



**Reserve Bank of India
Estate Department
Lucknow**

**Notice Inviting Tender (NIT)
(Only through e-Tendering portal)**

E-Tender for Annual Maintenance Contract for providing Housekeeping and Cleaning Services for Office Premises of Reserve Bank of India, Lucknow

Reserve Bank of India invites E-Tender for Annual Maintenance Contract for providing Housekeeping and Cleaning Services for Office Premises of Reserve Bank of India, Lucknow. The tendering would be done through the e-Tendering portal of MSTC Ltd (<https://www.mstcecommerce.com/eprocn>). Interested companies/agencies/ firms must register themselves with MSTC Ltd through the above-mentioned website to participate in the tendering process. The Schedule of e-Tender is as follows:

E-Tender No.	RBI/Lucknow Regional Office/Estate/3/26-27/ET/220 [Housekeeping at MOP]
Mode of Tender	e-Procurement System (Online Part I - Technical Bid & Part II - Price Bid through www.mstcecommerce.com/eprocn)
Estimated Cost	₹1,08,00,000 (Rupees One Crore Eight Lakhs only)
Earnest Money Deposit (EMD) through DD/NEFT and intimate/ forward the transaction details UTR number to edlucknow@rbi.org.in and upload on www.mstcecommerce.com/eprocn	EMD (₹2,16,000/- Rupees Two Lakhs Sixteen Thousand Only) through NEFT/ DD, in favour of Reserve Bank of India, Lucknow to be delivered through the NEFT on given details: Account Details: - Beneficiary Account Number: -186003001 Beneficiary IFSC: - RBIS0LKPA01
Date from which Notice Inviting Tender (NIT) will be available to parties to download from MSTC Website	1800 Hrs. July 17, 2026
Date of Starting of e-Tender for submission of online Techno-Commercial Bid and price Bid	1800 Hrs. July 17, 2026
Date of closing of online e-tender for submission of techno-commercial bid & price bid	1400 Hrs. of August 07, 2026
Pre-Bid Meeting	Offline at 1100 hrs on July 23, 2026, at Reserve Bank of India, 3rd Floor, Estate Department, 8-9, Vipin Khand, Gomti Nagar, Lucknow
Last Date of Submission of EMD	1400 Hrs. of August 07, 2026

Date and Time of Opening of Part-I (Techno-Commercial Bid)	1500 Hrs. of August 07, 2026
Date & Time of Opening of Part-II (Price Bid)	Date and Time of opening of Part-II will be informed to the eligible tenderers separately.
Transaction Fees	Payment of Transaction fee through MSTC payment gateway /NEFT/RTGS in favour of MSTC LIMITED

Intending tenderers shall pay as earnest money a sum of ₹2,16,000 by way of NEFT/DD to Reserve Bank of India, Lucknow.

Applicants intending to apply will have to satisfy the Bank by furnishing documentary evidence in support of their possessing required eligibility (mentioned in the tender document- Part-I) and in the event of their failure to do so, the Bank reserves the right to reject their bids. Tenders without EMD will not be accepted under any circumstances.

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

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

**Regional Director
Reserve Bank of India
Lucknow**



**RESERVE BANK OF INDIA
ESTATE DEPARTMENT**

8-9, Vipin Khand, Gomti Nagar, Lucknow- 226010

E-Tender for Annual Maintenance Contract for Providing Housekeeping and Cleaning Services for Office Premises of Reserve Bank of India, Lucknow

Reserve Bank of India, Estate Department, Lucknow invites Tender on or before August 07, 2026 (upto 1400 hrs.) through e-Tendering from eligible vendors who are engaged in the work of "Maintenance and Housekeeping Services". The estimated value of work is approximately **₹1.08 Crore (Rupees One Crore Eight Lakhs only)** for one year (*Taking 12 months for estimation*). For participating in the e-Tendering, interested vendors are required to register themselves on MSTC portal (<https://mstcecommerce.com/eprocn/>). For Tender details please visit "Tender Section" on our website <http://www.rbi.org.in> or MSTC portal.

The application form shall be signed by a person who is duly authorized to do so on behalf of the organization. Application containing false or inadequate information is liable for rejection.

The successful agency shall execute an Agreement on a stamp paper of required value for due performance of the Contract within fourteen (14) days from the date of award of work. If the selected agency fails to sign the formal agreement within fourteen (14) days of award of Contract or fails to commence the work on due date, the letter of offer shall be treated as cancelled and the EMD (₹2,16,000/- Rupees two lakh sixteen thousand only) submitted by it shall be forfeited by the Bank. The successful bidder will be required to provide security deposit of ₹ 5% of the contracted value in the form of Performance Bank Guarantee for the duration of the Contract. The Performance Bank Guarantee has to be furnished within fourteen (14) days of award of work. Failure to submit this guarantee or failure on the part of agency to perform its contractual obligations shall be treated as a

violation and can lead to cancellation of the Contract/invoking the guarantee as applicable.

EMD of the successful bidder shall be returned on submission of Performance Bank Guarantee and after signing the Agreement. EMD of the unsuccessful bidder will be returned within 30 days of the award of the Contract. EMD shall be forfeited if the bidder withdraws his bid during the Tender Evaluation Process.

Before submitting the Tender, the bidder may go through the general Terms and Conditions on which the work will be awarded by the Bank. The bidders may satisfy themselves as to the specified eligibility and other criteria given out in the Tender document. It may also be noted that the general Terms and Conditions are only indicative in nature and the same shall not restrain the Bank from imposing or requiring the Tenderer to agree upon such further or other terms and conditions, or to alter, modify or omit those terms and conditions, as are considered necessary for the due and proper execution of the maintenance work being awarded under this Tender.

After verification of Part-I (Technical Bid), price bid of only those tenderers, who satisfy all the eligibility criteria laid down in part-I and this notification will be opened. In case any document produced in support of eligibility criteria turns out to be not genuine, EMD stands automatically forfeited, whether before award of work or otherwise.

The Regional Director, Reserve Bank of India, Lucknow reserves the right to accept or reject any or all tender bids without assigning any reason whatsoever and his/her decision shall be binding on all the parties.

Regional Director
Reserve Bank of India
Lucknow



**RESERVE BANK OF INDIA
ESTATE DEPARTMENT, LUCKNOW**

**E-Tender for Annual Maintenance Contract for providing Housekeeping and
Cleaning Services for Office Premises of Reserve Bank of India, Lucknow**

(E-Tendering only)

PART – I

Name of Tenderer: _____

Address: _____

Last date & time for Submission	August 07, 2026, 2026 till 1400 Hrs.
Cost of Application form/ Tender	Payment of Transaction Fee as mentioned in the MSTC portal through MSTC payment gateway / NEFT / RTGS in favour of MSTC Limited.



**RESERVE BANK OF INDIA
ESTATE DEPARTMENT, LUCKNOW**

(Website: www.rbi.org.in)

DISCLAIMER

Reserve Bank of India, Estate Department, Lucknow, has prepared this document to give background information on the work to the interested parties. While Reserve Bank of India has taken due care in the preparation of the information contained herein and believe it to be in order, neither Reserve Bank of India nor any of its authorities or any of their respective officers, employees give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

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

Reserve Bank of India reserves the right not to proceed with the work or to change the configuration of the work, to alter the timetable reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest.

No reimbursement of cost of any type will be paid to persons or entities expressing interest by the Bank.

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Section A:
Schedule of Tender (SOT)

1.	E- Tender Number	RBI/Lucknow Regional Office/Estate/3/26-27/ET/220 [Housekeeping at MOP]
2.	Description of Works	E-Tender for Annual Maintenance Contract for providing Housekeeping and Cleaning Services for Office Premises of Reserve Bank of India, Lucknow
3.	Estimated Cost	₹1,08,00,000 (Rupees One Crore Eight Lakhs only)
4.	Earnest Money Deposit (EMD)	EMD (₹2,16,000/- Rupees Two Lakhs Sixteen Thousand Only) through NEFT/ DD, in favour of Reserve Bank of India, Lucknow (details under para “bidding in e-tender”)
5.	Tender Fees	Nil
6.	Performance Bank Guarantee	5% of the contracted value
7.	Mode of Tender	e-Procurement System (Online Part I – Techno-Commercial Bid and Part II – Price Bid) through https://mstcecommerce.com/eprocn/
8.	Pre-Bid Meeting	11:00 Hrs. July 23, 2026 Estate Department, 3 rd Floor, 8-9 Vipin Khand, Gomti Nagar, Reserve Bank of India, Lucknow-226010
9.	Date from which Notice Inviting Tender and Tender documents will be available to parties to download at MSTC	1800 Hrs. July 17, 2026
10.	Last Date of Submission	1400 Hrs. of August 07, 2026
11.	Date and Time of Opening of Part I i.e. Techno-Commercial Bid	1500 Hrs. of August 07, 2026

12.	Date & Time of Opening of Part II- Price Bid	Part-II of the Tender will be opened on a subsequent date, which will be intimated to the Tenderers, in due course of time.
13.	Transaction Fees	Payment of Transaction Fee as mentioned in the MSTC portal through MSTC payment gateway /NEFT / RTGS in favour of MSTC Limited.

Section B
Important Instructions for E-Procurement

This is an e-procurement event of RBI. The e- procurement Service Provider/Contractor is the MSTC Limited. You are requested to read and understand the Notice Inviting Tender and subsequent corrigenda if any, before submitting your online tender.

Process of e-Tender:

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

SPECIAL NOTE:

THE PRICE BID AND THE COMMERCIAL BID HAS TO BE SUBMITTED ON-LINE ONLY AT www.mstcecommerce.com/eprocn/ (Version 3).

Vendors are required to register themselves online with www.mstcecommerce.com/eprocn/

Register as Vendor - Filling up details and creating own user id and password Submit For further details, go to Download Guide /Video /Registration Vendors will receive a system generated mail confirming their registration in their e-mail which has been provided during filling the registration form .In case of any clarification, please contact MSTC/ RBI, Lucknow before the scheduled time of the e -tender.

Contact person (RBI):

- i) Dishant Chandrayan, Manager: 0522-4667326
- ii) Ashish Singh, Assistant Manager: 0522-4667345

Email ID Estate Department: edlucknow@rbi.org.in

Contact person (MSTC Ltd): MSTC Technical Help Desk-0361-2221199

MSTC Technical Help Desk-0361-2221199

1	Mr. Vijyant Narayan Singh	Manager	09909080178
2	Technical Assistance in MSTC site	0522-4244702	IVRS No- 07969066600
3	Kolkata Head office	03335013220/21/22	

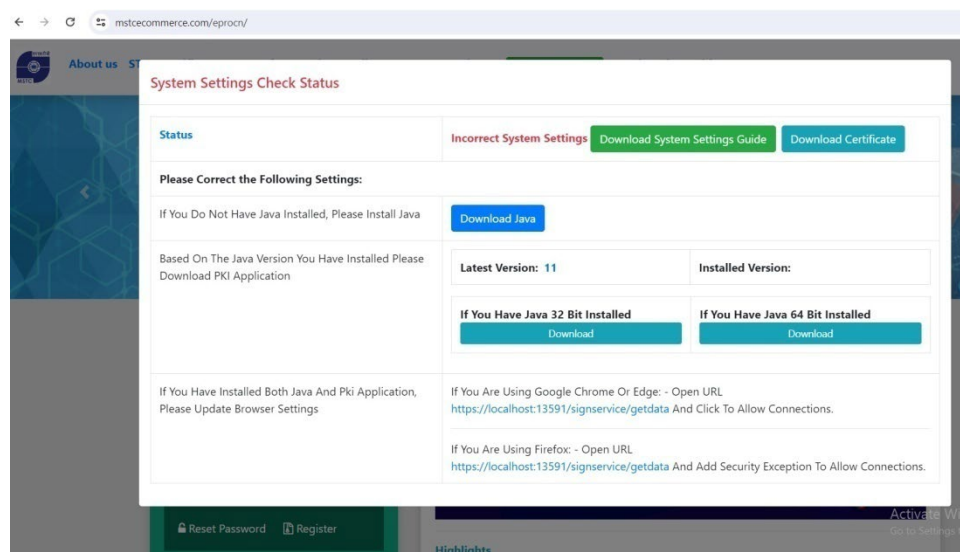
Availability

9:30 AM to 5:00 PM on all working days for all Technical issues e-Tenders, System settings etc.

A) System Requirement:

For details, vendor may refer to the DOWNLOAD SYSTEM SETTING GUIDE

available <https://www.mstcecommerce.com/eprocn/>



2. Special Note towards Transaction fee: The vendors shall pay the transaction fee using “Transaction Fee Payment” Link against the specific tender in the “Bid Floor”/through the “Pay Transaction fee” in “Event catalog” through their login. Service Provider / Contractor / Vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, Service Provider / Contractor / Vendor shall generate a challan by filling up a form. Service Provider / Contractor / Vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, Service Provider / Contractor / Vendor shall have the provision of making payment using its Credit / Debit Card / Net Banking. Once the payment gets credited to MSTC’s designated bank account, the transaction fee shall be auto authorized.

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

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

the bid.

