mt.)	Sqmt	1247	
9(i)	Civil	do- Exactly same as item no 9.h but with Vitrified Tile.(basic rate Rs.700/Sqmt)	Sqmt	1215	
9(j)	Civil	do- Exactly same as item no 9.h but with Granite Tile.(basic rate Rs.900/Sqmt)	Sqmt	3413	

Sl. No.	Trade	Material / Description	Unit	Approved Rate (Rs.)	Remarks
9(k)	Civil	do- Exactly same as item no 9.h but with Ceramic Tile (basic rate Rs. 600/Sqmt) but using tile adhesive of approved make instead of Cement Mortar but charges should be inclusive of surface preparaion and scaffolding etc..	Sqmt	1446	
9(l)	Civil	do- Exactly same as item no 9.h above but with Vitrified Tile.(basic rate Rs.700/Sqmt) but using tile adhesive of approved make instead of Cement Mortar but charges should be inclusive of surface preparaion and scaffolding etc..	Sqmt	1838	
9(m)	Civil	do- Exactly same as item no 9.h above but with Granite Tile.(basic rate Rs.900/Sqmt) but using tile adhesive of approved make instead of Cement Mortar but charges should be inclusive of surface preparaion and scaffolding etc..	Sqmt	2073	
9(n)	Civil	do- as item no 9.h above but for skirting 100 mm high tiles of approved make and pattern having (Basic rate for Vitrified tile flooring Rs.500/- sqmt.)	Rmt	1633	
9(o)	Civil	do- as item no 9.h above but for skirting 100 mm high tiles of approved make and pattern having (Basic rate for vitrified tile flooring Rs.1000/- sqmt.)	Rmt	2607	
9(p)	Civil	Repolishing of flooring / skirting/treads/riser/landing/kitchen platform made of mosaic tiles/natural stone with machine miror polish including washing , cleaning etc complete	Sqmt	409	
9(r)	Civil	Granite sill for door and window:-Providing & fixing approved quality mirror polished jet black granite sills in single piece of required width as per site condition (min. 75mm width as per site requirements) of min 18 mm thick of rounded edges fixed with cement mortar in proportion 1:3(1 Cement : 3 Sand) or approved tile adhesive including necessary curing, finishing etc. complete as directed.	Rmt	760	
9(s)	Civil	Granite Facia for Kitchen Platforms:-Providing & fixing approved quality mirror polished jet black granite facia in single piece of required width as per site min 18 mm thick of rounded edges and min 100mm width fixed with cement mortar in proportion 1:3(1 Cement : 3 Sand) or approved tile adhesive including necessary curing, finishing etc. complete as directed.	Rmt	634	
9(t)	Civil	Providing and laying paver block of any type make and shade of 60/70/75mm thick of NITCO/SUPER or any other approved make laid over the existing ground after consolidating with wooden rammer and water to a required slope including carrying out excavation to required depth (if required) 30 to 40 mm thick stone powder/good quality sand laying the paver block from one end, filling the joints with stone powder/sand and vibrated with surface vibrator, removal of excess sand/stone powder providing a concrete bund at the dead end of paver block of required size giving required slope as directed etc. complete as directed. (Basic rate of paver block Rs.500/- sqmt.)	Sqmt	991	
9(u)	Civil	Providing and laying 20 mm to 25 mm thick (minimum) paver tiles of standrad make with approved design and paatern to be layed for parking area,open area etc wherever directed in required pattern/design/colour over a bed mortar in CM 1:4 of required thickness set in grey cement and joints floated with while cement duly admixed with matching colour pigment, including cutting, using araldite for fixing temping, curing, wastage of materials giving proper slope including rounding and polishing the exposed faces wherever required complete as directed. (Basic rate of paver tile Rs.500/- sqmt)	Sqmt	1720	

Sl. No.	Trade	Material / Description	Unit	Approved Rate (Rs.)	Remarks
9(v)	Civil	Providing and laying 10 mm to 12 mm thick (minimum) parking tiles of jhonson with approved design and pattern to be layed for parking area,open area etc wherever directed in required pattern/design/colour over a bed mortar in CM 1:4 of required thickness set in grey cement and joints floated with while cement duly admixed with matching colour pigment, including cutting, using araldite for fixing temping, curing, wastage of materials giving proper slope including rounding and polishing the exposed faces wherever required complete as directed. (Basic rate of parking tile Rs.1000/- sqmt)	Sqmt	1321	
9(w)	Civil	do as item No.9.v but with Balendura instaed of Cement Mortar	Sqmt	1380	
9(x)	Civil	Removing the existing paver block of any thickness, type, make and shade and relaying the same using the same sand/dust after proper soling work/PCC work .The item for soling/PCC and excavation will be paid separaetely under item no. 1 above.	Sqmt	350	
10	Civil	Painting			
10(a)	Civil	Carefully removing existing finish of wall upto neeru finish surface,washed with water,providing and applying base coat of oil based cement primer of approved manufacture, providing and applying one coat of putty to make the surface smooth and even ,providing and applying second coat of cement primer of approved manufacture and two are more coats of Acrylic washable distemper/oil bound distemper of approved manufacture and shade as per specifications to the interior surfaces of wall, ceilings, beams, columns, staircase, lobbies etc. as directed by banks engineer. The painting shall be done using appropriate tools and tackles, cleaning the surfaces including the spilled paint/ stain/ dirt of windows/ doors. etc., complete as directed by Bank's Engineer.	Sqmt	130	
10(b)	Civil	do as above but applying putty only on surface where it is damaged and properly preparing the surface with sand papering and making it to proper level and line and applying a coat of cement primer of approved manufacture and two are more coats of Acrylic washable distemper/oil bound distemper of approved manufacture and shade as per specifications to the interior surfaces of wall,ceilings, beams, columns, staircase, lobbies etc. as directed by banks engineer. The quoted rate shall also include removing loose scales of existing paint. The painting shall be done using appropriate tools and tackles, cleaning the surfaces including the spilled paint/ stain/ dirt of windows/ doors. etc., complete as directed by Bank's Engineer.	Sqmt	110	
10(c)	Civil	Carefully removing the existing finish of the wall upto neeru finish surface,washed with water and providing and applying base coat of oil based cement primer of approved manufacture, providing and applying one coat of putty to make the surface smooth and even ,P/A second coat of primer & two or more coats of acrylic emulsion paint (Royal Emulsion of M/s Asian Paints or approved equivalent) of approved manufacture and shade as per specifications to the interior surfaces of walls, ceilings, beams, columns, canopies, staircase, lobbies, etc.complete as directed. The painting shall be done using appropriate tools and tackles, cleaning the surfaces including the spilled paint/ stain/ dirt of windows/ doors. etc., complete as directed by Bank's Engineer.	Sqmt	187	

Sl. No.	Trade	Material / Description	Unit	Approved Rate (Rs.)	Remarks
10(d)	Civil	do as above but applying putty only on surface where it is damaged and properly preparing the surface with sand papering and making it to proper level and line and applying a coat of cement primer of approved manufacture and acrylic emulsion paint (Royal Emulsion of M/s Asian Paints or approved equivalent) of approved manufacture and shade as per specifications to the interior surfaces of walls, ceilings, beams, columns, canopies, staircase, lobbies, etc., including scaffolding etc. complete as directed. The quoted rate shall also include removing loose scales of existing paint. The painting shall be done using appropriate tools and tackles, cleaning the surfaces including the spilled paint/ stain/ dirt of windows/ doors. etc., complete as directed by Bank's Engineer.	Sqmt	148	
10(f)	Civil	Providing and applying putty only on damaged wood /steel surface and walls dados. Properly preparing surface smooth and even with sand papering for making it to proper level and line. Providing and applying a coat of suitable primer of approved manufacture. Providing and applying two or more coats of 1st quality synthetic enamel paint of approved manufacture and shade to surfaces of wood /steel surface and walls dados complete as directed. The quoted rate shall also include removing loose scales of existing paint.	Sqmt	129	
10(g)	Civil	Providing and applying base coat of epoxy zinc chromate metal primer (PC 432 of M/s.Asian Paints or equivalent) and two or more coats of 1st quality high glossy epoxy finish paint (PC 2265 of M/s Asian Paints or equivalent) of approved make and shade to steel work, viz. grills, gates, weld-mesh, rolling shutters etc. as per specifications. The quoted rate shall also include removing loose scales of existing paint, applying putty only on damaged and sand papering for making it to proper level and line.	Sqmt	167	
10(h)	Civil	100 % acrylic emulsion paint (exterior grade) for external surfaces consists of (i) Preparing the surface by scrapping thoroughly all the flaky, blistered, cracked surfaces and cleaning the entire area thoroughly with high- pressure water. (ii) Preparing the existing cracks by carefully opening up the non- structural cracks developed on plaster surfaces of concrete/ masonry elements to 'V' grooves and filling them with approved quality and make non-shrink, cementitious crack sealer/ filler including providing and applying necessary compatible priming/ base coat as per manufacturer's specifications. (iii)Applying exterior grade white cement-based wall putty to make up the undulations/ unevenness where found necessary as instructed by Bank's Engineer. The prepared surface shall be got approved by Bank's Engineer before applying succeeding coat of primer/ paint (iv) Providing and applying two or more coats of ready mixed 100% acrylic emulsion paint (exterior grade of premium quality) of approved brand and manufacturer, having VOC less than 50 gm/ litre, UV resistance, alkali and fungal resistance, dirt resistance exterior paint of required shade with silicon additives to the exterior surfaces of walls / R.C.C members, over a coat of exterior primer of approved make etc., complete as per manufacturer's specifications and as directed by Bank's Engineer. (v) The painting shall be done using appropriate tools and tackles, cleaning the surfaces including the spilled paint/ stain/ dirt of windows/ doors. etc., complete as directed by Bank's Engineer. The scaffolding and protective net measurement will be made separately	Sqmt	170	
10(i)	Civil	do as above but by using jula upto any floor level	Sqmt	192	

