



February 07, 2023

Weekly Bathroom cleaning & Quarterly Deep cleaning of Leased Flats at various places Located at, Ranchi, Jharkhand.

GM(O-I-C), Reserve Bank of India, Ranchi invites limited quotation for Weekly Bathroom cleaning & Quarterly Deep cleaning of Leased Flats at various places Located at, Ranchi, Jharkhand. The Tender along with the detailed tender notice will be available on the Bank's website <https://www.rbi.org.in> under the menu "Tenders" on **February 07, 2023, 11:00 hrs onwards.**

2. The schedule for the Tendering process is as under:

Sl. No.	Activity	Tentative date
1.	Tender document available on RBI website	February 07, 2023, from 11:00 hrs onwards
2.	Submission date and time (Hard Copy)	Till March 01, 2023 upto 14:00 hrs.
3.	Opening of tender	March 01, 2023, at 15:30 hrs.

Note: All the tenderers may please note that any addendum / corrigendum to the e-tender, if issued in future, will only be notified on the Bank's website as given above.

GM(O-I-C)
Ranchi

February 07, 2023



संपदा विभाग
Estate Department
भारतीय रिजर्व बैंक, राँची
Reserve Bank of India, Ranchi

TENDER FOR

Notice inviting Quotation for awarding Comprehensive Annual Maintenance Contract for providing "Weekly cleaning of toilet/bathroom, quarterly deep cleaning of leased flats of RBI, Ranchi.

Name of the Tenderer : _____
Address: _____

Tender Document available on RBI website : February 07, 2023 from 11.00 hrs. onwards

Submission date & time (Hard copy) : Till March 01, 2023 upto 14.00 hrs.

Opening of tender : March 01, 2023 at 15.30 Hrs.

Estate Department

4th floor, Reserve Bank of India, RRDA Bhavan, Kutchery Chowk, Ranchi, India.

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संपदा विभाग
Estate Department
भारतीय रिजर्व बैंक, राँची
Reserve Bank of India, Ranchi

Scope of the work:

The services as detailed below will be required to be rendered:-

i) Weekly cleaning of Toilet/Bathroom (35 Flats as per Annex I):

- Dusting /cleaning of window panes, cleaning of exhaust fans, flush tanks/cistern, wash basins, mirrors, racks etc.
- Sweeping and removing of cobwebs
- Wet cleaning of Tiles, Seats, Urinal pots, Sink, Wash basin, Platform, Toilet pots using branded Toilet/Bathroom Cleaner (Cleaning materials are supplied by Bank)
- Also mopping of Window panes, Glass mirrors, Racks etc.

**ii) Quarterly Deep cleaning of each occupied/vacant flats of the officers:
No. of officers' Flats -- 35 (As per Annex I)**

- Cleaning of cobwebs
- Cleaning of all rooms including kitchen, bathroom, toilet, balcony etc.
- Dusting of windows, window panes, grills, doors, ventilators, mosquito nets etc. of all the rooms and balcony including toilet/bathroom
- Cleaning also includes floor, wall dado, plumbing and sanitary fittings and fixtures, glazed ventilators, dusting out of walls, ceiling, fans, lights, accessories provided in bathroom/toilet like mirrors, buckets/mugs/soap case etc.

Details of Bidders

Particulars of Firm -

Sr. No.	Particulars	To be filled by Bidder
1.	Whether sole proprietorship or partnership firm or company	
2.	Names of the proprietor/ partners / Directors of the firm	
3.	Name of the Managing Partner, Managing Director, Power of Attorney Holder etc.	
4.	Address of the Firm	
5.	Telephone /Mobile	
	Email	
	Fax	

The details of firm's banker:

Sr. No.	Particulars	To be filled by Bidder
1	Name of the Bank	
2	Branch Address	
3	IFSC Code (cancelled Cheque may be enclosed)	
4	Telephone and fax number	
5	Name of the contact person	
6	Amount of credit facility / overdraft facility enjoyed by firm from the Bank	
7	The period from which the firm has been banking with Bank	
8	Bank Account Number	
9.	Type of A/c	
10	Account Holder Full Name	
11	Permanent Account Number (PAN).	
12	GST No.	