3. Information about tenders / corrigenda shall be sent by email only during the process till finalization of tender. Hence the vendors are required to ensure that their corporate email I.D. provided is valid and updated at the time of registration of vendor with the MSTC Ltd. Vendors are also requested to ensure validity of their class III signing and encryption type of DSC (Digital Signature Certificate).
4. E-tender cannot be accessed after the due date and time mentioned in NIT (Notice inviting tender).
5. **Bidding in e-Tender:**

Note: Vendors are instructed to use **Upload Documents** link in My menu to upload documents in document library. Multiple documents can be uploaded. Maximum size of single document for upload is 5 MB.

Once documents are uploaded in the library, vendors can attach documents through **Attach Document** link against the particular e-Tender. Please note that if the documents are not attached to any e-Tender, the same cannot be downloaded by RBI and it will be deemed that the vendor has not submitted the documents. For further assistance please follow instructions of vendor guide.

- a) The process involves Electronic Bidding for submission of Techno Commercial Bid as well as Price Bid.

The bidders (who have submitted the above fees)can only submit their Techno Commercial Bids and Price Bid through internet in MSTC website www.mstcecommerce.com → e-procurement → New Common Portal → Bid Floor Manager → live event → Selection of the live event → Transaction fee->Common terms->Attach Documents->Price Bid.

a. First the vendor needs to fill up the Commercial specification if any and save it. Then the vendor should fill up the Techno-commercial bid. After filling the Techno-Commercial Bid, bidder should click 'save 'for recording their Techno-

Commercial bid. Once the same is done, the Price Bid link becomes active and the same has to be filled up and then bidder should click on “save” to record their price bid. Then once both the Techno-Commercial bid & price bid has been saved, the bidder can click on the “Final Submission” button to register their bid.

NOTE: After clicking the final submission “Delete bid” option would be shown. If the vendor wants to delete the bid after final submission and re submit the bid, then he/she should click delete bid and resubmit the same and again click final submission.

- b) In all cases, bidder should use their own ID and Password along with Digital Signature at the time of submission of their bid.
- c) During the entire e-tender process, the bidders will remain completely anonymous to one another and also to everybody else.
- d) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.
- e) All electronic bids submitted during the e-tender process shall be legally binding on the bidder. Any bid will be considered as the valid bid offered by that bidder and acceptance of the same by the Buyer will form a binding contract between Buyer and the Bidder for execution of supply/work. Such successful tenderer shall be called hereafter **SUPPLIER/CONTRACTOR**.
- f) It is mandatory that all the bids are submitted with class III signing and encryption type of digital signature certificate otherwise the same will not be accepted by the system.
- g) Buyer reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.
- h) No deviation of the terms and conditions of the e-Tender document is acceptable. Submission of bid in the e-tender floor by any bidder confirms his acceptance of terms & conditions for the e-Tender.

- i) Unit of Measure (UOM) is indicated in the e-tender Floor. Rate to be quoted should be in Indian Rupee as per UOM indicated in the e-tender floor/tender document.

Section: C

Eligibility Criteria for Participating in the e-Tender

E-Tender for Housekeeping and Cleaning Services at Reserve Bank of India Office Premises, Lucknow

1. Reserve Bank of India, Lucknow (hereinafter referred to as “**The Bank or RBI or Reserve Bank**”) invites e-Tender in Two part for Maintenance and Housekeeping Services at Main Office Premises (Including Annex Building) of Reserve Bank of India, Lucknow at an estimated cost of approximately **₹1.08 Crore (Rupees One Crore Eight Lakhs only)** per annum inclusive of all taxes.
2. **Eligibility Criteria for participating in the e-Tender:** Company/Firm/Agency who fulfill the following pre-qualification criteria are eligible to apply:

Sl. No.	Criteria	Requirement (Documents to be enclosed)
(i)	Kind of Experience	The agency must be providing services in any of the following segments (i) Three Star Hotels or above, (ii) International/ Domestic Airports, (iii) Metro Railway Stations, (iv) Luxury shopping malls, (v) Reputed Public Sector Organizations.
(ii)	Duration of past experience	Experience of having successfully completed similar works during last 5 years or either of the following: a. Three similar works each costing not less than the amount equal to 40% of the estimated cost; b. Two similar works individually costing not less than 50% of the estimated cost; c. One similar work costing not less than 80% of the estimated cost; The list shall include details such as Name of the Client, Value

		of work executed, Date of Start and Finish of the work, etc.
(iii)	Yearly Turnover	Should have annual turnover of at least ₹1.08 Crore (Rupees One Crore Eight Lakhs only) from housekeeping works during each of the last 3 years <i>i.e.</i> , up to July 2026.
(iv)	Solvency / Banker's Certificate	Should furnish solvency certificate/Banker's Certificate issued by the Applicant's banker, for an amount equal to ₹1.08 Crore (Rupees One Crore Eight Lakhs only)
(v)	Office / Presence in Lucknow	Entity should have an office establishment at Lucknow municipal region having sufficient infrastructure & staff, officials and authorized personnel. The same will be inspected by the Bank, if it deems necessary.

3. Details of the Company/Firm/Agency:

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

(b) Income Tax Assessment orders along with latest final order and credit worthiness certificate from the bankers with a copy of the specified accounts of the business of the contractor for a period of last three financial years duly certified by a Chartered Accountants should be enclosed in proof of credit worthiness and turnover for the last three years.

(c) Written information about the names and address of the Bankers with full details like names, present contact postal addresses, e-mail IDs, telephone (landline executives and mobile) Nos., Fax Nos., etc. of the contact executives (i.e. the persons who can be contacted at the office of their bankers by the Bank, in case it is so needed) should be furnished.

4. Documents / details to be submitted:

- a) Client Report/ Certificate from top three existing clients as per format given in [Annex II](#). (If the vendor has provided services in any RBI Office, client report of that office is mandatory)
- b) Copies of applicable tax registrations, viz., PAN, TIN, GST, etc.
- c) Copy of Registration Certificate of the Company/firm/agency issued by the relevant authority.
- d) Copies of E.P.F. Registration Certificate and E.S.I Registration Certificate.
- e) Details of the Bank Account held by them in a scheduled Bank in India. The details to be furnished as per format at [Annex I](#) attached with this document.
- f) License Number Contract Labour (R & A) Act 1970.
- g) Provide details if any civil suit is pending in any of the works executed or if any Bank having declared any loan of the tenderer as NPA in the last three years.
- h) Any other document/s as and when sought by the Bank.

5. The Reserve Bank of India does not bind itself to accept the lowest or any tender and reserves to itself the right to accept or reject any or all tenders.

6. Details of the completed work: The client-wise names of work(s), year(s) of works execution of work (s), awarded and actual cost(s) of executed work(s), names and full contact details of the officers/ authorities/ departments under whom the work(s) was/were executed should be furnished. Client's Report as per format at [Annex- II](#) from their clients for whom they have carried out "eligible works" in terms of the eligibility (Pre-qualification)

criteria explained in this notice.

7. After scrutiny, if any of the contractors are found not to be in possession of the required eligibility, their Tenders will not be considered by the Bank for further processing.
8. Tender shall be submitted through e-Tendering in Two parts. Part-I Tender will contain the Bank's standard Techno-Commercial conditions for the proposed work.
9. **Part-I** of the Tenders will be opened at **1500 hours on August 07, 2026**, in the presence of the authorized representative of the Tenderers, who choose to be present. **Part-II** of the Tender will be opened on a subsequent date, which will be intimated to the Tenderers, in due course of time.
10. The Bank may obtain reports on the past performance of the Tenderer from his clients and Bankers. The Bank shall evaluate the said reports as per the evaluation criteria mentioned in Part I before opening Part-II of the Tenders. If any Tenderer is not found to possess the required eligibility for participating in the Tendering process at any point of time and/or his performance reports received from his clients and/or his Bankers' report are found unsatisfactory or Fake, the Bank reserves the right to reject his offer even after opening of Part-I of the Tender and Part-II of the Tender will not be opened and EMD shall be returned. The Bank is not bound to assign any reason for doing so.

11. **Declaration**

I/We hereby declare that I/we have read and understood the schedule of Eligibility Criteria and have read and understood all the above conditions and the same shall remain binding upon me/us. I/We shall have no objection on rejection of the application by the Bank for not satisfying the terms and conditions of this tender documents.

Signature and Name of Tenderer with seal

Address:

Date:

Section D
Letter of
Undertaking

Place: _____

Date: _____

Regional Director,
Reserve Bank of India
Lucknow- 226010

Sir/Madam,

Having examined the specifications and schedule relating to the works specified in the memorandum hereinafter set out and having examined the site of the works specified in the said memorandum and having acquired the requisite information relating thereto as affecting the Tender, I/We hereby offer to execute the works specified and within the time specified in the said memorandum at the rates mentioned in the attached price bid and in accordance in all respects with the specifications and instructions in writing referred to in the Articles of Agreement, General Conditions of the Tender, Terms & Conditions of Contract with such services and materials as are provided for, by and in all other respects in accordance with such conditions so far as they may be applicable.

Memorandum

(a)	Description of work	AMC for Housekeeping and Cleaning Services at Office Premises of Reserve Bank of India, Lucknow
(b)	Estimated cost	₹1.08 Crore (Rupees One Crore Eight Lakhs only)
(c)	Earnest Money Deposit (EMD)	EMD (₹2,16,000/- Rupees Two Lakhs sixteen Thousand only)

(d)	Validity of Contract	Contract to be initially awarded for six months (October 01, 2026, to March 31, 2027) and the same may be renewed on yearly basis for the next two years subject to the agency fulfilling the terms of the contract satisfactorily.
(e)	Performance Bank Guarantee	5% of the contracted value (To be provided in the form of Bank Guarantee by the successful Agency)

2. We undertake to deposit a sum of EMD (₹2,16,000/- Rupees Two Lakhs sixteen Thousand only) as Earnest Money with the Reserve Bank of India at the time of award of work, along with the bid which will not bear any interest. Should we fail to execute the contract when called upon to do so, we do hereby agree that this sum shall be forfeited by the Reserve Bank of India. We also agree to keep the Bank Guarantee valid during the entire period of contract.

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

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

5. I/We understand that Reserve Bank of India reserves the right to accept or reject any or the entire Tender either in whole or in part without assigning any reason thereof.

6. The Tender is submitted in two parts. Part I contains all commercial terms & conditions, technical particulars, EMD and Part II contains only the Price Bid in the Bank's proforma.

7. Should this Tender be accepted, I/We hereby agree to abide by and fulfill the terms and provisions of the said Conditions of Contract annexed hereto 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. Pre-Bid meeting:

a) Tenderers requiring any clarification of this document shall contact the Bank in writing at the email address mentioned in this document not later than one day before the date of the pre-Bid meeting or raise enquiries during the pre-Bid meeting.

b) The tenderers' designated representatives are invited to attend a pre-Bid Meeting at **11:00 Hrs. on July 23, 2026.**

9. Our bankers are (full address):

i)	
ii)	

10. The names of partners of our firm are:

i)	
----	--

ii)	
-----	--

Name of the partner of the firm authorized
to sign

OR

Name of person having power of Attorney to
sign the Contract (certified true copy of the
Power of Attorney should be attached)

Yours faithfully,

Signature of Contractor

Signatures and addresses of witnesses:

S.no	Signature	Address
(i)		
(ii)		

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

Section E

Articles of Agreement

This AGREEMENT is made at Lucknow on this ___ day of ___, between Reserve Bank of India, a statutory body established under the RBI Act, 1934, having its Central Office at Fort, Mumbai, and one of its Offices at Lucknow, represented by its Regional Director / Authorized Officer, Reserve Bank of India, Lucknow-226010. (Hereinafter called the Bank, RBI, Reserve Bank or **“the EMPLOYER” the employer shall mean “Principal Employer” for the purposes of this agreement**) on the one part

AND

_____ (proprietorship/partnership firm/ Company), incorporated under the provisions of the Companies Act (in case of a Company) and having its registered office at _____ (hereinafter called **“the CONTRACTOR”**) represented by Shri who is authorized to enter this agreement by its Board of Directors on the other part.

AND WHEREAS the Employer has intention of engaging a Contractor for Annual Maintenance Contract for providing services for Housekeeping in the Office Premises of the Bank has caused requirements and specifications describing the works to be done to be prepared by or under the direction of Bank’s Regional Director.

AND WHEREAS the Employer had called for tenders from eligible contractors Annual Maintenance Contract for providing services for Housekeeping in the Office Premises as has been indicated in the scope of work and other documents attached to the tender.

AND WHEREAS the said condition numbered _____ to _____ inclusive, the Specifications and the Schedule relating to the works specified in the memorandum have been signed by or on behalf of the parties hereto.

AND WHEREAS the Contractor has agreed to execute upon and subject to the Conditions set forth herein, and to the Terms and Conditions of Contract set forth in the Tender document, (all of which are collectively hereinafter referred to as “the said Conditions”) the works shown upon at the respective rate therein set forth amounting to the sum as therein arrived at or such other sum as shall become payable there under (hereinafter referred to as “the said Contract Amount”).