Sl. No.	Trade	Material / Description	Unit	Approved Rate (Rs.)	Remarks
10(j)	Civil	Providing and applying two or more coats of Melamine polish of approved shade after carefully removing existing finish, providing and applying base coat of suitable primer of approved manufacture, providing and applying one coat of putty to make the surface smooth and even, providing and applying second coat of suitable primer of approved manufacture to teakwood /commercial board surface in doors, windows, shelves, etc.complete as directed	Sqmt	800	
10(k)	Civil	Providing and applying two or more coats of PU polish of approved shade after carefully removing existing finish, providing and applying base coat of suitable primer of approved manufacture, providing and applying one coat of putty to make the surface smooth and even, providing and applying second coat of suitable primer of approved manufacture to teakwood /commercial board surface in doors, windows, shelves, etc. complete as directed	Sqmt	896	
10(l)	Civil	Providing and applying two or more coats of French spirit polish of approved shade after carefully removing existing finish,providing and applying base coat of suitable primer of approved manufacture, providing and applying one coat of putty to make the surface smooth and even ,providing and applying second coat of suitable primer of approved manufacture to teakwood /commercial board surface in doors, windows, shelves etc.complete as directed	Sqmt	193	
11	Civil	Scaffolding & Supporting System			
11(a)	Civil	(a) Providing and fixing double scaffolding system (cup and lock type) on exterior side up to seven storey height including additional rows of scaffolding in a stepped manner as per site requirement made with 40 mm dia M.S. tube, placed at 1.5m centre to centre, horizontal and vertical tubes joining with cup and lock system with MS tubes, MS tube challies, MS clamps and MS staircase system in the scaffolding for only platform etc., and maintaining it in a serviceable condition for the required duration as approved and removing it thereafter. The scaffolding system shall be stiffened with bracings, runners, connection with building etc., wherever required, if feasible, for inspection of work at required locations with essential safety features for the workmen etc., complete as per directions and approval of Bank's Engineer. (b) Providing and fixing net of required width made of high-density polyurethane UV stabilized knitted of density 100 gm/ Sq m shading coefficient 75% around the vertical extension as per requirement including fastening/ tying with briedys/ scaffolding pipes or any other fixture etc., complete as per direction of Bank's Engineer. Rate shall include for disposal of all debris, waste material generated under different items of work out of Bank's premises to a place permissible by local municipal authority. Note: (i) The elevational area of the scaffolding including net area shall be measured for payment purpose. The payment will be made once only for execution of all items of works from start till completion of the work. (ii) The scaffolding and net shall be the property of the contractor on completion of the work.	Sqmt	225	
11(b)	Civil	do - as above by using Wooden ballies	Sqmt	150	

Sl. No.	Trade	Material / Description	Unit	Approved Rate (Rs.)	Remarks
12	Civil	Structural Repairs			
12(a)	Civil	Repairs to cracks/damaged surfaces of RCC by groove: Providing and treating the cracks/ spalled surfaces of RCC beams/columns /slabs/RCC and masonry wall junction, etc., to ensure water tightness, consists of (i) Existing cracked, spalled/de-bonded cover concrete shall be removed completely by gentle chipping until hard & sound concrete is exposed (ii) Cracks and spalled/honeycomb surfaces shall be routed out/ made U-groove of size up to 25 x 25mm and then brush cleaned (iii) area shall be primed with integral crystalline slurry @ 0.05 kg/ m (iv) while the surface is tacky fill the groove up to surface with crystalline mortar @ 1.5 kg/m. Crystalline mortar made by mixing in ratio of 4.5: 1 (4.5 parts crystalline mortar:1-part water) (v) Once the crystalline mortar is touchy dry, then finally apply 2 coats of integral crystalline slurry @ 0.05 kg/m per coat including curing etc., complete as per specification and directed by Bank's Engineer. Note: (i) The scaffolding and protective net measurement will be made separately. .	m	625	
12(b)	Civil	Injection grouting of concrete surfaces: Providing and injecting the grout in required proportions recommended by the manufacturer into cracks/ honeycomb area of concrete/ masonry consist of (i) Providing and inserting 12 mm dia galvanized steel injection nipple in honey comb area and along the crack line including drilling of holes of required diameter (20 - 30 mm dia) up to a depth of 30 to 80 mm and required spacing and making the hole dirt free by blowing compressed air, sealing the distance between nipple with adhesive chemical of approved make including curing etc., complete as per direction of Bank's Engineer. (ii) Providing and injecting approved grout in proportion recommended by the manufacturer into cracks/ honeycomb area of concrete/ masonry by suitable gun/ pump at required pressure with stirrer mixed SBR polymer (of approved make) modified cement slurry made with shrinkage compensating cement including curing, cutting of nipples after curing etc., complete as per specifications and as directed by Bank's Engineer. Note: (i) The payment shall be made on the basis of actual weight of approved grout injected. (ii) The scaffolding and protective net measurement will be made separately.	kg	540	

Sl. No.	Trade	Material / Description	Unit	Approved Rate (Rs.)	Remarks
12(c)	Civil	Polymer Modified Plastering: Providing and applying the polymer modified cement plaster on concrete/ RCC surfaces consist of (i) Gentle chipping of unsound/ weak/ de-bonded/ loose cover concrete material from slabs, beams, columns etc., with manual chisel and/ or by standard power-driven percussion type or approved make including tapering all edges, making square shoulders of cavities, until hard and sound concrete is exposed. (ii) Exposed concrete surface and reinforcement to be thoroughly cleaned with air and water jet to remove loose particles, dust/ corrosion scales as per specifications (iii) Applying two coats of anti-corrosive primer (alkaline chemical rust remover) on the exposed cleaned rebar surface as per the technical specifications of all diameter bars. (iv) Cleaned concrete surface shall be provided with Corrosion inhibitor coating as per manufacturer specifications. (v) Providing, mixing and applying bonding coat of approved adhesive on chipped portion of RCC as per specifications and direction. SBR Polymer (@10% of cement weight) modified cementitious bond coat @ 2.2 kg cement per Sq m of surface area mixed with specified proportion of approved polymer (vi) Providing, mixing and applying SBR polymer (of approved make) modified cement mortar in proportion of 1:4 (1 cement: 4 graded coarse sand with polymer minimum 2% by wt. of cement used) for a thickness up to 25mm (in 2 layers), including curing, etc., complete as per specifications and directions of Bank's Engineer. Note: (i) The rate quoted shall be for average thickness and payment under this item shall be made only after proper wet curing has been done and surface has been satisfactorily evaluated by sounding / tapping with a	Sqm	1388	
12(d)	Civil	Polymer Modified Concrete: (i) Beam/ slab/ panel to be supported using temporary telescopic tubular support at regular intervals on both ways with cross bracings. (ii) Existing spalled/ de-bonded/ loose cover concrete shall be removed completely and irregular surfaces to be made regular shape by gentle chipping until hard & sound concrete is exposed. (iii) Exposed concrete surface and reinforcement to be thoroughly cleaned with sand blasting to remove the dust/ corrosion scales as per specifications (iv) Applying two coats of anti-corrosive primer on the cleaned rebar surface as per the technical specifications for all diameter bars. (v) Corrosion inhibitor coating shall be applied on the cleaned concrete surface as per manufacturer specifications. (vi) Providing, mixing and applying bonding coat of approved adhesive on chipped portion of RCC as per specifications and direction of engineer-in-charge complete in all respect. SBR Polymer (@10% of cement weight) modified cementitious bond coat @ 2.2 kg cement per Sq m of surface area mixed with specified proportion of approved polymer. (vii) Providing, mixing and applying SBR polymer (of approved make @ minimum 2% by wt. of cement used) modified plain/reinforced cement concrete for structural members having minimum characteristic compressive strength [with ordinary portland cement, coarse sand and graded stone aggregate of 10mm maximum size in proportion as per design criteria for thickness up to 50 mm thick of M25 grade shortcreting for slabs/ beams, etc., finished by 10 mm thick finishing coat etc. complete as per specifications and directions of Bank's Engineer.. Note: (i) Rates shall be for finished surface area of concrete and shall	Sqm	975	