I/we hereby agree and confirm to disburse the salary of the employees through NEFT directly into their bank account and also accept the payment in respect of the above works, if awarded to our firm/company, through NEFT.

Signature of Bidder with stamp/date

Draft Articles of Agreement

यह सेवा संविदा दिनांकको एक ओर....., इसके पश्चात् ठेकेदार कहे जायेंगे, जिस पद में इनके उत्तराधिकारी सम्मिलित हैं, जिनका आवास में है, और दूसरी ओर भारतीय रिज़र्व बैंक, जो भारतीय रिज़र्व बैंक अधिनियम, 1934 के अंतर्गत स्थापित एक निगम है, जिस पद में इसके उत्तराधिकारी और समनुदेशिती सम्मिलित हैं. जो अपने विधिवत प्राधिकृत अधिकारी के माध्यम से कार्य कर रहा है, के बीच किया गया ।

This service contract is made at Ranchi onbetween, herein after called the Contractor which term include its successors, having residence at and the **Reserve Bank of India**, a corporation established under the RBI Act, 1934, herein after referred to as the Bank which term includes its successors and assigns of the other part, acting through its duly authorized official

दोनों पक्ष यहाँ करार करते हैं कि वे निम्नलिखित शर्तों से आबद्ध होंगे :-

Both the parties here agree to be bound by the following terms and conditions:-

1. एएमसी की अवधि **01.04.2023** से **31.03.2024** तक होगी और इसे आगे भी इन्हीं शर्तों पर बैंक के एकमात्र विवेक पर बढ़ाया जा सकता है, यदि दी जा रही सेवाओं को संतोषप्रद पाया जाये ।
The period of AMC shall be from **April 01, 2023** to **March 31, 2024** and can be extended further, if the services being rendered are satisfactory at the sole discretion of the Bank on same terms and conditions.

2. बैंक कोई भी शिकायत मोबाइल सं. पर दर्ज करेगा । पते में और मोबाइल संख्या में किसी परिवर्तन की सूचना ठेकेदार द्वारा बैंक को पहले ही दी जायेगी । टेलीफोन/ई-मेल/पत्र द्वारा प्राप्त किसी भी शिकायत पर, उसके प्राप्त होने के 24 घंटों के भीतर ध्यान दिया जाना है ।

The Bank shall register the complaint at mobile no. Any change of address or mobile number must be notified by the by the contractor in advance. All complaints received over telephone/email/letter has to be attended within 24 hours of the lodging of the complaints.

3. यह संविदा कार्य छोड़ देने/ किसी अन्य व्यक्ति को उपहारस्वरूप देने के लिए हस्तांतरणीय नहीं है और कोई धन-वापसी नहीं की जायेगी ।

The contract is not transferable in event of release/gift to any other person and no refund shall be given.

4. सभी विवाद राँची क्षेत्राधिकार के अंतर्गत होंगे ।

All disputes are subject to Ranchi jurisdiction.

5. ठेकेदार सभी नियोजित श्रमिकों को उस दर पर मजदूरी का भुगतान करेंगे, जो Minimum wages Act 1948 में निर्धारित दर से कम नहीं हो और Contract Labour (Regulation and Abolition) Act, 1970 (CLRA Act) के सभी प्रावधानों का अनुपालन सुनिश्चित करेंगे तथा बैंक को उन सभी कार्रवाइयों से क्षतिपूर्ति रखेंगे, जो सांविधिक प्राधिकारियों द्वारा बैंक के विरुद्ध ऐसी मजदूरी का भुगतान करने और CLRA Act अधिनियम के अनुपालन में विफल रहने के लिए आरंभ की जा सकती हैं ।

The contractor will pay wages to all the labourers engaged at the rate which is not less than the one prescribed under the Minimum wages Act 1948 and ensure to compliance of all provisions of Contract Labour (Regulation and Abolition) Act, 1970 (CLRA Act) and to keep the Bank indemnified against all the actions that may be initiated against the Bank by the statutory authorities for our failure to pay such wages & compliance of CLRA Act.

