



Schedule of Tender

(Only through e-procurement through Centralised Public Procurement (CPP) Portal)

Reserve Bank of India, Itanagar invites e-Tender through **CPP Portal** – “Annual Service Contract for Providing services of Trained Fire Staff at Reserve Bank of India Office Building at Itanagar”. The e-Tender along with the detailed tender notice is also available at the e-Tendering Portal of CPP Portal (<https://etenders.gov.in/eprocure/app>).

2. All interested and eligible companies/firms must register themselves with CPP Portal through the above-mentioned website to participate in the tendering process.

3. The Schedule of e-Tender is as follows

1	Work	Annual Service Contract for Providing services of Trained Fire Staff at Reserve Bank of India Office Building at Itanagar
2	Tender ID	2026_RBI_289914_1
3	Mode of Tender	e-Procurement System (Online Part I – Techno-Commercial Bid and Part II -Price Bid through (https://etenders.gov.in/eprocure/app))
4	Estimated Cost	₹54,00,000/- (All inclusive)
5	Earnest Money Deposit (EMD)	₹1,08,000/- (2% of Estimated Cost) [To be deposited through NEFT in favour of Reserve Bank of India, Guwahati in the A/c No. - 8692299, IFSC – RBIS0GWPA01 mentioning your Name/ Company Name/ Name of tender in NEFT transaction remarks] Kindly note that all participants have to mandatorily pay EMD. Participants are required to submit the details of EMD made by them via e-mail to hrrmditanagar@rbi.org.in
6	Performance Guarantee	₹2,70,000/- (5% of Estimated Cost)
7	Publication of NIT in Bank's website and CPP Portal	September 07, 2026 at 16:00 hours

8	Schedule of Pre bid meeting	September 10, 2026, at 11:00 hours Venue – Ground Floor, Reserve Bank of India, Itanagar Participants are required to confirm their participation one day before on email id – hrmditanagar@rbi.org.in
9	Date of publication of minutes of the pre-bid meeting on RBI website, if any.	September 10, 2026
10	Date of Starting of e-Tender for Online submission on CPP Portal	September 07, 2026, at 16:00 hours
11	Date of closing of Online E-tender for submission of techno commercial bid and price bid	October 07, 2026, at 16:00 hours
12	Last Date of Submission of EMD to RBI, Itanagar	October 07, 2026, till 16:00 hours
13	Date and Time of Opening of Part I i.e., Techno-Commercial Bid	October 07, 2026 from 16:00 hours onwards
14	Date and Time of Opening of Price Bid	Will be communicated in due course.

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

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

General Manager (Officer-in-Charge)
Reserve Bank of India
Itanagar



भारतीय रिज़र्व बैंक
Reserve Bank of India
मानव संसाधन प्रबंधन विभाग
Human Resource Management Department
ईटानगर
Itanagar

Tender No. 2026_RBI_289914_1

e-Tender for
Annual Service Contract for Providing services of Trained Fire Staff at Reserve Bank of India Office
Building at Itanagar

Reserve Bank of India, Itanagar (incorporated in terms of the Reserve Bank of India Act, 1934) invites e-tender in two parts (Part I – Techno- commercial Bid & Part II – Price Bid) for Annual Service Contract for Providing services of Fire Staff at Reserve Bank of India Office Building at Itanagar, under Annual Service Contract from eligible firms/contractors fulfilling the pre-qualification criteria. The contract will be initially valid up to March 31, 2027, and may be extendable for a maximum of two more years, one year at a time, subject to satisfactory performance, or other periods or parameters as the Bank may decide.

Estimated cost of the work for 12 months (exclusive of GST)	Earnest Money Deposit (2% of Estimated Cost)
₹54,00,000/-	₹1,08,000/-

Place: Itanagar
Date: September 07, 2026

General Manager
(Officer-in-Charge)
Reserve Bank of India
Itanagar

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DISCLAIMER

The Bank has prepared this document to give background information on the work to the interested parties. While the Bank has taken due care in the preparation of the information contained herein and believes it to be in order, neither the Bank nor any of its authorities or 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. Respondents will be required to confirm in writing that they have done so and that they do not merely rely on the information provided by the Bank while submitting the Tender. The information is provided on the basis that it is non-binding on the Bank or any of its authorities or agencies or any of their respective officers, employees, agents or advisors.

The Bank reserves the right not to proceed with this Tender or to change the configuration of the Tender, 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. 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.

This Tender document is neither an offer letter nor a legal contract, but an invitation for the proposal. No contractual obligation on behalf of the Bank whatsoever shall arise from this Tender-process unless and until a formal contract is signed and executed by duly authorized officers of the Bank and the Tenderer. The Tenderer, irrespective of its participation in the Tender process, shall treat the details of the Tender documents as secret and confidential at all times. Further, the Bank will not be liable for any costs incurred by the Tenderer in the preparation of the response to this Tender.



भारतीय रिज़र्व बैंक
Reserve Bank of India
मानव संसाधन प्रबंधन विभाग
Human Resource Management Department
ईटानगर
Itanagar

Notice Inviting Tender (NIT)
(Only through e-procurement)

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Schedule of Tender (SOT)

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2	Tender ID	2026_RBI_289914_1
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5	Earnest Money Deposit (EMD)	₹1,08,000/- (2% of Estimated Cost) [To be deposited through NEFT in favour of Reserve Bank of India, Guwahati in the A/c No. - 8692299, IFSC – RBIS0GWPA01 mentioning your Name/ Company Name/ Name of tender in NEFT transaction remarks] Kindly note that all participants have to mandatorily pay EMD. Participants are required to submit the details of EMD made by them via e-mail to hrmditanagar@rbi.org.in

6	Performance Guarantee	₹2,70,000/- (5% of Estimated Cost)
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General Manager (Officer-in-Charge)
Reserve Bank of India
Itanagar

PART I, SECTION I
IMPORTANT INSTRUCTIONS FOR E-TENDER

This is an e-procurement event of RBI. The e- procurement Service Provider/Contractor is the Central Public Procurement Portal (CPPP) (<https://etenders.gov.in/eprocure/app>).

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

Registration for new bidder:

The process involves vendor's registration with CPP Portal which is free of cost.
<https://etenders.gov.in/eprocure/app?page=BiddersManualKit&service=page>

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

0120-4001 002

0120-4001 005

0120-4493 395

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

Technical - support-eproc@nic.in

Policy Related - cphp-doe@nic.in

Contact person at RBI, Itanagar:

1. Shri Mitesh Kumar Singh (Assistant Manager, Tech-Civil); 080-22180256
2. Smt Deepika Purohit (Assistant Manager, Estate Department); 080-22180272
3. Shri Chandrakanta B (Assistant Manager, Estate Department); 080-22180588

The 'Techno-Commercial Bid' and the 'Price Bid' shall have to be submitted online at (<https://etenders.gov.in/eprocure/app>). Tenders will be opened electronically on specified date and time as given in the tender.

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

Please note that the participants including the MSME registered participants need to remit EMD for being eligible to consider their bid.