Sl. No.	Trade	Material / Description	Unit	Approved Rate (Rs.)	Remarks
12(e)	Civil	Plastering for walls: (a) Surface Preparation: Carefully breaking loose/damaged/ cracked cement plaster surface in patch manner or for the entire surface at any level manually/ mechanically on external side of any thickness from walls, chajjas, drops, fins, pardis, etc. up to brick/ concrete surface. (b) Cleaning with wire brush and applying a coat of Cement Slurry or approved chemical bonding agent (c) Providing and applying cement-based polymer modified self-curing plaster of thickness 12 to 20 mm in patches of area 2.5 Sq m and under on brick wall consisting of mix 1:4(1 Cement :4 Fine Sand) with sand including waterproofing compound of approved make in proportion as specified by manufacturer's technical specification, curing etc., complete as directed by Bank's Engineer. (d) The rate should be inclusive of breaking the damaged area cleaning with wire brush cleaning with water and applying a slurry of Cement Plaster before applying Plaster and should be inclusive of tools tackles, curing and labor charges in complete as directed inclusive of scaffolding work. Note: The scaffolding and protective net measurement will be made separately.	Sqm	700	
12(f)	Civil	(i) Providing and fixing 8mm dia shear connectors in 12mm dia drilled hole @ 400 mm c/c using anchor grout as per specifications. (ii) Proposed reinforcement to be placed in position and tack welded to the shear connectors. (iii) Weld mesh of size 50 x 50 x 3 mm to be placed in position and tack welded to shear connectors and exposed bars. (iv) Providing and fixing of new reinforcement TMT bars having a minimum yield strength of 500 N/mm ² with proper lapping/welding wherever the diameter of the existing reinforcement is found reduced more than 15% of the original or entire damaged. The diameter of new reinforcement may be 8mm, 10 mm, 12mm and 16 mm. (v) The rate should include cutting, bending, binding with GI wire, welding of rebar if required and placing in proper position etc. all complete as directed by Bank's Engineer. Note: (i) The scaffolding and protective net measurement will be made separately.	kg	215	
12(g)	Civil	Providing and applying silicone sealant of approved make at joints of window frames and surrounding concrete masonry including making necessary grooves, cleaning, injecting the sealant etc. complete.	Rmt	121	
13	Civil	Labour charges			
13(a)	Civil	Semiskilled labour charges/per person	per day	1049	
13(b)	Civil	Unskilled labour charges/per person	per day	861	
14	Civil	Removal of debris			
14(c)	Civil	Lifting of Civil Debris through Tractor	Per Load	2341	
14(d)	Civil	Lifting of Civil Debris through Small Size truck	Per Load	3442	
14(e)	Civil	Lifting of Civil Debris through Big Size truck	Per Load	4820	
II	Plumbing	Sanitary & Plumbing Fittings (Only supplying)			
1	Plumbing	GRATINGS			
1(a)	Plumbing	C.I. gratings (For Gully trap, rain water down take pipe etc. up to 150 mm dia	Each	219	
1(b)	Plumbing	C.P. brass double Jalli grating up to 150 mm dia with hinge	Each	182	
1(c)	Plumbing	CP brass jali up to 150 mm dia without hinge	Each	91	

Sl. No.	Trade	Material / Description	Unit	Approved Rate (Rs.)	Remarks
2	Plumbing	CP brass Waste Coupling			
2(a)	Plumbing	32 mm dia	Each	216	
2(b)	Plumbing	40 mm dia	Each	255	
3	Plumbing	Waste pipe			
3(a)	Plumbing	PVC waste Pipe flexible	Each	129	
3(b)	Plumbing	PVC waste Pipe rigid	Each	140	
4	Plumbing	White color Wash basin of Hindware or Parryware make of 1st quality as per following approx.sizes			
4(a)	Plumbing	550x400 mm	Each	1953	
4(b)	Plumbing	510x400 mm	Each	1718	
4(c)	Plumbing	450x325 mm	Each	1451	
4(d)	Plumbing	Counter top wash basin of approximate size	Each	3500	
4(e)	Plumbing	Under counter wash basin of approximate size	Each	3700	
5	Plumbing	Pedestal for wash basin			
5(a)	Plumbing	Full pedestal of suitable size	Each	1950	
5(b)	Plumbing	Half pedestal of suitable size	Each	2000	
6	Plumbing	Bottle Traps heavy duty best quality			
6(a)	Plumbing	32 mm Ø of SS	Each	2054	
6(b)	Plumbing	40 mm Ø of SS	Each	2221	
6(c)	Plumbing	32 mm Ø of PVC	Each	543	
6(d)	Plumbing	40 mm Ø of PVC	Each	936	
6	Plumbing	Set of heavy duty wash basin anchor bolt	Per set	204	
7	Plumbing	WC, Flush tank, seat cover etc. (White color of Hindware or Parryware make)			
7(a)	Plumbing	EWC white color parry ware or equivalent make with P or S trap of approx size of 39X36X57Cms	Each	3000	
7(b)	Plumbing	Single piece EWC white color parry ware or equivalent make with P or S trap of approx size of 39X36X57Cms(Basic Price of Single Piece EWC = Rs.13000/-)	Each	15000	
7(c)	Plumbing	580 X440mm white color IWC of parry ware or equivalent make with P or S trap	Each	2483	
7(d)	Plumbing	EWC seat cover with CP hinges of approved color commander or equivalent make	Each	980	
7(e)	Plumbing	EWC seat cover for single piece commode with CP hinges of approved color commander or equivalent make	Each	1422	
7(f)	Plumbing	Low level PVC flush tank/cistern of dual flush type (10/5 Litres) commander/ Hind ware/ Parry ware or approved equivalent make with all accessories & flush pipe long bend except brackets.	Each	1737	
7(g)	Plumbing	PVC Flushing Tank / Cistern of commander/ Hind ware/ Parry ware or approved equivalent make to be fixed on existing brackets.	Each	1660	
7(h)	Plumbing	P.V.C. ball cock set complete including necessary accessories rubber washer etc. complete (For Low Level Flush Tank)	Each	656	
7(i)	Plumbing	Siphon set including necessary accessories rubber washer etc. for flush tank of single piece commode	Each	675	
7(j)	Plumbing	Only Plastic/Polythene Ball for ball cock	Each	225	
7(k)	Plumbing	Rim jet spray for EWC of approved make.	Each	1103	
8	Plumbing	Stainless steel sink			
8(a)	Plumbing	Glossy with Drain Board of Nirali or approved equivalent make of size 1145mm x 510mm ,Bowl size 560X410X 200 mm.	Each	9000	

Sl. No.	Trade	Material / Description	Unit	Approved Rate (Rs.)	Remarks
8(b)	Plumbing	Anti scratch with Drain Board of Nirali or approved equivalent make of size 1145mm x 510mm ,Bowl size 560X410X 200 mm.	Each	15950	
8(c)	Plumbing	Anti scratch with Drain Board of Nirali or approved equivalent make of size 1040mm x 5100mm ,Bowl size 460X410X200 mm.	Each	10000	
8(d)	Plumbing	Anti scratch with Drain Board of Nirali or approved equivalent make of size 915mm x 460mm ,Bowl size 410X355X175 mm.	Each	9588	
8(e)	Plumbing	Glossy finish without Drain Board of Nirali (Grace Plain) or approved equivalent make of size large(10") 610x460 mm with bowl size 560X410X254mm	Each	8000	
8(f)	Plumbing	Anti scratch without Drain Board of Nirali(Grace Plain) or approved equivalent make of size 610x460 mm with bowl size 560X410X254mm	Each	7479	
9	Plumbing	Connection pipe			
9(a)	Plumbing	15mm dia 600mm long PVC connection pipe for geyser	Each	223	
9(b)	Plumbing	CP brass connection pipe up to 600mm long, with C.P. check nuts for geyser.	Each	244	
9(c)	Plumbing	Supplying Easy flex tube in chrome finishes 1.5m long with nuts.	Each	379	
9(d)	Plumbing	Supplying Easy flex tube 8mm dia & 1.5m long with nuts.	Each	380	
9(e)	Plumbing	Supplying Easy flex tube 12mm dia & 1.5m long with nuts.	Each	500	
10	Plumbing	Heavy duty brass ball valves single lever Zoloto or approved equivalent make			
10(a)	Plumbing	15 mm dia	Each	450	
10(b)	Plumbing	20mm dia	Each	704	
10(c)	Plumbing	25mm dia	Each	796	
10(d)	Plumbing	32mm dia	Each	1000	
10(e)	Plumbing	40mm dia	Each	1375	
10(f)	Plumbing	50mm dia	Each	1786	
11	Plumbing	Heavy duty brass gate valves single lever Zoloto or approved equivalent make			
11(a)	Plumbing	15 mm dia	Each	581	
11(b)	Plumbing	20mm dia	Each	883	
11(c)	Plumbing	25mm dia	Each	939	
11(d)	Plumbing	32mm dia	Each	1307	
11(e)	Plumbing	40mm dia	Each	1906	
11(f)	Plumbing	50mm dia	Each	2484	
12	Plumbing	Supply of CI foot valves of Kirloskar or other approved make			
12(a)	Plumbing	50 mm Ø	Each	1311	
12(b)	Plumbing	65 mm Ø	Each	1795	
12(c)	Plumbing	80 mm Ø	Each	1960	
12(d)	Plumbing	100 mmØ	Each	2610	
13	Plumbing	Soap containers			
13(a)	Plumbing	Good quality plastic liquid Soap Container	Each	295	
13(b)	Plumbing	C.P brass or S.S liquid Soap Container	Each	590	
13(c)	Plumbing	PVC push button type liquid soap container	Each	950	
13(d)	Plumbing	Automatic sensor type liquid soap container	Each	4440	
13(e)	Plumbing	Soap holder of jaquar make	Each	600	
14	Plumbing	CP brass tap/shower/ health faucet etc. Jaquar design/series continental make of following sizes:			
14(a)	Plumbing	15 mm. dia bib cock concealed type	Each	1386	
14(b)	Plumbing	15 mm. dia long body bib cock concealed type	Each	1818	
14(c)	Plumbing	15 mm. dia long body 2 way bib cock concealed type	Each	2341	