A. NOW IT IS HEREBY AGREED AS FOLLOWS

1. This agreement shall come into effect from ----- and will remain in force up to ----
--

---. However, the contract may be extended further on same terms and conditions, for another one year, at a time, or part thereof with mutual consent of both the parties, subject to satisfactory performance of the services provided and adherence to contractual obligations by the concerned firm/company.

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

3. The Employer shall pay the Contractor the said Contract Amount or such other sum as shall become payable, at the times and in the manner specified in the said Conditions.

4. The above charges also include GST, Insurance Charges and any other tax and duty or other levy, whether existing or levied in future by the Central Government or the State Government or any local authority.

5. The said conditions and scope of work thereto and the correspondence attached hereto shall be read and construed as forming part of this Agreement, and the parties hereto shall respectively abide by, submit themselves to the said Conditions and the

correspondence and perform the agreement on their part respectively in the said Conditions contained and the correspondence contained

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

7. The term “Regional Director/Officer-in-Charge” in the said Conditions shall mean the Officer entrusted or any other successor of the Bank nominated by the Employer for that purpose will function as “Regional Director/Officer-in-Charge”.

8. The Reserve Bank of India will administer and arrange for supervision of works through the Bank’s staff including certification of bills, making payments and implementation of various terms, conditions and stipulations of the contract, execution of the work, quality of work, quality of materials, progress and completion of the contract.

9. The plans, agreement and original Tender documents mentioned herein shall form the basis of this Contract.

10. All payments by the Employer under this Contract will be made only at Lucknow.

11. Undertaking

I undertake to actually pay wages to all labourers of all description to be engaged by me for completion of----- work awarded to me at the rate which is not less than the one prescribed under the Minimum Wages ACT 1948 and to ensure compliance of essential amenities as provided under the CLRA Act 1970 and also keep the Principal Employer indemnified against all the actions that may be initiated against the Principal Employer by the Statutory Authorities for his failure to pay such wages and provide the essential amenities. I also undertake to ensure compliance with all other laws and statutes (Central as well as State) for the purposes of this agreement. The Bank shall not be liable for any violations by the Contractor in this regard.

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

13. That the several parts of this Contract have been read by the Contractor and fully understood by the Contractor. The Contractor shall not be entitled for the payment for the quantities beyond the tendered quantities unless ordered for by specific written instructions from the Bank's Manager.

14. **Non-Disclosure Clause:** The Contractor shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure/systems/equipment's etc., which may come to the possession or knowledge of the Contractor during the course of discharging its contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. The Contractor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Contractor shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Employer. The Contractor shall indemnify the Bank for any loss suffered by the Employer as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Contractor and the Employer shall be entitled to claim damages and pursue legal remedies.

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

15. **Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and Sexual Harassment Rules, 2013:** If a complaint is received from any victim female employee of the contractor against the sexual harassment by any of the employees of the employer, it shall be taken into cognizance by the regional grievance committee constituted by the employer. If the involvement of any employee/ employees of the contractor is proved in any cases of sexual violence against any woman employee/ women employees of the employer and if monetary compensation is payable to such woman employee/ women employees, the contractor shall be fully responsible to

pay such compensation. The contractor shall be responsible to educate its employees about 'prevention of sexual harassment of women at workplaces and related issues. The contractor shall continue to provide the employer with a complete and updated list of their employees deployed within the premises of the bank from time to time.

16. **Adherence to IS Policy:** The Contractor / Employees of the Contractor posted in the Bank premises / Residential Colonies will adhere to the Information Security Policy of the Bank.

If the Contractor is a partnership or an individual	IN WITNESS WHEREOF the Employer and the Contractor have set their respective hands to these presents and two duplicates hereof the day and year
If the Contractor is a company	IN WITNESS WHEREOF the Employer has set its hands to these presents through its duly authorized official, and the Contractor has caused its common seal to be affixed hereunto and the said two duplicates

Signature Clause:

SIGNED AND DELIVERED by the Reserve Bank of India by the hand of

Shri /(Name and designation)

.....

..... in the presence of

(1)

(Name & Designation)

Estate Department

Reserve Bank of India, Lucknow

(गवाह/Witness)

(2)

(Name & Designation)

Estate Department

Reserve Bank of India, Lucknow

(गवाह/Witness)

SIGNED AND DELIVERED BY

If the party is a partnership firm or an Individual should be signed by all or on behalf of all the Partners

निम्न की उपस्थिति में In the presence of:

(1)

Address: -----

(गवाह/Witness)

(2)

Address: -----

(गवाह/Witness)

Note:

Bank reserves the right to modify the contents of the Articles of the Agreement before the agreement is entered with the contractor.

Section F

General Instructions to Tenderers

Tender in prescribed form shall be submitted in Two parts *i.e.*, Part-I and Part-II.

Part - I of the Tender, titled “**Annual Maintenance Contract for providing Housekeeping and Cleaning Services for Office Premises of Reserve Bank of India, Lucknow**”

1. shall be submitted containing the following:

- (i) Power of Attorney/ authorization with the seal of the company/ firm in the name of the person signing the Tender documents.
- (ii) The Bank discourages the stipulation of any additional conditions by the tenderer. However, in case the tenderer wishes to include any condition/ clarification/ covering letter, while tendering for the work, he will have to submit the same in along with the following and submitted under Part - I:
 - (a) List of deviations, if any, in commercial terms and conditions.
 - (b) List of deviation, if any, in technical specification.
 - (c) Any other technical information the tenderer wishes to furnish.
- (iii) The Tender Document (Part-I) issued by the Bank – duly stamped and signed on all pages.

2. Only those proprietorship firms/partnership firms/companies with requisite years of experience in related trades like cleaning, housekeeping and maintenance works are eligible to participate in e-Tendering.

3. Reserve Bank of India does not bind itself to accept the lowest or any Tender and reserves to itself the right to accept or reject any or all the Tenders either in whole or in part, without assigning any reasons for doing so.

4. **Information Gathering & Site Inspection:** The Tenderer must obtain for himself and at his own expense all the information which may be necessary for the purpose of Tendering and for entering into a contract and must inspect the site of the work with prior permission and acquaint himself with all local conditions, means of access to the work, nature of work and the matters pertaining thereto. The Employer's decision in such cases shall be final and shall not be open to arbitration.
5. The rates quoted in the Tender shall be for the complete item including materials, labour, tools, machines required at site for all the locations, Buildings, floors, etc. The rates for the items in Part II should be quoted Exclusive of GST, wherein the total of all the items under, price bid will be subjected applicable GST. The rates shall be firm and shall not be subject to exchange variations, labour conditions, fluctuations in railway freights or any conditions whatsoever, except for changes if any in the statutory minimum wages announced by the Government of India under the Minimum Wages Act. The rates shall also include material transportation, loading and unloading, freight charges, transit insurance etc.
6. The payment shall be made on monthly basis (by credit to bank account through NEFT) after satisfactory completion of the work duly acknowledged by the concerned official and certified by the Caretaker and Bank's P&S Officer.
7. **Part - II** of the Tender will contain no conditions but only the Price Bid in the Schedule of Quantities titled "Annual Maintenance Contract for Providing Services for Housekeeping in the Office Premises of Bank".
8. This part shall contain prices in Indian Rupees only with detailed break-up of price as per format (Part - II) in figures and in words in English in the columns specified against each item of work in the document. All items of work shall be quoted.
9. **Rates:** The employer reserves the right to adjust arithmetical or other errors in the Tender in accordance with the following general rules. In the event of discrepancy

between words and figures quoted, the description in words shall prevail. Similarly, in the event of an error in the amount column arising as a result of wrong product extension, the unit or item rates shall be regarded as firm and extension amended accordingly.

a) Rates shall be quoted both in figures and percentage in specified columns. If rate for any item is not mentioned in the Tender therein, the Tender will be rejected. No advice whatsoever, especially on any change in rate, specifications or conditions after opening of Part II of the Tender will be entertained.

b) The rates shall also be firm and be valid for the entire duration of the contract and / or extension thereof and shall not be subject to exchange variations, labour conditions, fluctuations in freights charges or any conditions whatsoever.

c) The rates quoted in the Tender shall include all charges. Tenderers must include in their rates Goods and Service Tax and any other prevailing taxes, royalties and duty levied by the Central Government or any State Government or local authority, if applicable. No separate claim in respect of Goods and Service Tax and any other tax, duty or levy whether existing or future shall be entertained by the Employer.

10. **Job Work on Lump Sum Basis:** The Contractor shall note that unless otherwise stated, the Tender is strictly on Job Work on Lump sum Basis and his attention is drawn to the fact that rates for each and every Job should be correct, workable and self-supporting. The quantities in the Part – II of Tender approximately indicates the total extent of work but may vary to any extent and may even be omitted thus altering the aggregate value of the contract. Claim in such case shall be entertained on pro rata basis.

11. **Tender Format:** The Tenderer shall use only the forms issued by the Bank to fill in the rates. Any addition/alteration in the text of the Tender form made by the Tenderer shall not be valid and shall be treated as null and void.

12. **Opening of Tender:**

a) **Part-I** of the Tenders will be opened at 1500 Hrs. on August 07, 2026 (If this day falls

to be a holiday, tenders will be opened on the next working day of the Bank) in the presence of Tenderers or their authorized representatives who choose to be present by the Tenderers.

b) It is not incumbent on the Bank to accept any additional conditions given by the tenderer; the tenderers shall withdraw all his conditions which are not acceptable to the Bank.

c) The Bank reserves the right to reject offer even after opening Part – I of the Tender and submitted Part – II of the Tender.

d) **Opening of Part II of the Bid:**

After verification of Part-I (Technical Bid), price bid of only those tenderers who satisfy all the eligibility criteria laid down in part-I and this notification will be opened. In case any document produced in support of eligibility criteria turns out to be not genuine, EMD stands automatically forfeited, whether before award of work or otherwise.

13. **Last Date:** No Tender will be received after 1400 Hrs. on August 07, 2026, under any circumstances whatsoever.

14. **Disqualification - Missing & Unsigned documents:** The Tender form must be filled in English only. If any of the documents are missing or unsigned, the Tender may be considered invalid by the Bank at its discretion.

Right to Accept or Reject: The Reserve Bank of India does not bind itself to accept the lowest or any Tender and reserves to itself the right to accept or reject any or all the Tenders without assigning any reasons for doing so. The Tenderer whose Tender is not accepted shall not be entitled to claim any costs, charges, damages and expenses of and incidental to or incurred by him through or in connection with his submission of Tenders, even though the Bank may and has a right to modify/ withdraw the Tender.

15. **Validity of Tender:** The Tender along with the prices shall remain valid initially for a period of 3 months from the date of opening of Part-I, which period may be further extended by mutual agreement in writing by the Tenderers. The Tenderers shall not cancel or withdraw the tender during this period or change the quoted rates. The EMD

will be forfeited by the Bank in case of withdrawal after the opening of the technical bid.

16. **Broad Scope of Work:** The scope of work shall be as given in the Tender document.

17. **Lowest Tender Not Necessarily to Be Accepted:** The Bank is not bound to accept the lowest or any Tender or to assign any reason for non-acceptance of any Tender. The Tenderer whose Tender is not accepted shall not be entitled to claim any costs, charges, damages and expenses of and incidental to or incurred by him through or in connection with his submission of Tenders, even though the Bank may elect to modify/withdraw the Tender.

18. **Earnest Money and Performance Guarantee during contract period:**

a) Tenderers shall pay as Earnest Money Deposit a EMD (₹2,16,000/- Rupees Two lakhs sixteen Thousand only) by NEFT/DD in favour of the Reserve Bank of India, Lucknow. Under no circumstances EMD will be accepted in the form of fixed deposits of the bank etc. On award of contract, the successful Tenderer shall furnish a Performance Bank Guarantee of 5% of the contracted value from any scheduled Bank in the form prescribed by the Bank (which will be submitted along with letter of acceptance) towards security deposit for the due fulfilment of the contract.

b) The Earnest Money Deposit submitted by successful Tenderer shall be returned within one month of award of work post submission of the Performance Bank Guarantee. The Performance Bank Guarantee towards security deposit shall be valid for the entire contract period. EMD shall bear no interest.

Account Name: Reserve Bank of India Lucknow Account type: Current Account

Account No : 186003001

IFSC Code: RBIS0LKPA01, (Please read 0 as zero)

Proof of remittance with transaction number (Scanned copy) shall be attached/uploaded. The bidders are also advised to send the proof of remittance with transaction number (scanned copy) to edlucknow@rbi.org.in.

c) All compensation or other sums of money payable by the Contractor to the Employer under the terms of this Contract may be deducted from the payable bill amount / security deposit.

19. **Terms of Payment:** The payment for the works to be executed under this contract shall be made on a monthly basis and no variation in the mode of payment will be acceptable to the Reserve Bank of India. The successful tenderer should credit the salary directly to the bank a/c of their staff and submit monthly Bank statement showing payment of salary. Necessary PF etc. to be ensured as per statutory rules. The Bank reserves the right to verify the same as and when required and accordingly, the contractor must have the necessary documents to submit the same. No Invoice would be accepted without the supporting document of Bank statement, ESI, if applicable, Gratuity and PF dues. Wages must be paid to the employees by the contractor and claimed thereafter from the Bank.