PART I, SECTION II

Annual Service Contract for Providing services of Trained Fire Staff at Reserve Bank of India Office Building at Itanagar

Name of the Tenderer:

Address:

Pre-Eligibility Criteria

Criteria	Requirement
1. Duration of past experience	Should have minimum 3 years of experience of working with Public Sector Units/MNCs and Large Companies as on March 31, 2025. Tenderers should furnish their client list showing the details of work carried out by them during the last 3 years. The list shall include details such as Name of Client, Value of Work executed etc. The Tenderer should submit documentary evidence in support of minimum experience of 5 years (as given in Annex I). The Tenderer should be providing services in any of the following segments (i) Four Star Hotels or above, (ii) International/ Domestic Airports, (iii) Metro Railway Stations, (iv) Luxury shopping malls, (v) Reputed/Public/Private Sector banks/enterprises. Tenderer should produce the copies of work orders from clients mentioned above. (Duly filled Annex I to be uploaded in E-Tendering Portal)
2. Yearly Turnover	Should have an average annual turnover of 100% of the Estimated Cost or more during the last three financial year ended March 31, 2026. A Certificate from Chartered Accountant (CA), along with the Balance Sheet, duly certified must be mandatorily submitted along with the tender. Any tender document without the Balance sheet and a CA certificate regarding the turnover will be rejected.
3. Service Set up	Certificate in support of having a full-fledged service set up for the job specified in the Tender documents should be uploaded. (To be uploaded in E-Tendering Portal)

4. Details of Proprietorship / Partnership / LLP / Pvt. Ltd./Ltd. Company	The full particulars of the Company/Firm/Agency in details are required to be submitted. In case of a company, the certificate of registration, Memorandum and Article 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 names(s) and address(s) etc. are to be submitted.
5. Credit worthiness of the Proprietorship / Partnership / LLP / Pvt. Ltd./Ltd. Company	The tenderer must also upload Banker's Certificate as given in Annex II of the value equivalent to or more than 100 percent of the estimated cost ₹54,00,000/- (Rupees Fifty-Four Lakh Only) of the tender, to prove their credit worthiness. The certificate must be dated April 01, 2026 or later. (Duly filled Annex II to be uploaded in E-Tendering Portal)
6. Name and Address of the Banker and their present contact executive	Written information about the names and addresses of the bankers of tenderers along with full details, like names, postal addresses, e-mail IDs, telephone nos. (Landline and mobile), fax nos., etc., of the contact executives (i.e., the persons who can be contacted at the office of their banker by RBI in case it is so needed) should be uploaded . Full particulars of the bank accounts of the tenderers like the bank branch address, IFS Code, account no and type, when opened, etc., should be submitted (uploaded). (Duly filled Annex III to be uploaded in E-Tendering Portal)
7. Names and Addresses of the Clients and their present contact executives and details of Work	The Client wise type of the work executed, awarded, actual cost of executed work, names, addresses and contact details of officers/ authorities/ departments under whom the work was executed should be furnished/ uploaded. (Duly filled Annex IV to be uploaded in E-Tendering Portal)
8. Other Eligibility	Must be ISO certified Should have valid license and all the legal/statutory approvals to conduct fire-fighting business in Itanagar including license from the Regional Labour Commissioner (Central). Should have applicable registrations/licenses (PAN, Service Tax, ESI, PF etc.) supported by documentary evidence. Should have sound financial credentials and should not be a defaulter to any financial institution.

9. Documents to be submitted	Audited or Chartered Accountant certified statement of accounts for the last 3 accounting years. Copies of Income Tax Return filed with the Income Tax Department for the last three years. Copies of applicable tax registrations. viz PAN, TIN, GST etc. Copies of Registration Certificates of the Company/ firm/ agency issued by the relevant authority. Copies of E.P.F.O. Registration Certificate and E.S.I.C. registration certificates. Solvency Certificate issued by the tenderer's bankers specifically for this work for an amount equivalent to the estimated cost of the present work, indicating financial soundness of the tenderer. Details of the Bank Account held by them in a scheduled bank in India. Copy of valid license by the Government Authority to conduct the fire-fighting business in Itanagar. Copy of valid license and all the legal/statutory approvals to conduct fire-fighting business in Itanagar including license from the Regional Labour Commissioner (Central).
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Note:

1. RBI shall obtain reports on the past performance of the tenderer from his/ their clients and shall evaluate the said reports as per the evaluation criteria before opening of the Part- II of the tenders. If any tender is not found to possess the required eligibility for participating in the tendering process at any point of time and /or his/ their performance reports received from his/ their clients and /or his bankers' report are found unsatisfactory, RBI reserves the right to reject his tender offer.
2. RBI is not bound to accept the lowest tender and reserves the right to accept either in full or in part any tender and also reserves the right to reject all the tenders without assigning any reasons thereof.

PART I, SECTION III
INSTRUCTIONS TO TENDERERS

1. Pre-Bid Meeting (Offline)

- a) Tenderers requiring any clarification regarding this document shall contact RBI in writing at the mentioned email address provided in this document or raise enquiries during the pre- Bid meeting.
- b) The tenderers' designated representatives are invited to attend a pre-bid meeting on (date, time and venue). The purpose of the meeting will be to clarify issues and to answer questions raised at that stage.
- c) The tenderers shall submit queries, if any, by sending e-mail, to RBI's email address mentioned in this document, not later than one day before the date of the pre-Bid meeting.
- d) Absence from the pre-Bid meeting will not be a cause for disqualification for a tenderer.

2. Documents comprising the Tender

The Tender shall comprise of the following:

- Notice Inviting E-Tender
- Technical Bid Details
- Commercial Bid Details
- Earnest Money Deposit (EMD) through NEFT to following A/c:

A/c Number	8692299
IFS Code	RBIS0GWPA01

- Format of Performance Bank Guarantee to be furnished after award of contract by the successful bidder.
- Format of Agreement to be entered into between the successful bidder and the RBI.

3. Period of Validity of Tenders

- The tender shall be valid for a period of Ninety (90) days from the date of opening of tender.
- In exceptional circumstances, prior to the expiration of the tender validity period, RBI may request tenderers to extend the period of validity of their tender. The requests and the responses shall be made in writing.

4. Submission, Sealing and Marking of Tenders

- a) Tenderers submitting tenders electronically shall follow the electronic tender submission procedures specified in the instructions regarding E-Tender.
- b) The tenderers shall submit their technical bid as well as the commercial bid in prescribed format along with copies of necessary documents as indicated in the tender document. E- Tender with all information shall be submitted on or before the prescribed time and date.

- c) If desired / prescribed information is not submitted, RBI will assume no responsibility for rejection of tender.

5. Deadline for Submission of Tenders

- a) Tenders must be filled online through E-Tendering process mentioned in this document, not later than the date and time indicated in this document.
- b) RBI may, at its discretion, extend the deadline for the submission of E-Tenders by amending the Tender Document.