Sl. No.	Trade	Material / Description	Unit	Approved Rate (Rs.)	Remarks
14(d)	Plumbing	15 mm. dia pillar cock heavy	Each	1400	
14(e)	Plumbing	Sensor type pillar cock	Each	15040	
14(f)	Plumbing	15 mm. dia. stop cock concealed type	Each	789	
14(g)	Plumbing	15 mm. dia angular stop cock concealed type	Each	1402	
14(h)	Plumbing	Wall flange for concealed taps	Each	60	
I.	Plumbing	Supply of wall mixer with telephonic shower arrangement of size 15 mm dia.	Each	6770	
14(j)	Plumbing	Supply of wall mixer without telephonic shower of of size 15 mm dia.	Each	3611	
14(k)	Plumbing	Shower rose Up to 100 mm swivel type.	Each	1438	
14(l)	Plumbing	Shower arm	Each	2580	
14(m)	Plumbing	Pillar cock/Bib cock brass spindle 15 mm dia(for jaquar make taps)	Each	500	
14(n)	Plumbing	Pillar cock/Bib cock brass spindle 15 mm dia(for other make taps)	Each	431	
14(o)	Plumbing	Flush cock brass spindle heavy up to 25 mm dia	Each	750	
14(p)	Plumbing	Wall Mixer unit spindle (heavy brass)	Each	674	
14(q)	Plumbing	Health Faucet of Sufficient length of Jaquar make	Each	1521	
14(r)	Plumbing	Health Faucet of Sufficient length of Parryware make	Each	1550	
15	Plumbing	GI Pipe (C class Tata or approved equivalent make)			
15(a)	Plumbing	15mm dia	1 Rmt	313	
15(b)	Plumbing	20mm dia	1 Rmt	391	
16	Plumbing	G.I special Fittings (The rates shold be in average)Elbow,Tee,Bend,loose caller,"Y",Door bend ,Door elbow,Door Tee,Resucer,Cowl,Shoe etc.like elbow, Tee, Union etc.			
16(a)	Plumbing	15mm dia	Each	45	
16(b)	Plumbing	20mm dia	Each	65	
17	Plumbing	PVC pipe (of approved make (6 k/sq cm pressure)			
17(a)	Plumbing	15mm dia	1 Rmt	77	
17(b)	Plumbing	20mm dia	1 Rmt	60	
17(c)	Plumbing	25mm dia	1 Rmt	79	
17(d)	Plumbing	32 mm dia	1 Rmt	88	
17(e)	Plumbing	40mm dia	1 Rmt	98	
17(f)	Plumbing	50mm dia	1 Rmt	161	
17(g)	Plumbing	65mm dia	1 Rmt	228	
17(h)	Plumbing	75mm dia	1 Rmt	295	
17(i)	Plumbing	110mm dia	1 Rmt	493	
18	Plumbing	PVC specials fittings(The rates shold be in average)Elbow,Tee,Bend,loose caller,"Y",Door bend ,Door elbow,Door Tee,Resucer,Cowl,Shoe etc.			
18(a)	Plumbing	15mm dia	Each	33	
18(b)	Plumbing	20mm dia	Each	25	

Sl. No.	Trade	Material / Description	Unit	Approved Rate (Rs.)	Remarks
18(c)	Plumbing	25mm dia	Each	48	
18(d)	Plumbing	32 mm dia	Each	55	
18(e)	Plumbing	40mm dia	Each	66	
18(f)	Plumbing	50mm dia	Each	83	
18(g)	Plumbing	65mm dia	Each	126	
18(h)	Plumbing	75mm dia	Each	170	
18(i)	Plumbing	110mm dia	Each	280	
19	Plumbing	CPVC pipe (of approved make)			
19(a)	Plumbing	15mm dia	1 Rmt	100	
19(b)	Plumbing	20mm dia	1 Rmt	120	
19(c)	Plumbing	25mm dia	1 Rmt	201	
19(d)	Plumbing	32 mm dia	1 Rmt	195	
19(e)	Plumbing	40mm dia	1 Rmt	514	
19(f)	Plumbing	50mm dia	1 Rmt	330	
19(g)	Plumbing	65mm dia	1 Rmt	393	
19(h)	Plumbing	75mm dia	1 Rmt	423	
19(i)	Plumbing	110mm dia	1 Rmt	225	
20	Plumbing	CPVC specials fittings (The rates should be in average) Elbow, Tee, Bend, loose caller, "Y", Door bend ,Door elbow, Door Tee, Resucer, Cowl, Shoe etc.			
20(a)	Plumbing	15mm dia	Each	45	
20(b)	Plumbing	20mm dia	Each	65	
20(c)	Plumbing	25mm dia	Each	90	
20(d)	Plumbing	32 mm dia	Each	153	
20(e)	Plumbing	40mm dia	Each	235	
20(f)	Plumbing	50mm dia	Each	440	
20(g)	Plumbing	65mm dia	Each	1085	
20(h)	Plumbing	75mm dia	Each	2350	
20(i)	Plumbing	110mm dia	Each	3463	
21	Plumbing	Supply of CI Pipe of Neco Make confirming to IS 3989			
21(a)	Plumbing	100mm dia	1 Rmt	1444	
21(b)	Plumbing	80mm dia	1 Rmt	1282	
21(c)	Plumbing	75mm dia	1 Rmt	1174	
21(d)	Plumbing	65mm dia	1 Rmt	1020	
22	Plumbing	C.I special Fittings (The rates should be in average) like elbow, Tee, Coupling, reducer, Y connector of Neco Make confirming to IS 3989			
22(a)	Plumbing	100mm dia	Each	776	
22(b)	Plumbing	80mm dia	Each	590	

Sl. No.	Trade	Material / Description	Unit	Approved Rate (Rs.)	Remarks
22(c)	Plumbing	75mm dia	Each	460	
22(d)	Plumbing	65mm dia	Each	475	
23	Plumbing	chamber/ Manhole covers			
23(a)	Plumbing	C.I. Manhole covers (heavy quality) Neco or approved equivalent confirming to ISI standards.	Kg	99	
23(b)	Plumbing	C.I. Manhole covers (heavy quality) Neco or equivalent ISI make along with Frame	Kg	99	
23(c)	Plumbing	Precast RCC cover 50mm thick with required reinforcement as directed.	Sqm.	1497	
23(d)	Plumbing	Precast RCC cover 50mm thick with required reinforcement as directed along with frame	Sqm.	1731	
23(e)	Plumbing	FRP manhole/chamber cover	Each	3135	
24	Plumbing	Labour charges			
24(a)	Plumbing	Labour Charges for Plumber for one day.	Per Day	1049	
24(b)	Plumbing	Labour Charges for Helper to Plumber for one day.	Per Day	955	
34	Plumbing	Rebate for taking away the old materials			
34(a)	Plumbing	Brass, CP, GM material	%	5	
34(b)	Plumbing	GI/CI material	%	3	
III	Carpentry	Carpentry and Hardware Items			
1	Carpentry	Supplying, cutting to the size (if need be rounding the edges) for replacement of broken/damaged glass panes/louvers etc. as per the following details. The quoted rate should include the cost of sheet glass (actual measured at site) of approved quality/type, cost of putty, wastage, cartage, taxes, levies, contractors profit & overheads etc. complete as directed.			
1(a)	Carpentry	4 mm thick plain glass panes	Sqm.	687	
1(b)	Carpentry	4 mm thick frosted glass panes	Sqm.	900	
1(c)	Carpentry	4 mm thick pin headed glass panes	Sqm.	598	
1(d)	Carpentry	5 mm thick plain glass panes	Sqm.	856	
1(e)	Carpentry	5mm thick frosted glass panes	Sqm.	1000	
1(f)	Carpentry	6mm thick plain glass panes	Sqm.	950	
1(g)	Carpentry	6 mm thick wired glass panes	Sqm.	1655	
1(h)	Carpentry	6 mm thick toughened plain glass panes	Sqm.	1627	
1(i)	Carpentry	8mm thick plain glass panes	Sqm.	1100	
1(j)	Carpentry	8 mm thick wired glass panes	Sqm.	1700	
1(k)	Carpentry	8 mm thick toughened plain glass panes	Sqm.	1900	
2	Carpentry	Mirror			
2(a)	Carpentry	Supplying 5 mm thick mirror of approved make with teak wood beading / moulding up to 50mm X30mm size including polishing etc. as directed	Sqm.	3140	
2(b)	Carpentry	Mirror same as item no.2.a. above but with aluminium powder coated beading up to 40mm X 25 mm size.	Sqm.	2272	
2(c)	Carpentry	Supplying 5mm thick Mirror of approved make with PVC frame & back sheet of required size including necessary screws,nails etc complete.Size of mirror 600X450mm	Each	1540	
3	Carpentry	Glass shelf of jaquar make of following size.			
3(a)	Carpentry	glass shelf of size 450mmX100mm(Jaquar) for fixing below mirror	Each	1160	