20. **Taxes:** The prices quoted shall be deemed to have included all taxes, GST, custom duty, excise duty, local levies, works contract tax, etc. imposed by Central/State Government/ Local Bodies. If the Tenderer fails to include such taxes and duties in the Tender, no claim thereof will be entertained by the Bank afterwards. As per Indian laws, income tax will be deducted at source and a certificate for the same will be issued to the contractor.

21. **Insurance in respect of damage to the person and property:** The contractor shall be responsible for all injury to persons, animals or things and for all structural and decorative damage to property which may arise from the operation or neglect of himself or of any of his employees, whether such injury or damage arise from carelessness, accident or any other case whatsoever in any way connected with the carrying out of the contract. This clause shall be held to include, inter-alia, any damage to buildings, whether immediately adjacent or otherwise and any damage to roads, streets, footpaths, bridges or ways as well as all damage caused to the buildings and works forming the subject of this contract, by frost or other inclemency of weather. The contractor shall indemnify the employer and hold him harmless in respect of all and any expenses arising from any such injury or damage to persons or property as aforesaid and also in respect

of any claim made in respect of injury or damage under any Acts of Government of India or otherwise and also in respect of any award of compensation or damages consequent upon such claims.

The contractor shall reinstate all damage of every sort mentioned in this clause, so as to deliver up the whole of the contract works complete to and perfect in every respect and so as to make good or otherwise satisfy all claims for damage to the property of the third party.

An insurance policy covering the third-party liability shall be taken by the contractor to cover the loss/disablement of human life (persons not belonging to the contractor). This shall also cover the risk of damages to the other's materials/equipment/properties including those, if any of the bank during construction/erection/commissioning of the said contract work at site. The value of third-party liability for compensation for loss of human life or full/partial disablement shall be of required statutory value for full and partial disablement and shall nevertheless cover such compensation as may be awarded by a court of law. Cover for damage to other's equipment/property shall be approved by the bank. The bank shall be the principal holder of the policy along with the contractor. The bank reserves the exclusive right to assign the policy.

The contractor shall indemnify the employer against all claims which may be made against the employer by any member of the public or other third party in respect of anything which may arise in respect of the works or in consequences thereof and shall at his own expenses arrange to effect and maintain, until the virtual completion of the contract, with an approved office a policy of insurance in the joint names of the Employer and the contractor against such risks and deposit such policy or policies with the architect from time to time during the currency of the contract. The contractor shall also indemnify the Employer against all claims which may be made upon the Employer whether under Workmen's compensation Act or any other statute in force during the currency of this contract at common law in respect of any employee of the contractor or any sub-contractor and shall at his own expense effect and maintain, in the joint names of the employer and the contractor against such risks and deposit such policy or policies.

The contractor shall be responsible for any liability which may be executed from the insurance policies above referred to and also for all other damages to any person, animal or property arising out of the incidental to the negligent or defective carrying out of this indemnify the employer in respect of any award of compensation or damages arising therefrom.

The Employer shall be entitled to deduct the amount of any damage, compensation, costs, charges and expense arising from or in respect of any such claims or damage from any or all the sums due or to become due to the contractor without prejudice to the Employer's other rights in respect thereof. The contractor shall at his own expense arrange to effect and maintain (until the virtual completion of the contract) with an approved office the following insurance policy in the joint name of employer and himself with the employer being first (principal) and deposit such policy or policies with the employer from time during the currency of the contract.

I. Workmen Compensation policy

II. Third Party liability policy with the limits as under

- a) Rs. 10,00,000/- per annum
- b) Rs. 2,00,000/- per occurrence

III. Contractor All Risk policy

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

22. Signing of Contract Agreement: The General instructions to the Tenderers' and herein before referred to Conditions of Contract and Technical Specifications enclosed with the Tender documents, the subsequent correspondence exchanged between the Bank and the Tenderer, and the work order placed shall be the basis of the final contract to be entered into with the successful Tenderer.

23. The Tenderer shall go through the terms and conditions given in the general conditions of contract herewith and his offer shall be strictly in line with the terms specified therein. No deviation from the terms and conditions specified shall be acceptable. Each page of the Tender documents should be signed for his/their having acquainted

himself/themselves in the general conditions of contract, technical specifications, etc.

24. The Tender submitted on behalf of a firm shall be signed by all the partners of the firm or a partner who has the necessary authority on behalf of the firm to enter into the proposed contract. Otherwise, the Tender may be rejected.

25. On receipt of intimation from the Bank of the acceptance of his/their Tender, the successful Tenderer shall be bound to implement the Contract and within Fourteen days thereof the successful Tenderer shall sign an agreement in accordance with the draft agreement. Notwithstanding the signing of the agreement the written acceptance by the Reserve Bank of India of a Tender in itself will constitute a binding agreement between the Reserve Bank of India and the person so Tendering, whether such contract is or is not subsequently executed.

26. The contractor shall not assign the contract. He shall not sublet any portion of the contract. In case of breach of these conditions, the employer may serve a notice in writing on the Contractor rescinding the contract whereupon the security deposit shall stand forfeited to the employer, without prejudice to his other remedies against the Contractor.

27. **Language:** The documents to be submitted by the tenderer / bidder / vendor / contractor shall be either in English or Hindi. However, in case any ambiguity in the interpretation, the English Version shall prevail.

28. **Right to Accept Part Tender:** The Bank reserves the right to accept the tender either in whole or in part at the same prices quoted by the Tenderer.

29. **Other Issues:** The Contractor shall carry out all the work strictly in accordance with the detailed specifications and instructions of the Bank's officials. If in the opinion of the Bank's officials, nominal changes have to be made to suit the site condition and with the prior approval in writing of the Employer, the Contractor shall carry out the same without any extra charge.

30. Amendment of Tender Document: At any time prior to the deadline for submission of E-Tenders, the Bank may amend this document by issuing amendments / corrigendum on RBI website (www.rbi.org.in) and on MSTC portal. Any amendments / corrigendum issued shall be a part of this document. To give prospective tenderers reasonable time in which to take any / all amendments / corrigendum into account in preparing their Tenders. The Bank may, at its discretion, extend the deadline for the submission of E-Tenders.

31. Settlement of Disputes by Arbitration:

a) All disputes and differences of any kind whatever arising out of or in connection with the contract or the carrying out of the works (whether during the progress of the works or after its completion and whether before or after the termination or abandonment or breach of the contract) shall be referred to and settled by the Bank who shall state its decision in writing. Such decision may be in the form of a final certificate or otherwise. The decision of the Bank with respect to any of the excepted matters shall be final and without appeal. But if the Contractor is dissatisfied on any matter, he may within 28 days after receiving notice of such decision, give a written notice to the other party requiring that the matters in dispute be referred for arbitration. Such written notice shall specify the matters, which are in dispute or difference of which such written notice has been given. If both the parties agree, a single arbitrator shall be appointed for the purpose. In case no agreement could be reached on the appointment of single arbitrator, both the parties shall nominate one person each as an arbitrator on their behalf. The arbitrators nominated by the parties shall nominate one more person to act as third arbitrator or umpire.

b) The arbitrator or arbitrators, as the case may be, shall have power to open up, review and revise any certificate, opinion, decision, requisition or notice, save in regard to the excepted matters, referred to in the preceding clause, and to determine all matters to dispute which shall be submitted to arbitration and of which notice shall have been given as aforesaid.

c) The arbitrator or arbitrators, as the case may be, shall make his or their award within One year (or such further extended time as may be decided by him or them as the case

may be with the consent of the parties) from the date of entering on the reference. In case during the arbitration proceedings the parties mutually settle or compromise their dispute or difference, on the parties filing their joint memorandum of the settlement or compromise, the arbitrator or the arbitrators as the case may be, shall make an award in terms of such settlement or compromise.

d) Upon any such reference, the decision on the cost incidental to the reference and award respectively shall be at the discretion of the arbitrator or arbitrators as the case may be, who may determine the amount thereof or direct the same to be taxed as between the party and shall direct by whom and to whom and in what manner the same shall be borne and paid.

e) This submission shall be deemed to be a submission to arbitration within the meaning of the Indian Arbitration and Conciliation Act, 1996 or any statutory modification thereof. The award of the arbitrator or arbitrators, as the case may be, shall be final and binding on the parties. It is agreed that the Contractor shall not delay the carrying out of the works by reason of any such matter, question or dispute being referred to arbitration, but shall proceed with the works with all due diligence and shall until the decision of the arbitrator or arbitrators is given, abide by the decision of the Bank. No award of the arbitrator or arbitrators, as the case may be, shall relieve the Contractor of his obligations to adhere strictly to the Bank's instructions with regard to the actual carrying out of the works. The Employer and the Contractor hereby also agree that arbitration under this clause shall be a condition precedent to any right of action under the contract.

(f) The agreement shall be subject to the jurisdiction of the Hon'ble High Court at Lucknow.

32. Compliance of the requirements of the Minimum Wages Act / Rules and Contract Labour (R & A) Act / Rules and other Laws/Rules/Notification as applicable:

a) The contractor shall be responsible for getting himself registered under the Contract

Labour (Regulation and Abolition) Act, 1970 / the Contract Labour (Regulation and Abolition) Central Rules, 1971 and other relevant laws, whenever it is required. The Contractor shall follow all the relevant provisions of the Contract Labour (R & A) Act, 1970 and Contract Labour (R & A) Central Rules, 1971 and ensure to maintain all the records as prescribed there under and by the Office of the Labour Commissioner (Central).

b) The Contractor shall be responsible to make payment to their workmen strictly in accordance with the provisions of the Minimum Wages Act, 1948 and Minimum Wages (Central) Rules 1950 and the Notifications issued there under by the Government of India from time to time. The contractor shall maintain the relevant records with regard to minimum wages as required under the Minimum Wages Act / Rules / Notifications issued by the Government of India from time to time.

c) The Contractor shall maintain all the documents, Registers and records as required under the Contract Labour (R & A) Act, 1970 / the Contract Labour (R & A) Central Rules, 1971, Minimum Wages Act, 1948 and Minimum Wages (Central) Rules 1950 and any of the applicable labour and general laws/Rules and Notifications issued by the State/ Central Government and make the same available for inspection by the Employer or its officials and the Official of Labour Commissioner (Central) or any other statutory authority conferred with such powers under the respective Laws/Rules.

d) The Contractor shall be responsible to ascertain any changes made applicable in the rates of minimum wages by the Government of India vide their Notification issued from time to time and shall implement the said changes and make payment of wages to their workmen accordingly with immediate effect and maintain all the records updated in this regard and keep the Employer posted with the said development producing the necessary documentary proof without delay.

e) The Contractor shall be responsible for due compliance of the entire statutory conditions and requirements of labour laws as applicable to his workmen such as Industrial Disputes Act, Payment of P.F., ESI Act, Payment of Gratuity, Workmen's Compensations Act. bonus, etc. and any other applicable Laws / Regulations / Rules Notifications issued by State/ Central Government. The successful bidder/contractor

shall commence the work only after furnishing to the Bank the following

- Labour License
- Provident Fund Code Number
- E S I Code Number
- Registration Number
- Maintenance Register of workers
- Police verification of housekeeping staff

f) The Employer shall not, in any manner, be responsible for any act, omission or commission on part of the Contractor and no claim in this respect will lie against the Employer or his representatives.

g) The proof of remittance of statutory contribution of PF (Employer and Employee) and ESI to the appropriate agency, for those workers deployed by the Contractor to execute the contract work in the Bank, must be provided by the selected Contractor/Agency to the Bank every month along with the claim bill, failing which the claim bill shall not be settled.

33. Police Verification of all Workmen / Supervisors / Officials for entering in to the Bank's Premises: The agency shall obtain Police verification report on character and antecedents of its personnel and other details relating to age, educational qualifications, name and permanent address, contact numbers to be provided under this contract along with their passport size photographs before engaging them for duty in Bank's premises. Only able bodied, physically fit, well trained, literate, well mannered, disciplined and honest personnel shall be deployed. A certificate to the effect that Police Verification of all employees deployed in the services of the Bank has been done and are available with the firm, needs to be submitted within one month of start of the contract to the Bank. Bank can verify these at any point of time during the contract duration.

34. Hindi Version of this tender document is for ready reference only. In case of any

doubt/difference arises with reference to the interpretation of any clause of this tender document, English version of this tender document shall prevail for the same.

I/We hereby declare that I/we have read and understood the above conditions and the same shall remain binding upon me/us in case the work is entrusted to me/us.