6. Late Tenders - No Tender after the deadline shall be allowed on the e- Portal.

7. Tenderers are advised to consider the tentative labour cost as prescribed by Government of India (Ministry of Labour & Employment), Office of Chief Labour Commissioner (C), New Delhi while quoting the rates.

8. Tender Opening

RBI shall open the tender electronically on the notified date. Part - I (Technical Bid) of the tender will be opened in the presence of those tenderers/ their authorized representatives who choose to be present. Part-II (Commercial Bid) only will be opened of those tenderers who qualify/ are found suitable after scrutiny of Part-I (Technical Bid) by RBI on a subsequent date which will be intimated to all the eligible tenderers in advance by E-mail. The decision of RBI in this regard will be final.

9. Bid Evaluation Criteria

The Technical Bids shall be evaluated based on the available documents submitted by the bidder on CPP Portal.

In case of Price Bid, if more than one L1 is present, evaluation process as mentioned in [Annexure VI](#) shall be followed and the agency which obtains the maximum marks shall be awarded the contract.

(Note: Information relating to the evaluation of tenders shall not be disclosed to tenderers or any other persons not officially concerned with such process until information on Contract award is communicated to all tenderers)

10. Clarification of Tenders

- a) To assist in the examination, evaluation, comparison of the tenders and qualification of the tenderers, RBI may, at its discretion, ask any tenderer for a clarification regarding its tender, allowing a reasonable time for response. Any clarification submitted by a tenderer that is not in response to a request by RBI shall not be considered. RBI request for clarification and the response shall be in writing. No change in the prices or substance of the tender shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by RBI in the evaluation of the tenders.
- b) If a tenderer does not provide clarifications regarding its tender by the date and time set in the RBI's request for clarification, its tender shall be liable to be rejected.

11. Signing of Contract

The successful tenderer shall execute an agreement with RBI on Non-Judicial stamp paper of value as per The Indian Stamp Act (and its subsequent amendments) within 10 days of award of work. The stamp duty shall be borne by the successful tenderer. However, the issue of intimation of award of work by RBI shall be considered as a binding contract, as though such an agreement has been executed and all the terms and conditions shall apply on this contract.

12. Bank Guarantee

- a) The successful tenderer shall furnish along with the execution of the contract, a Bank Guarantee (BG) of **₹2,70,000/- (Rupees Two Lakh Seventy Thousand Only)** in accordance with the Performa given in [Annex V](#). The BG should be valid for a period of Sixty (60) days after the expiry of contract period. The EMD of such tenderer will be returned on receipt of the Bank Guarantee.
- b) Failure of the successful tenderer to submit the Bank Guarantee of **₹2,70,000/- (Rupees Two Lakh Seventy Thousand Only)** in or to sign the Agreement shall constitute sufficient ground for the annulment of the award, forfeiture of the EMD and blacklisting of such tenderer.
- c) The Bank Guarantee shall be released without interest after two months of expiry of the contract period only after being satisfied of the successful completion of the contract and no liabilities from the successful tenderer or its employees. In case of any complaint or pending dues, the Bank Guarantee will be treated as security deposit and shall be discharged only after adjusting all dues, liabilities, etc.

13. Disclaimer

- a) Though adequate care has been taken while preparing this document, the tenderers shall satisfy themselves that the document is complete in all respects. Intimation of any discrepancy shall be given to RBI immediately. If no intimation is received from any tenderer within seven (07) days from the date of notice inviting E-Tender, it shall be considered that this document is complete in all respects.
- b) RBI reserves the right to modify, amend or supplement this document including all formats and Annex.
- c) While this document has been prepared in good faith, neither RBI nor its employees or advisors will make any representation or warranty, express or implied, or accept any responsibility or liability, whatsoever, in respect of any statements or omissions herein, or the accuracy, completeness or reliability of information, and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this document, even if any loss or damage is caused by any act or omission on their part.

Note-The tenderers may visit the site before quoting the rates to assess the quantum of work.

14. With a view to maintain transparency and fairness, it is necessary to finalise the acceptability of the tenderers in respect of the qualifying criteria during evaluation and comparison of bids, the Bank may, at its discretion, ask the bidder for clarifications on the bid. The request for clarification shall be given in writing, asking the tenderer to respond by a specified date, and also mentioning therein that, if the tenderer does not comply or respond by the date, his tender will be liable to be rejected. Depending on the outcome, such tenders are to be ignored or considered further. No change in prices or substance of the bid including specifications, shall be sought, offered or permitted. No post-bid clarification at the initiative of the bidder shall be entertained. The shortfall information/ documents should be sought only in case of historical documents which pre-existed at the time of the tender opening and which have not undergone change since then. So far as the submission of documents is concerned with regard to qualification criteria, after submission of the tender, only related shortfall documents should be asked for and considered. For example, if the bidder has submitted a contract without its completion/ performance certificate, the certificate can be asked for and considered. However, no new contract should be asked for so as to qualify the bidder. After completing the exercise of short-listing of the qualifying tenderers, the intimation of rejection to the rejected tenderers shall be given in writing.

PART I, SECTION IV
TECHNICAL BID

From,

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To

General Manager (O-i-C)
Reserve Bank of India
Van Vihar, APFCL Building, Chimpu
Itanagar – 791113

Sl. No.	Particulars	Details to be filled in by the Tenderer
1	Name of the Tenderer	
2	Type of Company/Agency/Firm – (whether Proprietorship / Partnership / LLP / Pvt. Ltd./Ltd. Company) Date of Establishment Details of Registration (Firm, Company etc.), Registering Authority, Date, Number etc. (not applicable in the case of a sole proprietorship). Please enclose relevant documents in support of the Same	
3	Name of the proprietor/ partners/ directors of the Tenderer with designation	
4	Regd. Office/ Business Address of the Tenderer along with Telephone No., Mobile No., Fax No. and e-mail. Whether having own office in Itanagar Address of the local office at Itanagar. (c) Name of the authorised official and his/ her telephone number. Please enclose relevant documents in support of the same.	

5	Work Experience – Details of work experience as per the requirement in the Pre-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 at any office of Reserve Bank of India or Government/ Semi – Government/Public Sector Undertakings/ Banks/ MNCs should also be given.	
6	Whether average annual business turnover of last three financial years is 100% of the estimated cost of the work. Supporting documents should be enclosed in proof of turnover.	
7	Income Tax Returns of last three financial years – F.Y. 2023-24, F.Y. 2024 – 25 and F.Y. 2025-26 (Self-Attested Copy to be submitted)	
8	Whether registered with Labour Department under the Contract Labour ((Regulation and Abolition) Act, 1970 and Contract Labour (Regulation and Abolition) Central Rules, 1971. (If yes, copy of certificate to be uploaded)	
9	Names and Addresses of the bankers. The bankers Certificate regarding credit worthiness of the tenderer is to be given by the banker on their letter head as per format attached with this tender document.	
10	Names and Addresses of the existing clients along with their full details. The feedback from top three existing clients is required to be uploaded.	
11	The Bank Account (IFS Code and Account Number) where payments would be received by the organization of the tenderer.	