Sl. No.	Trade	Material / Description	Unit	Approved Rate (Rs.)	Remarks
3(b)	Carpentry	glass shelf of size 600mmX100mm(Jaquar) for fixing below mirror		1480	
3(c)	Carpentry	decorative corner glass shelf of 12mm thick size of 300mm along with D SS brackets of Jaquar	Each	822	
3(d)	Carpentry	Supplying pair of SS angle D-brackets for glass shelf of above size along with necessary screws required	Each	1168	
3(e)	Carpentry	Supplying pair of SS angle L-brackets for glass shelf of above size along with necessary screws required	Each	360	
4	Carpentry	CP brass towel rod/ towel ring with brackets and flanges with accessories (jaquar make with following size)			
4(a)	Carpentry	CP Brass towel rod of 450 mm long	Each	1050	
4(b)	Carpentry	CP Brass towel rod of 600 mm long	Each	1438	
4(c)	Carpentry	CP brass towel ring round with round flange	Each	1538	
4(d)	Carpentry	towel rack of 600mm long	Each	3825	
5	Carpentry	Coat hook of Jaquar			
5(a)	Carpentry	Double coat hook of chrome finish	Each	500	
5(b)	Carpentry	Double coat hook of Antique gold finish	Each	658	
6	Carpentry	Tissue paper holder/ dispenser			
6(a)	Carpentry	Tissue paper holder of jaquar make	Each	850	
6(b)	Carpentry	Tissue paper holder with flap of jaquar make	Each	1850	
6(c)	Carpentry	Automatic sensor type Tissue paper dispenser	Each	4500	
7	Carpentry	A.-Providing II-Class Teakwood (quality to be approved by Bank's engineer)fillets, margins, battens, baulks, planks, moulding to beadings etc. complete with a coat of approved quality wood primer in following sizes and sections:-			
7(a)	Carpentry	Size up to 20mmX 20mm	Rm	70	
7(b)	Carpentry	More than (a) above but up to 30X30mm	Rm	110	
7(c)	Carpentry	T.W. members of other required sizes (more than (a) & (b) above	Cft.	5903	
8	Carpentry	Door stopper & peep hole of approved make and size			
8(a)	Carpentry	C.P. brass peep hole	Each	320	
8(b)	Carpentry	C.P.brass door stopper antique finish	Each	325	
8(c)	Carpentry	SS heavy quality door stopper	Each	343	
9	Carpentry	Door closer of godrej or approved make and size			
9(a)	Carpentry	Heavy Duty Door Closer - UL rated (68 kg)	Each	3000	
9(b)	Carpentry	Heavy Duty Door Closer 80-120 kg	Each	3100	
10	Carpentry	Heavy duty Aluminium powder coated butt hinges of following sizes			
10(a)	Carpentry	3/4" X 3"	Each	47	
10(b)	Carpentry	1" X 3"	Each	56	
10(c)	Carpentry	1" X 4"	Each	77	
10(d)	Carpentry	1 1/4"X 5"	Each	92	
10(e)	Carpentry	1 1/2" X 6"	Each	101	
11	Carpentry	Heavy duty M.S, powder coated/oxidized butt hinges			
11(a)	Carpentry	3/4" X 3"	Each	23	
11(b)	Carpentry	1" X 3"	Each	35	
11(c)	Carpentry	1" X 4"	Each	46	
11(d)	Carpentry	1 1/4"X 5"	Each	57	
11(e)	Carpentry	1 1/2" X 6"	Each	64	

Sl. No.	Trade	Material / Description	Unit	Approved Rate (Rs.)	Remarks
12	Carpentry	G.I./M.S.piano hinges of following sizes (up to 7' long)			
12(a)	Carpentry	1/2" X 1/2"	Each	291	
12(b)	Carpentry	1/2 X 3/4	Each	320	
12(c)	Carpentry	3/4 X 3/4"	Each	350	
13	Carpentry	SS heavy quality hinges of following sizes(Butt Hinges)			
13(a)	Carpentry	1 1/4"X5"	Each	82	
13(b)	Carpentry	1 1/2" X6"	Each	107	
13(c)	Carpentry	1" X 4"	Each	59	
14	Carpentry	Heavy duty brass oxidized butt hinges of following sizes			
14(a)	Carpentry	3/4" X 3"	Each	125	
14(b)	Carpentry	1" X 3"	Each	181	
14(c)	Carpentry	1" X 4"	Each	178	
14(d)	Carpentry	1 1/4"X 5"	Each	195	
14(e)	Carpentry	1 1/2" X 6"	Each	269	
15	Carpentry	Heavy quality M.S. Oxidized tower bolts of following sizes :-			
15(a)	Carpentry	4" long	Each	52	
15(b)	Carpentry	6" long	Each	72	
15(c)	Carpentry	8" long/9" long	Each	92	
15(d)	Carpentry	10" long/12" long	Each	118	
16	Carpentry	Heavy quality powder coated aluminium tower bolts of following sizes			
16(a)	Carpentry	4" long	Each	46	
16(b)	Carpentry	6" long	Each	65	
16(c)	Carpentry	8" long	Each	135	
16(d)	Carpentry	10" long	Each	154	
17	Carpentry	Heavy quality brass tower bolts of following size :-			
17(a)	Carpentry	4" long	Each	137	
17(b)	Carpentry	6" long	Each	186	
17(c)	Carpentry	8" long	Each	223	
17(d)	Carpentry	10" long	Each	300	
18	Carpentry	Heavy Quality SS Tower bolts			
18(a)	Carpentry	4" Long	Each	68	
18(b)	Carpentry	6" Long	Each	116	
18(c)	Carpentry	8" Long	Each	144	
18(d)	Carpentry	10" Long	Each	178	
18(e)	Carpentry	12" Long	Each	205	
20	Carpentry	Heavy quality SS handles for wooden door/ window/wooden shutters(Flat/round,D-Shape)			
20(a)	Carpentry	3" long	Each	68	
20(b)	Carpentry	4" long	Each	74	
20(c)	Carpentry	6" long	Each	916	
20(d)	Carpentry	8" long	Each	1012	
20(e)	Carpentry	10" long	Each	1066	
20(f)	Carpentry	12" long	Each	185	
21	Carpentry	Heavy powder coated aluminium handles for wooden door/ window/wooden shutters(Flat/round,D-Shape)			
21(a)	Carpentry	3" long	Each	60	