Signature of Tenderer with seal Address:

Date

Section-G

Part- I: Technical Bid

To,
Regional Director
Reserve Bank of India
Estate Department
Lucknow- 226010

<u>S. No</u>	<u>Particulars</u>	<u>Details to be filled in by the Tenderer</u>
1.	Name of the Organisation	
2.	(a) Type of organisation – (whether Proprietorship / Partnership / LLP / Pvt. Ltd./ Ltd. Company) (b) Date of Establishment (c) Details of Registration (Firm, Company etc.), Registering Authority, Date, Number etc. (not applicable in the case of a sole proprietorship).	
3.	Name of the proprietor/partners/directors of the organisation with designation	

4.	Regd. Office/ Business Address of the organisation along with Telephone No., Mobile No., Fax No. and e-mail. (a) Whether having own office in Lucknow. (b) Address of the local office at Lucknow. (c) Name of the authorised official and his/ her telephone number.	
5.	Work Experience – Details of work experience as per the requirement in the Eligibility Criteria and Terms and Conditions supported by work orders, documents and certificates. The details along with documentary evidence of previous experience, if any, of similar services or the Reserve Bank of India at any centre or government/ semi – Government/ Public Sector undertakings/ Banks/ MNCs should also be given.	
6.	Whether annual business turnover of last three financial years is Rupees 1.08 Crore (Rupees One Crore Eight lakhs only) or more. (Supporting documents to be enclosed)	
7.	Income Tax Returns of three Financial years: F.Y. 2023 – 2024/ A.Y.-2024-25	

	F.Y. 2024– 2025/ A.Y. – 2025-26 F.Y. 2025– 2026/ A.Y. – 2026-27	
8.	Copy of audited Balance Sheets with Profit and Loss Statement for last three financial years 2023-24, 2024-25 and 2025-26.	
9.	Whether registered with Labour Department under the Contract Labour (R & A) Act, 1970 and Contract Labour (Regulation and Abolition) Central Rules, 1971. If yes, indicate the date of registration. (A copy of Certificate/ Registration to be submitted).	
10.	Name and Address of the Banker. The Bankers Certificate regarding financial standing of the Tenderer is to be given by the banker on its letter head as per format attached with this Tender document. (Annex– I)	
11.	Name and Address of the existing clients along with full details. The Clients Report from top three existing clients is required as per format attached with this Tender document (Annex – II)	
12.	The Bank Account (IFSC Code and Account Number) where payments would be received by the	

	Organisation.	
13.	Any Disputes (including with statutory authorities) are pending and details of the stage of proceedings.	
14.	Indicate if involved in any litigation	
15.	Any disputes (including with statutory authorities) are pending and details of the stage of proceedings.	
16.	Copy of the PAN, Tin and GST Registration wherever applicable.	
17.	Provident Fund Account Number	
18.	ESI Number	
19.	License Number under Contract Labour (R&A) Act	
20.	NEFT/ DD of EMD (₹2,16,000/- Rupees Two lakh Sixteen thousand only) deposited in favour of RBI, Lucknow, representing Earnest Money Deposit.	
21.	Copy of Terms and Conditions duly signed by the Authorized person(s).	
22.	Any other document/s required to be submitted, as mentioned above or as demanded by the	

	Bank.	
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Note: The Bank reserves the right to call for proof/ verification of any of the above-mentioned particulars.

Signature:

Name:

Seal of the Contractor

Declaration

(To be submitted in the Technical Bid on the Letter head of the company, duly signed by authorised signatory)

1. The information provided by me/us is true to the best of my/our knowledge and if any information is found incorrect or false, I/we may be debarred from the Tender process/ being awarded the contract.
2. I/We agree to abide by the terms and conditions stipulated by the Bank as mentioned in [Annex-II](#).
3. I/We also agree that our Tender will remain valid for acceptance by the Bank for a period of 90 days from the date of opening of the Tender and this period of validity can be extended for such periods as may be mutually agreed upon between the Bank and us in writing. I/We also agree to keep the earnest money valid during the entire period of validity of Tender.
4. I/We understand that the Reserve Bank of India, Lucknow reserves the right to accept or reject any or all of the Tenders either in full or in part without assigning any reason thereof.

Dated this _____ day of _____ 2026

Signature:

Name:

Seal of the Contractor

Section H

Detailed Area and Scope of Work

(A) Area to be covered -

Property Details:

Sr. No.	Property Particulars	Location	Brief Details / Approximate Area
1.	Main Office Building	Internal	Built Up Area – 9200 sq mt
2.	Annex Building	Internal	Built Up Area – 1614 sq mt
3.	Common Area includes Officer's Lounge, Canteen, staircases, car parking, substation, security booths, toilets/washrooms, lift machine rooms, pump room, Association Rooms, Sport Club Room, Auditorium, Creche and common spaces in Main Office Building and Annex Building etc.	External / Internal	Plot area – 24281 sq mt

Main Office Building (MOB) –

<u>S. No.</u>	<u>Deployment Area</u>	<u>No. of persons required</u>
01.	Supervision of Housekeeping/ Cleaning work Supervisor	01
02.	Cleaning/Sweeping/Mopping of UPP/PAC Guard room including	01

	Washrooms/Toilets	
03.	Cleaning/Sweeping/Mopping of Issue General area – Cabins/Workstations/Rear Staircase/Counters	01
04.	Cleaning/Sweeping/Mopping of P&S Cell and IPCCTV, – Cabins/Workstations/Lockers/Security Area Entrance/Library/DIT & Estate Stores/Changing room	01
05.	Cleaning/Sweeping/Mopping of Banking Hall, Token Counter, Public Waiting Area, Banking Hall entrance, Public Toilets, Gate No. 01, Reception area, Area outside Gate No. 01	01
06.	Cleaning of Male toilets/Washrooms of 1 st Floor (CVPS, Issue, P&S) and cleaning and mopping of vault areas	02
07.	Cleaning of Female toilets/Washrooms of 1 st Floor (CVPS, Issue, P&S) cleaning and mopping and dusting of vault areas	02
08.	Main office entrance (Staff Gate), Lifts, Main Staircase, Open area in front of staff Gate, Path/Stairs up to Flag hoisting area	01
09.	Cleaning/Sweeping/Mopping of 2 nd Floor (RD Cabin, RD Secretariat, HRMD, Rajbhasha Cell, ABCC, CES, FIDD, DOS etc.), Senior officers' cabins, Workstations, Staircases, Meeting Hall, Pantry etc.	02
10.	Cleaning of Male toilets/Washrooms of 2 nd Floor (HRMD, CES, DCBS)	01
11.	Cleaning of Female toilets/Washrooms of 2 nd Floor (HRMD, CES, DCBS)	01
12.	Cleaning/Sweeping/Mopping of 3 rd Floor (Board Room, Conference Room, Estate, DAD, DIT, Area outside Officers Lounge, Staircase, Lift lobby)	02
13.	Cleaning of Male toilets/Washrooms of 3 rd Floor (Officers lounge, Estate, Board Room)	01
14.	Cleaning of Female toilets/Washrooms of 3 rd Floor (Officers lounge, Estate, Board Room)	01
15.	Annex Building (Dispensary, Generator Room, AC Panel Room,	02

	Caretaker office, Changing Rooms, Gomti Auditorium, outside area of staff canteen, Class IV Union Room, Class III Union Room, Officers association Room, SC/ST Union room, Computer Lab, Recreation Club, all lobbies, staircases, all toilets of Annex building)	
16.	Car Parking Area, Two-Wheeler/Cycle Stand, Flag Area Parking, Area behind office, Area in front of Annex Building, Area behind Annex building, All Concrete Roads, both Gates up to 10 mtr area outside gate, Security Watch Towers, Security Guard Post of Gate No. 02	02
	Grand Total	22 (including Supervisor)

I. MOB- Basement, 1st floor, 2nd floor, 3rd floor and lobby area including staircase and in front of lift area at all floors and entrance gates areas at 1st floor, Officer's Lounge and its Kitchen, Lift Machine Rooms, AC Cooling Control Room, Machine Operator Rooms, all the Washrooms (all floors), Record Room, all lobbies, Pantry, Roof area or any other Area as specified by the Bank from time to time.

II. **Annexe Building (AB)** – Dispensary, Generator Room, AC Panel Room, Caretaker office, Changing Rooms, Gomti Auditorium, dining area of staff canteen, Class IV Union Room, Class III Union Room, Officers association Room, SC/ST Union room, Computer Lab, Recreation Club, Creche, all lobbies, staircases, all toilets of Annex building. Ground floor, 1st & 2nd floor complete, lobby, staircase and Vacant Rooms of 3rd floor, Associations Rooms, Sports Club Room, Auditorium, Sub-station, Gen Set Room, all the Washrooms and Banks dispensary, Roof area or any other area as specified by the Bank from time to time.

III. **Outside Main Office Building & Annexe Building** – Car Parking Area, Two-Wheeler/Cycle Stand, Flag Area Parking, Area behind office, Area in front of Annex Building, Area behind Annex building, All Concrete Roads, both Gates up to 10 mtr

area outside gate, Security Watch Towers, Security Guard Post of Gate No. 01 and 02, STP Area Entire concrete area, complete roads, parking area, lobby area, enquiry cabin at main gate, security cabin at staff gate, pump room, Police watch towers (five numbers) and roadside pavements around the outer wall, or any other Area as specified by the Bank from time to time.

(B) Objects covered -

The dry dusting/mopping of the following will be required to be done - Chairs, Tables, Benches, Side Tables, Almirah, Racks, Flower pots, Door Frame Metal Detectors, Cubicles, Work Stations, Chambers, Book Shelves, Grills, Doors, Door Handles, Knobs, Staircase lifts and other Railings, Hard Top Surfaces, dry dusting and vacuum cleaning of carpet and cleaning of cabins, Board Room, Conference rooms, Auditorium and Meeting Rooms at all the floors, blinds, dry dusting of Water Coolers, Photocopier Machines, Fans, Bunk-beds, glass panels, decorative items, Computers, Keyboards, Phones, etc. or any other object / item as specified by the Bank from time to time.

(C) Scope of Work –

C.1 - General Guidelines –

- i. The responsibilities of the House keeping are to provide clean, hygienic, and appealing Bank premises.
- ii. Cleaning of the areas / items on specified frequency as decided by the Bank.
- iii. The Job profile includes the below mentioned jobs-
- iv. Cleaning means dusting, sweeping, mopping either with hand using simple tools such as dusters, brooms, etc. or using advanced tools such as Vacuum Cleaner, Rotatory machines, scooters, etc. Dry dusting/vacuum cleaning of carpet, dry dusting of leather, rexine and fabric sofa sets and blind cleaning in all cabins, Board Room, Conference rooms, Auditorium and Meeting Rooms at all floors.
- v. Sweeping and mopping would automatically include cleaning cobwebs, tiles, staircases and skirting in the said areas.
- vi. Cleaning will be done using standard quality/organic/eco-friendly cleaning material of

reputed brand.

- vii. Keeping the corridor clean at all times even if it means cleaning repeatedly.
- viii. Lifting and disposal of wet and dry garbage daily from garbage chambers and cleaning of garbage chambers at no extra cost.
- ix. Pick up any litter lying in the complete Bank premises (including from garbage bins of lawn and green area).
- x. Any damage or theft of fittings/fixtures will be brought to the notice of the caretaker/security officer immediately.
- xi. Housekeeping will be done as and when required as per the instruction of the client and as instructed by caretaker and Protocol security officers.
- xii. Certain areas like Board Room, Conference rooms, Auditorium and Meeting Rooms may be required to kept neat & clean and ready for back-to-back meetings during the office hours (0730 hrs. to 1530 hrs.).
- xiii. The contractor will be required to post experienced supervisors to supervise the cleaning works from 0730 to 1530 hrs. The Supervisors will be required to report directly to Caretaker and Protocol security officers.
- xiv. The cleaning of common passages, Lifts, Staircases, Entrances, open spaces inside office premises will be required to be done on regular basis to keep these areas neat and clean all the time (during office timings 0730 to 1530 hrs.)
- xv. The duty hours of certain personnel may vary to meet specific office requirements, such as meetings or extended working hours, taking into consideration of eight hours of duty scheduled.

D. Frequency and Area

(a) Cleaning atleast four times a day:

1. Washroom cleaning at Main Office Building and Annex Building (No. of washroom as specified in Scope of Work = 24 at MOB and 8 at AB), washing of tiles on the walls and floors of all toilets with standard organic and eco-friendly approved detergent / suitable liquid including removing of old stains in all toilets including detailed cleaning followed by cleaning of W/C and flooring frequently so that bad odor is removed.

2. Cleaning of washbasin and W/C from inside and out with specified chemicals and soap during their shift and whenever else need arises. Precautions may be taken in cleaning of sensor taps and urinals (sensor based) to avoid any damage to sensor taps/urinals.
3. Drinking water area located at all floors.
4. Moping and cleaning of lift passage area on all floors including passage towards open areas of officer's lounge and staff canteen.
5. Inside the lift.
6. Wash basin areas and drinking water area of officer's lounge and staff canteen.
7. Cleaning of Staff Entrance at MOB.
8. Dry dusting of Pantry / Coffee Vending areas on all floors (excluding coffee vending machines).

(b) Cleaning on daily basis: (Once a day)

1. Cleaning of entire flooring from Basement to third floor including open area of Banking Hall along with counters, lift passage area including Bullion Van lift area, vacant areas at the Annex Building, etc.
2. Cleaning of tables, chairs, cubicles, chambers, furniture and fixtures.
3. Cleaning of entire parking area, Substation and AC plant room etc.
4. Cleaning of staircase of all floors of Main office building and annex building.
5. Cleaning of Record Rooms, cabins, Board Rooms, Meeting rooms, Change Rooms or any other are as specified.
6. Cleaning/dry dusting of lift buttons, lift doors, door handles, doorknobs and dry dusting of computers, keyboards, telephone instruments, photocopier machines, printer/scanner, fax, X-Ray baggage scanning unit, wooden/ glass doors, glass windows, wooden panels/workstations along with electrical fittings etc.
7. Cleaning of Window & Doors Glasses internally.
8. Cleaning all niches and portions under windows and shelves.
9. Cleaning of all cabins of security guards, police towers, security officer's cabin in Banking Hall, security check area, dining area of Officer's lounge and staff canteen, senior

officer's cabins, cubicle, general area of DG set room etc. Weekly deep cleaning of kitchens and dining halls of Officers' lounge, staff canteen will be done.

10. Dispensary, Creche, Association/Union's room, Ambedkar library, common areas, any other room etc. of Annex Building.

11. Cleaning of furniture and fixtures installed at basement and floors up to third floor including all floors of annex building.

12. Collection of garbage, segregation of garbage and disposal/composting of the garbage.

13. Cleaning of cobwebs in entire office premises on daily basis.

(c) Fortnightly Cleaning:

1. All grill gates including grills on walls surrounding the Main Office Building.

2. Extensive/deep cleaning of entire reception areas.

3. Extensive/deep cleaning underneath tables, chairs, workstations, cupboards, almirahs, sofas, etc.

4. Roofs of Main Office Building and Annex Building

5. Deep cleaning of Security Area.

(d) Monthly cleaning:

1. Dry dusting of Computer (Monitor, CPU, Keyboard & Mouse), Printers/ Scanner, telephones, Fax Machines, Photocopier using vacuum cleaner (suction cum - blower) for cleaning of dust and high standard / branded quality/ eco-friendly cleaning material for detailed cleaning of above articles.

2. Cleaning general area of entire AC plant machinery including ceiling, walls, electrical fittings and fixtures.

3. Thorough dusting/cleaning of all furniture, walls, ceiling, electrical fittings and fixtures, glass windows with balcony, workstation, wood paneling, ventilation windows, lift area of all floors of MOB and annex building including toilet walls, ceiling, security check cabins etc.

4. External roofs of police towers, pump rooms, shades etc.

5. Providing organic aroma fragrance (Lemon, Lavender, Jasmine etc.) in Officer's Cabins, toilets.
6. Cleaning of venetian blinds/ vertical blends / curtains/roller blind/ carpet, dry dusting of sofa sets in all cabins, Board Room, Conference rooms, Auditorium and Meeting Rooms at all floors in entire office premises.

(e) Quarterly cleaning

1. Store area in Basement / Ground Floor.
2. MOB water tank room with pump, record vaults.
3. Cleaning of external wall, removing shrub outgrowth of the Main Office Building from outside entirely.
4. Cleaning of Window & Doors Glasses externally. (Approachable height)

(f) Half Yearly cleaning:

1. Cleaning of Office Gates, surrounding walls and grills of the Office Complex.

(g) The contractor should use following approved/ any other equivalent biodegradable cleaning materials approved by Bank:

Cleaning material – Taski R2, R3, R6 or equivalent for toilets, floor cleaning/ bathroom cleaning and cleaning windowpanes/fans/mirrors/kitchen slabs/equipments etc.

(h) Permanent kind of stains inside the bathroom can be cleaned with the help of stain removers like “Easy Off Bang” or similar. Contractor should keep/provide stock of cleaning materials/ machines for use to ensure state of the art cleaning such as scrubbing machines dusters/ mops detergents/ washing powder, brooms, sponges, garbage sacks, polish, phenyl acid, ladder, vacuum cleaner, different types of brushes for dusting, liquid items cleaning, oil stain remover, bleaching liquid, bleaching powder, cleaning acid etc.

(i) Deep cleaning will be done on Saturdays.

(j) The bidder shall take into consideration the requirement of posting of reliever in case

of absenteeism without any additional payment or charges from the Bank.

(k) The cleaning material used will be of standard quality to avoid damage to any fixtures/tiles/flooring etc.

Signature of Bidder with stamp/Date

Section- I

Terms and Conditions of Contract

1. **Agreement:** On receipt of intimation from the Bank the acceptance of his/ their tender, the successful Tenderer shall be bound to sign the formal Contract Agreement within Fourteen (14) days, in accordance with the draft agreement and the Schedule of Conditions, but written acceptance by the Reserve Bank of India of a tender will constitute a binding contract between the Reserve Bank of India and the Person so tendering, whether such formal agreement is or is not subsequently executed within the stipulated period of fourteen days. Unless the Contract Agreement is signed, no payment shall be entertained by the Bank. The final draft agreement shall be provided to successful bidders / tenderers / contractors by the Bank. The terms and conditions of this tender document shall form part and parcel of the final draft agreement. The agreement shall be executed in duplicate. One copy will remain in the custody of Employer and the second set of copy will remain in the custody of Contractor. The Agreement shall be made on necessary stamp paper (having worth equal to applicable stamp duty in the state of UP) and the cost of necessary stamp duty on both the documents shall be borne solely by the Contractor.

2. **Duration of Contract & Review:** The contract may be awarded initially for a period of six months (**October 01, 2026, to March 31, 2027**) as decided by the Bank and can be renewed for a period of 02 more years but not more than One year at a time, if the services provided by the contractor are found satisfactory. If within the first three months the work is found unsatisfactory, the contract can be terminated by giving one month notice.

3. **Nature of Work:** Work/job to be undertaken by the contractor through employment of Labourers /workers/employees is not of permanent nature.

4. **Subletting Contract:** The Contractor shall not assign or sublet any portion of the Contract. The Contractor shall make all arrangements for carrying out the work as per the terms and conditions of the contract; the employer will not provide any kind of assistance in the form of men/ material. In case of breach of these conditions, the Employer may

serve a notice in writing on the Contractor rescinding the contract whereupon the security deposit shall stand forfeited to the Employer, without prejudice to his other remedies against the Contractor.

5. **Earnest Money Deposit:** EMD of the successful Tenderer /Bidder shall be returned on receipt of the Performance Bank Guarantee and will not carry any interest.

6. **Performance Bank Guarantee:** The Contractor has to provide Performance Bank Guarantee (to be arranged by the contractor at his own cost) in the form of irrevocable Bank Guarantee issued by a scheduled Bank in the prescribed proforma as given in [Annexure III](#) of the tender document within fourteen (14) days of the award of the tender.

The above-noted Performance Guarantee shall be valid up to the satisfactory completion of the work in all respects and shall have to be renewed by the contractor upto extended completion time, if any. In case, the contractor fails to comply with any of the above conditions, the Bank will be at liberty to invoke the Guarantee based on the certificate issued by the Bank's Security Officer.

7. **Deductions from EMD/Performance Bank Guarantee:** All compensation or other sums of money payable by the contractor to the Bank under the terms of this Contract may be deducted from the dues payable / performance Bank Guarantee if the amount so permits, and Contractor shall, unless such deposit as become otherwise payable, within ten days after such deduction make good the amount so deducted.

8. Working Hours:

a) The agency is required to deploy their staff for 6 days a week generally for 8 working hours working as per timing to be mutually agreed upon as decided by the Bank (excluding 1 hour lunch break). However, for the emergency work, the staff have to continue to work till the emergency work is over including holidays.

b) The working Hours of the Staff deployed are required to be in consultation with Bank's Caretaker & Security Officers and the Agency has to ensure that sufficient number of staff are present at all times.

c) The supervisor will also do a continuous hourly check of the work being done by the agency staff. He / She should check the washrooms at regular hourly intervals and maintain a log book of the same. The Log book will be daily put up to Bank's Care Taker and Security Officer the next day and will be scrutinized and verified by them.

9. General Terms & Conditions:

(i) The agency has to deploy a minimum of **22 trained and experienced persons [21 cleaning staff (unskilled) and 01 supervisor (semi-skilled) every day]**

(ii) The agency shall deploy their personnel only after obtaining the Bank's approval, duly submitting details of these personnel. Before changing the staff, the agency shall give prior information and seek permission of the Bank to do so. The contractor shall maintain a proper record of the work done on daily, weekly, fortnightly, monthly, quarterly and half yearly basis. The contractor will also maintain record of cleaning material procured during the month countersigned and monitored by caretaker and certified by Protocol and security officers.

(iii) The agency should ensure that the staff deployed is medically fit and free from contagious diseases.

(iv) It is the responsibility of the agency to ensure that the minimum required strength of staff is deployed on all days (except Sunday and Holiday) and whenever specifically instructed to do on holidays/Sundays.

(v) The agency shall engage trained and experienced men/women duly trained for the job and are fit and able to perform their duties.

(vi) Ensure that his/her employees, while on the premises of the colony or while carrying out their obligation, observe the standards of cleanliness, decorum, security, safety, good behavior and general discipline laid down by the Bank or its authorized agents and the Bank shall be the sole judges as to whether or not the Contractor and/or his employees

have observed the same.

(vii) In case any of agency's personnel(s) deployed under the contract is (are) absent, a substitute shall be provided by the agency immediately. In case of absence without providing a substitute, Bank reserves the right to impose a penalty equal to the daily wages of the absent personnel and the same shall be deducted from the agency's bills.

(viii) For deficiency in services and serious inconvenience caused to the Bank and its officials, liquidated damages not exceeding 25% of the estimated bill for the relevant month may be levied. However, the Bank will levy it only after giving due notice. In case of dispute an appeal may be made to the Regional Director, whose decision will be final in the matter. However, the Bank reserves the right to impose penalty charges up to 10% of the contract amount. In the event of penalty charges reaching 10% of the contract amount, the Bank reserves its right to terminate the contract and the Tenderer shall be liable for risk and cost. The following penalty framework shall be applicable under the contract. However, the Bank is free to levy higher penalty in any of the scenarios and the decision of Bank shall be final and binding with respect to imposition and enforcement of penalty:

S. No.	Penalty for Instances				
	Instance	First	Second	Third	Fourth
1	Non-performance/ Delay in completion of work (daily, weekly, monthly, quarterly, half yearly)	₹1000/- And Other Action as the Bank may deem fit.	₹ 3000/- and Other Action as the Bank may deem fit.	₹5000/- and Other Action as the Bank may deem fit.	Termination of Contract, invoking of Performance Bank Guarantee and blacklisting
2	Use of abusive language with staff	₹5000/- and Other Action	₹10000/- and Other	₹20000/- and Other	

	members	as the Bank may deem fit.	Action as the Bank may deem fit.	Action as the Bank may deem fit.	Termination of Contract, invoking of Performance Bank Guarantee/ Forfeiting of Performance Security
3	Non maintenance of statutory and other registers/documents or Non submission of required documents sought by the Bank / non submission of documentary evidence	₹5000/- and Other Action as the Bank may deem fit including intimation to statutory authorities.	₹10000/- and Other Action as the Bank may deem fit including intimation to statutory authorities.	₹20000/- and Other Action as the Bank may deem fit including intimation to statutory authorities.	
4	Non submission of/delayed bills	₹500/- and Other Action as the Bank may deem fit.	₹1000/- and Other Action as the Bank may deem fit.	₹2000/- and Other Action as the Bank may deem fit.	

5	Employment of Minors/ Wages not being paid / Non adherence to	₹5000/- and Other Action as the Bank	₹10000/- and Other Action as the Bank	₹20000/- and Other Action as the Bank	Deposit and blacklisting
6	Non-wearing of uniforms by Agency's employees / untidy uniform.	₹1000/- and Other Action as the Bank may deem fit.	₹3000/- and Other Action as the Bank may deem fit.	₹5000/- and Other Action as the Bank may deem fit.	₹10000/- and Other Action as the Bank may deem fit.
7	Change of manpower without intimation and approval of the Bank	₹5000/- and Other Action as the Bank may deem fit.	₹10000/- and Other Action as the Bank may deem fit.	₹20000/- and Other Action as the Bank may deem fit.	₹50000/- and Other Action as the Bank may deem fit.
8	Deployment of less manpower than agreed without acceptable justification	Minimum wages per person per day			

- a. Every employee so engaged by the agency shall wear company I-Card, uniform having firm's name and logo, shoes/sandals and a badge bearing his/her name, cap, while on duty. These are to be provided by the agency at its own cost. Uniform should consist of upper and lower wear with prominent marking of company including winter wear for easy identification.

- b. All personnel/ employees/ workmen employed by the contractor shall be in the age group of 18-50 with good health and sound mind. The Bank has the right to ask for the removal of any person of the agency, who is not found to be competent and orderly in the discharge of his duty.
- c. The agency shall not engage any sub-agency or transfer the contract to any other person in any manner. The contractor shall not allow or permit his employees to participate in any trade union activities or agitation in the premises of the Bank.
- d. The agency shall obtain **Police Verification Report on character and antecedents of its personnel and other details relating to age, educational qualifications, name and permanent address, contact numbers to be provided under this contract along with their passport size photographs before engaging them for duty in Bank's Main Office Building.** A certificate to the effect that Police Verification of all employees deployed in the services of the Bank has been done and are available with the firm, needs to be submitted within one month of start of the contract to the Bank. Bank can verify these at any point of time during the contract duration.
- e. Agency should ensure that all persons deployed are insured, for which no extra payment will be made by the Bank. The Bank will not be liable for any damages/injuries to persons as a part of execution of this contract. All liabilities arising out of accident or death while on duty shall be borne by the agency.
- f. The agency and its staff shall take proper and reasonable precautions to preserve from loss, destruction, waste or misuse the areas of responsibility given to them by the Bank and shall not knowingly lend to any person or company any of the effects of the Bank under its area of responsibility.
- g. The agency shall be responsible to maintain all property and equipment of the RBI provided to it. Any damage or loss caused by agency's persons to the Bank in whatever shape would be recovered from the agency.
- h. In the event of any loss occasioned to the Bank, as a result of any lapse on the part of the agency, the said loss shall be claimed from the agency up to the value of the loss. The decision of the Regional Director, RBI Lucknow will be final and binding on the agency.

- i. Any liability arising out of any litigation or any act of Agency's personnel shall be directly borne by the agency including all expenses/fines. The concerned agency's personnel shall attend the court as and when required.
- j. If any money shall, as the result of any instructions from the Labour authorities or claim or application made under any of the Labour laws or Regulations, be directed to be paid by the Bank, such money shall be deemed to be payable by the agency to the Bank within fifteen days. The Bank shall be entitled to recover this amount from the agency by deduction from money due to the agency.
- k. The Vendor shall indemnify and hold the Bank harmless from and against all claims, damages, losses and expenses arising out of, or resulting from the works/services under the contract provided by the agency.
- l. The Bank shall not be under any obligation for providing employment to any of the worker of the agency after the expiry of the contract. The Bank does not recognize any employee employer relationship with any of the workers of the agency.
- m. If as a result of post payment audit any overpayment is detected in respect of any work done by the agency or alleged to have done by the agency under the Tender, it shall be recovered by the Bank from the agency.
- n. In the event of any provisions of the contract requiring modification after the agreement has been signed, the same shall be made in writing and signed by the Bank represented by its authorised officer and the Agency or his authorized representative. Such modifications will not be effective until the same have been signed by both the parties.
- o. The Agency will maintain a register in which day to day deployment of personnel will be maintained. While raising the bill, the deployment particulars of the personnel engaged during each month, shift wise, if any, duly countersigned by Caretaker and Security Officer should be shown. The agency has to give an undertaking regarding payment of wages as per Govt. rules and laws in force.
- p. The Bank will not provide accommodation to the agency in the Bank's premises.
- q. In the event of termination of the contract for any reason whatsoever, the agency/ or persons employed by him or his agents shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.

r. The Contractor shall ensure payment of minimum wages to the workman employed by him/them and obtain their signature or thumb impression on the wage slip in the presence of the Bank's authorized officer assigned for this work. The register shall be submitted to the Bank after every payment to the workmen. In addition, he/they have to provide essential amenities like drinking water, first aid facility etc. to its employees as per Contract Labour (Regulation and Abolition) Act, 1970. The agency/Contractor has to give undertaking on Non Judicial Stamp paper of applicable value before the award of the work that he undertakes to actually pay wages to all the labourers of all descriptions to be engaged by him for completion of that particular job/work at the rate which is not less than the one prescribed under minimum wages under CLRA Act, 1970 and also keep the principal employee indemnified against all the actions that may be initiated against the principal employer by the Statutory Authorities for his failure to pay such wages and provide the essential amenities.

s. The Contractor shall obtain a license as contemplated under Contract Labour (Regulation and Abolition) Act 1970 or any other law as applicable, failing which he alone would be responsible for actions/proceedings ensuring there to. The Bank shall not be held responsible for acts, commissions or omissions of the Contractor and shall in no way be made liable to the labourers engaged by the Contractor.

t. The Contractor shall indemnify and keep indemnified the Bank against all losses and claims, damages or compensation for breach of any provisions of the Payment of Wages Act, 1936, Minimum Wages Act, 1948, Contract Labour (Regulation and Abolition) Act, 1970, The Employees Provident Fund (and Miscellaneous Provisions) Act, 1952, Payment of Bonus Act, 1965 or any other rules / regulations / statute / Notifications issued by the State/Central Government. The Contractor solely shall be responsible for liabilities, if any, in this regard.

u. The Bank prefers that the Agency should pay their staff salary at-least by 10th of every month by means of NEFT/RTGS/Cheque and for this purpose a bank account should be maintained by their staff. 66

v. The Agency should submit a certificate every month along with the next month invoice from the second month itself that the wages to all his staff deployed in the

Bank have been paid complying all Govt. Rules and Regulations and according to Minimum Wages Act 1948. Without this certificate the bill payment will not be processed.

w. The Bank reserves the right to ask the Vendor to deposit the proof of depositing employee's contribution towards PF/ESI/wages or any other component etc. of each employee on monthly basis.

x. The payment to the agency for the work done/service provided shall be made on monthly basis subject to the following:

(a) The work has been satisfactorily executed, as per the Terms & Conditions of the contract, for the month for which the agency has raised the bill.

(b) The disbursement of the wages to the workers has already been done by the agency for the month for which the payment to the agency is under consideration.

(c) Written records for having made these payments may be asked by the Bank at any time for its verification.

(d) The Quantity prescribed in the Bill (BOQ) is only indicative and shall be subject to change at the Bank's discretion. Payment shall be made based on the actual quantum of work executed.

y. The Bank will deduct Income Tax at source under Section 194-C of Income Tax Act., from the agency at the prevailing rates of such sum as income tax on the income comprised therein. Any other statutory deductions, if required shall also be made as applicable.

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

aa. The agency shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same. The agency shall submit copies of acknowledgements evidencing filing of returns every year and shall keep the Employer fully indemnified against liability of tax, interest, penalty etc. of the agency in respect thereof, which may arise.

10. Payment to Contractor:

a. The payment will be made on monthly basis on actuals/ pro-rata basis subject to satisfactory service.

b. When any housekeeping is carried out to any of the Banks' areas, the record giving full details duly signed by the caretaker of the Bank is essential for settling the bills.

c. The concerned caretaker shall submit the certified bill to the Security Officer who shall finally scrutinize and certify prior to payment. Payment shall be made through E- mode (NEFT).

11. Escalation Clause: The Statutory Charges will be proportionately varied as and when, the Minimum Wages/GST/any other statutory charges, taxes etc. are revised by

the Labor Commissioner/Statutory authority, such revised rates will be binding on both the parties.

12 Payment by Contractor to Contract Workers:

a. Tenderer is advised to ensure payment of wage to all employees including contract workers only through bank account.

b. Being a Principal Employer the Bank shall be at liberty to call upon the tenderer to submit the evidence in respect of complying with this condition at Bank's discretion.

c. Photocopy of Wage slips duly signed by Contractor and counter signed by each labourer to be submitted to Bank.

The contractor will have to comply with the provisions of the Minimum Wages Act and other statutory obligations (i.e., the Employees Provident Fund, Employee State Insurance Corporation etc.) and submit proof of payment in respect of the same to the Bank. (This should include bank account details regarding payment of Employees Provident Fund, ESIC premium and wages). Labourers/Workers if deployed on National Holidays shall be compensated appropriately by contractor and the charges/expenditure for the same are to be borne by the contractor. The same may be accounted for during submission of price bid.

e. The contractor shall provide annual health check for employees above 40 years of age at his own cost.

13. **Liquidated damages:** will be levied in following manner: In case of the requisite number of services for the duration of time as mandated on daily basis are not made available, Bank shall recover Damages on Pro-rata basis in respect of deficiency in number of services provided/ work executed and/or deficiency in duration of service (in hours), subject to a maximum of 10% of contract value.

14. **Sexual Harassment:**

The Contractor shall comply with the provisions of “**The Sexual Harassment of Women at Work Place (Prevention, Prohibition and Redressal) Act, 2013**”. In case of any complaint of sexual harassment against its employee within the premises of the Bank, are brought to notice of the Bank, Bank will undertake action that may deem fit, including criminal proceedings and Termination of contract/agreement.

a) 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.

b) The Contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the Contractor, for

instance any monetary relief to Bank's employee, if sexual violence by the employee of the Contractor is proved.

c) The Contractor shall be responsible for educating its employees about prevention of sexual Harassment at work place and related issues.

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

16. **Termination of Agreement:** Without prejudice to what is contained herein above, the Bank shall at its sole and absolute discretion, be entitled to terminate this agreement forthwith by written notice without assigning any reason and without payment of any compensation, if In the opinion of the Bank (which shall not be called in question by the Contractor and shall be binding on the Contractor) the Contractor fails or refuse to implement this agreement to the Bank's satisfaction and/or.

- a) The Contractor commits a breach of any terms and conditions of this agreement and/or.
- b) The Contractor is adjudged an insolvent or a compromise is entered by him with his creditors or if distress or executions or other process is levied upon or receiver is appointed for any part of the assets or property of Contractor and/or,
- c) For any reason whatsoever, the Contractor becomes disentitled in law to perform his obligations under this agreement and/or.
- d) There is any variation in the ownership/partnership or management of the Contractor or his business without the prior approval in writing of the Bank to such variation.
- e) In the event of termination of this agreement for any reason whatsoever, the Contractor/or persons employed by him or his agents shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise⁷⁰

17. That the Bank shall not be responsible for payment of any compensation for death of or injury or accident to any of the deployed Staff which may arise out of and

in the course of their duties and employment. It is agreed and understood that the Contractor shall alone be liable to pay such damages or compensation to such deployed Staff and their families.

That all precautions shall be taken by the Agency towards the safety of its employees deployed at the Bank and it will be the sole responsibility of the Agency towards any untoward incident i.e. compensation etc., to its employees.

18. Award of Contract:

a) The Bank will award the contract to the successful evaluated bidder as per fulfilment of all the terms and conditions to this Tender.

b) The Bank will communicate the decision through a "Letter of Offer".

c) The successful bidder will be required to execute a contract agreement within a period of fourteen (14) days from the date of issue of Letter of Offer.

d) The successful bidder shall be required to furnish a Performance Bank Guarantee within fourteen (14) days of receipt of "Letter of Offer" for an amount of 5% of the contracted value in favour of Reserve Bank of India, Lucknow.

e) The Performance Bank Guarantee shall remain valid for a period of 60 days beyond the date of completion of all contractual obligations.

f) In case the contract period is extended further, the validity of Performance Bank Guarantee shall also be extended by the agency accordingly.

g) The successful bidder may be assigned additional area of the Bank for the purpose of providing Housekeeping Services on the rates and terms mutually acceptable.

h) The successful bidder shall mention, in the prescribed Performa, the number of personnel including supervisors he proposes to deploy on day-to-day basis, for the smooth execution of the work.

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i) The bidder shall mention the list of cleaning equipment, major tools, cleaning materials etc. that he proposes to use in smooth execution of the work.

I/We have read the General Information, Scope of Work, Terms & Conditions explicitly mentioned above and accept the same to execute the contract, if awarded.

SIGNATURE & SEAL OF THE APPLICANT

(Please sign at the bottom of all pages)

Section J: Safety Code

1. First-aid appliances, including adequate supply of sterilized dressings, cotton wool shall be maintained in a readily accessible place for the use of staff deployed by the Tenderer.
2. In case of any mishap, the injured person shall be taken to a public hospital without loss of time, where the injury necessitates hospitalization.
3. Workers employed shall be provided with protective footwear and rubber hand gloves as per requirement.
4. Suitable and strong scaffolds should be provided for workmen for all works that cannot be safely done from the ground.
5. No floor, roof or other part of the structure shall be overloaded with debris or materials as to render it unsafe.
6. Hoisting machines and tackle used in the works, including their attachments, anchorage and supports shall be in perfect condition.
7. Fire safety measures shall be adhered to as per local bye laws.
8. Whenever electric power is used for attending works, prior permission has to be taken from Bank's Electrical Engineer

Date:

Signature of Tenderer

Section: K- Schedule of Quantities

E-Tender for Annual Maintenance Contract for Providing Housekeeping and Cleaning Services for Office Premises of Reserve Bank of India, Lucknow

Table :1-This is for illustrative purpose only and the Price Bid should not be submitted with Part I –Technical Bid. It should be submitted online in MSTC Portal and no Enclosure should be enclosed with Part- II

Wages for one year

Wage and other statutory component calculation		
	Semi-Skilled	Unskilled
Basic +VDA/day **	918.00	827.00
Basic +VDA per Month (calculated for 26 days as per Ministry of Labour and Employment Gazette Notification dated May 08, 2026) for 1 Semi-Skilled and 21 Unskilled workmen per Month	23,868.00	4,51,542.00
Total wage component (Item no 1) for 1 Semi-Skilled and 21 Unskilled workmen per Month	4,75,410.00	
EPF @ 13%/Month(minimum)	1,950.00	40,950.00
ESI @ 3.25%/Month	NA	NA
Bonus @ 8.33%/Month (as applicable)	1988.20	37,613.45
Gratuity	As applicable	As applicable
EPF+ESI+Bonus+Gratuity as applicable per Month	3,938.20	78,563.45
Total statutory component (Item no 2) for 1 Semi-Skilled and 21 Unskilled workmen per Month	82,501.65	
** Bidder should quote minimum this rate while quoting the bid, rates quoted less than this will be liable for rejection.		
Sl. No.	<u>CALCULATION</u>	
A.	Minimum Wage Components: –. Gross Wages of total employees for one year: The amount is inclusive of Basic Wages (Minimum) (plus Variable Dearness Allowance) House Keeping Staff (Unskilled) and Supervisor (Semi-Skilled) according to Minimum Wages Act of Government of India, applicable Employees State Insurance (ESI), Employees Provident Fund (EPF), Gratuity and Bonus. (Minimum Wage + Statutory Components)	

	<u>Wage Component</u> Manpower deployment charges (excluding GST)	12	Month	4,75,410.00 per Month	57,04,920.00 per year
	<u>Statutory Components pertaining to wages</u> (i) Contribution towards EPFO (ii) Administrative charges under EPFO (iii) EDLI Contribution (iv) Gratuity & Bonus (excluding GST)	12	Month	1,05,363.15 per Month	9,90,019.84 per year
Variable Component:					
B	Service Charges – expenses as applicable (Minimum 3% of A)			Percentage to be quoted in MSTC.	
C	Cost of Day-to-Day materials including Maintenance tools & tackles, machinery/safety equipment cleaning materials as detailed in the tables below			Rates to be quoted in the excel file uploaded on MSTC.	
D	Uniform charges and uniform maintenance, charges towards Insurance-Workmen Compensation Policy, Third Party Liability Policy, Labour welfare fund and other miscellaneous charges (applicable as per the scope of work in the tender)			Rates to be quoted in the excel file uploaded on MSTC.	

- (i) **Cleaning material** – List of Cleaning Materials that would be Required on Monthly Basis:

S.No.	Items	Quantity per month	Unit
1	Acid	10	litre
2	Concentrator	10	litre
3	Phool Jhadu (broomstick)	15	No.
4	Nariyal Jhadu	15	No.
5	Yellow Duster	20	No.
6	Table Duster	20	No.
7	Floor mop/poncha	20	No.
8	Phenyl goli	1	Kg
9	Urinal phenyl tablet (like sani fresh, etc)	12	Pkt
10	Cleaner liquid – Tasky R6 or Equivalent	15	litre
11	Dry mopper	3	No.
12	Big wiper	3	No.
13	Small Wiper	3	No.
14	Scrubber (like scotch brite, etc.)	4	No.
15	Toilet freshner (like odonil, godrej, Air Wick etc.)	30	No.
16	Soap bar (Large Size)(popular brands like Dettol, lifebuoy, savlon etc)	15	No.
17	Air freshener (like odonil, odonil, godrej, Air Wick etc.)	15	No.
18	Liquid soap-1 litre bottle (Dettol, lifebuoy, savlon etc))	35	No.
19	Floor cleaner liquid Tasky R2 or Equivalent	15	No.
20	Detergent (Rin, Surf Excel, Ariel, Tide etc.)	6	Kg

21	Garbage bag small- 24" (120 micron)	1500	No.
22	Garbage bag – Big 36" (120 micron)	600	No.
23	Glass cleaner Tasky R3 or equivalent	5	Litres
24	Transparent bucket	1	No.
25	Bleaching agent – Tasky Spiral or equivalent	5	Litres
26	Urinal Pads	46	No.

ii. Machinery/safety equipment's to be provided after advised from the Bank-

S.No.	Item	Quantity
1	Jet Machine	01
2	Single Desk Machine	01
3	Industrial Purpose Vacuum Cleaner	02
4	Caution Boards	06
5	Wringer trolley	05
6	High level Comb web stick	01
7	Glass cleaning kit	02

➤ Bidders must keep in mind the following:

- The price should be quoted for one year.
- While quoting wage component that if they quote lower than the minimum amount, they shall be liable for **disqualification**.
- While quoting **Service Charges, amount/percentage lower than the minimum 3% of (Wages + Statutory Components pertaining to wages)**, shall be liable for **disqualification**. they should include all expenditure on providing managerial supervisory/ administrative services to get the work done through their deployed Housekeeping Staff.
- Offering “zero”/ irrational/ unreasonable/ unworkable quotes shall be liable for **disqualification**.
- They shall satisfy themselves about the quantity of cleaning materials required for execution of the work. Agency may visit the site to assess the

quantum of work before submitting the bids. If they desire so.

- Minimum rates of wages (plus VDA) calculated as per the Notification issued by the Chief Labour Commissioner (Central); Ministry of Labour & Employment applicable from April 01, 2026. Any future increase or decrease in these statutory rates like Minimum Wage, VDA, EPF, ESI, GST, Gratuity and Bonus, etc., by the appropriate authority shall be binding on both the parties and shall be paid by the Bank accordingly.
- Statutory payments EPF and ESI, if applicable, are calculated according to latest rules and regulations stipulated by respective authorities Employees' Provident Fund Organization and Employees' State Insurance Corporation.
- Bonus, if applicable, is calculated as per the latest amendment [The payment of Bonus(Amendment) Act, 2015 notified on 01.01.2016] made effective from 01.04.2014.

Details of Bankers
(On Agency/ Vendor letter head)

(Annex I)

S.No	Particulars	Details
1.	Name of the Banker:	
2.	Name of the Branch and its Complete Postal Address:	
3.	Name and job title of the Contact Person along with his/her Telephone	
4.	No(s) and Fax No(s)., etc.	
5.	Type of Account:	
6.	Account Number:	
7.	IFSC Code:	
8.	Whether Credit facility / Overdraft Facility enjoyed by the Contractor:	
9.	The period from which the Contractor has been banking with the Banker:	
10.	Any other information which the Contractor may like to furnish about its Banker	

Authorised Signatory

(With Name and Seal)

Clients Report
(On Client's Letterhead)

Annex II

1	Work order/reference No. and Agreement Date	
2	Gross Value of the Contract (in Rupees)	
3	Date of commencement of Contract	
4	Whether the Service carried out as per agreement and the scope of the work entered with the Firm	
5	Reason for delay (If any) and whether any penalty/liquidated damage, if any, was imposed on the firm	
6	Comments on capabilities of the firm (indicate grading)	
	a) Quality of Security provided by the firm	Outstanding/VeryGood/Good/satisfactory/Poor
	b) Technical proficiency/competence	Outstanding/VeryGood/Good/satisfactory/Poor
	c) Integrity and reliability of the partners/proprietors of the firm	Outstanding/VeryGood/Good/satisfactory/Poor
	d) Integrity and reliability of the Personnel deployed	Outstanding/VeryGood/Good/satisfactory/Poor
	e) Dealings in the execution of the work, adherence to schedule and time	Outstanding/VeryGood/Good/satisfactory/Poor
7	Did the firm go for arbitration?	
8	Any other information in your view will help us in making our decision	

(On Client's Letter Head) Performance details of the Firm: M/s.....Located
at.....

Name & Signature of the Reporting Officer (with Office Seal)

Place:

Date:

Proforma for 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
Lucknow

Dear Sir,

**Contract for Annual Maintenance Contract for Housekeeping Services at
Office Premises, Reserve Bank of India, Lucknow**

WHEREAS

Reserve Bank of India, having its Central Office at Shahid Bhagat Singh Road, Mumbai, through its office at Reserve Bank of India, Gomti Nagar, Lucknow- 226010 (hereinafter called "the RBI") has awarded the Contract for the captioned work (hereinafter called the "Contract") to M/s (Name of the Contractor) (hereinafter called "the said Contractor", which expression shall include its successors and assigns).

AND

Whereas the Contractor is bound by the said Contract to submit to Reserve Bank of India, Lucknow a Performance Bank Guarantee⁸² for a total amount of ₹ ----- for the due fulfilment by the said Contractor of the terms and conditions contained in the contract. We,

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

NOW THIS GUARANTEE WITNESSETH

1. We (Name of the Bank) do hereby agree with and undertake to RBI, their
Successors, assigns that in the event of the RBI coming to the conclusion that the
Contractor has not performed his obligations under the said conditions of the
Contract

or have committed a breach thereof, which conclusion shall be binding on us as well
as the said Contractor; we shall on demand by the RBI, pay without demur to the RBI,
a sum of ₹ -----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 ₹
--

2. We also agree to undertake and confirm that the sum not ₹ ----- as aforesaid
shall be paid by us without any demur or protest, merely on demand from the RBI on
receipt of a notice in writing stating that the amount is due to them and we shall not
ask for any further proof or evidence and the notice from the RBI shall be conclusive
and binding on us and shall not be questioned by us in any respect or manner
whatsoever. The Bank shall pay to RBI any money so demanded notwithstanding
any dispute/disputes raised by the Contractor in any suit or proceedings pending
before any Court, Tribunal or Arbitrator/s relating thereto and the liability under this
guarantee shall be absolute and unequivocal. We undertake to pay the amount
claimed by the RBI within a period of one week from the date of receipt of the notice
as aforesaid.

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

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

a) Any forbearance or commission on the part of the RBI in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said Contract and/or hereunder or granting of any time or showing of any indulgence by the RBI to the 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 ₹ ----- Our liability under these presents shall not exceed the sum of ₹ --

b) 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.

c) This guarantee shall remain in force up to Sixty (60) days beyond the Defect liability period 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.

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

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

For and on behalf of (Name of the Bank)

Signature and Seal of authorized Bank

official Name:

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Designation

Stamp/ Seal of the Bank

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

Witness 1

Signature

.....

Name

.....

Address

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

Part II

Financial Bid (Annex-A)

Wage and other statutory component calculation		
	Semi-Skilled	Unskilled
Basic +VDA/day	918	827
Basic +VDA per Month (calculated for 26 days as per Ministry of Labour and Employment Gazette Notification dated May 08, 2026)	Auto Calculated	Auto Calculated
Total wage component (Item no 1) for 1 Semi-Skilled and 18 Unskilled workmen	Auto Calculated	
EPF @ 13%/Month	1950	40950
ESI @ 3.25%/Month	NA	NA
Bonus @ 8.33%/Month	Auto Calculated	Auto Calculated
Gratuity	As applicable	As applicable
EPF+ESI+Bonus+Gratuity as applicable per Month	Auto Calculated	Auto Calculated
Total statutory component (Item no 2) for 1 Semi-Skilled and 18 Unskilled workmen	Auto Calculated	

Item no	Description of Item	Quantity	Unit	Rate (excluding GST)	Total/Year (including GST)
1	<u>Wage Component</u> Manpower deployment charges for carrying out the work under the scope of the work, terms & conditions mentioned in the tender. The bidder shall not quote rates for this component. The amount is arrived as per Annex-A of the tender.	12	Month	Auto Calculated as per the rates quoted above at (Basic +VDA/day)	Auto Calculated as per the rates quoted above at (Basic +VDA/day)

2	<u>Statutory Components pertaining to wages</u> (i) Contribution towards EPFO (ii) Administrative charges under EPFO (iii) EDLI Contribution (iv) Bonus & Gratuity The bidder shall not quote rates for this component. The amount is arrived as per Annex-A of the tender.	12 86	Month	Auto Calculated as per the rates quoted above at (Basic +VDA/day)	Auto Calculated as per the rates quoted above at (Basic +VDA/day)
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3	Contractor profit and Overheads / Service Charges (min. 3%) for Item 1 & 2= % of Item No (1+2)	12	Month	Percentage number to be quoted in MSTC	Auto Calculated as per the rates quoted beside
4	Day-to-Day including Maintenance tools & tackles, Cleaning materials as detailed in Annexure "A" and Section "I" of tender document	12	Month	Rates to be quoted in MSTC	Auto Calculated as per the rates quoted beside
5	Cost of set of two new uniform twice in a year to the workers, safety shoes, gumboots, helmet, cost of providing one matching jacket/ pull over/ sweater in winters, transportation costs, lifting of debris, freight charges, all other incidental costs and other charges towards Workmen Compensation Policy, Third Party Liability Policy, Labour welfare fund and other miscellaneous charges (applicable as per the scope of work in the tender)	12	Month	Rates to be quoted in MSTC	Auto Calculated as per the rates quoted beside
6	Total including GST				Auto calculated

Place:

Name & Signature of the Contractor

Date:

DO NOT UPLOAD THE RATES FOR THE SAID WORK ALONG WITH THE TECHNICAL DOCUMENTS.

Important Instructions:

- A. The bidders shall satisfy themselves about the correctness of the quantity. 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.
- B. Bidders offering “zero/nil” quotes shall be liable for disqualification. Further, in case of abnormally low/high bids, the Bank may seek written clarifications from the Bidder, for a detailed price analysis of its Bid price. If reasons found reasonable only then Bank will award the work. There will not be any changes to the quoted rates.
- C. No Enclosure should be enclosed with i.e., Part-II (Price Bid).
- D. No conditions, separate conditional notes etc. should be added in Part-II (Price Bid).
- E. Please use only the format supplied on MSTC portal.
- F. Total Bid price should be quoted up to two places of decimal.
- J. 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.

I /We have gone through the terms and conditions and am/are agreeable to them.

Authorised signatory (With name and sign)