Copies of Documents required to be submitted for Technical Bid:

1. Audited annual financial statements (for F.Y. 2023-24, F.Y. 2024-25 and F.Y. 2025-26).
2. Income Tax Returns for last three financial years i.e., F.Y. 2023-24, F.Y. 2024-25 and F.Y. 2025-26.
3. List of Clients.
4. Feedback from top three existing clients.
5. Incorporation documents.

6. Copies of the PAN, TIN and GST Registration wherever applicable.
7. Copy of valid license and all the legal/statutory approvals to conduct fire-fighting business in Itanagar including license from the Regional Labour Commissioner (Central) if applicable.
9. Duly filled annexures as mentioned in tender document.
8. Any other document/s required to be submitted, as mentioned above or as demanded by the Bank.

The Bank reserves the right to call for proof/ verification of any or all of the above mentioned particular.

PART I, SECTION V

DECLARATION

(To be submitted in the Technical Bid on the Letter head of the tenderer, duly signed by its authorized signatory)

I/We before signing this e-tender have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ourselves abide by the said terms and conditions.

2. I/We hereby agree to abide by all terms and conditions laid down in the e-tender document.

3. I/We also understand that mere filling the Application form does not automatically qualify us for being empaneled. We also agree to RBI, ITANAGAR's right to reject any or all Applications (including ours) without assigning any reason thereof.

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

5. I/We also agree that the tender will remain valid for acceptance by the Bank for 90 days from the date of opening 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. I/We also agree to provide an Earnest Money Deposit (EMD) and Performance Bank Guarantee, valid for a period of Sixty (60) days beyond the date of completion of all contractual obligations.

6. I/We shall abide by the provisions of the Minimum Wages Act, Contract Labour Act and other Statutory provisions like Provident Fund Act, ESI, PF, Bonus, Gratuity, relieving charges, uniform and allowance thereof and any other charges applicable from time to time. I/We will pay the wages to the personnel deployed as per Minimum Wages Act as amended by the Central Government from time to time and shall be fully responsible for any violation. I/We shall also produce the documentary evidence for the above on monthly basis to the satisfaction of the Bank.

7. I/We understand that Reserve Bank of India reserves the right to accept or reject any or all the tenders either in full or in part without assigning any reason thereof.

Dated this _____ day of _____.

Signature:

Name:

Seal of the Tenderer:

PART I, SECTION VI

DETAILED SCOPE OF WORK

- (i). The selected tenderer will have to deploy three (3) Highly Skilled Fire Supervisors and six (06) Skilled Fireman at Bank's Main Office Premises, Reserve Bank of India, Itanagar. One extra fire supervisor and two firemen will have to be deployed as relievers. **Thus, the total number of fire supervisors and firemen to be deployed is four and eight respectively.** This number may be changed (increase or decrease) as per requirement of the Bank.
- (ii). Duty hours of the Fire Supervisors and Fire Fighters will be settled by the Bank as per requirement. However, the Company/Firm shall deploy Fire Supervisors & Fire Fighters in eight hours shift and should work round the clock in three shifts (06:00 am to 02:00 pm; 02:00 pm to 10:00 pm and 10:00 pm to 06:00 am) everyday i.e., 365 days providing fire safety, manning the fire control rooms, holding and maintaining fire safety equipment like fire alarm, hydrants, wet/dry riser system, fire extinguishers, training of general staff, liaison with local fire brigade, etc. No individual fire staff will be on duty for more than 8 hours continuously. Any shortfall of manpower due to illness/other reasons will be made up by the Company/Firm on ad-hoc basis. Absence of deputed person longer than 10 days will be treated as replacement.
- (iii). The Fire Supervisors and Fire Fighters should be available for duty as and when required by the Bank during the working hours. They shall be adequately trained in Fire Safety and Security measures including First Aid, emergency responses and fire-fighting operations.
- (iv). If a Fire Supervisor/Fire Fighter is unable to attend duty due to sickness/ill health, the Agency shall provide suitable substitute with same capabilities and competent Highly Skilled Fire Supervisor/Skilled Fire Fighters.
- (v). **General Scope of Work:**
 - a) Manning of Fire Control Room round the clock.
 - b) Checking all fire equipment for serviceability at laid down periodicity.
 - c) Supervising the work done by the AMC service provider of all firefighting equipment.

- d) Conducting periodic training of Bank staff on firefighting.
- e) Fighting the fire at the incipient stage and assist the fire brigade as and when they arrive.
- f) Conducting regular fire-fighting drills.
- g) Functioning under the Security Manager In-Charge of Fire on all aspects of work and administration.
- h) Assisting in fire audit as and when carried out.
- i) Regular inspection of entire premises / residential colonies for identifying fire hazards and removing/taking steps to protect against fire and building code violations.
- j) Checking all escape routes and fire lanes daily and ensure they are free of obstacles.
- k) Assisting in search and rescue & salvage operations in case of an incident.
- l) Assisting physically challenged employees/visitors as and when required.
- m) The Company/Firm shall provide two pairs of uniform at its own cost to the persons deployed for this work and will also include fluorescent jacket – inscribed as FIRE SAFETY at the back, Fire helmet, Safety shoes, Socks, Lanyard with whistle, Jersey for winter, Raincoat/umbrella for rainy season, loaded torches and batons at all the posts. Reserve Bank of India, Itanagar shall have no liability whatsoever on this account. The uniform shall be approved by the General Manager (Officer-in-Charge), RBI, Itanagar.
- n) No accommodation facility or medical facility will be provided by the Reserve Bank of India, Itanagar.
- o) The Bank shall not be responsible for any injury or accident that may take place to any of the Fire Staffs during the duty hours and will not be liable for paying compensation for death or injury to any of the Fire Staffs.

The Fire staff shall be under direct control and supervision of the Protocol & Security Cell, RBI, Itanagar.

PART I, SECTION VII

Terms and conditions

PERIOD OF CONTRACT

The contract would initially be valid for a period upto March 31, 2027 unless earlier terminated in accordance with the termination clause. The contract may be renewed and extended on mutual terms and conditions for a period of one year at a time but not more than two years.

A. WORKING HOURS

1. The successful tenderer is required to deploy their Highly Skilled Fire Supervisors & Skilled Fire Fighters on all days.
2. Duty hours of the Skilled Fire Supervisors & Skilled Fire Fighters will be settled by the Bank as per requirement.