Sl. No.	Trade	Material / Description	Unit	Approved Rate (Rs.)	Remarks
21(b)	Carpentry	4" long	Each	78	
21(c)	Carpentry	6" long	Each	87	
21(d)	Carpentry	8" long	Each	133	
21(e)	Carpentry	12" long	Each	150	
22	Carpentry	Heavy Quality Brass Handles for for wooden door/ window/wooden shutters(Flat/round,D-Shape)			
22(a)	Carpentry	3" long	Each	108	
22(b)	Carpentry	4" long	Each	200	
22(c)	Carpentry	6" long	Each	1083	
22(d)	Carpentry	8" long	Each	1024	
22(e)	Carpentry	10" long	Each	1066	
22(f)	Carpentry	12" Long	Each	303	
23	Carpentry	Heavy quality standard size handles (right/left)with washer nuts and bolts (right/left)with washer nuts and bolts etc. complete for M.S. windows.	Each	56	
24	Carpentry	Window stay			
24(a)	Carpentry	Heavy quality MS oxidized / GI Window stays of standard size etc. complete for M.S. windows	Each	52	
24(b)	Carpentry	As above but for heavy quality brass stay	Each	141	
25	Carpentry	Heavy quality C.P. brass /s.s.hook & eye			
25(a)	Carpentry	4" long	Each	46	
25(b)	Carpentry	6" long	Each	58	
25(c)	Carpentry	8" long	Each	75	
25(d)	Carpentry	10" long	Each	85	
26	Carpentry	Heavy quality Aluminium powder coated hook and eye			
26(a)	Carpentry	4" long	Each	23	
26(b)	Carpentry	6" long	Each	44	
26(c)	Carpentry	8" long	Each	58	
26(d)	Carpentry	10" long	Each	76	
27	Carpentry	Heavy quality Door safety chain S.S. of standard size and type etc. complete	set	196	
28	Carpentry	Heavy quality M.S.powder coated/ Oxiidised aldrops with nuts and bolts etc. complete.			
28(a)	Carpentry	8" long	Set	141	
28(b)	Carpentry	10" long	Set	210	
28(c)	Carpentry	12" long	set	233	
29	Carpentry	Heavy quality approved make Powder coated/anodized aluminium aldrip for right/left shutters with coach screw /nuts & bolts etc. complete.			
29(a)	Carpentry	8" long	Set	243	
29(b)	Carpentry	10" long	Set	282	
29(c)	Carpentry	12" long	Set	398	
30	Carpentry	Heavy quality brass aldrips with coach/machine screws/nuts & bolts etc. complete for right/left opening shutters complete.			
30(a)	Carpentry	8" long	Set	452	
30(b)	Carpentry	10" long	Set	616	
30(c)	Carpentry	12" long	Set	822	
31	Carpentry	Heavy quality antique finish brass oxidized aldrip with coach/machine screws /nuts & bolts etc. complete for right/left opening shutters complete.			
31(a)	Carpentry	8" long	Set	330	

Sl. No.	Trade	Material / Description	Unit	Approved Rate (Rs.)	Remarks
31(b)	Carpentry	10" long	Set	444	
31(c)	Carpentry	12" long	Set	449	
32	Carpentry	Heavy quality SS aldrop with coach/machine screws /nuts & bolts etc. complete for right/left opening shutters complete.			
32(a)	Carpentry	8" long	Set	268	
32(b)	Carpentry	10" long	Set	506	
32(c)	Carpentry	12" long	Set	608	
33	Carpentry	Heavy quality M.S.Oxidised /G.I. sliding bolt /latch of standard size and design etc. complete.			
33(a)	Carpentry	8" long	Each	238	
33(b)	Carpentry	10" long	Each	289	
34	Carpentry	Approved quality M.S.picture hook	Each	59	
35	Carpentry	Godrej make 7 levers-standard night latch having keys in triplicate etc. complete.	Each	1500	
36	Carpentry	Curtain rod and brackets			
36(a)	Carpentry	M.S powder coated curtain rod	Rmt	114	
36(b)	Carpentry	SS curtain rod	Rmt	74	
36(c)	Carpentry	Heavy quality decorative powdered coated M.S. end brackets/sockets for curtain rod	Each	35	
36(d)	Carpentry	Heavy quality SS end brackets/sockets for curtain rod	Each	141	
36(e)	Carpentry	Heavy quality. powdered coated M.S. Flower brackets for curtain rod	Each	116	
36(f)	Carpentry	Heavy quality SS flower brackets of Heavy Quality for curtain rod	Each	459	
37	Carpentry	Lock and handles			
37(a)	Carpentry	Heavy quality brass/MS table drawer /cupboard lock of 50mm size with keys in duplicate	Each	220	
37(b)	Carpentry	Same as above item. 37.a but 75 mm size brass cupboards lock keys in duplicate	Each	452	
37(c)	Carpentry	Heavy quality decorative knob handles for drawers, cabinets etc.		1135	
38	Carpentry	Heavy quality brass/cp keyhole plate with cover	Each	88	
39	Carpentry	Heavy quality powder coated Aluminum/ M.S.Oxidised/G.I. Hasp and Stapple			
39(a)	Carpentry	3" size	Each	89	
39(b)	Carpentry	4" size	Each	116	
39(c)	Carpentry	6" size	Each	142	
40	Carpentry	Heavy quality brass Hasp and Stapple			
40(a)	Carpentry	3" size	Each	119	
40(b)	Carpentry	4" size	Each	161	
40(c)	Carpentry	6" size	Each	222	
41	Carpentry	Supplying Rubber bush	Each	35	
42	Carpentry	Mortice lock of godrej or equivalent make.	Each	1496	
43	Carpentry	Cylindrical lock of godrej or equivalent make to executive rooms	Each	1224	
44	Carpentry	Supplying approved make mosquito mesh with welcrow of 25mmwide(Saint Gobian or approved equivalent make)	Sqm.	583	
45	Carpentry	Supplying cotton rope of approved size and quality for the cloth hanger.	Rm	23	
46	Carpentry	Supplying approved make Medicine chest of size 300X450mm(with mirror & Shelf arrangement)			
46(a)	Carpentry	Commander make	Each	2245	
46(b)	Carpentry	Navrang, watertec or other equivalent.	Each	3775	

Sl. No.	Trade	Material / Description	Unit	Approved Rate (Rs.)	Remarks
47	Carpentry	Aluminium powder coated Baby latch			
47(a)	Carpentry	3" size	Each	146	
47(b)	Carpentry	4" size	Each	193	
47(c)	Carpentry	6" size	Each	200	
48	Carpentry	Telescopic channel of Hetich or ebco	Each	634	
49	Carpentry	Hetich Hinges of zero crank.	Each	1239	
45	Carpentry	Labour Charges for Carpenter for one day.	Each	1049	
46	Carpentry	Labour Charges for Helper to carpenter for one day.	Each	955	
47	Carpentry	Providing and cutting to the size for replacement of broken/damaged members of door/window/cabint shutters etc. panel inserts etc., approved quality/brand manufacture (Kitply, National, Nuwood, Duratuff, Novopan, Novateak super etc.) Veneers, marine ply/exterior grade	Sqmt	1920	
48	Carpentry	Particle/exterior grade MDF/Block/prelaminated particle Boards of extension grade. The quoted rate should include the cost of board/veneer, wastage, cartage taxes, levies, contractor's profits and overheads etc. complete and shall be deemed to have been quoted for the supplied board/veneer to be measured at site for making payments.			
48(a)	Carpentry	4 mm thick commercial ply wood	Sqmt	320	
48(b)	Carpentry	6 mm thick commercial ply wood	Sqmt	400	
48(c)	Carpentry	10 mm thick commercial ply wood	Sqmt	725	
48(d)	Carpentry	12 mm thick commercial ply wood	Sqmt	929	
48(e)	Carpentry	18 mm/19mm thick commercially finished block board/plywood	Sqmt	1169	
48(f)	Carpentry	8 mm thick water proof/marine plywood	Sqmt	815	
48(g)	Carpentry	12 mm thick water proof/marine plywood	Sqmt	1012	
48(h)	Carpentry	18mm/19mm thick waterproof/marine ply wood	Sqmt	1756	
48(i)	Carpentry	12 mm thick exterior grade particle Board	Sqmt	920	
48(j)	Carpentry	12 mm thick exterior grade both side prelaminated particle board	Sqmt	1284	
48(k)	Carpentry	18 mm/19mm thick prelimited MDF board of exterior grade	Sqmt	1016	
48(l)	Carpentry	12 mm thick exterior grade MDF Board.	Sqmt	1019	
48(m)	Carpentry	12 mm thick exterior prelaminated MDF board	Sqmt	1142	
48(n)	Carpentry	3 mm thick teak veneer	Sqmt	960	
48(o)	Carpentry	4 mm thick teak veneers	Sqmt	1063	
48(p)	Carpentry	12 mm thick ply wood having one side commercial veneer & other side teak veneer	Sqmt	1520	
48(q)	Carpentry	12 mm thick ply wood having both sides teak veneer	Sqmt	1689	
49	Carpentry	Flush door			
49(a)	Carpentry	Providing and fixing 30 to 35 mm thick flush door shutter (exterior grade ; both side commercial veneered; ISI marked) to the existing chowkhat including painting allover, mending good the damages, minor modifications etc. complete.	Sqmt	2797	
49(b)	Carpentry	Do but one side teak veneered and French sprit polished etc. complete.	Sqmt	4604	
49(i)	Carpentry	1 mm thick lamination sheet of approved make	Sqmt	518	
ii.	Carpentry	0.8 mm thick lamination sheet of approved make	Sqmt	310	