6. ठेकेदार यह सुनिश्चित करेगा कि इस करार के या इसके निष्पादन के संबंध में सभी सामग्रियाँ और जानकारी, जो इसके कब्जे में आयी हैं या आयेंगी, चाहे उनमें गोपनीय या स्वामित्व संबंधी आँकड़ा हो या नहीं हो, जिसके प्रकट होने या अन्य पार्टी द्वारा उपयोग किये जाने से बैंक को नुकसान या हानि हो सकती है, उसे वह सब समय एकदम गोपनीय रखेगा तथा वह इनका उपयोग इस करार में वर्णित दायित्वों को पूरा करने के अतिरिक्त नहीं करेगा और इन्हें उन्हीं कर्मचारियों को बतायेगा, जिन्हें इसकी जरूरत इसमें वर्णित दायित्वों को पूरा करने के प्रयोजन से होगी और किसी अन्य पार्टी को नहीं बतायेगा । ठेकेदार अपने कर्मचारियों के संबंध में वे सब कार्रवाइयाँ करेगा, जिससे यह सुनिश्चित हो कि इस करार के अंतर्गत गोपनीय जानकारी को प्रकट नहीं किये जाने की बाध्यताएँ पूरी होती हैं ।

The contractor shall ensure that all materials and information which has or will come into its possession or knowledge in connection with this AGREEMENT or performance thereof whether consisting of confidential and proprietary data or not whose disclosure to or use by third parties may be damaging or cause loss to the bank will at all times will be held by it in the strictest confidence and it shall not make use thereof other than for the performance of its obligations described in this AGREEMENT and to release it only to employees requiring such information for the purpose of performing obligations described herein and not to any other party. The CONTRACTOR agrees to take appropriate action with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this AGREEMENT are fully satisfied.

7. इस संविदा को किसी भी पार्टी द्वारा **30 दिनों** की नोटिस दे कर समाप्त किया जा सकता है। किसी भी कारण से संविदा के समाप्त हो जाने की स्थिति में ठेकेदार/उसके द्वारा नियोजित व्यक्ति या उसके एजेंट क्षतिपूर्ति, नुकसानी या अन्य प्रकार से कोई रकम या रकमों बैंक से प्राप्त करने के हकदार नहीं होंगे।

The contract can be terminated by giving a notice of **30 days** by either of the parties. In the event of termination of the contract for any reason whatsoever, the contractor/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.

8. ठेकेदार को प्रति सप्ताह सभी लिज्ड फ्लैटों में एक बार सभी बाथरूम की साफ सफाई एवं प्रत्येक तीन महीने पर एक डीप क्लीनिंग (पंखे, खिड़कियाँ, किचन स्लैब आदि की साफ सफाई) करनी होगी। इस कार्य हेतु ठेकेदार को प्रति सप्ताह प्रति फ्लैट सभी बाथरूम क्लीनिंग हेतु कुल ₹...../- की दर से एवं प्रत्येक तिमाही पर प्रति फ्लैट डीप क्लीनिंग हेतु ₹...../- की दर से भुगतान किया जाएगा। उक्त राशि के अतिरिक्त अन्य किसी भी प्रकार के शुल्क यथा परिवहन इत्यादि का भुगतान कार्यालय के द्वारा नहीं किया जाएगा। यह राशि (कररहित), एनईएफटी के माध्यम से ठेकेदार के बैंक खाते में अदा की जायेगी।

The contractor has to ensure weekly cleaning of bathrooms and quarterly deep cleaning of fans, windows, kitchen slabs etc of all the leased flats. The contractor shall be paid an amount of ₹...../- for weekly cleaning of bathrooms and ₹ for quarterly deep cleaning per leased flat to be credited via NEFT into the contractor's bank account. Any other payment e.g. conveyance etc. will not be made except the mentioned amount. Amount payable will be exclusive of all taxes.