B. GENERAL TERMS & CONDITIONS

1. The Reserve Bank of India, Itanagar intends to invite E-Tenders from reputed Companies/Firms for undertaking deployment of four (04) Highly Skilled Fire Supervisors and eight (08) Skilled Fire Fighters at the office premises, Reserve Bank of India, Itanagar. This number may be changed (increase or decrease) as per requirement of the Bank.
2. Intending applicants will have to satisfy the Bank with documentary evidence in support of their possessing required eligibility and in the event of their failure to do so the Bank reserves the right to reject their application.
3. The service providers should have complete information on the Skilled Fire Supervisors & Skilled Fire Fighters engaged by them. Police Verification Certificate is must for the Skilled Fire Supervisors & Skilled Fire Fighters deployed at various properties of the Bank and the police verification reports shall be made available to RBI, Itanagar prior to their deployment.
4. Fire Staff should have following minimum pre-qualification criteria:
 - (a) Firemen should have passed matriculation or its equivalent examination from a recognized Board (relevant documents to be submitted)
 - (b) Fire Supervisor should have passed 12th class or equivalent from a recognized Board or University (relevant documents to be submitted)

(c) Both Fireman and Fire Supervisors should be able to read and write in English and Hindi.

(d) The Supervisors should have undergone a basic course in firefighting of minimum 03 (Three) months duration from Government/Government recognized institute. They also should have minimum 03 (Three) years' experience in Fire Safety and security measures including first aid, emergency responses and firefighting operations while working in the same capacity in organizations of repute.

(e) The firemen should have undergone a basic course in firefighting from a Government/Government recognized institute. They also should have minimum 01 (one) year experience in Fire Safety and security measures including first aid, emergency responses and firefighting operations while working in the same capacity in organizations of repute.

5. The service provider shall be responsible for and make good any loss or damage, caused by any act or default, on their part or on the part of their employees/agents to the Bank's property.

6. The service provider shall furnish certificate of registration/license from the competent Government authorities. RBI will not be liable for breach of any prevalent laws. Necessary documents, if any, are to be furnished.

7. The successful bidder shall ensure that the entire workforce deployed are courteous and having good etiquette and good behaviour and are well groomed and having good communication skills and maintain personal hygiene and should project an image of utmost discipline.

8. In case any of the personnel(s) deployed by the successful bidder under the contract is (are) absent, a substitute shall be provided immediately. In case of absence without providing substitute(s), proportionate amount shall be deducted from the successful bidder's bills.

9. In case it is observed that the personnel deployed by the successful tenderer is/ are repeatedly late in reporting for work or leave the premises without completing their work before scheduled timings, RBI reserves the right to impose monetary penalty as deemed fit.

10. In case any complaint is received regarding misconduct/misbehaviour of the personnel engaged by the successful tenderer or of poor quality of work, a penalty of ₹2000/- for each such incident shall be levied and the same shall be deducted from bill of the successful tenderer. Further it shall be obligatory upon the successful tenderer to remove the said personnel from the site immediately after being notified by RBI.

11. Every employee so engaged by the successful tenderer shall wear uniform having firm/ company's etc. name and logo, shoes and a badge bearing his /her name, while on duty.

12. The RBI has the right to ask for removal of any personnel deployed by successful tenderer on sufficient ground.

13. The successful tenderer shall not engage any sub-agency or transfer the contract to any other person in any manner.

14. The successful tenderer shall along with other relevant particulars arrange to obtain Police Verification Report on character and antecedents of its personnel to be deployed. The successful tenderer shall submit their passport size photographs before engaging them for duty in RBI's Main Office Building. Only able bodied, physically fit, well trained, literate, well mannered, disciplined and honest personnel preferably between the ages of 21-55 years shall be deployed as Skilled Fire Supervisors & Skilled Fire Fighters. A certificate to the effect that Police Verification of all employees deployed in the services of the RBI has been done and are available with the successful tenderer, needs to be submitted within one month of coming into effect of contract to RBI. RBI can verify these at any point of time during the continuation of contract. This is an important condition of the tender.

15. The Successful tenderer should ensure that all the Skilled Fire Supervisors & Skilled Fire Fighters are adequately insured, for which no extra payment will be made by RBI. RBI will not be liable for any damages/ injuries to the persons deployed by the successful tenderer as a part of execution of this contract. All liabilities arising out of any accident or death while on duty shall be borne by the successful tenderer.

16. The successful tenderer and its staff shall take proper and reasonable precautions to preserve from loss, destruction, waste or misuse of the areas of responsibility given to them by RBI and shall not knowingly lend to any person or company any of the effects of RBI under its area of responsibility.

17. The successful tenderer shall be responsible for maintaining all property and equipment of RBI provided to it. Any damage or loss caused by its persons to RBI in whatever manner would be recovered from the successful tenderer.

18. In the event of any loss caused to RBI, as a result of any lapse on the part of the successful tenderer, the said loss will be claimed from it up to the value of the loss. The decision of the General Manager (Officer-in-Charge), RBI Itanagar in this regard will be final and binding on the successful tenderer.

19. Any liability arising out of any litigation or any act of successful bidder's personnel shall be directly borne by it including all expenses/ fines. The successful bidder's personnel shall attend court as and when required.

20. If any amount 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 RBI in connection with the contract to be entered into between RBI & the successful bidder, such money shall be deemed to be payable by the successful bidder to RBI within fifteen days of such instructions. RBI shall be entitled to recover this amount from the successful bidder by deduction from money due to it.

21. The Vendor shall indemnify and hold RBI unaffected from and against all claims, damages, losses and expenses arising out of, or resulting from the work/ services under the contract provided by the successful bidder.

22. RBI shall not be under any obligation to provide employment to any of the personnel deployed by successful bidder after the expiry of the contract. No right of any employment in RBI shall accrue or arise, by virtue of engagement of personnel for any assignment under the contract.

23. If as a result of post payment audit any overpayment is detected in respect of any work done by the successful bidder or alleged to have been done by the successful bidder under the tender, it shall be subsequently recovered by RBI from the successful bidder.

24. In the event of any provisions of the contract requiring modification after execution of the agreement, the same shall be made in writing and signed by RBI represented by its authorised officer and the successful bidder or its authorized representative. Such modifications in the contract will not be effective until the same has been signed by both the parties.

25. The successful bidder will maintain a register in which day to day deployment of personnel will be recorded. While raising bills, the deployment particulars of the personnel engaged during each month, shift wise, signed by supervisor and duly countersigned by Care Taker and Security Manager of RBI should be shown. The successful bidder has to give an undertaking regarding payment of wages to the personnel deployed in RBI as per Govt. rules and laws in force.

26. In the event of termination of the contract for any reason whatsoever, the successful bidder / or persons employed by it or its agents shall not be entitled for any sum or sums

whatsoever from RBI by way of compensation, damages or otherwise.

27. The successful bidder shall ensure payment of Minimum Wages as per the notification of Central Government to the workmen employed through its Bank Account only and shall maintain a register of wages paid and shall issue a wage slip to every workman employed and obtain their signature or thumb impression on the wage slips. In addition, successful bidder has to provide essential amenities like drinking water, first aid facility etc. to its employees as per Contract Labour (Regulation and Abolition) Act, 1970. Also, it should keep the Principal Employer indemnified against all the actions that may be initiated against the Principal Employer by Statutory Authorities for its failure to pay such wages and provide the essential amenities.