Sl. No.	Trade	Material / Description	Unit	Approved Rate (Rs.)	Remarks
50	Carpentry	Flush door :-Providing and fixing a beach wood frame of 0.75mmX50mm ,the door shutter made of 30mm thick flush door covered with 4mm thick venner on either sides ,the rates should be inclusive of fixing 4 nos heavy quality brass hinges ,godgerj cylinder lock,tower bolts of 2 nos of 10" and 1 nos of door stopper and 1 nos door silencer.The rate quoted should be inclusive of applying a melamine polish to the venner surface,frame and beading surface as per the recommendations of the Manufacturer specifications	Sqmt	7700	
51	Carpentry	PVC Door			
51(a)	Carpentry	PVC DOOR SHUTTERS with Frames :-Providing and fixing factory made P.V.C. door frame of size 50x47 mm with a wall thickness of 5 mm, made out of extruded 5mm rigid PVC foam sheet, mitred at corners and joined with 2 Nos of 150 mm long brackets of 15x15 mm M.S. square tube, the vertical door frame profiles to be reinforced with 19x19 mm M.S. square tube of 19 gauge, EPDM rubber gasket weather seal to be provided through out the frame. The door frame to be fixed to the wall using S.S. screws of 65/100 mm size,complete as per manufacturer's specification and direction of Engineer-in-Charge. Providing and fixing factory made panel PVC door shutter consisting of frame made out of M.S. tubes of 19 gauge thickness and size of 19 mm x 19 mm for styles and 15x15 mm for top & bottom rails. M.S. frame shall have a coat of steel primers of approved make and manufacture .M.S. frame covered with 5 mm thick heat moulded PVC 'C' channel of size 30 mm thickness, 70 mm width out of which 50 mm shall be flat and 20 mm shall be tapered in 45 degree angle on both side forming styles and 5 mm thick, 95 mm wide PVC sheet out of which 75 mm shall be flat and 20 mm shall be tapered in 45 degree on the inner side to form top and bottom rail and 115 mm wide PVC sheet out of which 75 mm shall be flat and 20 mm shall be tapered on both sides to form lock rail. Top, bottom and lock rails shall be provided both side of the panel. 10 mm (5 mm x 2) thick, 20 mm wide cross PVC sheet be provided as gap insert for top rail & bottom rail, paneling of 5 mm thick both side PVC sheet to be fitted in the M.S. frame welded/ sealed to the styles & rails with 7 mm (5 mm+2 mm) thick x 15 mm wide PVC sheet beading on inner side, and joined together with solvent cement adhesive. An additional 5 mm thick PVC strip of 20 mm width is to be stuck on the interior side of the 'C' Channel using PVC solvent adhesive etc. complete as per direction of Engineer-in-charge, manufacturer's specification & drawing.	Sqmt	4000	
51(b)	Carpentry	PVC SOLID DOOR SHUTTER:-Providing and fixing 35mm thick factory made solid PVC door shutters of approved make and design , to the existing wooden/MS frames including making necessary planning leveling to groove of existing frame. The shutter shall be of suitable size as per actual measurements at site. The door shutter shall be fixed with necessary 3 nos of hinges screws no of 100mm size heavy S S and 2 nos of 100mm heavy SS type approved tower bolts, etc. complete as per direction of Engineer-in-Charge.	Sqmt	5249	
51(c)	Carpentry	do as item no.51.a without frame	Sqmt	4035	
51(d)	Carpentry	do as item no.51.b without frame	Sqmt	5097	

Sl. No.	Trade	Material / Description	Unit	Approved Rate (Rs.)	Remarks
51(e)	Carpentry	WPC SOLID DOOR SHUTTER:-Providing and fixing min.30mm thick factory made solid WPC door shutters of approved make and design , to the existing wooden/MS frames including making necessary planning leveling to grove of existing frame. The shutter shall be of suitable size as per actual measurements at site. The door shutter shall be fixed with necessary 3 nos of hinges screws no of 100mm size heavy S S and 2 nos of 100mm heavy SS type approved tower bolts, etc. complete as per direction of Engineer-in-Charge.	Sqmt	5324	
51(f)	Carpentry	do as item no.51.e without frame	Sqmt	5500	
52	Carpentry	Vertical Partition :- Providing and fabricating a wooden vertical partition ,the frame made of GI pipes of section 50X50X1.5mm spaced at 600mmC/C spacing wherever bigopening are there a suitable strong frame all around the opening should be made and the made should be fixed to wall ceiling and floor with strong anchor supports and the frame should be covered with 12mm marine grade plywood approved make on either sides along with 4mm thick veneer of approved shade and make .Only the exposed area will be taken for measurement.The rate quoted should be inclusive of applying a melamine polish to the venner surface and beading surface as per the recommendations of the Manufcaturer specifications	Sqmt	8512	
53	Carpentry	do as item 65(a) but with laminate of 0.8mm thick on either sides	Sqmt	715	
54	Carpentry	Modular Kitchen: Providing, fabricating and fixing in position factory made modular kitchen of approved make of following specifications and layout, sizes as per drawings enclosed and site condition: (i) All carcasses below the platform shall be fabricated with 18/19mm thick marine grade ply of approved make (conforming to IS 710) finished with 0.8mm thick laminate (machine pressed) of white shade on inside. The edges to be finished with PVC edge banded tapes. Carcasses rear panel shall be with 12mm thick marine ply finished with 0.8mm thick white laminate inside. (ii) All shutters shall be fabricated out of 18/19mm thick marine grade ply of approved make (Conforming to IS 710) finished with 1mm thick laminate of darker shade/ design on front side and 0.8mm thick white laminate on other sides, edges to be finished with PVC edge banded tapes. All the shutters shall be provided with front laminate of approved darker shade/ design, SS 304 matt finished approved make D-type handles of dimension 160mm. (iii) All frames, vertical dividers, shelves, fillers wherever required to cover gaps and shall be fabricated with 18/19mm thick marine grade ply of approved make (Conforming to IS 710) finished with 1mm thick laminate of darker shade/ design on front side and 0.8mm thick white laminate on other sides, edges to be finished with PVC edge banded tapes (iv) All Hinges for shutters are of approved make for soft closing functions and with SS D-handles (100mm) Construction of carcass units shall be with mini fixtures/ shear connectors, hardware of approved make. Note: Finished front elevation area below the platform granite slab level up to floor finish level will be measured for payment.	Sqm	12000	
55	Carpentry	Providing and fixing overhead storage units above cooking platform consists of (i) carcasses, (ii) shutter (iii) Shelves (mid-level) made as per specifications given at item No 54, including PVC lipping, edge binding, approved make hinges, SS handles (100mm), shear connectors, fixing with rag bolt etc., complete as directed. Note: Finished front elevation area of overhead unit will be measured for payment.	Sqm	5300	

Sl. No.	Trade	Material / Description	Unit	Approved Rate (Rs.)	Remarks
56	Carpentry	Providing and fixing overhead storage units above cooking platform consists of (i) carcasses, (ii) shutter (iii) Shelves (mid-level) made as per specifications given at item No 54 above except shutters shall be partly glazed, including PVC lipping, edge binding, approved make hinges, SS handles (100mm), shear connectors, fixing with rag bolt etc., complete as directed. Glazed portion shall be provided with 5mm thick plain glass of approved make. Note: Finished front elevation area of overhead unit will be measured for payment.	Sqmt	11000	
57	Carpentry	Glass Partition for Cabins:-Providing and fixing full height 12mm thick toughened glass partition with necessary fittings of Dorma ,fixing the partition at top consist of GI sections of size 40mmX40mmX16G frame inside false ceiling with vertical at 2' C/C & Horizontal,including providing and fixing approved sticker type etching design on glasses etc complete as per drawing and as directed by Bank's Engineer.	Sqmt	8370	
58	Carpentry	Cabin Doors:-Providing and fixing 12mm thick toughened glass doors with partition with necessary fittings of Dorma including 2 way spring door closure,D-Handles,Locking system etc complete.Rate shall include etching(Sticker type) of approved design etc complete as directed by Bank's Engineer.	Sqmt	13000	
59	Carpentry	Wooden Cladding on walls:- Providing and fixing 50mmX32mm salwood frame work @ 600mmC/C both ways ,over this 12mm thick plywood and 4.00mm thick approved venner with pattern grooves finished in good workmanship manner,the work should be simialr to the cladding work done in Board room ,as per drawing with necessary hardware,etc complete.Rate shall include the provide necessary packing to allow conduits to accomodate/provision to be made for taking electrical/lan conduits vertically.The rate quoted should be inclusive of melamine PU polish of requisite coats as per manufacturer specifiication.	Sqmt	5316	
60	Carpentry	do as item 64 but with 0.8mm lamintae	Sqmt	4609	
61	Carpentry	False Ceiling Work			
61(a)	Carpentry	Providing & fixing false ceiling of Gypsum Board sheets 12 mm thick with all frames work of GI sections grid of 600X600mm both way & suspenders fixed to slabs with heavy duty anchors, required staging etc complete as directed by the Banks Engineer.	Sqmt	1334	
61(b)	Carpentry	Providing and fixing metal board false ceiling: Providing & fixing false ceiling of metal Board sheets required thickness of approved brand with all frames work of GI sections grid of 600X600mm both way & suspenders fixed to slabs with heavy duty anchors, required staging etc complete as directed by the Banks Engineer.	Sqmt	2400	
62	Carpentry	Providing & fixing POP moulding of required size at any level etc complete	Rmt	190	
63	Carpentry	Aluminium Window /ventilator Work			
	Carpentry	Providing and fixing powder coated aluminum work (minimum thickness of powder coating 50 micron) for windows with extruded built up standard tubular sections/appropriate Z sections and other sections of approved make confirming to IS: 733 and IS: 1285, fixed with rawlplugs and screws or with fixing clips or with expansion hold fasteners including necessary filling up of gaps at junctions at top, bottom and sides with required PVC/neoprene felt, silicon sealants compound etc. Aluminum section shall be smooth, rust free, straight, mitred and jointed mechanically wherever required including cleat angle, aluminum snap beading for glazing/paneling/SS mesh, CP brass /SS screws, all complete as per drawings and directions for the following windows/ventilators			