9. ठेकेदार के द्वारा किए जाने वाले कार्य –

- i) बाथरूम क्लीनिंग (साप्ताहिक)
- ii) डीप क्लीनिंग (त्रैमासिक) -
 - a) किचन स्लैब की सफाई
 - b) खिड़कियों की सफाई
 - c) पंखे की सफाई
 - d) जाले झाड़ना

Works to be done by contractor (please refer to scope of tender) –

- i) Bathroom cleaning (Weekly)
- ii) Deep Cleaning (Quarterly)
 - a) Cleaning of Kitchen slabs
 - b) Cleaning of windows
 - c) Cleaning of fans
 - d) Cleaning of cobwebs

10. बाथरूम क्लीनिंग हेतु संबंधित व्यक्ति के द्वारा प्रत्येक शनिवार/रविवार को अथवा निर्देशानुसार लिज्ड फ्लैट का दौरा किया जाएगा। क्लीनिंग मैटेरियल की आपूर्ति कार्यालय द्वारा की जाएगी।

The concerned person for bathroom cleaning must visit the leased flats every Saturday/ Sunday or as per instructions. Cleaning material will be provided by the bank.

11. प्रत्येक लिज्ड फ्लैट में क्लीनिंग (बाथरूम क्लीनिंग/डीप क्लीनिंग) के कार्य समाप्ति के पश्चात, ठेकेदार को कार्यालय द्वारा प्रदत्त प्रारूप में संबंधित अधिकारी/घरेलू सदस्य से हस्ताक्षर प्राप्त करना होगा।

After completion of cleaning (bathroom cleaning/deep cleaning) work in each and every leased flat, the contractor must ensure to get the signature of the officer/household member on the format provided by office.

12. कोई भी पार्टी दूसरी पार्टी के नाम, चिह्न या प्रतीक का उपयोग किसी प्रचार सामग्री या विज्ञापन सामग्री में या अन्य प्रयोजन से नहीं करेगी, न ही इस करार से संबंधित कोई जानकारी दूसरी पार्टी से लिखित पूर्व सहमति प्राप्त किये बिना, जो अनुचित न हो, प्रचारित करेगी।

Neither party shall use any name, mark or symbol of the other in any publicity release or advertising material or for any purpose whatsoever nor shall publicize any information pertaining to this agreement without securing prior written consent of the other party which shall not be unreasonable.

13. नियोजित किसी मानव बल को, मृत्यु होने या चोट लगने या दुर्घटनाग्रस्त होने पर, जो उनकी इयूटी या नियोजन के दौरान हुई हो, किसी मुआवजे के भुगतान के लिए बैंक जिम्मेवार नहीं होगा। यह करार किया जाता है और समझा जाता है कि केवल ठेकेदार नियोजित व्यक्तियों को ऐसी नुकसानी या मुआवजे का भुगतान करने के लिए जिम्मेवार होगा।

The Bank shall not be responsible for payment of any compensation for death of or injury or accident to any of the manpower deployed 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 the persons deployed.

14. ठेकेदार “दि सेक्सुअल हैरेसमेंट ऑफ वीमेन ऐट वर्कप्लेस (प्रिवेंशन, प्रॉहिबिशन एंड रिड्रेसल) ऐक्ट, 2013” के प्रावधानों का अनुपालन करेंगे। यदि बैंक परिसर के भीतर इसके कर्मचारी के विरुद्ध यौन उत्पीड़न की कोई शिकायत प्राप्त होती है, तो शिकायत को ठेकेदार द्वारा गठित आंतरिक शिकायत समिति के पास फाइल किया जायेगा और ठेकेदार शिकायत के संबंध में उक्त अधिनियम के अंतर्गत युक्तियुक्त कार्रवाई सुनिश्चित करेंगे। ठेकेदार के किसी व्यथित कर्मचारी द्वारा बैंक के किसी कर्मचारी के विरुद्ध की गयी यौन उत्पीड़न की किसी शिकायत को बैंक द्वारा गठित क्षेत्रीय शिकायत समिति द्वारा संज्ञान में लिया जायेगा।

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, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor and the Contractor shall ensure appropriate action under the said Act in respect to the complaint. 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.