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

29. The successful bidder shall indemnify and shall keep indemnified RBI against all losses and claims, damages or compensation for breach of any provisions of the Payment of Wages Act, 1936, Minimum Wages Act, 1948, Contract Labour (Regulation and Abolition) Act, 1970 or any other labour law/ statute in force in this regard. The successful bidder only shall be responsible for liabilities, if any, in this regard.

30. The successful bidder should pay wages to its staff at-least by 10th of every month by way of NEFT/ RTGS/ Cheque and for this purpose a bank account should be maintained by its staff.

31. The successful bidder should submit a certificate every month along with the invoice of the next month from the second month itself to the effect that the wages to all its staff deployed in RBI have been paid complying with all Central Govt. Rules and Regulations and according to Minimum Wages Act, 1948. Without this certificate, the bill payment will not be processed.

32. The successful bidder should submit to RBI, the proof of depositing employees' contribution towards PF/ ESI/ Salary etc. of each employee on monthly basis.

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

34. RBI is satisfied regarding the quality of work executed, as per the Terms & Conditions of

the contract, for the month for which the successful bidder has raised the bill.

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

(b) The certificate as mentioned before has been submitted by the successful bidder in this regard. However, relevant documents for having made these payments may be asked by RBI at any time for its verification.

35. RBI will deduct Income Tax at Source under Section 194-C of Income Tax Act, 1961 at the prevailing rates as income tax on the income comprised therein. Any other statutory deductions, if required shall also be made as applicable.

36. The payment of the bill to the tenderer will normally be done by the Bank within 30 days from the receipt of the bill by the Bank, subject to submission of all the required documents. However, if there is a delay of more than 45 days for any reason, it may be immediately brought to the notice of the Bank.

37. The arrangements with the service provider shall stand terminated in the case of insolvency of the service provider.

38. While deciding upon the selection of service providers, emphasis will be given on the ability and competence to good service.

39. The service provider shall ensure uninterrupted service taking into account the holidays followed by the Bank. In the event of poor/deficient service the Bank reserves the right to terminate forthwith the arrangement with service providers.

40. The application form shall be signed by a person on behalf of the organisation who is duly authorised to do so.

41. Full and complete information may be provided, and a separate sheet of paper duly signed, may be used if necessary.

42. Application containing false or inadequate information is liable for rejection.

43. If work is awarded, the contractor must submit All Risk Policy, Workmen Compensation Policy and Third-Party Liability Policy for his employees which must be valid till the period of the contract.

44. If the contractor fails to take/renew insurance policies on time, the Bank shall arrange for the same under written notice to the contractor and recover the insurance premia from the dues payable to the contractor so as to ensure that the Bank's property does not remain without insurance cover.

45. The Bank shall not be responsible for any injury or accident that may take place during the duty hours and will not be liable for paying compensation for injury to the Highly Skilled Fire Supervisors and Skilled Fire Fighters.

46. The Skilled Fire Supervisors & Skilled Fire Fighters deployed by the service provider for the services mentioned above shall be the employees of the service provider for all intents and purposes and that the persons so deployed shall remain under the control and supervision of the service provider and in no case, shall a relationship of the employer and employee between the said persons and the RBI Itanagar shall accrue/arise implicitly or explicitly. It will be the responsibility of the Service provider to ensure that no liability on this count should devolve on RBI Itanagar in respect of workers deployed by him. The service provider shall be responsible for the compliance of law relating to the employment etc. and other law as applicable from him to his employees. It shall be the responsibility of the service provider to provide meals/Tiffin/tea/coffee/accommodation to the Highly Skilled Fire Supervisors and Skilled Fire Fighters.

47. Medical emergency support for the Skilled Fire Supervisors & Skilled Fire Fighters will be provided by the service provider.

48. That in case any of the persons so deployed by the Service provider does not come upto the mark or does not perform his duties properly or commits misconduct or indulges in any unlawful acts or disorderly conduct, the service provider shall immediately withdraw and take suitable action against such persons on the report of the RBI Itanagar in this respect. Further, the service provider shall immediately replace the particular person so deployed on the demand of the RBI Itanagar in case of the aforesaid acts on the part of the said person.

49. The service provider shall submit details, such as names, parentage, residential address, age etc., along with recent photograph of the persons deployed by him in the premises of the RBI Itanagar. For the purpose of proper identification of the employees of the service provider deployed for the work, he shall issue identity cards bearing their photographs/identification etc. and such employees shall display their identity cards at the time of the duty.

50. The service provider shall be liable for the payment of wages and all other dues which they are entitled to receive under the provisions of Minimum Wages Act and other relevant

statutory enactments. The successful bidder shall comply with the provisions of the 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, and the Rules where under or any other Laws and Rules as may be applicable to the contract workmen from time to time. The successful bidder shall produce registers and records and comply with other directions issued by RBI for compliance of the statutory provisions.

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

C. Compliance with Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013

1. The successful bidder shall be solely responsible for full compliance with the provisions of "the Sexual Harassment of Women at Work Place (Prevention, Prohibition and Redressal) Act, 2013". In case of any complaint of sexual harassment against its employees within the premises of RBI, the complaint will be filed before the Internal Complaints Committee constituted by the successful bidder and it shall ensure appropriate action under the said Act in respect to the complaint.

2. Any complaint of sexual harassment from any aggrieved workmen of the successful bidder against any employees of RBI shall be taken cognizance of by the Regional Complaint Committee of RBI. The successful bidder shall be responsible for educating or sensitizing its employees about prevention of sexual harassment at work place and related issues.

3. The successful bidder shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the successful bidder, for instance any monetary relief to the RBI employee, if sexual misconduct by the employee of the successful bidder is proved.

D. Non-Disclosure Clause:

The successful bidder shall not disclose directly or indirectly any information, materials and details of RBI's infrastructure/ systems/ equipment etc., which may come to the possession or

knowledge of the successful bidder during the course of discharging contractual obligations in connection with the agreement to be entered into with RBI, to any third party and shall at all times hold the same in the strictest confidence. The successful bidder 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 successful bidder shall not publish, permit to publish, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of RBI. The successful bidder shall indemnify RBI for any loss suffered by RBI 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 successful bidder and RBI shall be entitled to claim damages and pursue legal remedies for the same. The successful bidder shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this clause are fully satisfied. The successful bidder's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement to be entered into with RBI for whatever reason.

E. Notice for Termination of Contract

The contract to be entered into with the Bank can be terminated by either party by giving one month's notice. The service provider shall remove all Highly Skilled Fire Supervisors and Skilled Fire Fighters by him on termination of the contract or on expiry of the contract from the premises of the RBI Itanagar and ensure that no such persons shall create any disruption / hindrance / problem of any nature in RBI Itanagar either explicitly or implicitly.