Sl. No.	Trade	Material / Description	Unit	Approved Rate (Rs.)	Remarks
63(a)	Carpentry	Sliding windows: Three track sliding Aluminum frame sections of size 92X 30X 2mm (with bottom gutter section) with concealed type lock arrangement. All the sliding shutters of shall be of powder coated aluminum sections of size 50X 20mmx1.5mm with concealed/recessed type locks. Outer shutter shall be in 2 panels powder coated Aluminum framed 26 guage SS mosquito-proof mesh whereas inner shutters shall be fully glazed with 5 mm thick clear Glass (for Living & Dining Rooms) and 5 mm thick frosted glass in bed rooms, One Bed room window shall have provision for installation of window Air Conditioner of standard size without needing shutters to be modified at a later date including beadings etc complete as all as directed.	Sqmt	5223	
63(b)	Carpentry	Openable windows: (Fixed from outside) Outer frame 'Z' section of 38.5 mm X 33.0 mm X 2.0 mm. weighing 0.663Kgs per Rmt. Shutter frame 'h' section 38.5 X 33.0 X 2.0 mm weighing 0.775 Kgs. Per RMT. Beading: 29.7 mm X 10.05 mm X 1.27 mm (snap beading) Glazing: 5mm thick frosted glass for windows, Providing and fixing aluminum 38x33mmx1.5mm box section frame with shutter of section 38X25X1.5 mm with SS mosquito proof mesh. Hardware: Heavy Stay rods of 300mm long with locking, recess type heavy handles Note: Hinged window and Mosquito proof mesh window together measured as on one unit in area	Sqmt	5095	
63(c)	Carpentry	Ventilators: Providing and fixing powder coated Aluminum louvered type ventilators etc as per drawing/site dimensions to toilet/WC & bath room: Frames of size 65X25X1.5mm with U type adjustable clips for louvered glasses. Fixing & 5 MM thick frosted glass panels with edges grinded. Providing & fixing power coated Aluminum shutter of section 15X25X1.5 mm with SS mosquito proof mesh to be fixed to frame of Aluminum ventilator by magnetic strips/screws etc., complete as directed.	Sqmt	4852	

Part - II

Financial / Price Bid

Time and Date of Financial Evaluation / Price Bid	Shall be intimated to the technically qualified bidders, following completion of technical evaluation under the QCBS criteria.
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PRICE BID

Rates shall be quoted only through the price / financial response field(s) provided for the published GeM bid.

S. No.	Description	Qty	Unit	Rate	Amount
1	Monthly charges for deployment of seven (7) Supervisors as mentioned in Section IV (a) - Scope of work and services.	12	Month		
2	Monthly charges for deployment of thirty-one (31) skilled workers as mentioned in Section IV (a) - Scope of work and services.	12	Month		
3	Monthly charges for deployment of nineteen (19) semi-skilled workers/helpers as mentioned in Section IV (a) - Scope of work and services.	12	Month		
4	Monthly charges for deployment of seventy-eight (78) unskilled workers as mentioned in Section IV (a) - Scope of work and services..	12	Month		
5	Monthly charges towards supply/provision of machines and cleaning peripherals as mentioned in Section IV (a) - Scope of work and services. Rates quoted should be exclusive of GST.	12	Month		
6	Charges towards servicing of domestic chimneys as mentioned in Section IV (a) - Scope of work and services.	240	Nos.		
7	Charges towards supply/provision of minor accessories, tools, equipment, PPE, uniforms/liveries and related support items as mentioned in Section IV (a) - Scope of work and services. Rates quoted should be exclusive of GST.	12	Month		
8	Housekeeping material charges for routine/common-area cleaning and related services as mentioned in Section IV (a) - Scope of work and services.	12	Month		
9	Housekeeping material charges for weekly bathroom/toilet cleaning of residential flats as mentioned in Section IV (a) - Scope of work and services.	12	Month		
10	Housekeeping material charges for quarterly inside-flat cleaning of officers' flats as mentioned in Section IV (a) - Scope of work and services.	4	Quarter		
11	Housekeeping material charges for half-yearly inside-flat cleaning of Class III and Class IV flats as mentioned in Section IV (a) - Scope of work and services.	2	Half-year		
12	Charges towards supply of garbage bags to residential colonies as mentioned in Section IV (a) - Scope of work and services.	12	Month		
13	Charges towards quarterly supply of seasonal flower plants with pots, seedlings and bulb seeds as mentioned in Section IV (a) - Scope of work and services.	4	Quarter		

S. No.	Description	Qty	Unit	Rate	Amount
14	Charges towards horticulture maintenance, including related inputs and upkeep obligations, as mentioned in Section IV (a) - Scope of work and services.	12	Month		
15	Charges for mandatory and statutory components of the wage structure, including EPF, ESI, bonus, gratuity and other statutory/mandatory wage-related obligations, as mentioned in Section IV (a) - Scope of work and services.	12	Month		
16	Annual provision for tree cutting and trimming work as mentioned in Section IV (a) - Scope of work and services.	1	Per annum		
17	Annual charges for comprehensive pest-control services at the Bank's Main Office Premises and all residential colonies, including general pest treatment, fogging/fumigation, rodent control, snake control, beehive removal and complaint re-treatment as detailed in Section IV (a) - Scope of work and services. Rates quoted should be exclusive of GST.	1	Per annum		
18	Annual Contractor's Profit/Service Charge (including administrative charges, insurance cost and any other contractor obligations not otherwise quoted). The bidder shall quote both: (i) the percentage (%) in the Rate column and (ii) the corresponding annual amount/value in Indian Rupees in the Amount column. Rates quoted should be exclusive of GST.	1	NOS		
	Total				
19	GST and applicable taxes (to be quoted in lumpsum)	18	%		
20	Grand Total				

Note:

- i. Minimum Wage Analysis given in '[Annexure XII](#)' may be referred to for preparation of price bid. For item nos. 1 to 4, quoted rates should be above minimum wages for the respective categories. The quoted rates shall account for the applicable deployment days, weekly-off arrangements, reliever requirements and related obligations stated therein. The rates should be inclusive of all essential components of the minimum wages, excluding statutory components not forming part of wages, as per Minimum Wages Act, 1948. Any bid with quoted rates below minimum wages shall be summarily rejected.
- ii. Payment against Item Nos. 1 to 4 shall not be treated as a fixed monthly entitlement. It shall be regulated on actual/pro-rata basis according to the certified deployment/attendance of manpower during the billing period and shall be payable only upon submission of satisfactory documentary proof of wage payment to the personnel deployed at the Bank's site. Where manpower is not deployed, is absent, or proof of wage payment is not submitted to the Bank's satisfaction, the corresponding wage component shall be withheld/deducted proportionately from the monthly bill, without prejudice to any penalty or other remedy available to the Bank under the Contract.
- iii. For Item No. 18, the quoted Contractor's Profit/Service Charge shall not be less than 5% of the aggregate of the amounts quoted for Item Nos. 1 to 17, excluding GST.

- iv. For item no 15, payment shall not be treated as a fixed monthly entitlement. It shall be regulated on actual/pro-rata basis according to the certified deployment/attendance of manpower during the billing period and shall be payable only upon submission of satisfactory documentary proof of remittance/payment of the applicable statutory obligations, including EPF, ESI, bonus, gratuity and other statutory/mandatory wage-related obligations, in respect of the personnel deployed at the Bank's site. Where manpower is not deployed, is absent, or proof of statutory payment is not submitted to the Bank's satisfaction, the corresponding statutory component shall be withheld/deducted proportionately from the monthly bill.
- v. For Item No. 19, GST shall be quoted at 18% or at the rate applicable under the prevailing GST law.
- vi. No enclosure should be attached with the financial / price bid response unless specifically required in the published GeM bid or this tender document.
- vii. No conditions, separate conditional notes etc. should be added in part- II.
- viii. Please use only the format / price-response fields supplied on GeM for this Bid.
- ix. No charges other than the total bid amount quoted above will be paid by the Bank.
- x. Total Bid price should be quoted up to two places of decimal.
- xi. 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.
- xii. 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.