15. हस्ताक्षर खंड

कि इस संविदा के अलग-अलग हिस्सों को ठेकेदार द्वारा पढ़ लिया गया है और ठेकेदार द्वारा पूरी तरह समझ लिया गया है ।

जिसके साक्षीस्वरूप बैंक और ठेकेदार (यदि ठेकेदार भागीदार है या अलग व्यक्ति है) ने इस प्रलेख पर और इसकी दो अनुलिपियों पर इसके पूर्व ऊपर लिखित तिथि और वर्ष को अपने-अपने हस्ताक्षर किये हैं ।

जिसके साक्षीस्वरूप नियोक्ता ने अपने विधिवत प्राधिकृत अधिकारी के माध्यम से इन प्रलेखों पर अपने हस्ताक्षर किये हैं और ठेकेदार (यदि ठेकेदार कंपनी हो) ने इस पर और उक्त दो अनुलिपियों पर इसके पूर्व ऊपर लिखित तिथि और वर्ष को अपनी सामान्य मुहर लगवाई है ।

....., भारतीय रिज़र्व बैंक, राँची-834001 द्वारा हस्ताक्षर करके प्रदान किया गया ।

हस्ताक्षर और तिथि

(नाम.)

की उपस्थिति में

क)

(नाम और पता)

हस्ताक्षर और तिथि

ख)

(नाम और पता)

हस्ताक्षर और तिथि

..... द्वारा हस्ताक्षर किया गया और प्रदान किया गया ।

हस्ताक्षर और तिथि

(नाम.)

की उपस्थिति में

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हस्ताक्षर और तिथि

(नाम और पता)

घ)

हस्ताक्षर और तिथि

(नाम और पता)

Signature Clause

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

IN WITNESS WHEREOF the Bank and the Contractor (if the Contractor is a partnership or individual) have set their respective hands to these presents and two duplicates hereof the date and year first herein above written.

IN WITNESS WHEREOF the Employer has set its hands to these presents through its duly authorized official and the Contractor (if the Contractor is the company) has caused its common seal to be affixed hereunto and the said two duplicates hereof to be executed on its behalf, the day and year first herein above written.

SIGNED AND DELIVERED BY RESERVE BANK OF INDIA, RANCHI BY

The hand of, **Reserve Bank of India**, Ranchi-834001.

Signature & Date

(Name.....)

In the presence of

a)

(Name and address)

b)

(Name and address)

SIGNED AND DELIVERED BY

Signature & Date

(Name.....)

In the presence of

a)

(Name and address)

b)

(Name and address)

Weekly cleaning of toilet/bathroom, Quarterly deep cleaning of leased flats of RBI, Ranchi.

Schedule of Quantities

Item No.	Description of item	Quantity (No of flats)	Rate Per Flat (in figures and words) Rs.	Amount per annum(in figures and words)Rs
1.	Weekly cleaning of Toilet/Bathroom of each flat/block and common area:	35 flats		
2.	Quarterly cleaning of each occupied/vacant flats of officers	35 flats		
Total Amount			Rs.	
Add: CGST @ 9%				
Add: SGST @ 9%				
Grand Total including GST				

(Rupees..... only)

NAME AND ADDRESS OF THE CONTRACTOR:

SIGN & SEAL OF THE CONTRACTOR:

Date:

Place:

Terms & Conditions :-

These clause from part of contract and these sheets should invariably be returned duly signed with date failing which the quotation may not be accepted.

1. Quotation should be submitted duly signed with date in the enclosed Blanks of the Schedule of items. Rates should be quoted both in figures & words. Violation of this condition may lead to rejection of the quotation.
2. Quotation should be sent in sealed cover, which should be super scribed with the word "QUOTATION" and the name of the work given in the schedule. The under noted SERIAL NUMBER should be written on the top left hand corner of the cover for its identification.