F. PAY STRUCTURE

a) The price for the supervisor and fireman to be quoted as per the central minimum wages' latest notification under WATCH AND WARD (with arm) and WATCH AND WARD (without arm) respectively for Area C.

b) Service Charges quoted by the bidders should be equal to or more than 3.85% of the total manpower charges. The service charges should include all such items /materials /accessories /Uniform/ equipment and any other charges/items to be provided by the successful bidder to the Fire staff deployed, more specifically mentioned in the detailed scope of work of the tender document. Service Charge shall also include charges to obtain 'All Risk Policy, Workmen's Compensation Policy and Third-Party Liability Policy (for injury to persons – ₹2.00 Lakh per person per accident, and for damage to property – ₹5.00 Lakh per accident.)' or any such insurance policy necessary to cover all the risks in respect of all the fire staff deployed at RBI Itanagar. GST will be paid as per its applicability at the time of settlement of bills. The tender

of the bidders who quote the service charges less than 3.85% of the total manpower charges, may be REJECTED by the Bank.

c) Percentage of Service charge quoted in the Financial Bid will remain fixed during the entire period of the contract. The Bank will not entertain the contractor's claim for revision of percentage of service charges during the period of the contract under any circumstances.

d) Contractor's Profit: The Tenderers are allowed to quote their own profit percentage subject to minimum of 5% and maximum of 15% of the total manpower charges.

e) Tenders having 'quoted rates' below the Central Govt. Minimum Wages are bound to be rejected.

G. ARBITRATION

1. Any dispute and/or difference arising out of or relating to the contract to be entered into with RBI will be resolved through joint discussion of the authorised representatives of the concerned parties. However, if the disputes are not resolved by joint discussions, then the matter will be referred for adjudication to a sole Arbitrator to be appointed by the General Manager (Officer-in-Charge), Reserve Bank of India, Itanagar.

2. The award of the sole Arbitrator shall be final and binding on all the parties. The arbitration proceedings shall be governed by Arbitration and Conciliation Act, 1996 as amended from time to time.

3. The cost of Arbitration shall be borne by the respective parties in equal proportions. During the pendency of the arbitration proceeding and currency of contract, neither party shall be entitled to suspend the work/service to which the dispute relates on account of continuation of the arbitration procedure and payment to the successful bidder shall continue to be made in terms of the contract.

4. The agreement to be entered into with RBI shall be subject to the jurisdiction of the Courts in ITANAGAR only.

H. AWARD OF CONTRACT

1. RBI will award the contract to the successful evaluated bidder on fulfilment of all the terms and conditions of this tender.

2. RBI will communicate its decision to award the contract through a "Letter of Offer".

3. The successful bidder will be required to execute an agreement within a period of 10 days from the date of issue of the said Letter of Offer.

4. The successful bidder shall be required to furnish a Bank Guarantee within 14 days of receipt of "Letter of Offer". The amount of Bank Guarantee @ 5% of the estimated contract value will have to be furnished.

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

6. In case the contract period is extended further, the validity of Bank Guarantee shall also be extended by the successful bidder accordingly.

7. The successful bidder shall mention, in the prescribed Performa, the names of personnel including supervisor it proposes to deploy on day-to-day basis, which shall be submitted at the beginning of the contract for the smooth execution of the work.

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

SIGNATURE & SEAL OF THE APPLICANT

(Please sign at the bottom of all pages)

DETAILS OF SIMILAR WORKS EXECUTED DURING THE LAST FIVE (05) YEARS

Sr. No.	Name of the client with full address and contact numbers/fax etc.	Name of work	Value of the work	Completion date	Date of award of work	Status

(Add separate sheet if necessary)

Place:

Date:

Signature & Stamp of the contractor

BANKERS CERTIFICATE
(On the letterhead of the Bank)

Ref. No.: SECRET

To

Email:

General Manager

Phone:

Reserve Bank of India

Van Vihar, APFCL Building, Chimpu

Itanagar, 791113

Dear Sir,

BANKERS CERTIFICATE: Annual Service Contract for Providing services of Trained Fire Staff at Reserve Bank of India Office Building at Itanagar

We confirm that M/s..... (Address

...) are banking with us. They may be considered financially sound for entrusting with any contract work of above type that may cost up to ₹..... Lakh (Rupees..... only).

2. Other particulars are given below for your perusal and record:

Sl. No.	Particulars	Comments of the Bank
1	Composition of the firm (whether partnership/proprietorship/Public Ltd.)	
2	Turnover of the firm for the last three years in ₹ 2023-24 2024-25 2025-26	
3	Credit facility/overdraft facility enjoyed by them	Yes/no/up to INR.....
4	Dealings	
5	The period from which the firm has been banking with the Banker.	
6	Any other remarks	

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

Yours faithfully,

(Signature)

Authorized signatory of the Bank with Seal

Address:

Note:

1. Bankers' certificate should be sealed and addressed to General Manager (O-i-C), Reserve Bank of India, Itanagar- 791113
2. In case of partnership firm, certificate to include names of all partners as recorded with the Bank.

Seal of the Bank

Details of Bankers

Name of the Banker:

Name of the Branch and its Complete Postal Address:

Name and job title of the Contact Person along with his/her Telephone No(s) and Fax No(s) , etc.:

Type of Account:

Account Number:

IFSC Code:

Whether Credit facility / Overdraft Facility enjoyed by the bidder:

The period from which the bidder has been banking with the Banker:

Any other information which the bidder may like to furnish about its Banker:

Authorised Signatory

(With Name & Seal)

(To be submitted by the client in hard copy in sealed cover through the tenderer)

(On Client's Letter Head)

Performance details of the Firm: M/s Located at.....

1	Work order/reference No. and Agreement Date	
2	Whether services provided was related to providing trained fire safety staff (Yes/No)	
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 Service provided by the firm	Outstanding/Very Good/ good/Satisfactory/Poor
b	Technical proficiency/competence	Outstanding/Very Good/ good/Satisfactory/Poor
c	Integrity and reliability of the partners/proprietors of the firm	Outstanding/Very Good/ good/Satisfactory/Poor
d	Integrity and reliability of the Personnel deployed	Outstanding/Very Good/ good/Satisfactory/Poor
e	Dealings in the execution of the work, adherence to schedule and time	Outstanding/Very Good/ good/Satisfactory/Poor
7	Did the firm go for arbitration?	
8	Any other information in your view will help in making our decision.	

Name & Signature of the Reporting Officer (with office seal):

Address:

Contact details:

Proforma for Bank Guarantee

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

Place.....

Date.....

General Manager (O-i-C)
Reserve Bank of India,
Itanagar
Dear Sir,

Annual Service Contract for Providing services of Trained Fire Staff at Reserve Bank of India Office Building at Itanagar

WHEREAS

Reserve Bank of India, having its Central Office at Shahid Bhagat Singh Road, Mumbai, through its office at Reserve Bank of India, Van Vihar, Chimpur, Itanagar (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 under the said contract the Contractor is bound by the said Contract to submit to RBI Itanagar a Performance Bank Guarantee for a total amount of ₹..... (**Rupees**) in 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 RBI, an amount not exceeding ₹..... (**Rupees**) in as Performance Guarantee for due fulfilment of terms and conditions of the contract.

NOW THIS GUARANTEE WITNESSETH

We (Name of the Bank) do hereby agree with and undertake to RBI, their Successors, Assigns that in the event of RBI coming to the conclusion that the Contractor has not performed his obligations as per the terms & conditions of the said 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 RBI, pay without demur to RBI, a sum of ₹..... (**Rupees**) in or any lower amount that may be demanded by RBI. Our guarantee shall be treated as equivalent to the Performance Guarantee Amount for the due performance of the obligations of the Contractor under the said Contract, provided, however, that our liability against such sum shall not exceed the sum of ₹..... (**Rupees**)

1. We also agree to undertake and confirm that the sum not exceeding ₹..... (**Rupees**

.....) as aforesaid shall be paid by us without any demur or protest, merely on demand from 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 RBI shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. We 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 RBI within a period of one week from the date of receipt of the notice as aforesaid.

2. We confirm that our obligation to RBI under this guarantee shall be independent of the agreement or agreements or other understandings between RBI and the Contractor.
3. This guarantee shall not be revoked by us without prior consent in writing of RBI.

We hereby further agree that –

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

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

For and on behalf of____(Name of the Bank)

Signature and Seal of authorized Bank official Name:

Designation:

Stamp & Seal of the bank

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

Witness 1

Signature

Name

Address

(NB: This 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).

Bid Evaluation Process

1. If more than one L1 is present, the followed evaluation process shall be followed and the agency which obtains the maximum marks shall be awarded the contract:

(i)	Number of years in operations	Max 25 Marks
(a)	5 years and upto 10 years	15 Marks
(b)	More than 10 years and upto 15 years	20 Marks
(c)	More than 15 years	25 Marks
(ii)	Turnover (Last Three Financial Years)	Max 25 Marks
(a)	More than 1.18 Crores and upto 2 Crores	15 Marks
(b)	More than 2 Crores and upto 5 Crores	20 Marks
(c)	More than 5 Crores	25 Marks
(iii)	Number of Manpower on Rolls	Max 25 Marks
(a)	Up-to 20	10 Marks
(b)	More than 20 and upto 50	15 Marks
(c)	More than 50 and upto 100	20 Marks
(d)	More than 100	25 Marks
(iv)	Quality Related Marks	Max 25 Marks
(a)	ISO (Less than 5 years)	05 Marks
(b)	ISO (5-10 years)	15 Marks
(c)	SA 8000	05 Marks
(d)	OHSAS 18001	05 Marks

2. The agencies have to upload and submit the following supporting documents for evaluation.
- Company establishment certificate and companies first work order copy/Completion certificate/Agreement copy for proof that organization is in service contract operations.
 - IT return, Profit & Loss and Balance statement for the number of financial years claimed by the Agency duly certified by Chartered accountant.
 - Self-certified certificate for Number of Manpower on Rolls as on March 31, 2026.
 - Copy of ISO, SA8000, and OHSAS 18001 certificates.

PART II
FINANCIAL BID PRICE BID

**Annual Service Contract for Providing services of Trained Fire Staff at Reserve Bank of India
Office Building at Itanagar**

(To be read only with the purpose of e-tendering on CPP Portal only and not for uploading PDF)

TABLE-I

Sr. No.	Descriptions	Unit of Measure	No. of Persons Required	Rate (₹)	Total Amount (₹)
A	B	C	D	E	F
1.	Basic Minimum Wages plus VDA, EPF, ESIC, EPF Admin., EDLI, and Bonus	Monthly (30 days)	04 Supervisors	(Enter this amount on CPP Portal website)	
2.	Basic Minimum Wages plus VDA, EPF, ESIC, EPF Admin., EDLI, and Bonus	Monthly (30 days)	08 firefighting staff	(Enter this amount on CPP Portal website)	
3.	Total Manpower Charges (1+2)				
4.	Service Charge for 01 (One) month (Percentage of total manpower charges as indicated in Serial No. 3 above)	Monthly (30 days)	NA	(Enter this amount on CPP Portal website)	
5.	Contractor's Profit for 1 (One) month (Percentage of total manpower charges as indicated in Serial No. 3 above)	Monthly (30 days)	NA	(Enter this amount on CPP Portal website)	
6.	Total Cost for 01 (one) month (3+4+5)				

NOTE: -

1. The price for the supervisor and fireman to be quoted as per the central minimum wages' latest notification under WATCH AND WARD (with arm) and WATCH AND WARD (without arm) respectively for Area C.
2. Price quoted at above should include all statutory obligations of the Tenderer under various Labour laws: Contract Labour (Regulation & Abolition) Act, 1970; The minimum Wages Act 1948

(Higher of the current and applicable minimum wages (including Variable Dearness Allowance) announced by Central Government periodically by way of notification); Employee State Insurance Act, 1948; Payment of wages Act 1936; Workman's Compensation Act 1923; The Employee's Provident Fund Act (Miscellaneous Provisions) 1952; Payment of Bonus Act 1965; Employer's Liability act 1938 and or any other rules/regulations and /or statues that may be applicable to them from time to time.

3. Bids having prices quoted below the minimum wages (including statutory obligations as mentioned above) are liable to be rejected.

Table 2: The statutory components of wages are subject to applicable statutory guidelines which are indicated below. These are subject to change and latest guidelines shall be followed by the tenderer.

1.	12%	EPF contribution @ 12% of Basic Minimum Wages plus VDA	(Subject to maximum ceiling of ₹15,000/-salary per month or any other amount specified by EPFO from time to time)
2.	0.5%	EPF administrative charges @ 0.5% of Basic Minimum Wages plus VDA	(Subject to maximum ceiling of ₹15,000/- salary per month or any other amount specified by EPFO from time to time)
3.	0.5%	EDLI contribution @ 0.5% of Basic Minimum Wages plus VDA	(Subject to maximum ceiling of ₹15,000/-salary per month or any other amount specified by EPFO from time to time)
4.	3.25%	Employer contribution to Employee State Insurance (ESI) including admin charges, if any @ 3.25% of Basic Minimum Wages plus VDA	(Not applicable if salary (Basic+VDA) exceeds ₹21,000/- per month or any other amount specified by ESIC from time to time)
5.	8.33%	Bonus @ 8.33% of Basic Minimum Wages plus VDA	(Not applicable if salary (Basic+VDA) exceeds ₹21,000/- per month or any other amount updated by Bonus Act from time to time.)

I / We hereby confirm that the Basic Minimum Wages plus VDA quoted above are not less than the current minimum wages for Industrial Workers (Building Operations) (for skilled / un-skilled workers) stipulated by the Chief Labour Commissioner, Ministry of Labour and Employment, Government of India, and that other mandatory charges i.e., EPF, ESI, EDLI, Bonus are in conformity with the corresponding statutory provisions.

I/We agree that the Financial Bid is liable to be rejected if any of the above rates and percentage are found not to be in compliance with the respective statutory laws.

I/We have gone through the terms and conditions of the e-tender and is agreeable to them.

Place.....

Signature & Seal of the Tenderer

Date.....

(Name of authorized signatory)