SERIAL NUMBER "-----"

3. Quotation shall remain valid for a period of three months from the date of opening the same. The rates shall be firm till the completion of the work and no escalation on any account will be allowed.
4. The rates should be inclusive of all relevant taxes, transportation charges etc. and for all the accessories required for the completion of the work. No extra amount will be paid for whatsoever.
5. The Bank does not bind itself to accept the lowest or any quotation.
6. The contractor should provide his phone/mobile number to Bank on which he is available round the clock and can be accessed at 24 x 7hrs in case of an emergency.
7. The contractor shall furnish bio-data along with passport size photograph of the person deployed for the work. In case of absence of a regular employee, an alternative person shall be authorized by the contractor to carry out the maintenance work with prior intimation to the Bank.
8. In case of unwillingness of the cleaning by the occupant, the firm has to take his acceptance on the work report sheet duly signed, by the occupant that he is not willing for cleaning, which will be verified before payment of the invoice claimed. The payment will be made for the actual cleaned flats and bathrooms.
9. The billing shall be done on the basis of actual work done and not as per the total number of flats/units.
10. The actual number of flats may vary and the payment shall be done as per actual.
11. The contractors should examine the site and should thoroughly acquaint themselves with the nature of the work to be done, working conditions, period of permissible execution of the work.
12. During execution of the work any damage to the property of the Bank is to be rectified by the contractors as per the directions of the Bank's Engineer or otherwise Bank may get the same rectified at the risk and cost of contractors.
13. The work will be carried out as per the Bank's enclosed specifications and conditions of the contract, as provided in the quotation documents which may be inspected at every stage during the office hours by the Estate Department of the Bank.
14. The works shall be normally carried during normal working hours. However, if required to be done after office hours, prior permission may be obtained for working after working hours / holidays and Sundays without causing any disturbance to the occupants.

15. Prevention of Sexual Harassment of women at work places

a) The Contractor 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 employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor / Agency and the Contractor / Agency shall ensure appropriate action under the-said Act in respect to the complaint.

(b) any complaint of sexual harassment from any aggrieved employee of the contractor against any employee of the Employer shall be taken cognizance of by the Regional Complaints Committee constituted by the Employer.

(c) the contractor shall be responsible for any monetary Compensation that may need to be paid in case the incident involves the employees /workmen of the contractor, for instance any monetary relief to Employer's employee, if sexual violence by the employee /workmen of the contractor is proved.

(d) the contractor shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.

(e) The contractor shall provide a complete and updated list of its employees who are deployed within the Employer's premises.

16. **EMD**: The Contractor shall deposit an Earnest Money (EMD) @ of Rs. 8600/- through NEFT, [Details of NEFT : Beneficiary name- "Reserve Bank of India, Ranchi; IFSC code: RBIS0RNPA01(Numeric Zero at 5th and 10th place from left); A/c no. 186003001] which amount is not to bear any interest. Proof of remittance with transaction number (Scanned copy) to be submitted along with tender document. The Bank shall retain the same amount of successful Contractor for entire contract period.

17. Income Tax and commercial taxes shall be deducted as applicable.

18. **Payment Terms** : Payment will be made after satisfactory completion of the work on actual work measured at site or on account basis during the execution of the work as may be deemed fit by the Bank.

19. In case of any dispute, the decision of the Reserve Bank of India shall be final.

20. Failure to **observe** any of the instructions in clause 1 & 2 may lead to the rejection of the quotation.

21. **INSURANCE** : The successful contractor should obtain following insurance as per Bank's standard clause of insurance with Bank's name appearing first in the policy.

(a) Workmen compensation insurance.

22. The contractor shall abide by and fulfill all requirements laid down under the Contract Labour (Regulation and Abolition) Act, 1970 and the rules framed thereunder.

23. The contractor shall submit to the Bank the required number of labours to be engaged on a single day in the job.
24. The contractor should ensure payment of minimum wages + VDA to all labourers / workmen staff employed by him.
25. The contractor shall maintain all registers as required by the Regional Labour Commissioner and should furnish the same to the Bank or its representative as and when required.
26. If the work is not started within 10 days from the date of issue of work order then Bank may terminate the work order without assigning any reason. If during the execution of the work, the progress of work is not considered to be satisfactorily and is not consistent to be in contingent with the period of the completion of the work then the Bank may terminate the work order by giving a final notice to the contractor.

NAME AND ADDRESS OF THE CONTRACTOR:

SIGN & SEAL OF THE CONTRACTOR:

Date:

Place: