



APPOINTMENT OF INTEGRATED FACILITY MANAGEMENT SERVICES

REQUEST FOR PROPOSAL (RFP)

(15 February 2022)
RFP: ReBIT/CPO/2022/079

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Reserve Bank Information Technology Pvt. Ltd.
502, Building No 1, Mindspace Juinagar, Nerul, Navi Mumbai – 400706

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Please note that any part or the whole of information, directly or indirectly learnt, for any other purpose, other than for conducting work under the ambit of the RFP issued by ReBIT is not authorized.

Schedule of Events

The following is an indicative timeframe for the overall process. ReBIT reserves right to vary from this timeframe at its absolute and sole discretion and without providing any notice/termination or reasons thereof. Changes to the timeframe will be communicated.

RFP inviting authority	Reserve Bank Information Technology Pvt. Ltd. (ReBIT)
RFP BID reference number	RFP: ReBIT/CPO/2022/079
RFP requirement	Appointment of Integrated Facility Management Service Provider
Method of selection	Selection will be based on QCBS Method
Availability of RFP documents	15-February-2022 RFP document will be available on ReBIT's website (URL: https://rebit.org.in/procurement) and CPP e-procurement portal (URL: https://eprocure.gov.in/eprocure/app) Bidder shall refer Annexure - O : Instructions to Bidder for Online Bid Submission
Last date and time for submission of pre-bid queries	18-February-2022 upto 16:00 Hrs Queries should be submitted in the format prescribed in Annexure - E of this RFP and sent to procurement@rebit.org.in
Pre-bid meeting	21-February-2022 at 11:00 Hrs Through Video conferencing. The video conferencing link will be shared with those bidders who are interested to participate in the meeting. The bidders who are interested to participate in the pre-bid meeting are requested to send an e-mail request for the same with their details at procurement@rebit.org.in along with their queries, if any, as per the last date and time specified above for submission of the pre-bid queries.
Date of communication of responses to pre-bid queries and corrigendum, if any	23-February-2022 through ReBIT's website (URL: https://rebit.org.in/procurement) and CPP e-procurement portal (URL: https://eprocure.gov.in/eprocure/app)
Last date and time for bid submission (on or before)	07-March-2022 up to 12:00 Hrs through CPP e-procurement Portal (URL: https://eprocure.gov.in/eprocure/app) Additionally, hardcopy of Technical Bid documents as per Annexure-A may be submitted at ReBIT Juinagar Office by the cut-off time mentioned above. No commercial bid documents shall be submitted in hard copy.
Technical Bid opening	08-March-2022 at 12:00 Hrs in CPP e-procurement Portal : (https://eprocure.gov.in/eprocure/app)
Price Bid opening	To be informed later to the eligible bidders qualifying Technical Evaluation.
Proposal validity	Proposals must remain valid up to 180 (One hundred and eighty) days from the last date of submission.
Name and address for communication	Procurement Manager, Reserve Bank Information Technology Private Limited, 502, Building No 1, Mindspace Juinagar, Nerul, Navi Mumbai - 400706 Email: procurement@rebit.org.in

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1. About ReBIT

Reserve Bank Information Technology Private Limited (ReBIT) has been set up by the Reserve Bank of India (RBI), to take care of the IT requirements, including the cyber security needs of the Reserve Bank and its regulated entities. ReBIT advises, implements and monitors internal or system-wide IT projects (both existing & new) of the Reserve Bank of India and manages its critical IT systems as wholly owned subsidiary of Reserve Bank.

2. Invitation of Bids

Reserve Bank Information Technology Pvt. Ltd. hereinafter also referred to as 'ReBIT', issues this Request for Proposal, hereinafter called 'RFP'. ReBIT proposes for Appointment of Integrated Facility Management Service Provider for its Office Premises at Unit # 502, 5th Floor & Unit # 1001, 10th Floor, Building No. 1, MindSpace, Juinagar and issues this Request for Proposal (RFP) for selection of a vendor for providing facility management services inclusive of Engineering, Soft Services, Transport, Security & Cafeteria.

This RFP is an invitation for responses from eligible bidders. No contractual obligation on behalf of ReBIT whatsoever shall arise from the RFP process unless and until a formal contract is signed & executed by duly authorized official of ReBIT and the successful Bidder. However, until a formal contract is executed, this RFP together with ReBIT's written acceptance & notification of award shall constitute a binding contract with the successful Bidder.

Bidder(s) are expected to examine all instructions, forms, terms, specifications, and other information in the RFP document. Failure to furnish any information required by the RFP document or to submit a bid not substantially responsive to the RFP document in every respect will be at the Bidder's risk and shall result in the rejection of its bid. The procedure and terms & conditions for submission of bid are enumerated in this RFP.

All offers of the Bidders shall be unconditional and once accepted (with or without modifications) by ReBIT shall be binding between ReBIT and such Bidder. This document shall not be transferred, reproduced or otherwise used for purpose other than for which it is specifically issued.

3. Definition of terms

Throughout this RFP, the following terms shall be interpreted as indicated below unless inconsistent with the subject matter or context:

- i. **Bidder / Service Provider / Contractor** - An eligible entity/firm submitting a Proposal/Bid in response to this RFP. The legal entity who signs and submits the bid and the Earnest Money Deposit.
- ii. **ReBIT / Purchaser / Client** - Reference to "ReBIT", "the ReBIT" and "Purchaser" shall be determined in context of this RFP.
- iii. **Proposal / Bid** - the Bidder's written reply or submission in response to this RFP.
- iv. **RFP / Tender** - The Request For Proposal (this document) in its entirety, inclusive of any addenda/corrigendum that may be issued by ReBIT.
- v. **Solution/ Services/ Work/ System** - "Solution" or "Services" or "Work" or "System" or "IT System" means all services, scope of work and deliverables to be provided by a Bidder as described in the RFP and include services ancillary to the development of the solution, such as installation, commissioning, provision of technical assistance, training, and other obligations of the Supplier covered under the RFP.
- vi. **Project Cost** - Project cost would be all initial cost incurred to deliver the services as per scope defined in RFP document including all permissions and statutory approvals etc. as requested in Price Bid.
- vii. **Change Management** - Any request by ReBIT that results in changes in the approved services, operation, maintenance, manpower deployment and documentation. Any minor changes would not be considered as change management.

4. Minimum Eligibility Criteria

Only those Bidders who fulfil the eligible criteria mentioned at **Annexure - G** are eligible to respond to this RFP. Document(s) in support of eligibility criteria are required to be submitted along with the

Technical Bid. Bids received from the Bidders who do not fulfil any of the eligibility criteria Mentioned are liable to be rejected.

5. Scope of Work and Project Milestone

5.1 General terms of the scope of work

Based on the contents of the RFP, ReBIT intends to appoint a Service Provider for Integrated Facility Management Services for its Office Premises at Unit # 502, 5th Floor & Unit # 1001, 10th Floor, Building No. 1, MindSpace, Juinagar. The Integrated Facility Management Services will be exhaustive and inclusive of Engineering, Soft Services, Transport, Security & Cafeteria. These Office Premises (5th & 10th Floor) (hereinafter referred to as "Premises" accommodates about 450-500 employees in a floor area admeasuring a carpet area of Approx. 52,880 Square Feet (Sq.Ft).

ReBIT expressly stipulates that Bidder's selection under this RFP is on the express understanding that this RFP contains only the broad provisions for the entire assignment and that the deliverables and the services in connection therewith are only a part of the assignment. The Bidder shall be required to undertake to perform all such tasks, render requisite services and make available all such resources as may be required for the successful completion of the entire assignment at no additional cost to the ReBIT notwithstanding what is stated here and what is not stated.

The Bidder has to envisage all necessary services to be provided and ensure the same is delivered to ReBIT. ReBIT will not accept any plea of the Bidder at a later date for omission of critical services on the pretext that the same was not explicitly mentioned in the RFP.

5.2 Scope of Work

The Bidder agrees to use its best efforts to assess, understand and provide the aforementioned services as per ReBIT's requirement. The scope of work is broadly subdivided under following services which includes exhaustive services / requirements prescribed further in subsequent sections (but is not limited to same) :

1. House Keeping Services (Core Services)
2. Pest Control Services
3. Horticulture Services
4. Engineering Services (Core Services)
5. Security Services
6. Transport Services
7. Cafeteria Services
8. Management of Gym Area & Game Zone
9. ReBIT Business Continuity Plan Requirement

5.2.1 House Keeping Services

5.2.1.1 General Duties

Daily cleaning of the following:

General Services:

- All floor areas: Spot clean all marks, stains and spills
- Vinyl or Tiles: scrub or spray to remove scuff marks when necessary
- Clean and polish entrance doors and hardware - remove finger and/or scuffmarks
- Clear all dustbins under each workstation at least every four (4) hours
- Ensure vendor checks for the correct placement of all keyboards and chairs across each floor when not occupied

Foyer / Reception Area:

- Floors buffed and polished (all stone, slate and ceramic floors to be washed with a neutral detergent)

- Reception desk and surfaces to be wiped / dusted thoroughly
- Wipe clean and polish walls in foyer and to glass entrance doors and mirror windows to be spot cleaned for any finger marks, stains or other marks
- Flower boxes (if any) to be cleared of rubbish
- Special attention to be given to entrance and areas (as required)
- Shake out front doormats (if applicable)
- Sweep all external walkways and landings
- Clean all stair landings, stairways and ground floor window sills
- Clean all door mats

Tea Room / Pantry:

- Sweep and mop clean all floors using disinfectant
- Clean, all sinks and metal fittings
- Wipe down fridge / other white goods (if applicable)
- Cleaning of Coffee Machines as required.
- Dustbins to be cleared at least every two (2) hours
- Water Bottles are replenished and kept clean
- No odours to emanate from the Pantry

Workstations and Offices:

- Empty all waste bins at least every (4) four hours
- Wipe, replace bin liners as required
- Vacuum carpet areas after office hours and during weekend deep cleaning
- Clean tables, cabinet tops and conference and meeting room furniture and equipment
- Clean doors and partitions
- Clean writing boards in conference and meeting rooms
- Clear any debris from plants (i.e. leaves fallen from the plant)
- Recycling
- Conduct a full clean each weekend for Offices

Conference Rooms:

- Empty all waste bins at least every 4 (four) hours
- Water Jugs / Bottles are replenished and kept clean
- Vacuum carpet areas
- Clean tables, cabinet tops and conference and meeting room furniture and equipment
- Clean doors and partitions
- Clean writing boards in conference and meeting rooms
- Clear any debris from plants (i.e. leaves fallen from the plant)
- Conduct a full clean every weekend
- Clear any debris from plants (i.e. leaves fallen from the plant)
- Watering to potted plants as per requirements.

Meeting Rooms:

- Empty all waste bins at least every 4 (four) hours
- Wipe, replace bin liners as required
- Vacuum carpet areas
- Clean tables, cabinet tops and conference and meeting room furniture and equipment
- Clean doors and partitions
- Clean writing boards in conference and meeting rooms
- Clear any debris from plants (i.e. leaves fallen from the plant)
- Conduct a full clean every weekend

Training Rooms:

- Empty all waste bins at least every 4 hours
- Wipe, replace bin liners as required
- Vacuum carpet areas
- Clean tables, cabinet tops and conference and meeting room furniture and equipment

- Clean doors and partitions
- Clean writing boards in conference and meeting rooms
- Clear any debris from plants (i.e. leaves fallen from the plant)
- Conduct a full clean every weekend

Weekly cleaning of the following:

- Wipe all internal doors, workstation partition metalwork/plastic and wall surfaces (other than bare masonry)
- Clean all desk, bench top or table surfaces
- Wipe out wastepaper bins or replace liners
- Vacuum clean all corners, edges and under furniture
- Full clean of front door mats

Monthly cleaning of the following:

- Thoroughly clean all windows. Both sides of Reception area glass and entrance doors, including all aluminum frames and door handles
- Dust all interior walls, ledges, furniture and equipment
- Vacuum upholstered furniture
- Workstations to be cleaned
- Deep clean conference and meeting rooms

Quarterly cleaning of the following:

- Deep clean of Desk-
- Clean internal windows, sills and blinds
- Carpet Shampooing (At additional cost)
- Apply approved polish hard to floors - Maintenance of all fine wood finishes that may include, but shall not be limited to the following: executive furniture, conference room furniture, common area furniture, walls, baseboards, doors, and moldings.

Regular Services:

- Floors, Work station areas, training rooms, Conference rooms, meeting rooms, internal glass fixtures, common areas, heavy traffic areas, external areas and general cleaning as specified; and
- Food Courts/cafeteria/dining hall, where applicable.
- Using of disinfection chemical wherever required and asked for.

Periodic Services:

- Carpet cleaning, shampooing and floor scrubbing (at an additional cost)
- Internal window and glass cleaning. (to the height of 7 ft)
- External areas i.e. Terrace Chillers platform, DG Room and UPS Room
- Cleaning of AC grills, fire sensors, light fittings and extinguishers (Under the supervision of a technical team)
- Other emergency cleaning services, as required.

It is recognised that some marks and stains require special cleaning processes to effect removal. These shall be reported to the Facility Manager. Similarly difficult to remove graffiti shall also be reported to the Facility Manager.

Appliances - Damp Dust:

- After damp dusting is complete all external surfaces shall be free of all dust and dirt to leave a clean, dry, uniform appearance.

Carpet – Spot Clean:

- After spot cleaning of carpet, the surface should be free of marks, dirt, spots (including substances such as chewing gum / blue-tac etc) and residue cleaner leaving a visible clean finish with a uniform appearance.

Carpet – Vacuum:

- After vacuuming is complete, carpet shall be free of all visible litter, dirt, dust and build up (especially on edges) ensuring a clean uniform appearance.

Chairs – Cloth – Vacuum:

- After cleaning, chairs are to be free of dirt and marks.

Chairs – Cloth – Shampoo Extraction:

- When extraction shampooing is complete, the surface should be free of all deep-seated dirt, stains and soiling and be left in a reasonably dry condition giving a clean uniform appearance.

Chairs – Clean:

- After cleaning, chairs are to be free of dirt and marks.

Floors (All) – Sweep

- After sweeping, all floor surfaces shall be free of visible dust, loose dirt and litter. All dust, loose dirt and litter shall be collected and disposed of in an approved rubbish bin.

Floors (Concrete) – Damp Mop

- On completion of damp mopping all floor surfaces shall be free of all marks and dirt especially in corners and edges, visibly clean and without streaks.

Floors (Granite) – Machine Scrub

- On completion of machine scrubbing, all floor surfaces shall be free from all visible dirt, marks, grime, residue cleaner and any build-up (especially the edges) to display a uniform clean appearance.

Glass (Window, Partitions, Doors) – Spot Clean

- After spot cleaning of glass, partitions, windows and doors, all marks and dirt on windows shall be removed leaving the surface visibly clean and unmarked.

Glass (Windows, Partitions, Doors) - Wash

- After washing of glass is complete, the surface shall be free of visible dirt and smears.

Grilles (In Doors, Air Conditioning, Diffusers, Vents) – Damp Dust

- After damp dusting is complete, all grilles shall be free of dust and dirt to leave a clean, dry uniform appearance.

Rubbish Bins – Empty and Replace Liners

- After rubbish bins have been emptied, the bins shall be free of dirt and litter.
- Liners shall be changed, with a size compatible with that of the bin, whenever they contain moist materials, food or have tears or holes in them.

Waste Management

- The contract is for collection, segregation, management and disposal of dry waste, kitchen waste etc. from the properties as per the BMC regulations
- The work shall normally be carried out during normal working hours of the premise However, if required to be done after office hours or as per instructions from the landlord team
- The biodegradable waste collected from cafeteria and pantries should be disposed of as per the process identified.

Surfaces – Damp Dust

- After damp dusting is complete, all surfaces shall be free of visible dust, dirt and build-up (especially in corners and edges) to leave a clean, dry uniform appearance.

Tables, Cupboards, Chairs, Desks – Damp Dust / Clean

- After damp dusting / cleaning of tables, cupboards, chairs and desks is complete, all surfaces shall be free of dirt, dust and residue cleaner to leave a clean, dry uniform appearance.

Toilets, Toilet Units, Hand Basins - Descaling

- On completion of descaling, urinals and toilet bowls shall be free of calcium build-up, acid, odour, bacteria, residue cleaner and all visible dirt leaving the surfaces with a clean appearance. After sanitising, toilet and hand basins will be free of dirt, stains and dust.
- The cleaning materials utilised in the service of cleaning the toilet facilities shall only be used for the purpose of the cleaning of the toilet facilities.

Toilet Partitions - Clean

- On completion of cleaning of toilet partitions the surface shall be free of all removable marks, dust and be visibly clean with a uniform appearance. Non-removable marks (graffiti) are to be referred to the Facility Manager.

Toilet Units, Hand Basins – Clean and Sanitize

- After cleaning and sanitising, toilets and hand basins shall be free of dirt, dust, stains and marks, cleaner residue and bacteria. The cleaning materials utilised in the service of cleaning the toilet facilities shall only be used for the purpose of the cleaning of the toilet facilities.

Walls (Plaster of Paris partitions) – Spot Clean

- After spot cleaning has been carried out on brick walls, all removable marks and dirt are to be eliminated leaving the surface visibly clean and free of any residue cleaner. Non-removable graffiti on external walls is to be referred to the Facility Manager.

Walls (Painted) – Spot Clean

- On completion of spot cleaning on painted walls, surfaces shall be free of marks, dust, and residue cleaner and be visibly clean with a uniform appearance.

Water and beverage vending machines-Clean

- On completion of cleaning, all surfaces are to be free of visible dirt, bacterial and residue cleaner leaving a clean appearance.

Window Tracks - Vacuum

- On completion of vacuuming, the window grooves will be free of dust, sand, dead insects and debris leaving the surfaces clean and unobstructed.

Wooden Furniture - Polishing

- After polishing, wooden furniture shall be free of dust and marks and will be clean with a uniform high sheen for lasting protection.

Phone Booths - Clean

- Upon the completion of cleaning telephone booths, all handsets and phone bodies shall have been cleaned of all marks, residue, dirt and other foreign matter and shall have been wiped down with a germicidal detergent. All rubbish, dirt, other foreign matter and marks shall have been removed from the shelf and booth and any Perspex telephone surrounds shall be visibly clean, unmarked and with a streak free finish.

The vendor is required to perform the following general duties:

- Daily inspections (3 per day) to monitor the performance of the staff
- Performance monitoring, ensure the completion of the daily housekeeping checklist
- Ensure the performance of services to the scope specified below
- Management of ad-hoc requests by the client.
- Ensure all equipment is maintained to the highest possible standard (operational, clean and not in a state of disrepair)

- Ensure the maintenance of Pantry Stocks
- Maintenance of a Housekeeping Manual
- Vendor to be compliant with all statutory requirements as per the state and central law.

5.2.1.2 Hours of Service

- The normal working hours comprise of nine (9) hours which includes one (1) hour to include breaks for meals and tea. Timing of shifts will be as per ReBIT's requirement and is subject to change as per ReBIT's requirements. Meals (except Lunch) and transport shall not be provided to the service provider's staff.
- The Hours of work to be decided by the Facility Manager at the site.
- Containers and dumpsters can be emptied during normal business hours unless they will cause a disruption to the client operations.

5.2.1.3 Personnel

- Working days would be weekly 6 days working and one day weekly off.
- All staff should have adequate experience in their respective services. All the above services will be provided for seven days a week (Monday through Sunday) throughout the year. Proper relievers for the service personnel will be onsite for weekly offs holidays and absenteeism at no extra cost
- Must be fully trained in the proper use of the required equipment and chemicals for all tasks.
- Must perform duties in a professional and courteous manner.
- Ensure the background verification is done for all the deployed staff on site and share the evidences with ReBIT representative within one month of deployment.

5.2.1.4 Account Management

Team Structure & Escalation Process

There will be Facility Manager to govern the daily tactical tasks at each site and will be the first point of contact for any immediate tactical issues. Any issues that will impact business continuity and cause a significant disruption of service will be escalated to the vendor's senior management team. As a part of the RFP response successful bidder is required account management structure that will support this account.

Escalation Matrix to be shared

5.2.1.5 Meeting Cadency

- Operations team to attend the weekly meeting to discuss all sites related issues and updated MOM to be shared accordingly.
- Operations team to attend month end SLA meeting with the respective site SPOC's for the SLA and KPI scoring and MOM to be reviewed and discussed.

5.2.1.6 Task Frequency

The scope of work will include but not be limited to providing comprehensive Housekeeping, Waste Management, Pantry and Office services at the proposed facility of the client, including all staircases lying within the floor space area enumerated above.

5.2.1.7 Equipment & Material to be provided by the Contractor

Successful bidder has to provide 1 set of equipments mentioned below on each floor:

- Vacuum cleaner (Site Based) at least - 2 Nos.
- Floor scrubbing machine (Site Based) at least - 2 Nos.
- Cleaning material for:
 - (i) All floors, walls and metal surfaces
 - (ii) All common toilets
 - (iii) Windows and door glass panels
 - (iv) Bidder should supply Green Seal certified housekeeping chemicals

(v) The Contractor shall furnish the details of proposed makes of cleaning material and supply the same after obtaining ReBIT's approval

5.2.1.8 Window / Cladding Cleaning & Maintenance

Function: Provide the labor and equipment necessary to clean the exterior windows, building cladding, relights and skylights. Window & cladding cleaning activities will occur on a predetermined frequency. Provide recommendations on window & cladding maintenance with the help of a detailed checklist & minor or major repairs to be carried out as & when on need basis.

Responsibilities:

- Retain the resources necessary to safely complete the exterior window & cladding cleaning operation.
- Exterior window/cladding cleaning equipment is only to be utilized as designed and intended. Care is to be taken on all rooftops to avoid any damage to roof surfaces.
- Assigned personnel are not to utilize any client equipment or furniture to complete the exterior window/cladding cleaning activities.
- Products used are to be environmentally safe as per EHS norms.
- Exterior window cleaning is to be pre-scheduled in order to avoid any interruptions in VIP/clients visit.
- Maintain a detailed checklist to carry out the maintenance & repair activities.

5.2.1.9 Events

- Venue is set up as per described during the planning stage. Tables, Chairs & carpet are cleaned & refreshed.
- Basic - Table set up is done with table cloth & frills, Cloth & Air lid Napkins to be ready. Menu tags will be set on buffet,
- Enhanced event - Basic plus table tent cards with holders is placed on the table. Guest name tag with meal preference is placed on table for the pantry boy to ensure correct meal is served.
- Physical checks - Equipment required for set up, Dustbin to be placed at desired locations.
- Briefing with pantry staff, HK staff & supervisors is done before the event starts and the menu and service sequence is discussed.
- Service counter to be kept ready with crockery & equipment's for set up or service
- Service is then executed as planned

5.2.1.10 First Aid

- A checklist or site register shall be kept next to first aid boxes to record the name of the person undertaking a weekly site check of first aid boxes. The record shall state the date, time, print name and signature of individual undertaking the check.
- Replenishment of the First aid box.
- Checklist for recording First aid box checks

5.2.1.11 Dishwashing

Description: Procedure for cleaning of Cutlery & Crockery / Dish wash cleaning.

Material Required:

Cleaning Chemical, hand gloves, dusters, Kitchen sponge, Facemask, Garbage bag, scorer pad

Daily Cleaning Procedure for Dish Washing Services:

- Fill half the sink with hot water,
- Collect all the dirty dishes, glasses, cutlery & crockery, removed all the waste food item from the plates in to the garbage bins
- Soak Cutlery, crockery glasses, & plates in the sink for a while

- With the help of jet spray clean all the plates in the sink itself
- Collect the clean plates & placed in the collection tray
- Placed the tray in the dish wash machine for sanitization process of the crockery, cutlery, glassware & plates
- Set the dish wash machine cycle accordingly
- Once the dish wash finished keep the rack aside for air dry the items for next use
- Make sure there shall not be any chemical or water marks left on the crockery, cutlery, and glassware dishes etc.
- While operating the dish wash machine follow the manufacturer's instruction to operate the machine.

5.2.1.12 Projects Cleaning

- Maintaining the cleaning standard pre and post project works
- Ensuring standard set up for each workstation

NOTE: The Contractor shall ensure that the first cleaning of the washrooms is completed before the start of the working hours of the office.

5.2.1.13 Plant Arrangement

- Housekeeping team will water plants on alternate days.
- Cleaning of all areas under and around each plant. This includes file tops, floors, tables and any other areas where loose soil, bark or plant debris may fall.

5.2.1.14 Disposal of Scrap Material

- Sharing photos of scrap material
- Making list of all items in the scrap
- Material to be scrapped only as per process and after required approval.
- Cleaning of the area after the material is disposed of

5.2.1.15 Keys Management

- Handover to be taken from projects
- Issuing of keys to all the employees
- Issuing of Duplicate keys to employees
- Maintaining records of the keys.

5.2.2 Pest Control Services

This service would cover the entire areas, and common usage areas such as staircases, lobbies, terraces, car parking space, drainages, documents room/ remote areas and equipment rooms. The frequency of these services shall be as per the normal practice and specific need of the ReBIT on as and when required basis.

The Major Services to be covered are as under:

- General Disinfestations against mosquitos, spiders, cockroaches, houseflies etc.
- Rodent control
- Termite and wood-beetle treatment
- Anti-Malarial Fumigation.

Apart from above services, the service provider will have to suitably disinfect drain outlets from the kitchen, canteen area and toilets by spraying with insecticide every Saturday and whenever necessary.

The responsibilities/Duties of Contractor in this area are as under:

- Take effective measures for Rodent and Disinfestations Control Services including fogging etc. in the area of contract.
- Use chemicals that are harmless to humans, machines and are of WHO specification. Further, the chemicals should not leave any spots in the treated area.

- Any damage caused to machinery/ books due to Rodent and disinfestations services in the areas covered during the period of contract shall be made good.
- Carry out disinfestations and fumigations once a fortnight and rodent and reptile control on need basis.
- It is likely that termite may come in existence in the building premises, which may damage not only the records and furniture but also adversely affect the environmental conditions. The agency has to run regular termite treatment programs/activities.
- Prior to carrying out the Pests and Rodent Control Services submit a detailed plan for approval of the ReBIT.

5.2.3 Horticulture Services

These services include all the horticulture activities discussed in detail below:

- These Services shall be provided on six days of a week from Monday to Saturday.
- The maintenance of indoor plants will be part of horticulture services with the following terms:
 - i. The vendor will supply and maintain 100 potted plants of heights ranging from 3 ft to 7 ft. as per ReBIT requirement.
 - ii. The number of plants may reduce / increase as per requirement & vendor has to bill as per actual plant provided at site.
 - iii. Plants names will be shared with the successful bidders.
 - iv. The plants should be replaced every 15 days to get the proper sunlight to plants.
 - v. Plants should always be fresh. In case of any damage, the same has to be replaced within 24 hours.
 - vi. Complaints should be attended on the same day.

5.2.4 Engineering Services

A. Work at ReBIT Premises and safety rules

Without limitation, the code of ethics and business conduct applicable to the employee of the Provider deployed under this SOW include the following:

- The employees should possess core values of integrity, mutual respect, teamwork, communication, innovation, customer satisfaction, quality, fairness, compliance with all laws and regulations and act ethically. These core values are the overriding principles that guide ReBIT in its business conduct.
- ReBIT sets moral standards and upholds ethical business practices. The employees must understand and conform to law, to custom, if within the law, and to human values.
- The employees should avoid or correct any situation in which their actions might adversely affect, publicly embarrass or discredit ReBIT.
- The employees are individually responsible to observe the highest standards of business ethics and should exercise sound and mature judgment in all time.
- The employees should protect confidential information, which may come to their knowledge in the course of work and refrain from directly, or indirectly using or disclosing the same.

B. Uniform

- The Provider will ensure that the staff deployed at ReBIT will be given proper uniforms including shoes and necessary PPE's.
- The uniforms should include valid identity card provided by the Provider (to be carried and displayed while rendering services at ReBIT Site)
- The color of uniform should be different for each category so that the staff on Site can be distinguished easily.

C. Manpower and Staffing

- The Provider shall always employ an agreed strength of experienced staff at ReBIT Premises

as required by ReBIT.

- Any indecent behavior / suspicious activities of the staff shall be viewed seriously and a suitable penalty shall be levied on the Provider. The Provider is also required to submit the list of workers with photo ID, educational qualification, address proof and Background verification before deputing the workers.
- Provider to specify whether all the employees of Provider are on the payroll of Provider or sub contracted.
- All the agreed deployment shall be adhered to at all times. In case of attrition, continued absence for more than 24 hours the Provider shall ensure that backup resource is made available immediately. If the Provider fails to provide the back-up resource within 24 hours, ReBIT shall deduct an amount from the monthly wages on pro-rata basis for each day of absence.
- Provider shall provide required Meal Allowance to Provider's staff deployed at ReBIT Premises. ReBIT shall have no obligation to arrange for or provide free-of-cost meals to Provider's Staff.
- Provider shall be solely responsible for the credentials/ act of his staff / workers.
- Provider would operate with the headcount numbers in the different ReBIT Premises as per the current practice. Provider would analyze the office requirements (manpower shift deployment head count and Premises Org Structure), and recommend measures to improve cost wherever possible and service efficiency within 2 months from the date of commencement of operations. The revised head count would then be mutually discussed and agreed upon after ReBIT consent. And accordingly the invoicing and contract terms will be amended as may be necessary.

D. Training:

- Provider will ensure that the Manpower deployed at ReBIT are adequately trained, on maintenance of procedure manuals/ training records and housekeeping criteria's which shall include but not limited the following
- PPE – Personal Protective Equipment
- Basic etiquettes & Grooming
- Induction Training to be given to all staff before they are deployed at ReBIT Sites.
- Contractor Safety Programme
- In addition, any other trainings that may be suggested by ReBIT.
- ReBIT will provide feedback on the effectiveness of training conducted and Provider will be advised to remove such personnel who would not have the adequate skills to perform their duties.

E. ReBIT Obligations:

- To provide Id and access cards to the Provider Staff deputed at ReBIT Premises
- To provide seating facilities as applicable to Managers and above level of Provider staff
- To provide all the consumables and work related equipment's (excluding safety equipment's)
- To provide Network access if required, subject to ReBIT Network access policy
- To provide a change room as applicable

F. EHS- Environment Health & Safety:

- Participate in Emergency Evacuation procedures including crisis management and business continuity.
- Manage all Health and Safety issues and actively participate in Health and Safety reviews
- Monitors day- to-day requests/complaints.
- Provider should adhere to all ReBIT EHS procedures.
- Provider to ensure all vendor use necessary PPE and should ensure Lockout Tag out Control (LOTO) is installed in all critical location policy.

G. Others:

- Liaise with all AMC Suppliers and ensure that AMC calendars are followed strictly and preventive maintenance schedules are followed. Responsible for maintaining the ReBIT store's inventory and spares/consumables for equipment's

- Ensure all business Continuity Management Plan/Program /Employee Health & Safety requirements are understood and followed
- Train all Supervisor/In charges and team members in the building on BCMP and EHS requirements.
- Ensure all personnel of Supplier will wear adequate Personal Protection Equipment's
- Document all trainings carried out, maintain it in safe custody and submit to ReBIT when requested.
- Maintain Vendor/Supplier wise documents/files.

General Scope and Conditions for Facility Management Services

Provider will provide such number of their staff as may be agreed upon between the parties under each of the following categories- Electrician Carpenter, Plumber, HVAC Operator, Handyman, Multi-skilled Technician (DG, Chiller), Shift- in Charge, Executive Engineering for rendering the services at ReBIT offices specified.

- 1.1.1 Provider will ensure that they deploy only trained, experienced and competent employees. The Provider shall also ensure that their employees employed at the ReBIT premises are physically fit to carry on the work under this agreement and are not suffering from any chronic or contagious disease. The service provider should do time to time medical tests of employees against the diseases such as (Viral Flue / diseases) and submit the reports to ReBIT whenever asked for.
- 1.1.2 However, this does not prevent ReBIT to get the Provider's employees medically examined, if required, by the Medical officer of ReBIT choice at Provider's expense and the Provider shall be bound to remove such of their employees who is declared unfit by ReBIT, based on the medical report.
- 1.1.3 Provider shall, in addition to complying with the Agreement, comply in all respects and at all times with the provisions of statutes, rules and regulations applicable to them and/or to their employees, including but not limited to the Payment of Wages Act, Minimum Wages Act, Workmen's Compensation Act, Employees State Insurance Act, Employees Provident Fund and Miscellaneous Provisions Act and in particular the Provider shall, if required, obtain the requisite license under the Contract Labor (Regulation and Abolition) Act 1970 and the rules made there under. Provider shall maintain necessary documentary evidence of their compliance with applicable laws, rules, regulations, notifications, etc. and shall, upon ReBIT's request, produce forthwith to ReBIT for inspection, verification, etc.
- 1.1.4 Provider shall ensure that the Provider's employees while on the premises of ReBIT or while carrying out their obligations, maintain cleanliness & decorum, abide by safety guidelines and adhere to general discipline laid down by ReBIT or its authorized agents as per the scope of work mentioned below and ReBIT shall be the sole judge as to whether or not the Provider and/or their employees have observed the same. In case of any differences of Opinion, the same shall be mutually resolved and any non-compliance shall be strictly acted upon.
- 1.1.5 Provider shall personally and exclusively supervise or employ sufficient supervisory personnel exclusively to supervise the work of their employees so as to ensure that the service rendered under this agreement is carried out in conformity with this SOW and to the full satisfaction of ReBIT.
- 1.1.6 Provider shall ensure that the Provider's employees strictly observe such work timings as advised by ReBIT from time to time.
- 1.1.7 Provider shall ensure that no employees of the Provider remains on ReBIT premises after completion of working hours prescribed by ReBIT, without the prior written permission of ReBIT.
- 1.1.8 Provider shall forthwith remove any employee of the Provider from ReBIT premises if ReBIT considers such employee's presence on the premises as being undesirable or being not in the interest of ReBIT and/or its employees and workmen. The Provider shall not permit any such person, so required to be removed, to enter the premises of ReBIT offices.

- 1.1.9 Within the premises of ReBIT, the Provider will not do anything whatsoever which in the opinion of ReBIT may be or becomes nuisance, annoyance or danger which may adversely affect property, or reputation of ReBIT.
- 1.1.10 Provider may transfer or terminate their resources deployed at ReBIT upon a confirmation by ReBIT representative, provided Provider ensures (i) that the upkeep and maintenance is maintained as per ReBIT's expectations, (ii) a suitable resource replaces the outgoing resource, and (iii) a complete transition of information, tools and anything relating to ReBIT to the new resource.
- 1.1.11 The Provider will not use the name of ReBIT in any manner either for credit arrangements or otherwise and it is agreed that ReBIT shall not in any way be responsible for the debts, liabilities or obligations of the Provider and/or their employees.
- 1.1.12 Provider shall commence performing any service as agreed to be provided under this SOW only after the necessary work permit is obtained.
- 1.1.13 The Provider will ensure that all high level managerial staff to be deployed at various offices are interviewed by the ReBIT Facilities Manager prior to their deployment within ReBIT premises. This would vary depending on each location and as per the discretion of the respective ReBIT Facilities Manager.
- 1.1.14 The Provider will ensure that the existing operations are not affected during the transition.
- 1.1.15 If, during the tenure of this SOW, ReBIT decides to relocate from any of the locations listed to a new location, Parties shall amend this SOW to include the new location and to incorporate any other point of agreement between the Parties. Amendment shall be carried out by way of a written document signed by authorized representatives of both Parties.
- 1.1.16 Provider shall ensure all vendors use necessary Personal Protection Equipment while performing the job requirements.
- 1.1.17 It is mandatory to conduct a Background Verification Check for all Providers' employees deputed at ReBIT offices. Service Provider has to deploy staff only after they have completed BGV (Background verification) through the ReBIT Preferred Supplier.

a) Compliance:

- i. Provider shall, comply in all respects and all times with the provisions of all rules and regulations applicable to them and/or to their employees, whether listed in this contract or not, including but not limited to the Payment of Wages Act, Minimum Wages Act, Workmen's Compensation Act, Employees State Insurance Act, Payment of Bonus Act, Payment of Gratuity Act, Employees Provident Fund, Maternity Benefit Act, State Specific Shops & Commercial Establishments Act, State specific Labor Welfare Fund Act and State specific Industrial Establishments (National and Festival Holidays) Act and Miscellaneous Provisions Act, etc. Provider shall, if required, obtain the requisite license under the Contract Labor (Regulation and Abolition) Act 1970 and the rules made there under and abide by the applicable regulatory requirements. In addition, Provider shall abide by the applicable Employee Health and Safety Guidelines and Lockout Tag out Guidelines as per the industry standards and applicable legislations.
- ii. Provider need to be registered under Provident Fund Act (PF) and Employees State Insurance Act (ESI) and possess PF code and ESI code of their own.
- iii. Provider shall furnish, along with monthly invoice, documentary evidence of ESIC submissions.
- iv. Provider shall furnish, along with monthly invoice, documentary evidence of PF submissions.
- v. Provider shall furnish, every month, all HR related compliance documents which includes, but not limited to, PF Challans, TDS certificates, ESI certificate.
- vi. Form T to be submitted along with the monthly invoice.
- vii. Form Q along with all relevant documents (deployment letter, verification letter etc.) to be submitted at the time of deployment of staff.
- viii. Provider shall maintain attendance sheet for the staff deployed and all related

records and shall submit them to ReBIT along with invoice on monthly basis.

- ix. For such works that require attention 24 hours a day 7 days in a week, if Provider's staff are required to work for more than 1 hour of the prescribed working hours in a day, Provider shall pay to such staff overtime wages for the extra hours at the rate provided. Over time work is restricted and to be followed as per the Shops & Establishment act of the respective States. Provider shall separately invoice ReBIT on monthly basis for any Overtime Wages paid to its staff, provided such invoice is accompanied with ReBIT approved attendance sheet validating the overtime. Provider shall ensure that Overtime hours do not exceed the permissible limit specified by Minimum Wages Act. If a resource works on national and festival holidays, extra wages and/or compensatory holiday shall be provided to the resource by the Provider in accordance with the applicable Law.
- x. Provider will need to attend compliance audit organized by the REBIT HR compliance team quarterly and produce forms, registers, returns, registration certificates, license, and other records, relating to the resources deployed in ReBIT
- xi. Provider shall submit Declaration of Compliance and Contribution Statement in the format provided in Exhibit / Attachment respectively on monthly basis to the ReBIT Facilities Manager.

b) Call Based Services:

- For such ReBIT Premises where on-site deployment of Provider's personnel is not required on a full time basis, Provider shall send the personnel in such number and at such time as required by ReBIT from time to time to perform the required task ("Call Based Service").
- Provider shall separately invoice ReBIT on monthly basis for Call Based Service. The cost of such service relating to Plumber, Carpenter and Electrician shall be per person per day excluding taxes which will be mutually agreed by both parties.

c) Service Level:

The detailed requirements by ReBIT and the Service Level Indicators as to each category of staff are provided. Provider shall comply with Service Level while providing personnel for property management services. The Service Level Schedule, appended herewith is tentative and can be changed based on the requirements of a location as required by the respective Facility Manager.

d) Service Plan

- The billing will be on actual attendance and as per the format provided by the ReBIT.
- Overtime should be paid as per the labor law and deployment of staff will be done only after obtaining approvals from the facilities managers.
- Shift / work timings of property management personnel will be 9 (8 + 1) hour / day.

Specific Scope of work (SOW) for Facility Management Services

Provider is required to provide manpower under the following categories and Provider shall ensure that personnel deputed to ReBIT shall conform to the following skill requirements and perform, among other things as mentioned in the SOW, following tasks:

- A. Assistant Facility Manager
- B. Facility Executive / Executive Engineering
- C. Shift In Charge / Engineer / Supervisor
- D. Electrician
- E. BMS Operator
- F. HVAC Operator
- G. Multi Technician (DG, Chiller)
- H. Plumber
- I. Carpenter

J. Handy Man

Comprehensive Responsibilities of Facilities Manager:

- In charge for Facilities Management Campus (Operation and maintenance)
- Establish Operational & Maintenance procedures and roll out the same for all site staff;
- Establish contacts with local authorities on the facility related issues and maintain the relationship. Responsible for all legal & authorities related compliances pertaining to facility & engineering systems;
- Plan and manage the budgets for Engineering & Operational contracts;
- Carry out Technical Audits for all installations at periodical intervals;
- Review the maintenance/service practices of M&E Contractors to deliver quality work practices in line with the manufacturer recommendations;
- Plan & take responsibility for smooth operations of all Mechanical, Electrical, Plumbing installations and civil works pertaining to the facility;
- Responsible for planning a critical spares list for all installations as per manufacturer's recommendations and inventory;
- Responsible for development of all maintenance related schedules and shutdowns in consultation with Clients / OEMs;
- Periodically inspect the logbooks, checklists and PPM schedules for a better management of engineering systems;
- Work towards the 'ZERO' down time and set up the practices to ensure the delivery of seamless service to Clients;
- Responsible for ensuring compliance on availability of all statutory obligations such as CEIG, Fire, Lift, Explosives and stability certificate;
- Responsible for setting up the maintenance contracts to ensure the risk mitigation to the Client operations;
- Implement the Energy management programs to reduce the cost on utilities;
- Study the maintenance proposal, new requirements as apart O&M/Compliance requirement related jobs, BOQ finalization, in-depth analysis and proposal note with recommendations for REBIT approval
- Handle small renovation projects from initiation to completion. Little knowledge in Projects management is essential;

Reporting:

- Responsible for weekly & monthly reports on M & E, covering the maintenance contracts, spare parts consumption, Incident reports, Improvement projects etc.;
- Energy management, saving opportunities, risk management & engineering systems audits.
- Shall attend Daily Morning meetings with REBIT FM team to review previous day's issues, Plan for the day, discussion on issues if any, energy readings evaluation and discussion.
- Shall prepare and submit MIS for REBIT Management reviews.

Other Duties:

- Responsible for entire Building Management System / Mechanical and Electrical / Façade/ team in the ReBIT owned premises.
- Monitors day- to-day requests/complaints.
- Closely monitoring of Water and electrical receipts and consumptions.
- Represent / Coordinate with government agencies after necessary approvals /in consultation with ReBIT – electrical department, fire department, Pollution Control Board and water board for smooth supplies and operations.
- Liaise with all AMC Suppliers, in relation to all equipment's installed in ReBIT Premises, and ensure that AMC calendars are followed strictly and preventive maintenance schedules are followed.
- Ensure all equipment's/services are UP always without any breakdowns, and in case of any breakdown coordinate with appropriate vendors to ensure, the equipment is up and running as soon as possible.
- Responsible for maintaining the ReBIT store's inventory and spares/consumables for

- equipment's under NON comprehensive AMC.
- Ensure all business Continuity Management Plan/Program /Employee Health & Safety requirements are understood and followed.
- Train all Supervisor/In charges and team members in the building on BCMP and EHS requirements.
- Ensure all personnel of Supplier will wear adequate Personal Protection Equipment's like HT/LT Gloves, Helmet, Safety Goggles, Safety shoes, Ear Muffler, Respiratory Mask, Safety belt and harness, etc.,
- Ensure all appropriate LOTO equipment's are available and installed where ever necessary.
- Document all trainings carried out, maintain it in safe custody and submit to ReBIT when requested.
- Maintain Vendor/Supplier wise documents/files.
- Advise Facilities Manager for any possible scope in savings on commercial and environmental front.
- Receive from Supplier and certify all invoices and submit to Facilities Manager for payments.
- Ensure all licenses/NOC are renewed before the due dates and are valid at all times.
- Monthly /Quarterly/Yearly rating of the all AMC, and other vendors and submit to ReBIT.
- To Ensure that a yearly PPM calendar/ schedule of Mechanical & Electrical services are proposed to ReBIT and implemented post ReBIT facility manager approval.
- Obtain NO DUE Certificate for all Vendors for every three/six months or as advised by the Facilities Manager.
- Totally responsible for all activities during his shift.
- Prepares the duty roaster for the team
- Ensures all technicians deployed for the day activities are available.
- Coordinate with all Providers/Vendors in accomplishing all services as per the AMC calendar.
- Monitor stock/consumables.
- Maintain inventory registers and advise the ReBIT Facility Manager as to procurement requirements to maintain the minimum stock on monthly basis.
- Review the building plans pertaining to HVAC/electrical/Plumbing and advise the team for getting the day to day jobs completed.
- Coordinate with Facilities team in meeting the employee - visitor/event managements.
- Handle the emergency situations.
- Train the team on Fire evacuation.
- Prepares/update the snag list pertaining all areas and report to BMS/Facility Manager.
- To ensure uptime of all electro mechanical equipment's installed in critical areas (such as Data center, communication room, UPS, Chiller and PAC room)
- Coordination with the builder with the builder for all statutory requirements.
- Those who operate DG must possess HT license.

5.2.5 Security Services

Security Personnel at reception:

- Must report for duty at least 15 minutes prior to commencement of shift
- Ensure all staff moving through the facility have the appropriate photo identification
- Conduct external patrols of the facility
- Remove any undesirable persons from the premises who have no business being on site
- Watch for any unwanted persons moving around sensitive areas
- Challenge any persons entering or leaving the facility without the appropriate identification
- Never follow the same route as the previous one when doing external patrols
- Not permitted to engage with drivers / contractors or with visitors
- Thoroughly check for unwanted / suspicious items in and around the facility
- - notify Security Supervisor immediately of any suspicious items
- Always be friendly and courteous to staff and visitors regardless of the situation
- Maintain a register of all activity
- Not permitted to leave the post until relieved
- Raise Security issues / concerns to the SIC/SM/ASM

- Provide First Aid Assistance as required

Material Movement:

Security must follow ReBIT material movement guidelines and adhere to same. Below is the procedure for the movement of material 'Inward' and 'Outward' in the systematic manner.

Movement is done as per the following important terms-

- Material Inward – Returnable
- Material Inward – Non Returnable
- Material Outward – Returnable
- Material Outward – Non Returnable

REGISTERS AND GATEPASS MAINTAINED:

- Material Inward – Returnable & Non-Returnable (Common Register)
- Material Outward – Returnable (Register and Gate pass)
- Material Outward – Non Returnable (Register and Gate pass)

GATE PASS:

Gate pass should consist of four copies and differentiated as per the color (White, Pink, Yellow & Blue).

- White – Stays with individual taking material
- Pink – With Individual, left at gate
- Yellow – Returned to the sender
- Blue – Retained with Security

INWARD MATERIAL:

- All material will be received by the security at Inward Material entry post.
- Concerned person will be contacted to inspect the Material.
- Once the Material is inspected and verified with the actual challan, entry will be made into the Inward Register (common for Returnable/Non-Returnable)
- Material to be handed over to the concerned person after it has been received & recorded in the goods Inward Register.
- Every Inward consignment should have its original Delivery Challan with the details of material and only that copy should be stamped after making the entry.
- No duplication of stamped copy for one consignment.

OUTWARD MATERIAL:

- All material movement should be checked with valid authorization, Gate pass and quantity.
- All material must be duly authorized and verified.
- Separate Register to be maintained for Returnable Material and should keep track of the material to be returned after expected time period.
- All details such as, make, number, description, return date etc. should be mentioned in the register.

Access Control Management:

Security personnel must follow ReBIT visitor management and access issuance guidelines

- Should treat the visitor with courtesy and respect.
- Greet the visitors and ask for purpose of visit & host / sponsor details.
- Contact the host / sponsor and ask the person to come to the reception.
- Once the sponsor identifies the visitor ask the host / sponsor the purpose of the visit. (Official or Personal)
- Temporary ID card to be issued.
- Check the identity card of ReBIT employees and not to allow any unauthorized entry as

per the instructions of the management.

- Ensure that personnel enter through approved entrance only and to display their ID Cards at all times.
- Carry out physical search, checking of bags/ lunch boxes of personnel leaving the ReBIT premises.

Personal Visitors:

- The employee's relatives or friends
- Allowed only in reception lobby.

Official Visitors:

- For Business purpose
- Allowed to meeting , conference room & breakout areas
- Not allowed into the restricted areas
- Ask if visitor is carrying any personal storage media devices like laptop, pendrive, UBS drive, CD, Camera, Hard disc etc.
- Except the laptop other storage devices are not allowed to carry they need to be deposited in the Reception.
- Entry should be made in Visitor belongings Register and Security personnel shall ensure that the details are matched while the visitor is leaving.
- Inform the visitor to check out their laptop while leaving the premises.
- Visitors should display their ID card at all times
- Inform visitor as well as the sponsor that sponsor will be responsible to brief him about the emergency evacuation procedures and escort him to the safe assemble area in the event of an emergency
- If visitor is carrying hand phone with camera inform visitor as well as sponsor that those devices must not be used to record picture.
- Visitors need to be escorted at all times when inside ReBIT facilities.
- Visitors are allowed in non- production area only.
- During emergency it is the sponsor's responsibility to guide the visitor to safe assembly area.

ReBIT Employee:

- If the employee forgets / lost their ID card they should collect temp ID.
- They should call the escorts from their team (Projects)
- The employee should return the Temp Id before leaving the premises.

Security CCTV Monitoring:

CCTV operator handing /taking over

- Report on duty post before 15 minutes.
- Take round along with previous shift guard for facility check/observation.
- Check functionality of security system & accountability. (CCTV).

Essential responsibility:

- Ensure functionality check of CCTV room equipment's (e.g. Synchronize camera time, camera clarity, camera recording, access alarm monitor system,) & provide report to security supervisor to take corrective action.
- Monitor CCTV system and keep track on gray area (e.g. All floors exit gate, all entrance/exit and perimeter) & highlight abnormalities or security process breach to immediate reporting manager for corrective action.
- Prepare access denied and CCTV observation report and sent it to security officer through security supervisor for further action.
- Maintain CCTV observation log book and security occurrence register.
- Attend the telephone call and response for effective communication.
- Maintain surveillance on the surrounding area and remain alert.

- Follow all instruction given by Security officer / security supervisor for smooth operation.

Emergency response and evacuation plans:

The security guard provided shall be responsible for maintaining the emergency response plan. In case of any emergency arising in ReBIT premises, the security staff shall be required to perform the following functions.

- A. Carry out firefighting in case of fire in ReBIT premises.
- B. To deal with anti-social, rowdy elements and remove them from the ReBIT premises as per the instructions from the security Officer/Manager.
- C. To assist the police authorities to establish law and order in case of riots, natural calamities etc.
- D. To assist police authorities to carry investigation if crime and theft cases of ReBIT property in accordance with the ReBIT security procedure.

Security staff will be responsible for maintaining the emergency response plan in case of the following.

Hoax call/ Genuine Call Pertaining to Bomb Threat:

- a) Any call being received by the reception or any staff member shall be treated as authentic call. The security supervisor or the receptionist receiving the call shall not panic and are briefed to properly note the contents of the call. The person receiving the call shall tempt the caller to call on the telephone having ID facility so that the telephone number of the caller can be traced for further investigation. He will note down his address and name as far as possible.
- b) The security staff on duty will immediately inform the Admin Manager / F.M.
- c) The security staff will also inform the Security agency.
- d) The security staff to locate any unattended baggage/ object, which could possibly be a potential bomb threat, will carry out an immediate survey of the premises. Any person except the police/ bomb squad will not touch such located objects.
- e) The entry of visitors/ employees will be suspended immediately.
- f) All the exit gates shall be opened and to inform all the working staff in the building to vacate and also not to rush to avoid stampede.
- g) Nearest police station will be informed immediately.
- h) Fire brigade shall also be informed.
- i) Announcement will be made not to touch any suspicious objects lying in the premises.
- j) Re-entry inside the building will only be permitted after getting the clearance certificate from the police and bomb disposal squad.

Security Incident reporting:

- There should be an incident reporting program in place which complies with policy.
- There should be a documented training program for security personnel on incident report writing and all assigned personnel have completed the training.
- There should be an effective incident tracking system in place capable of producing periodic activity and trend reports for the entire site.
- Security incidents require the documentation of key facts and information, e.g. serial number, description, quantity, value, date and time of the incident and when the police were notified, name of the security officer, other key contacts, circumstances surrounding or leading up to the incident and the police report number, if applicable.
- Security incident reports are completed in a timely manner and there is a process in place that requires a review and approval of each completed incident report by a security supervisor or manager.
- The site complies with significant security incident reporting requirements as outlined in policy.
- Procedures and practices ensure that incident reports are recorded for all losses of company assets as well as other security related activity, e.g. accidents, injuries,

emergency response, active alarms, found & missing items, suspicious circumstances, workplace threats, criminal activity, etc.

- All potential violations of the company Code of Business Conduct have been reported to the office of ethics and compliance.

Security Lost & Found process:

- If any lost property (valuable) found security will take custody and record the fact in "Lost & Found Register"
- Make the entries in the presence of the finder and take his signature.
- Describe details of items sufficiently for easy identification.
- Further, ensure the safe custody of found material.
- Report to Admin contact person immediately.
- When a claimant approaches for restoring the material case must be taken.
- To verify by questioning that the claimant is revealing the truth.
- After getting proper confirmation, return the items and obtain his Signature on "Lost & Found register" in front of witness.

Security Personnel Schedule:

Security Management team	First Shift	Second Shift	Third Shift	General Shift	Reliever	Total
Assignment Manager						
Security Officers						
Security Supervisor				1		1
Security Guards	2	2	2		1	9
Lady Guards				2		2
Transport Escort						
Total Security Services Vendor Staff						11

5.2.6 Transport Services

TRANSPORT MANAGEMENT:

Transport management includes management of vehicles – owned and hired by the ReBIT including management of driver, vehicle running, fuel, maintenance etc.

Scope of Work:

- Deployment of 6 seater shuttle AC cab (Ertiga or similar) / 19 or 21 seater AC bus for shuttle services within Mumbai.
- Currently the shuttle cab running on Juinagar Station – ReBIT office, Bandra Railway Station / Kurla Railway Station to RBI BKC office.
- However, the shuttle cab route may change as per ReBIT requirement (In Mumbai or PAN India)
- Bidders need to propose the shuttle cab cost for on daily & monthly package basis.
- The monthly package should include vehicle running cost, fuel, driver allowance etc. except Toll & Parking charges.

Shuttle Service				
Vehicle Type	Unit of measure	Rate / Day (INR)	Rate / Month (INR)	Remarks
6 Seater - Ertiga or Equivalent	Each			Monthly Package Running - 2400 KM. Extra KM Rs. 12 per KM above 2400 Km
4 Seater – Swift Desire or equivalent	Each			
AC Bus (19 / 21 Seater)	Each			
AC Bus (30 / 35 Seater)	Each			

Transport Executive Deployment:

- Graduate with 3-5 years of relevant industry experience. Experience in Transportation Automation software/audits will be preferred.

MIS TEAM

- Pan India Centralized billing verification Team (review the monthly billing as per the Tool which include tri KM allocation, routing and optimization)
- Coordinate with vendor team for any tool based issue/software bug/device issue and resolve.
- India Reports (OTA, OTD, Costing, Total Trips, Total Km, Total Employee's Pickup & Drop, Seat Utilization, Cost Per Trip, Cost Per Trip KM)

BILLING

- Daily Auditing as per the Tool
- Resolving Billing Issues
- Coordination with vendor supervisors on the billing
- Driver Briefing for New Drivers - How to operate the device
- Add on activity - Induction of vehicles
- Vehicle Compliance Check - Vehicle Documents Checking & EHS Items in the vehicle
- Vehicle - Physical Checking of vehicle

COMPLIANCE

- Vehicle Compliance
- Induction of vehicles
- Documentation of the vehicle & day to day track of documents
- Driver Briefing for New Drivers - How to operate the device, Do's & Don'ts

TRANSPORT OPERATIONS

- Helpdesk management- (Calls & Emails management)
- Route planning & generation through the tool
- Deployment of vehicles for Login/logout
- Compliance management
- Induction of vehicles
- Coordination with employees during login & logout
- Drop management
- Driver Briefing
- Coordination with vendor supervisors
- Queries Handling

Transport Schedule:

Transport schedule with Timings and Location to be in place as per ReBIT requirement

5.2.7 Cafeteria Services

- ReBIT has established a Cafeteria required to arrange food for employees. The Cafeteria set up comprises of off-site kitchen wherein food is to be served at the Company facilities.
- Bidder ("Contractor")_has to cater food facilities in Unit no. 502, 5th Floor, and Unit No. 1001, 10th floor, "Building 1" situated at "MindSpace Juinagar", Plot Nos. Gen 2/1/D, Gen 2/1/E & Gen 2/1/F, TTC Industrial Area, Juinagar, Navi Mumbai 400706. The number of employees may start from 325-350 from April 2022, gradually increase to approximately 500 persons in the year.
- The Contractor shall provide Breakfast, Lunch and Evening snacks facilities to the office staff and visitors Pantries. Any type of food/snacks provided in meetings/trainings by the Contractor will be billed directly to the Company.
- The Contractor shall propose a service model that would cater to the gradual increase of the headcount capacity at the site.

- The Contractor shall procurement good quality materials for food and beverages as per site approved Menu's. The make and type of item approved by the Company cannot be changed without informing to respective Cafeteria person in-charge.
- The Contractor shall serve food and beverages with such materials in Cafeterias from a prepared at central kitchen of contractor.
- The Contractor shall provide cotton/paper napkins/tissue papers, towels, food packing box, disposals, dustbins etc. at appropriate places.
- The Contractor shall serve food/tea/snacks/beverages at various Service Points at the Company's premises at the timing agreed with the Company. If transportation is required, Contractor should take that time into account and ensure the food is delivered on time.
- The Contractor shall clean the entire Cafeteria premises including utensils, upkeep of the kitchen, Service points and Dining hall etc.
- The contractor shall provide suitable dish washing machine cleaning chemical as per requirement
- The Contractor shall arrange computerized material stock for all food items stored in Cafeteria with their data of purchase and expiry date.
- The Contractor shall arrange printer to take various reports for meal booking and stock verification.
- The contractor shall prepare weekly menu and display on the Cafeteria portal created at the Company sites.
- Shift timing of Cafeteria staff shall be fixed in consultation with person in charge of the Cafeteria.
- All staff deployed by the Contractor shall be qualified and experienced and manpower from qualified from IHM (Institute of Hotel Management) will be preferred.
- The Contractor is responsible for the maintenance of Cafeteria, distribution points, utensils, equipment & appliances, etc. in hygienic manner. This is subject to inspection by committee.
- The Contractor shall stock all the items listed in the pre-approved menu (e.g. tea / coffee / biscuits / snacks/ food etc.) and make it available to the employees and contractors working in all shifts, as per the timings specified by the Company. In the event of any festival / town-hall / client visits, the Contractor will serve food in a specific/allocated part of the facility as directed by the Facility in-charge. They will also provide various meal and menu options for functions and events such as training programs, farewell programs, conferences, special get-togethers, in or outside licensed area as may be required from time to time.
- The Contractor shall serve agreed and pre-approved snacks/sweets meal duly packed in standard packing materials including foil paper as per the direction of Facility-in-Charge. In case of specific ad-hoc requests of cash and carry items, the Contractor shall procure the containers and bags/paper bags and packing materials (e.g. aluminium foil) at their own cost.
- We promote food grade material for movement of food and consumables items. Hence, the use of polythene bags for packing food directly is strictly prohibited.
- At any point of time, the Contractor shall not make any changes in the pre- agreed menu, contents of the meals / snacks, its portion and quantity. The Contractor shall not change the routine or the timing at which food must be served without the written consent of the client.
- The Contractor shall arrange transportation facility for food required to be served in at the Cafeteria and wherever the Company requires.
- Separate staff for day and night shift shall be deployed. No employees will work more than one shift of 8 hrs.
- Cafeteria Supervisors are required in the Cafeteria in each shift.
- Contractor has to maintained required licenses for operating cafeteria /cooking of the food as per statutory compliance.

Services for Special Occasions:

- If at any time during the period of the contract, the Company so desires to utilize the

services of the Contractor for any special occasion or otherwise, the Contractor will arrange the same at the rates mutually agreed upon provided the items required are outside rate list of items already included in the tender/contract.

- Similarly, in case the Company desires to include any new items in the Contract of catering services, the same will be negotiated and finalized with the Contractor. The final decision will rest with the Company.

Uniform for Contractor Workers and Staff:

- The Contractor is required to provide suitable uniforms (3 sets), hand towel, apron, safety shoes, socks and caps, head covers/Caps, gloves etc. (2 sets each) with name badge every year for all staff employed and on duty.
- It is the responsibility of the Contractor to arrange and ensure that the uniforms and clothes are properly washed and ironed at Contractor's own expense.
- The Contractor is responsible for best turnout of the workmen including regular hair cut and nail trimming.
- Kitchen staff and the staff on duty at the food counter of the Dining halls to wear disposable gloves and head cap.
- Persons engaged to work at vessels/plates/utensils cleaning and washing area need to be provided with waterproof aprons, gum boots and gloves.

Raw Material & Stocks:

- For preparation of the food/tea/snacks in adequate quantity, the Contractor shall be required to make arrangements for procuring and keeping adequate stock of food grains & other materials as per the quality/brand for a period of at least 07 days.
- The Contractor shall use only Standard materials for preparation of food and other items. Standard materials with AGMARK or ISI mark should only be procured and used. Vegetables / Fruits should be tendered fresh from market on day-to-day basis preferably from reputed suppliers. Fresh Vegetables of good quality on day-to-day basis should be procured from reputed suppliers. The source of supply should be disclosed to the Company.
- Used cooking oil / ghee shall not be re-used or recycled for further preparations. The used oil should be collected and accounted to the officer in charge and the same has to be taken out of the refinery as per procedure and duly approved by the officer in charge of the Company and the Contractor.
- The Contractor shall not serve pre-cooked food items purchased from outside vendors, except items like Mineral Water, Sweets, Biscuits, Ice-creams, cool drinks (bottled & Tetra Packets) in the Cafeteria premises, unless specific prior permission is obtained from the Company.
- All consumables including cleaning materials for kitchen equipment/crockery/ cutlery etc. will have to be provided by the Contractor. Napkins/Towels/Tissue Papers etc. for the use by the staff/guests and for wiping crockery/cutlery will have to be replaced/washed regularly. Maintaining all time cleanliness and hygiene of the kitchen/pantry and dining hall and surrounding area etc. will be responsibility of the Contractor and need to be strictly adhered.

Transportation of Food:

- The Contractor shall make their own arrangements for transportation of the prepared foodstuff from the Cafeteria to various service points.
- The vehicles shall be hygienically maintained and in case any vehicle found in unhygienic condition, appropriate penalty shall be imposed as per contract. The vehicle also should not carry match box, aggarbati, candle, and any other inflammable material inside refinery premises.
- The Contractor shall deploy vehicle required depending on the quantity to be transported for plant / kitchens food distribution services.
- Vehicles used for food transportation should be have a covered compartment for

- carrying of the food containers
- Vehicles should be cleaned thoroughly after every delivery of food
- Covered and lockable containers should be used for transportation of meals
- While loading and unloading food handling staff should wear plastic hand gloves and head caps
- Vehicles should have all the approval such as Food transport license, PUC, Insurance etc. Driver should have a valid driving license.

Cafeteria Maintenance and Waste Management:

The following activities including all cleaning activities / disposal of Cafeteria waste, upkeep of area in and around the Cafeteria, kitchen, dining halls, service points and all conference halls (after service) are in the scope of the Contractor.

- Cleaning the sewage water lines, manholes and pits around Cafeteria building periodically by deploying adequate and trained manpower to maintain the line clear of all waste and other foreign materials.
- Remove Cafeteria waste from the sewage lines running in and around the Cafeteria, manholes and pits on regular basis and store it into the drums. All food waste, vegetable leaves and any garbage must be safely removed and stored into the drums that will be transported by appointed housekeeping vendor of the Company.
- Clean the strainers fixed in the drainage line regularly to remove the choke for free flow of water. The strainer should be placed in its position always.
- Cafeteria waste solids blocked into the drainage to be collected immediately and dumped into the big plastic buckets to be kept for the purpose by the Contractor.
- All tools and tackles required to perform the subject work shall be arranged by the Contractor at his own cost.
- The required cleaning materials/consumables such as buckets, broomsticks, floor wiper with stick, cotton swabs with stick Lux oil(phenol), high glow soap oil, cleaning powder(Vim) , cloth, duster cloth, Perfume room spray, Plastic hand brush, table cleaning wiper, nylon brush, cobweb with stick Naphthalene balls, etc., shall be arranged by the Contractor at his own cost.
- The Contractor is expected to provide proper and fitting grease traps in all manholes.
- The Contractor must clear and clean the grease traps regularly to prevent blockage. Should any drain or pipe be blocked by rubbish / grease / waste, the Contractor must bear the cost in clearing the blockage,
- The Contractor must ensure that only water-proof type rubbish bins are used.
- The Contractor must ensure that these rubbish bins are properly lined with rubbish bags before any rubbish is disposed.
- All rubbish bags must be tightly and properly tied and sealed within the rubbish bins before they are pushed out of the kitchen for disposal.
- The contractor has to ensure no spillage/leakage from the bins while disposing the wastes from the cafeteria as well as building premise.

Cafeteria utensils/crockeries/cutleries/glassware cleaning:

- Sterilization of plates, spoons, tumblers etc. and cleaning of utensils/crockeries/cutleries/glassware etc. should be properly done by the Contractor.
-
- The cleaning materials (as specified elsewhere in the bid document) required for this purpose shall be at the Contractor's expense.

House Keeping:

- The Contractor shall maintain utmost hygiene in the Cafeteria premises and ensure that the premises, utensils and equipment are kept in neat and tidy condition.
- Main Dining hall, Kitchen/Stores are to be cleaned and maintained by the Contractor. The Dining halls are to be mopped and kept clean and tidy during each shift. The Contractor has to adopt mechanized cleaning methods to keep the main dining hall

and service points to keep clean, neat and tidy. The Contractor shall arrange for room spray for all the dining halls regularly especially before commencement of service.

- Conference Room, Dining Hall is to be cleaned immediately after the service/meeting is over. The hygiene at dining hall, Kitchen/Stores /Vegetable Cutting area has to be given utmost importance and non-compliance will be viewed seriously and shall be dealt as per tender conditions.
- The food wastage from the plant service points are to be brought back to the main Cafeteria premises and to be removed along with wastage/garbage generated at Main dining hall/kitchen to Dustbin.
- Hand towels and Liquid soap dispensers at dining hall, are to be provided by the Contractor. The towels are to be changed every Service (Breakfast, Lunch, Tea, Snacks, and Dinner in each shift) and the soap oil to be re-filled, frequently as per the requirement.
- The Contractor shall maintain the highest standard of cleanliness and hygiene in the premises at all times. The Contractor shall also ensure that the personnel who come in contact with or handle food either directly or indirectly shall be scrupulously clean and tidy and are in a standard uniform. The boys should be wearing cap when on duty and cooks should use headgear. Personnel cutting of vegetables and fruits shall use disposable hand rubber gloves. All workers should wear shoes when on duty.
- The Contractor shall maintain a system of monitoring all housekeeping activities.

Kitchen Equipment Cleaning

- The Contractor shall ensure regular cleaning of kitchen equipment and keep them in hygienic condition.

Dining Hall Cleaning

- The Contractor shall ensure cleaning of furniture / fixture, dining hall floor, bain-marie after every meal service.

Supplies By the ReBIT:

- The Company will provide a well-equipped kitchen with equipment such as bain marie, refrigerators, microwave ovens, pantry for operating the kitchen. The detailed list will be shared upon award of tender.
- Water and electricity shall be provided free of charge in the Cafeteria and kitchen by the Company. The Contractor shall endeavour to save electricity and water in all circumstances. He will ensure that all electric switches and water taps are closed immediately after the use.

Note: Any item other than mentioned above shall be in the Contractor's scope in order to provide complete Cafeteria services.

Mandatory Requirements:

- License to run the kitchen as per the local authorities (Municipal / corporation certification like -FSSAI and S&E)
- The Kitchen to be hygienically maintained (proper cleaning schedule, PPM schedule, Pest control schedule, additional controls)
- Medical Test report of the staff in the Company – Blood / Urine (typhoid, malaria, hepatitis A etc), Lung test (TB etc.) Consultation with dermatologists (skin infection)
- List of Locations / receipts from where raw materials are bought
- Last pest control test report (not less than 1 month old, spl. Rodent control)
- Latest test reports of source of water supply used for cooking and washing (not less than a month old – both base kitchen and where food is served)
- Transport vehicle should be washed daily & inspected (record should be available)

- Staff's training records & BGV records
- Vendor has a robust internal job rotation regime compliant to Contract Labour Acts.

General requirements

- The premises should have good housekeeping.
- All equipment should be in well maintained and clean condition
- Source of water supply used for cooking and washing to be confirmed. If ground water used, quality checks in place to monitor water quality
- Stocks should not hold any expired material. First in – First out process should be in place for stocked material, necessary labels should be displayed
- Health checks of staff working in processing plant should be conducted periodically
- Use clean utensils for food preparation preferably stainless steel
- Wooden chopping boards should not be used in the kitchen, only Teflon boards with separate boards for veg. & non veg. processing
- Provide hand washing facilities readily accessible positions throughout food handling area with bactericidal hand soap, hand drying and paper towels
- No usage of glassware should be done in the food preparation & storage area.
- Check cleanliness of equipment utensils and uniforms of kitchen staff daily basis

Basic Hygiene Requirements

- Serving staff should always be wearing gloves and cap/hat. They should not be suffering from cough, etc. that may cause hygiene issues.
- All staff who handles food preparation must take every precaution of personal cleanliness
- All food handling staff to be provided with uniforms which are laundered on a daily basis
- Adequate spare caps & coats should be available for non-food handlers entering the food preparation area.
- Staff should use all the Personal Protective Equipment (Hand gloves, Caps, nose mask, anti-skid safety shoes/ gum boots, apron etc) & cafeteria's mandate uniform
- Hands and arms must be washed with soap thoroughly before starting work, on returning to work after each break, after handling food waste food and chemical, after smoking
- Nails must be kept short and scrupulously clean not bitten
- Use of posters in food preparation area to highlight needs of hygiene
- Monthly audit on the grocery/food mix etc., to check their expiry date and disposal

Warning Signage

- All regulatory warning signage should be ensure on equipment's etc
- Caution signage should be displayed as required like hot surface, hot water source, do not use wet hands etc. (For more details refer Safety Signage Standard)
- Mandatory signage like – wear caps when entering kitchen and use gloves and mask when handling food item / serving food etc (For more details refer Safety Signage Standard)
- Caution Signage – wet floor or floor level difference (caution strips - yellow/black)

Food Test:

- Sample must be collected by the Laboratory Personnel. (Preferred method)
- Vendor should have approval / accredited from NABL, MoEF, CPCB & SPCB etc or any government or reputed organization/s
- Type of Samples to be taken /Test:
 - a) Solid Food - Raw / cooked
 - b) Liquid Food - Raw / cooked

Minimum parameters to be tested* Test Parameters Maximum Limits	Protocol	Requirement / Limit As per WFS Guidelines 2007
Coli form	IS 5401	10
Escherichia Coli	IS 5887	10
S.aureus	IS 5887	100
Salmonella	IS 5887	Absent/25g
Bacillus Cereus	IS 5887	1000

Emergencies:

- Any food allergy, poisoning or any other emergency should be treated as medical emergencies.
- The following steps should also be taken immediately:
 1. FM team should inform nearest hospital and ambulance
 2. Suspicious food article should be removed immediately from the bainmarie
 3. Announcement should be made to all staff in the cafeteria to avoid eating the suspicious food item
 4. Other precautions should be taken as necessary

Insurance

The Contractor must maintain the insurance set out below from the Date of Commencement and until the end of the Term in a form appropriate to the Contractor’s activities and on terms and with a reputable insurer acceptable to the Principal:

- Public Liability Insurance or the local equivalent if different (naming the Principal as an additional insured) in respect of accidents or incidents arising out of or in the course of or caused by the performance of the Services; and
- Workers Compensation Insurance as required by law; and
- Professional Indemnity Insurance for not less than the amount set out in respect of legal liability arising from a breach of professional duty whether owed in contract or otherwise (if applicable); and
- Comprehensive motor insurance for the vehicles that it uses in providing the Services (if applicable)
- Adequate insurance to cover tools and equipment brought onto and/or used on the Property by the Contractor (if applicable);
- The Contractor’s insurance shall be primary and ensure the Principal’s insurance, if any, is secondary and non-contributory.
- The Contractor must provide evidence of the terms, currency and renewal (within seven days of the due date for renewal) of the insurances referred to above to the Principal as requested by the Principal.

Performance Based Proposal

- Vendors may choose to offer an alternative performance based proposal.

Expected Service Level and Performance Indicators for Catering Service

Area of Concern	Service Level	Expected Performance level	Performance Score (100%)
Operating Hours	<ul style="list-style-type: none"> • Service counter should be operational as per the mutually agreed timing for all the meals. • All menu items should be available to the last Person within the specified time frame. • Contractor staff is not allowed to have food within the operating hours. 	100%	8%

Key Performance Indicator (KPI) Requirement

Below are the key aspects of KPI measures on catering performance. Details will be discussed during contract finalisation stage.

- Footfall
- Transaction Value
- Total Revenue
- Reporting Consistency
- Customer Satisfaction
- Products & Product Mix
- Value for Money
- Innovation
- Wellbeing & Health
- Client Satisfaction
- Service Standards & Quality
- Continual Improvement
- Quality
- Health & Safety
- Hygiene Standards
- Managing Change
- Operations
- Finance, Payment & Recharges
- EPOS (Electronic Point of Sales)

Vendor is required to have an electronic auditable point of sales system, so each transaction is accounted for catering and hospitality.

Expected system report requirements:

- Spending history by desired period/site
- Sales report by desired period/site
- Sales report by desired period, by POS terminal
- Number of transactions by desired period
- Itemized report by desired period, by site
- Itemized report by popularity, by site

Food cost

Vendor will be required to share food and beverage expenditure, and should record invoicing for auditing

Yearly Budgeted Promotional plan

Vendor is required to budget and organize a minimum of 1 promotional activity per month (Guest Chef, Festive Season, etc)

5.2.8 Management of Gym Area & Game Zone

- As the ReBIT has full fledged gym and game zone, service provider need to deployed suitable trained manpower for guiding / training employees for gym equipment's.
- Service provider has to take care of all gym / games zone area.
- Also to look after cleaning of gym & game zone equipment's for the maintenance and operations of equipment's in gym & game zone.

5.2.9 ReBIT Business Continuity Plan Requirements

SERVICE PROVIDER'S BUSINESS CONTINUITY PLAN

1. CONTENT OF THE SERVICE PROVIDER'S BUSINESS CONTINUITY PLAN

- 1.1 The Service Provider shall ensure Business Continuity during the transition phase from hand over from existing service provider to the new Service Provider. Service Provider may retain the existing manpower who are conversant with ReBIT environment and work culture. In case of replacement, Service Provider may do it in agreement with ReBIT.
- 1.2 Successful bidder shall deploy the team at Site atleast a week in advance to learn the process and procedures and ensure smooth transition from existing service provider at bidder's own cost.
- 1.3 The Service Provider will ensure that the Service Provider's Business Continuity Plan will include:
 - 1.3.1 Details of how the Service Provider and the Service Provider Affiliates will implement the Service Provider's Business Continuity Plan;
 - 1.3.2 Details of how the Service Provider's Business Continuity Plan inter-operates with any other business continuity plan or disaster recovery plan of Client or any member of Client's Group.
 - 1.3.3 Details as to how the invocation of any element of the Service Provider's Business Continuity Plan may impact on the operation of the Services and a full analysis of the risks to the operation of the Services;
 - 1.3.4 Identification of all reasonably possible failures of or disruptions to the Services;
 - 1.3.5 Business Continuity Strategy (which includes Client Priority tasks/services);
 - 1.3.6 Communication plan(s);
 - 1.3.7 Details of how the Service Provider and Service Provider Affiliates deal with loss of Location(s) and loss of Service Provider/Service Provider Affiliates' buildings;
 - 1.3.8 Details of how the Service Provider and Service Provider Affiliates deal with loss of people due to industrial action, transport disruption etc;
 - 1.3.9 Details of how the Service Provider and Service Provider Affiliates deal with loss of Service Provider's System and loss of Client's Operating Environment;
 - 1.3.10 details of how the Service Provider and Service Provider Affiliates deal with loss of external dependencies (which could include Client or additional thirdparty suppliers);
 - 1.3.11 the processes, activities, responsibilities and service levels of the Service Provider and service Provider Affiliates that will need to be complied with in business-critical emergency situations;
 - 1.3.12 Procedures for reverting to normal service.
- 1.4 At a Country level, the Service Provider's Business Continuity Plan will also include:
 - 1.4.1 Minimum contingency resources (staff, IT, telephones, etc.);
 - 1.4.2 Emergency management/recovery team;
 - 1.4.3 Contingency site/location(s) identified (to cater for loss of building);
 - 1.4.4 IT systems recovery/backup arrangements (to cater for loss of Key IT systems, not necessarily loss of building);
 - 1.4.5 Loss of people due to communicate disease (eg Pandemic).

As governed by the local regulations, suppliers providing goods and services to ReBIT and Client will be required to conduct background checks of their personnel. The suppliers shall be responsible to perform the background checks, prior to placement of the personnel and consistent with the requirements below:

- The service provider must maintain records demonstrate Pre-assignment and periodic random drug tests of any Contract Workers, to the full extent permitted by local law.
- Background checks related to the employment, education and any required licenses or certifications of any Contingent to the full extent permitted by local law.
- Criminal Record Check to ensure that Contract Workers do not pose a safety or security risk

to Client sites, property or personnel.

Rating its compliance with these background check requirements for each individual placed within Client properties

5.2.10 Adhoc Requests (Illustrative)

- Receiving of stationery and delivering it to the concern department
- Festival Decoration, Balloon decoration, etc.
- Battery replacement and Time set up of wall clocks
- Posters to be put up in departments
- Shifting of desktop, new hire set up (IT set up)
- Movement of equipment and material
- Shifting of cabinets, pedestals and chairs as per requirement
- Events food pick up from the entrance gate.
- Shifting of the material within floor or between the floor as required.

5.2.11 Office Support (Office Assistant)

- Receiving of stationery and delivering it to the concern department
- Assisting in office tasks required by the office staff; like photocopying documents, delivering files and documents to other staff members, dispatching documents, etc.
- Organizing and maintaining records.
- Maintaining and re-stocking office supplies as needed.
- Completing basic bookkeeping and record keeping duties.
- Reporting any problems with office equipment; help resolve the issues if possible.
- Checking on admin related works, visit to other offices, vendors for company related matters.
- Dealing with queries or requests from the visitors and employees.
- Coordinating the maintenance and repair of office equipment.
- Assisting other administrative staff in wide range of office duties

5.2.12 Service Monitoring and Inspection Schedule

Scope of Work	Requirement	Indicators	P	C
Reception Area.	Free of dirt / stain /odor / litters. Cleanliness of floor, wall, sofa sets, glass tables, reception tables and chairs Cleanliness of logo and glass backdrop.	Daily/ Weekly/ Monthly inspection Checklists.	H/A	Sup
Interview rooms/Meeting rooms/conference rooms.	Free of dirt / stain /marks. Cleanliness of floor,walls and tables. Chairs to be properlyarranged. White boards to beclean. Emptied dustbins with liners	Daily/ Weekly/ Monthly inspection Checklists.	H/A	Sup
Training rooms	Free of dirt/ stain/ marks. Cleanliness of floor, walls, tables, chairs andcomputer systems. Clearing of dustbins. White board to be clean and training materials arranged.	Daily/Weekly/ Monthly inspection Checklists.	H/A	Sup

	To be cleaned as per availability/request. (thorough cleaning once daily)			
Recreation Room/ Health club/Medical room	Free of dirt/stain/marks. Cleanliness of floor, wall and tables. Chairs to be arranged properly. All recreation room equipment to dust free.	Daily/Weekly/ Monthly inspection Checklists.	H/A	Sup
Pantry, Dish wash area, Open terrace, Bridge, Balconies	Thorough cleaning once daily. To be always free of food waste and litter. Ash urns and dustbin to be clear. Bain Marie and kitchen equipment to be clean. Washbasins, water dispensers, and Beverage vending machines to be clean. Area to be free from dirt / stain.	Daily/Weekly/Monthly inspection Checklists.	H/A	Sup
Garbage and food waste disposal	Thorough disposal thrice daily.	Daily inspection checklist.	H/A	Sup
Material storage areas	Cleaning once daily. Storage to be kept clean and tidy.	Daily inspection Checklist.	H/A	Sup
Engineering Areas/Chiller area/DG & UPS rooms	Cleaning operations to be carried out once daily in the presence of Engineering technicians. Deep cleaning activity to be carried out weekly	Daily/Weekly/Monthly cleaning checklists.	H/A	Sup
Data Center and Lab	Floors and walls to be cleaned once daily. Deep cleaning/vacuum cleaning of equipment to be carried out weekly in the presence of authorized personnel.	Daily cleaning checklist.	H/A	Sup
AC diffusers, Blinds, light fittings, Ceiling sensors, fire extinguishers	To be cleaned weekly	Weekly cleaning checklist	H/A	Sup

Coding:

P - Performed By H/A – House Keeping Associate / Chambermaid

C - Checked By Sup – Housekeeping Supervisor

5.2.13 Compliance Audit Checklist

The vendor is obligated to have the following documents/certificates ready to provide to ReBIT upon request for compliance and auditing purposes on a monthly process.

Compliance Audit Checklist				
Sr No	Title	Type	Particulars of Statutory Details	Remarks
1	Contract Labour Licence Application /	Contract Labor Act	Copy of Contract Labour Licence or Application along with security deposit details in Form IV	
2	Commencement / completion of Contract	Contract Labor Act	Copy of commencement /completion of contract in Form VI-A	
3	Service Certificate	Contract Labor Act	Service certificate issued to employee by contractor on the termination of employment.	
4	Employment Cards	Contract Labor Act	Employment card (Form X / XIV) issued to each worker by contractor within 3 days of the employment of the worker enlisting particulars of worker	
5	Register of Workmen	Contract Labor Act	Register of Workmen in Form XIII which contains details of Contractor, Principal Employer & Contract Employees.	
6	Attendance / Muster Roll	Contract Labor Act	Maintained by contractor giving details about employee's attendance viz. present / absent days / leave /holiday status	
7	Register of Wages	Contract Labor / Minimum Wages Act	Wage register in prescribed format displaying details of wages	
8	Register of Deductions	Contract Labor Act	Register of Deduction showing details of deductions made from wages	

9	Register of Fines	Contract Labor Act	Register of Fines for details of any Fines imposed.	
10	Register of Advances	Contract Labor Act	Register of Advances depicting details of Advances taken.	
11	Register of Overtime	Contract Labor Act	Register of Overtime maintained for any overtime done and display overtime hours.	
12	Wage slips	Contract Labor Act	Sample copies of Payslips in the prescribed format	
13	Overtime Limit	Contract Labor Act	Overtime not to exceed as mentioned in the Act	
14	Overtime Rate	Contract Labor Act	Overtime paid double the rate of gross wages	
15	No. of employees on site	Contract Labor Act	Employees working on site are lesser or equal to the number mentioned in License	
16	Contract Labour Returns	Contract Labor Act	Half yearly returns filed in Form XXIV (in duplicate) by contractor not later than 30 days from the close of the half year.	
17	Principal Employer Attestation on Muster roll and Salary Register	Contract Labor Act	Has the Principal Employer certified the disbursement of wages done to the contract employees as per Contract Labour rules against each entry	
18	ESI Registration Code	Employee State Insurance Act	Proof of having ESI registration	
19	ESIC online monthly register	Employee State Insurance Act	ESIC online monthly register in PDF format with employees details working on site during the month with contribution verification on random basis	
20	ESI challan / SBI Token	Employee State Insurance Act	ESI challan for the previous month OR Token of payment made to SBI of current month	
21	Date of ESI challan payment	Employee State Insurance Act	Copy of ESI challan paid on or before 21st of every month	
22	LWF registration	Labor Welfare Fund	Labour Welfare Fund registration copy	
23	LWF challan	Labor Welfare Fund	Copy of paid Labour Welfare Fund Challan (in applicable month)	
24	Date of LWF payment	Labor Welfare Fund	Labour Welfare Fund paid within 15 days of completion of eligible month	
25	In-Out Register	Other	In-out register to crosscheck of Actual Attendance i.e. In & Out timings, Overtimes and Weekly off details of every employee.	
26	Weekly Off	Min Wages	Weekly Off observed for every SIX days of working	
27	Exemption	Minimum Wages	Exemption to maintain computerized records Under Minimum Wages Act	
28	Notice required to be displayed at	Minimum Wages	Notices required to be displayed at work site, under Minimum Wages Act,	

	work site		showing rates of wages, hours of work, wage periods, date of payment of unpaid wages, Name and addresses of inspector in English, Hindi and in a local language	
29	Minimum Wages	Minimum Wages	Compliance as per latest Minimum Wages	
30	Salary Payment - Date	Payment of Wages Act	Is the date of payment mentioned, are the salaries paid on or before 7th/10th of every month	
31	Proof of Payment	Payment of Wages Act	The Copy of Bank Transfer / Copy of Cheque brought for verification & tallying with Net Pay of Salary Register	
32	Bonus Register & Bonus Returns	Bonus Act	Bonus Register in Form C & Bonus Annual Returns in Form D	
33	PF Regn Code	Provident Fund Act	Proof of having PF registration	
34	PF Contributions	Provident Fund Act	PF challan for the previous month OR Token of payment made to SBI of current month	
35	PF On Time	Provident Fund Act	PF challan paid on or Before 15th of every month	
36	PF online monthly register	Provident Fund Act	PF online monthly register ECR copy in PDF format with employees details working on site during the month with contribution verification on random basis	
37	EDLI Exemption	Provident Fund Act	Copy of EDLI Exemption produce for verification	
38	EDLI Monthly Return	Provident Fund Act / Employee's Deposit Linked Insurance Scheme	Form 7 IF (Applicable if PF Trust is in place under Section 17)	
39	Form 11	Provident Fund Act	Produce for all Employees.	
40	Prof Tax	Professional Tax	PT Registration & Monthly Challan	
41	Minimum Leaves	Shops and Establishment Act	Whether minimum leaves entitled availed as per Shops Establishment Rules. (Leave register and Leave card)	
42	Monthly Summary	Other	Monthly Summary under PF / ESI / LWF in Karma Format	
43	Salary Break up	Other	Salary breakup same as per the contract / LOI / agreement	
44	Sample Interview	Other	Cross-Check with few employees on Salary Payment, Identity Cards, ESI Cards, PF UAN Number, etc.	

5.2.14 Staff Deployment: Engineering & Soft services

Facility Management Service	Staff Deployment Sheet Engineering & Soft services					
Building Address	Unit # 502, 5 th Floor & Unit # 1001, 10 th floor, Building 1, Mindspace Juinagar, Plot # Gen 2/1/D, Gen 2/1/E & Gen 2/1/F, TTC Industrial Area, Juinagar, Navi Mumbai 400706					
Working Hours	24/7					
Area in Sft	52,880 sq ft					
No. of Employees	500 (Occupancy will be phase wise)					
Facility Management Team	First Shift	Second Shift	Third Shift	General Shift	Reliever	Total
Account Management Team						
Facility Manager - Tech & Soft				1		1
Asst. Facility Manager - Soft						
Facility Executive-Technical				1		1
Facility Executive - Soft				1		1
Helpdesk Executive						
Front Office Executive				2		2
Total IFM Staff (A)						5
Engineering & Maintenance						
Supervisor				1		
Electricians/MST	1	1	1		1	4
Handyman						
BMS Operator	1	1	1		1	4
Gym Trainer	1	1				2
Total M&E Vendor Staff (B)						10
Soft Services						
Housekeeping Supervisor	1	1		1		3
Housekeeping Boys	9	8				17
Chambermaids	2	2		0		4
Pantry Boys	2	2		0		4
Office Boys				4		4
Total Soft Services Vendor Staff(C)						32

5.2.15 Ad hoc / Optional Services

Ad hoc Services			
Sr. #	Service Type	Unit of Measure	Remarks
1	Indoor Plants with Pots	Each (100 Nos.)	
2	Carpet Shampooing	Per Sq Ft	Total carpeted area to be considered
3	Chair Shampooing	Each	
4	Pest Control Management	As per treatment	Activities like Rodent treatment, General Inspection pest control (GIPC), and Gel treatment in pantry and cafeteria
5	Reception Flower	As per requirement	Hand/Table mounted. Height ranging from 1-2 ft.
6	Termite Management	Per Sq Ft	Post Construction
7	Office Sanitation / Fogging	Per Sq. ft.	Using surface disinfectants such as Viroff 753 or equivalent (Effective against Virus / Bacterial diseases)

5.2.16 Executive Summary and Corporate Profile

Bidder to include Executive Summary along with Corporate profile, proposed account management and Support details, Escalation Matrix, response and resolution Turnaround time matrix, MIS and Reports mechanism, Bidder's own Quality Plan, SWOT of the organization in terms of IFMS. Projects completed/ ongoing of similar size and nature, Value Adds/ Differentiators if any etc. with RFP response.

6. Locations to be covered

The services are required at ReBIT's office in Navi Mumbai. However, ReBIT reserves the right to change locations/add new locations (with mutual agreement if required) as per ReBIT's requirement within India. Cost for travel of Bidder's personnel travel from other locations in India and hotel/incidental expenses are to be borne by Bidder.

7. Bidding Process:

7.1 Language of Bid

The language of the bid response, supporting documents and any communication with ReBIT must be in written English only.

7.2 Cost of Bidding

The Bidder shall bear all the costs associated with the preparation and submission of its bid and ReBIT will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

7.3 Authorization to Bid

The proposal / bid being submitted would be binding on the Bidder. As such, it is necessary that authorized signatory of the firm or organization sign the bid documents. The signatory should be either CEO or authorised by the CEO or the Board of the organization. The Bidder shall provide proof of signature identification for the above purposes as required by ReBIT

- i. All pages of the bid shall be initialled by the person or persons signing the bid.
- ii. Bid form shall be signed in full & official seal affixed.
- iii. Any inter-lineation, erasure or overwriting shall be valid only if they are initialled by the person or persons signing the Bid.
- iv. All such initials shall be supported by a rubber stamp impression / digital signature of the Bidder's firm.

A copy of board resolution along with a copy of power of attorney (POA wherever applicable) showing that the signatory has been duly authorized to sign the Bid document.

7.4 Bid Security/ EMD

The Bidder should deposit bid security of **₹8,00,000/- (Rupees Eight Lakhs Only)** in the form of a demand draft in favour of Chief Executive Officer, Reserve Bank Information Technology Pvt. Ltd., payable at Mumbai or a Bank Guarantee issued from Scheduled Commercial Bank. Bank Guarantee should be valid for minimum 6 months from the date of issuance of RFP with claim period of one month.

The scanned copy of DD/ BG should be submitted along with technical bid and the original DD/BG shall be couriered to the below address so as to reach us on or before the date of opening of technical bid:

To,
The CEO,
Reserve Bank Information Technology Pvt. Ltd.
502, Building No 1, Mindspace Juinagar, Nerul,
Navi Mumbai – 400706

The failure or omission to deposit or keep deposited the Earnest Money shall disqualify the Bidder. No interest shall be payable by ReBIT in respect of the EMD amount.

The EMD is refundable after signing of the contract and furnishing Performance Bank Guarantee (PBG) for successful bidders.

The EMD of an unsuccessful Bidder shall be refunded within 30 days after the final decision on the Bids or on expiry of the bid validity period whichever is earlier.

The unsuccessful Bidders should submit the Letter for Refund of EMD/Bid Security for returning the bid security amount.

Micro & Small Enterprises (MSE) units are exempted from payment of EMD and tender fee provided the products and/or services they are offering, are manufactured and/or services rendered by them. Exemption as stated above is not applicable for selling products and/or services, manufactured/ rendered by other companies. Bidder should submit supporting documents issued by competent Govt. bodies to become eligible for the above exemption.

MSEs and Start-ups are required to submit a "Bid Security Declaration" where the bidder must accept that if the bid is withdrawn or modified during the period of validity etc., then the bidder will be suspended for a period as decided by ReBIT.

The Earnest Money Deposit (EMD) may be forfeited:

- If the successful bidder withdraws/revokes offer or modifies/changes the same.
- If the successful bidder fails to submit the Performance Bank Guarantee within the stipulated period. Additionally, ReBIT at its discretion may also cancel the contract awarded to the selected Bidder without giving any notice.
- If the successful bidder makes any statement or encloses any form/document which turns out to be false/incorrect/mis-representation at any time during the RFP / Contract finalization of successful bidder / signing of the contract.
- Where the Bidder, withdraws after opening of Part I / Technical Bid at any time before finalization of successful bidder without any satisfactory / valid reasons. If any technically qualified bidder fails to login into the Reverse Auction portal, where applicable, then the same will be treated as withdrawal of the Bid.
- If the bidder makes any statement or encloses any form/document which turns out to be false/incorrect/mis-representation at any time during the RFP process.

7.5 Period of Validity of Bids

Bids should remain valid for the period of at least 180 days from the submission date of bid and reverse auction completion. In case the last date of submission of bids is extended, the Bidder shall ensure that validity of bid is reckoned from modified date for submission. Further extension of the validity of the bid will be decided by ReBIT in case of need. Any extension of validity of Bids will not entitle the Bidder to revise/modify the Bid document.

Finalized prices shall remain valid for contract period from the last date of submission of commercial bid and reverse auction completion, where applicable. The commercial offer shall be on a fixed price basis, no upward revision in the price would be considered. ReBIT reserves the right to call for fresh quotes at any time during the Bid validity period, if considered, necessary

7.6 Pre-Bid Meeting

For the purpose of clarifications of doubts of the Bidders on issues related to the RFP, ReBIT intends to hold a pre-bid meeting on the date & time as indicated in the RFP. Only authorized representative of Bidder(s) (maximum two) will be allowed to attend the Pre-bid meeting.

Any modification of the RFP, which may become necessary as a result of the Pre- bid meeting will be made available by ReBIT exclusively through the issue of a Corrigendum which will be published on ReBIT's website www.rebit.org.in/procurement and CPP Portal.

One or more pre-bid conferences may be held for clarifying issues/clearing doubts (if any), about the specifications and other allied technical/commercial details of the equipment, product and services projected in the tender document and for ensuring that the technical requirements provide a level playing field. The date, time and place of the pre-bid conference will be as indicated in the RFP document.

ReBIT shall not be obligated to respond to any or all of the queries.

7.7 Clarifications and Amendment in RFP Documents

Queries / clarifications will not be entertained over the phone. Bidders requiring any clarification of the RFP may notify ReBIT in writing strictly as per the format given in **Annexure-E** at the address/by e-mail given in this document within the date/time mentioned in the schedule of events.

It may be noted that no query of any Bidder shall be entertained / received after the mentioned date. Queries raised by the prospective Bidder(s) and ReBIT's response will be available at ReBIT website.

The Bidder is requested to collate and submit queries together to seek clarifications / responses from ReBIT. The Bidder should ensure that all the queries and clarifications are communicated in email on or before the date given in the schedule of events of this RFP document. Bidders are requested to visit ReBIT's website or check mails for clarifications and other communications.

Any modification of the RFP, which may become necessary as a result of the queries, shall be made available by ReBIT exclusively through the issue of an Addendum/Corrigendum, will be published on ReBIT's website <https://rebit.org.in/procurement> and on the CPP Portal.

Prior to the last date for bid-submission, ReBIT may, for any reason, whether at its own initiative or in response to clarification(s) sought from the prospective Bidders, modify the RFP contents/covenants by amendment. Clarification /amendment, if any, will be notified on ReBIT's website. No individual communication would be made in this respect. In order to provide Bidders reasonable time to take the amendment into account for preparing their bid, the ReBIT may, at its discretion, extend the last date of submission of bids.

7.8 Two-Part Bid

The Bid shall be submitted in two parts:

Part I : Technical Bid. No price information should be provided in Part-1.

Part II : Price Bid

7.8.1 Part I: Technical Bid

- i. The Technical Bid submitted should be complete in all respects and contain all information asked for in this document. It should not contain any price information.
- ii. The following original documents are required to be submitted along with the technical bid:
 - a. Scanned copy of the bid security in the form of a demand draft or equivalent Bank Guarantee from commercial Bank along with the Technical Bid to be submitted online and the original copy of EMD DD/BG along with hardcopy of Bid documents shall be couriered to ReBIT Office as per the instructions provided in the RFP.
 - b. The documents as requested in **Annexure – A** are to be submitted.
 - c. All the Annexures should be submitted on letter head of Bidder's company and duly signed with seal of the company. Self attested photocopies of relevant documents / certificates are to be submitted as proof in support of various information submitted in aforesaid annexure and other claims made by the Bidder.
 - d. The Bidder should ensure that all the annexures are submitted as prescribed by the ReBIT. In case it is not in the prescribed format, it is liable to be rejected.

7.8.2 Part II: Price Bid

The Price Bid must not contradict the Technical Bid in any way and should include the cost of all the items offered. The suggested directive for Commercial offer is as follows:

- i. The Price Bid should be submitted as per **Annexure-I** by way of entering the values in the format (not in hand written). This must contain all price information, prices should be exclusive of GST (for all products, services, implementation, certificates etc.). However, all the Tax details to arrive the final payable to vendor should be mentioned in Price Bid.
- ii. The Bidders should not offer any options or any conditional offers to the ReBIT while giving the price information. The offer should strictly be in conformity with the items as specified by ReBIT. No additions or deletions to the **Annexure I** is allowed. Any deviations may lead to disqualification of the bid.
- iii. All the prices quoted shall be in Indian Rupees (₹). The quote shall not be subject to any price escalation subsequently. Rate should be quoted against each item separately. Only fixed price commercial bids indicating total price for all the deliverables and services specified in this RFP will be considered.
- iv. The prices mentioned in **Annexure I** should be CIF ReBIT office, Navi Mumbai.
- v. ReBIT will not pay any Labour charges for transportation, Road Permit, installation of hardware, items separately. All such costs, if any, should be absorbed in the TCO.
- vi. All out of pocket expenses, travelling, boarding and lodging expenses for the entire project period and subsequent agreement is included in the prices and the Bidder shall not be entitled to charge any additional costs on account of any items or services or by way of any out of pocket expenses, including travel, boarding and lodging etc

7.9 Submission of bids

- i. The Bidders must submit bid, all documents as per requirement of RFP in the CPP portal.
- ii. Hardcopy of the Technical Bid documents along with the Original DD/BG for EMD must be submitted physically in 02 separate sealed cover at the following address on or before scheduled date and time.

To,
The CEO, Reserve Bank Information Technology Pvt. Ltd.
502, Building No 1, Mindspace Juinagar, Nerul,
Navi Mumbai – 400706

ReBIT may, at its discretion, extend the deadline for submission of bids by releasing corrigendum to this tender document.

All submissions will become the property of ReBIT. Recipients shall be deemed to license and grant all rights to ReBIT to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other Recipients who have registered a

submission and to disclose and/or use the contents of the submission as the basis for any resulting RFP process, notwithstanding any copyright or other intellectual property right that may subsist in the submission.

7.10 Modification and Withdrawals of Bid

No modification in the Bid shall be allowed, after the deadline for submission of Bids. No Bid shall be withdrawn in the interval between the deadline for submission of Bid and the expiration of the period of Bid validity specified by the Bidder on the Bid Form. Withdrawal of a Bid during this interval may result in the forfeiture of EMD submitted by the Bidder.

7.11 Bid opening and Evaluation Process

- i. ReBIT will follow a two-step evaluation and selection process.
- ii. Bids of only those bidders who meet the minimum eligibility criteria will be considered for technical evaluation.
- iii. The price bids of only technically qualified Bidders will be opened on the notified date and time and reviewed to determine whether the price bids are substantially responsive.
- iv. During the period of evaluation, Bidders may be asked to provide more details and explanations about information provided in the proposals. Bidders should respond to such requests within the time frame indicated in the letter/e-mail seeking explanation, if the Bidder does not comply or respond by the date, their bid will be liable to be rejected.
- v. ReBIT may, at its discretion, waive any minor informality, nonconformity or irregularity in a bid which does not constitute a material deviation and financial impact, provided such waiver does not prejudice or affect the relative ranking of any Bidder. Wherever necessary, observations on such minor issues (as mentioned above) ReBIT may conveyed to the Bidder, asking them to respond by a specified date also mentioning therein that, if the Bidder does not respond by the specified date, their bid will be liable to be rejected.
- vi. The Bidder at no point of time can excuse themselves from any claims by ReBIT whatsoever for their deviations in conforming to the terms and conditions, payment schedules, timeframe for implementation, etc. as mentioned in this RFP.
- vii. The selection of successful Bidder will be based on **Quality and Cost-Based Selection** basis technical and commercial parameters defined below further in Section 7.11.1, 7.11.2 and 7.11.3.

7.11.1 Technical Bid Evaluation

- i. The technical bids will be opened by ReBIT online as per the bid opening date and time specified in the RFP.
- ii. Bids of only those bidders who meet the minimum eligibility criteria will be considered for technical evaluation.
- iii. Initial proposal scrutiny will be held and proposals will be treated as non-responsive and rejected, if proposals are:
 - Not submitted in the format specified in this RFP
 - Received without letter of authorisation
 - Non-compliant with any of the clauses specified in this RFP
 - Have lesser than prescribed validity period
 - Submitted with incomplete information, subjective, conditional offers and partial offers
 - Submitted without the documents required under this RFP including EMD.
- iv. Eligible technical proposals shall be evaluated by ReBIT according to the technical evaluation process defined in this RFP. ReBIT may, at its discretion, seek clarifications or ask the Bidder to make technical presentations on any aspect.
- v. ReBIT at its discretion may reject the proposal of the Bidder without assigning any reason whatsoever, if in ReBIT's opinion, the proposal was not made appropriately to meet the RFP requirement / performance criteria as stipulated by the ReBIT.
- vi. The evaluation will be undertaken by a Committee formed for the purpose by ReBIT which consists of senior ReBIT officials and may also consist of external experts. The decision of ReBIT regarding the evaluation and selection of the Bidder would be final.

vii. The following criteria shall be used for evaluation of technical proposals -

Sr. #	Criteria	Basis of Evaluation	Max. Weightage
1	Relevant Experience		40
1.1	Experience of Implementation of Facilities Management Service in IT/ITES Premises of similar scope in the last 3 years - FY 2018-19, FY 2019-20 & FY 2020-21	Assessment based on: <ul style="list-style-type: none"> • Past experience of the bidder in executing similar assignments • 3-5 Nos IFMS Sites - 05 Marks • 5-7 Nos Sites Sites - 10 Marks • >7 Nos IFMS Sites - 15 Marks 	15
1.2	Quality Certifications such as ISO,Occupational Health & Safety <ul style="list-style-type: none"> - ISO 9001:2015 - ISO 45001:2018 	Assessment based on: <ul style="list-style-type: none"> • ISO 9001 : 2015 - 5 Marks • ISO 45001:2018 - 5 marks 	10
1.3	The Bidder should have active sites in Mumbai / Navi Mumbai / Pune where Integrated Facility Management Services Contract is going on.	Assessment based on: <ul style="list-style-type: none"> • 0-3 Nos Active IFMS Sites - 05 Marks • 3-6 Nos Active IFMS Sites - 10 Marks • >6 Nos Active IFMS Sites - 15 Marks • Copy of PO & Contract / Agreement should be submitted. 	15
2	Proposed Approach		25
2.1	Understanding of the scope and completeness of the Proposal	Assessment based on : <ul style="list-style-type: none"> • Understanding of the objectives of the assignment • Completeness and responsiveness 	10
2.2	Approach and Methodology to perform the work with focus onfollowing aspects of assignment <ul style="list-style-type: none"> • Attendance System • Meeting environmental, health and safety standards • Operational MIS Preparation & Dashboard Reporting • Complaint Redressal & SLA Compliance • Manpower deployment.and Manpower grievances redressal system • Digital Initiates - Attendance, digital invoicing, Asset Management etc. 	Assessment based on: <ul style="list-style-type: none"> • Proposed approach towards implementation of key aspects along with innovative suggestions • Each aspect carries 2.5marks. 	15
3	Resource Profile		25
3.1	Profiles of the following key personnel proposed for the assignment <ul style="list-style-type: none"> • Facility Manager - 9-10 yrs experience. • Front Office Executive - 3-4 yrs exp. • Facility Executive - 7-8 yrs exp. • Technical Supervisor - 5-6 yrs exp. (Details to be provided as per Annexure K).	Assessment based on: <ul style="list-style-type: none"> • Profile of the key personnel • Facility Manager - 5 Marks • Front Office Executive - 4 Marks • Facility Executive & Technical Supervisor - 3 Marks each • 25% marks for qualification and 75% marks for experience 	15

3.2	Company Resources – Number of People on its payroll in the IFMS operations.	<p>Assessment based on:</p> <ul style="list-style-type: none"> Number of People 500 to 2000 – 3 Marks Number of People 2000 to 4000 – 6 Marks Number of People 4000 and above – 10 Marks 	10
4	Client Reference		10
4.1	References from the past clients and active clients to be submitted where IFMS are provided.	<p>Assessment based on Reference Feedback:</p> <ul style="list-style-type: none"> Poor – 3 Marks, Good – 5 Marks Excellent – 10 Marks 	10
		Total	100

- viii. In preparing the response to Technical Criteria, the Bidders are expected to examine the documents comprising this RFP in detail. Material deficiencies in providing the information requested may result in rejection of a Proposal.
- ix. The technical proposal should clearly demonstrate the Bidders understanding of the assignment requirements and capability and approach for carrying out the tasks set forth in the RFP.
- x. Bidders, whose technical proposals are responsive, fully compliant and **score 60%** in technical evaluation shall be considered technically qualified.
- xi. The Bidder scoring the highest technical score will be ranked as T_{HIGH} .
- xii. All technically qualified Bidders will be notified to participate in the price bid opening process.
- xiii. The technical bid evaluation decision of ReBIT shall be final. No correspondence shall be entertained in this regard.

7.11.2 Price Bid Evaluation

- i. The price bids of only technically qualified Bidders shall be opened on the notified date and time and reviewed to determine whether the price bids are substantially responsive.
- ii. If a Bidder quotes NIL price / consideration, the bid shall be treated as unresponsive and will not be considered.
- iii. Price bid evaluation shall be considered as below in case of any kind of discrepancy:
 - a. If there is a discrepancy between words and figures, the amount in words shall prevail
 - b. Where there is a discrepancy between the item-wise quoted amounts and the total quoted amount, the item-wise rate will govern.
 - c. If there is a discrepancy between percentage and amount, the amount calculated as per the stipulated percentage basis shall prevail
 - d. If there is discrepancy between unit price and total price, the unit price shall prevail
 - e. Where there is a discrepancy between the phase-wise quoted amounts and the total quoted amount, the phase-wise rate will govern unless, in the opinion of ReBIT, there is obviously a gross error such as a misplacement of a decimal point, in which case the line item total will govern.
 - f. If there is a discrepancy in the total, the correct total shall be arrived at by ReBIT.
- iv. The amount stated in the bid form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall bid price to rise, in which case ReBIT will be free to accept the Total Bid amount as mentioned in the field “Total Cost of Ownership (TCO)” in **Annexure-I**.
- v. If the Bidder does not accept the arithmetical corrections made by ReBIT, its proposal will be rejected.
- vi. Items described in technical proposal but not priced in price bid shall be assumed to be included in the prices of other activities or items.
- vii. The Bidder with the **Lowest Commercial Bid** will be ranked as C_{Low} .

7.11.3 Quality and Cost-Based Selection

The 'Technical Bid' score carries a weight of 60 percent, the 'Commercial Bid' score carries a weight of 40 percent. The 'Techno-Commercial' scores (60:40) will be arrived at for each qualified Bidder. The technical-commercial score shall be calculated as follows:

$$\text{Total Score} = (T / T_{\text{HIGH}}) * 0.6 + (C_{\text{LOW}} / C) * 0.4$$

Here, T and C are the technical and commercial scores of the respective bidders.

The Bidder with the highest total score will be selected as the successful Bidder. In case of a tie of Total Score between two or more bidders, the Bid with higher technical score would be chosen as the successful Bidder.

ReBIT does not represent that these are the sole criteria and reserves the right to adjust selection criteria at any time until final Vendor selections are made.

ReBIT will notify the successful Bidder in writing that its proposal has been accepted.

In case of non-acceptance of the offer, it will be given to next successful Bidder and so on. ReBIT reserves the right to re-negotiate any term or various service's price, if required, with the successful Bidder.

8. Award of Contract

On completion of evaluation of bids, ReBIT will determine the successful incumbent Bidder and contract will be awarded accordingly.

Successful bidder shall deploy the team at Site atleast a week in advance to learn the process and procedures and ensure smooth transition from existing service provider at bidder's own cost.

Contract Tenure for this engagement will be of 3 Years, however, Purchase Order shall be released on annual basis subject to yearly performance review of the service provider and basis same, renewal will be done for subsequent years.

However, ReBIT will be under no obligation to accept the most responsive offer or any other offer received in response to this RFP notice and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever. ReBIT reserves the right to make any changes in the terms and conditions of purchase. ReBIT will not be obliged to meet and have discussions with any Bidder, and / or to listen to any representations unless there is change in the terms and conditions of purchase.

ReBIT will award the Contract, subject to approval from the approval authority to the Bidder whose bid has been determined to be substantially responsive and has been determined to be the shortlisted Bidder. Provided further that the Bidder is determined to be qualified to perform the contract satisfactorily and their credentials have been verified.

Prior to the expiration of the period of bid validity, the successful Bidder shall be notified in writing by letter or by email. Within 15 days of receipt of the notification of award, the successful Bidder shall execute a contract with ReBIT in accordance with the terms and conditions of this RFP.

For execution of contract agreement promptly after the successful Bidder is notified, the Bidder will be sent the contract incorporating all agreements between the parties. The supplier should acknowledge and unconditionally accept, sign, mention the date and return the contract within 5 days from the date of issue of contract.

The selected Bidder at his own expense will register the contract agreement by paying the appropriate amount of stamp duty. The first page of the contract agreement shall be on a stamp paper of appropriate value. The stamp paper and franking needs to be done in Mumbai only.

Within 15 days of receipt of the notification of award, the successful Bidder shall at his/her own expense submit to ReBIT unconditional, irrevocable and continuing Performance Bank Guarantee from a scheduled bank, in the format prescribed in this RFP, payable on demand, for the due performance and fulfilment of the contract by the Bidder. Notwithstanding and without prejudice to any rights whatsoever of ReBIT under the contract in the matter, the proceeds of the Performance Bank Guarantee shall be payable to ReBIT as compensation for any loss (including loss of opportunity, time, or cost, etc.) resulting from the Bidder's failure to comply with its obligations under the contract.

9. Performance Bank Guarantee

The successful Bidder shall provide a Performance Bank Guarantee for 3% of the Total Cost as arrived at **Annexure I** for a period of 3 year within 15 days from the date of notification of award in the format as provided in **Annexure L** with a claim period of 3 months and such other extended period as ReBIT may decide based on performance of the Bidder and project obligations. The PBG should be provided from any scheduled Commercial Bank only.

If the Performance bank guarantee is not submitted within the stipulated time, ReBIT reserves the right to cancel the order / contract and the earnest money deposit shall be forfeited from the successful Bidder.

ReBIT reserves the right to cancel the order and/or initiate the process for invocation of Performance Bank Guarantee (PBG) in the event of one or more of the following circumstances:

- Breach by the tenderers of any of the terms and conditions of the tender;
- If the Vendor goes into liquidation voluntarily or otherwise;
- Exceptionally long, delay in supply / execution of the project, without any satisfactory reason.
- Failure of the successful Bidder to agree with the terms and conditions of this RFP shall constitute sufficient grounds for the annulment of the award, in which event, ReBIT reserves the right to invoke the Performance Bank Guarantee.

For reasons as specified above, ReBIT shall be entitled to invoke the performance guarantee without notice or right of demur to the successful Bidder.

In case of any Contract violations penalties have to deducted from the invoices payments. Otherwise the penalty amount will be adjusted from PBGs.

ReBIT reserves the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected Bidder, including the pending bills and/or invoking Performance Guarantee, if any. Any amount pending for payment due to non-achieving of milestone/s set under the agreement or any other reason solely attributable to the successful Bidder should be included in the pending bills / remaining amount of the contract value.

All incidental charges whatsoever such as premium, commission, etc. with respect to the Performance Bank Guarantee shall be borne by the Bidder.

If the project implementation / go-live is delayed, the Performance Bank Guarantee shall be extended by the Bidder for such additional duration.

The Performance Bank Guarantee may be discharged / returned by ReBIT upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. No interest shall be payable on the Performance Bank Guarantee.

10. Rejection of Bid

ReBIT reserves the right to accept or reject any Bid in part or in full or to cancel the RFP process and reject all Bids at any time prior to contract award, without incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the ReBIT's action

ReBIT reserves the right to disqualify the Bidder/(s), if Bidder/(s) have not completed any project successfully in ReBIT in stipulated time i.e. Supply, Installation, Setup, Implementation, Operation, Maintenance etc in the past or having poor performance record.

11. Payment Terms

11.1 Procedure for billing

- ReBIT may increase or decrease the manpower as per office requirement and payment will be made on the actual manpower utilized on agreed rates, terms & condition of the contract.
- The Contractor will submit a bill in approved Performa in Duplicate to ReBIT of the work giving abstract and detailed measurement for the various items executed during a month, before the expiry of the 1st week of the succeeding month.
- The Contractor shall submit to ReBIT the details of amount deposited on account of EPF and ESI in respect of deployed personnel to the concerned authorities from time to time.
- The contractor shall submit an undertaking with each bill mentioning therein that minimum wages as per the relevant applicable laws of Central Government has been paid to each personnel. In the event there is any revision in the minimum wages payable to the personnel as mandated by law, then in such event, the Service Provider shall include the details of revised minimum wages in the Invoice payable by ReBIT.
- The contractor shall produce to the ReBIT, the details of payment of statutory benefits like bonus, leave, and relief etc. to the deployed personnel from time to time.

11.2 Management Fees in RFP

Lump sum payment i.e. Management Fees and other Costs will be paid pro rata every month (dividing the yearly amount by 12) after deducting the penalty, if any.

11.3 Notice of Claims for Additional Payment

Should the Contractor, consider that he is entitled to any extra-payment or compensation or to make any claims whatsoever in respect of the works he shall forthwith give notice in writing to the ReBIT that he claims extra payment and/ or compensation. Such notice shall be given to the ReBIT within ten days, from the ordering of any work or happening of any event upon which the Contractor basis such claims. Notice shall contain full particulars of the nature of such claims with full details and amount claimed. Failure on the part of the Contractor to put forward any claim with the necessary particulars as above within the time above specified shall be an absolute waiver thereof. No omission by the ReBIT to reject any such claim and no delay in dealing therewith shall be a waiver by the ReBIT of any rights in respect thereof.

11.4 Payment of Contractor's Bill

- The monthly bills/invoices along with all supporting document in duplicate shall be submitted to ReBIT for payment. ReBIT will make efforts to make payment to the Contractor within 60 (Sixty) days of receipt of all necessary supporting documents
- All payments to and recoveries from the Contractor shall be rounded off to the nearest rupee. Wherever the amount to be paid/recovered consists of a fraction of a rupee (paise), the amount shall be rounded off to the next higher rupee if the fraction consists of 50 (fifty) paise or more and if the fraction of a rupee is less than 50 (fifty) paise, the same shall be ignored.
- Payment due to the Contractor will be made by the ReBIT, by Crossed "Account Payee" cheque or direct bank transfer.
- All payments shall be made in Indian currency.

11.5 Receipt for Payment

Bidder should be willing to accept payment through Electronic Payment System (RTGS or NEFT). Any delay in achievement of milestones/ deliverables/ activities from Bidder shall automatically result in delay of corresponding payment from ReBIT.

Any objection/ dispute to the amounts invoiced in the bill shall be raised by ReBIT within reasonable time from the date of receipt of the invoice. Upon settlement of disputes with respect to any disputed invoice(s), ReBIT will make payment within forty-five (45) working days of the settlement of such disputes.

Terms of payment indicated in the Contract that will be issued by ReBIT to the selected Bidder will be final and binding on the Bidder and no interest will be payable by the ReBIT on outstanding

amounts under any circumstances. If there are any clauses in the Invoice contrary to the terms of the Contract, the Bidder should give a declaration on the face of the Invoice or by a separate letter explicitly stating as follows “Clauses, if any contained in the Invoice which are contrary to the terms contained in the Contract will not hold good and the Invoice would be governed by the terms contained in the Contract concluded between ReBIT and the Bidder”. Bidder should ensure that the project should not suffer for this reason.

12. Taxes and Duties

The Bidder shall solely be responsible for all payments (including any statutory payments) to its employees and shall ensure that at no time shall its employees, personnel or agents hold themselves out as employees or agents of ReBIT, nor seek to be treated as employees of ReBIT for any purpose, including claims of entitlement to fringe benefits provided by ReBIT, or for any kind of income or benefits. The Bidder alone shall file all applicable tax returns for all its personnel assigned hereunder in a manner consistent with its status as an independent contractor of services and the Bidder will make all required payments and deposits of taxes in a timely manner.

The amount payable by ReBIT to Bidder shall be inclusive of all costs such as insurance, taxes (GST, as per the rates applicable), transportation, installation, that may be levied, imposed, charged or incurred and REBIT shall pay the due under this RFP and subsequent agreement after deducting any tax deductible at source (“TDS”) and GST-TDS* as applicable.

*As per GST Notification No.33/2017 read with Notification No. 50/2018, ReBIT being a 100% subsidiary of Reserve Bank of India would be required to deduct TDS under the GST regime. Therefore, ReBIT would be required to deduct additional TDS as under:

Nature of Supply	Name of GST	Rate of GST – TDS
Location of service provider and place of supply is in Maharashtra	CGST	1%
	SGST	1%
Location of the service provider and place of supply are outside Maharashtra	IGST	2%

ReBIT agrees to file GST TDS returns for the amount deducted as TDS under GST laws.

The Bidder will need to provide the details for the GST deposited with the authorities for the GST component to be paid off by ReBIT.

The Bidder will need to provide the details for the tax rates as considered in the pricing. This will be used for subsequent tax changes. REBIT shall pay each undisputed invoice raised in accordance with this RFP and subsequent agreement, after its receipt unless otherwise mutually agreed in writing, provided that such invoice is dated after such amounts have become due and payable under this RFP and subsequent agreement provided that such invoice is dated after such fees have become due and payable under this RFP and subsequent agreement.

Any variation (upward) in Government levies/ GST (as per the rates applicable) which has been included as part of the price will be borne by ReBIT. Any variation (downward) in Government levies/ GST (as per the rates applicable) which has been included as part of the price, the benefit will be passed to the ReBIT and adjusted in the payment milestones. If the Bidder makes any conditional or vague offers, without conforming to these guidelines, ReBIT will treat the prices quoted as not in conformity with these guidelines and proceed accordingly.

If ReBIT has to pay taxes for any of the items or supplies made in terms hereof by the Bidder, for any reason including the delay or failure or inability of the Bidder to make payment for the same, ReBIT has to be reimbursed such amounts paid, on being intimated to the Bidder along with the documentary evidence. If the Bidder fails to reimburse the amount within a fortnight, ReBIT shall adjust the amount out of the payments due to the Bidder from REBIT along with the interest calculated as per the rate prevailing at the time of actual payment

The Bidder shall be liable to pay all applicable corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India.

Wherever the laws and regulations require deduction of such taxes at the source of payment, Purchaser shall effect such deductions from the payment due to the Bidder. The remittance of amounts so deducted and issuance of certificate for such deductions shall be made by Purchaser as per the laws and regulations in force. Nothing in the Contract shall relieve the Bidder from his responsibility to pay any tax that may be levied in India on income and profits made by the Bidder in respect of this Contract.

13. Termination

- i. ReBIT reserves its right to terminate / cancel the Purchase Order / Contract at any time by assigning appropriate reasons and recover expenditure incurred by ReBIT in addition to recovery of liquidated damages in terms of the contract, in the event of any of the following conditions (but not limited to):
 - Delay in deployment of manpower beyond one week after the assignment order or beyond the date given by ReBIT in the contract / purchase order.
 - Delay in completion of Contracted Services.
 - Serious discrepancies noted in the inspection.
 - Breaches in the terms and conditions of the Contract / Order.
 - Non submission of acceptance of order within 7 days of order / notification of award.
 - Failure of the successful Bidder to accept the contract and furnish the Performance Bank Guarantee within 15 days from notification of award.
 - Breach of terms & conditions in NDA
 - Non-adhering to regulatory compliance.
 - Leakage of any confidential information.
 - In case of the bidder going insolvent voluntarily or otherwise, getting blacklisted, involvement in fraud, etc.
 - The progress made by the selected Bidder is found to be unsatisfactory. Non-satisfactory performance of the selected Bidder during implementation and operation. ReBIT reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected Bidder is bound to make good the additional expenditure, which ReBIT may have to incur in executing the balance contract. This clause is applicable, if for any reason, the contract is cancelled.
 - An act of omission by the Bidder, its employees, its agents, or employees of the consortium in the performance of the services provided by this contract.
 - ReBIT suffers a reputation loss on account of any activity of successful Bidder and penalty is levied by regulatory authority.
 - In the event of sub contract or assignment contrary to the terms of agreement.
- ii. ReBIT shall serve the notice of termination to the Bidder at least 30 days prior, of its intention to terminate services.
- iii. ReBIT reserves the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected Bidder, including the pending bills and security deposit, if any, under this contract.
- iv. In addition to the cancellation of purchase order / Contract, ReBIT reserves its right to invoke the Performance Bank Guarantee or foreclose the Security Deposit given by the Bidder towards non-performance/non-compliance of the terms and conditions of the contract, to appropriate towards damages.
- v. Additionally, the selected bidder will also refund payment received on account of ReBIT project without any time delay.

14. Sub-Contracting

The Bidder shall not subcontract or permit anyone other than its personnel for the core services i.e. Housekeeping, Cleaning, Engineering, Property Management and Pantry Services. However, bidder may subcontract other services under this contract to the parties enlisted in the response to this RFP or as per agreement with ReBIT.

Note 1: In the event of there are any consecutive 3 months with 500 Service CreditPoints within the term of this Agreement, ReBIT reserves the right to terminate the Agreement with prior notice to the Vendor.

Since the awarded vendor will be ReBIT Strategic vendor partner. There will be MMR(Monthly Management Report) and QBR (Quarterly Business Reports) to review KPI's and SLA's as per Site performance with respective ReBIT's leads.

15.2 Penalties

The inability of the Bidder to provide the requirements as per the scope or to meet the deadlines as specified would be treated as breach of contract and invoke the Penalty Clause.

1. A penalty of INR 10000 (Ten Thousand only) for each instance of deficiency in services will be imposed on the vendor by the ReBIT. The list of deficiencies is as under:
 - Failure to maintain attendance of personnel on a daily basis
 - Failure to maintain operational MIS on a daily basis
 - Failure to resolve service complaints within a reasonable time. Failure to maintain environment, health and safety standards Non-adherence to the service specifications and other terms specified in the contract
2. In levy of penalty, the decision of the ReBIT shall be final.
3. The penalty shall not exceed 10% of the total monthly payment.

15.3 Liquidated Damages (LD)

The liquidated damages is an estimate of the loss or damage that ReBIT may have suffered due to delay in performance or non-performance of any or all the obligations (under the terms and conditions of the contract), of the solution by the Bidder and the Bidder shall be liable to pay ReBIT a fixed amount for each day of delay / nonperformance of the obligations by way of liquidated damages, details of which will be specified in the contract. Without any prejudice to ReBIT's other rights under the law, ReBIT shall recover the liquidated damages, if any, accruing to ReBIT,

as above, from any amount payable to the Bidder either as per the contract, executed between the parties or under any other agreement/ contract, ReBIT may have executed / shall be executing with the Bidder.

Liquidated Damages is not applicable for reasons attributable to ReBIT and Force Majeure. However, it is the responsibility/onus of the Bidder to prove that the delay is attributed to ReBIT and Force Majeure. The Bidder shall submit the proof authenticated by the Bidder and ReBIT's official that the delay is attributed to ReBIT and Force Majeure along with the bills requesting payment.

In the event of delay in stage wise execution of work, specified in this Contract / furnishing deliverables due to negligence or in-efficiency attributable to the selected bidder, the selected bidder shall be liable to a penalty up to a maximum of 10% (ten percent) of the contract value.

16. Regulatory Requirements

16.1 Insurance

- The Contractor shall at his own cost and initiative take out and maintain at all times until the expiry / termination of the Contract, insurance policies in respect of workmen engaged by him for providing services under this Contract, in order to keep himself as well ReBIT fully indemnified from and against all claims whatsoever including but not limited to those arising out of the provisions contained in Workmen's Compensation Act, 1923. Should the Contractor fail to take insurance as provided for in the foregoing paragraph, ReBIT shall be entitled (but without any obligation to do so) to take such insurance at the cost and expense of the Contractor and without prejudice to any other rights or remedies of ReBIT in this behalf, to deduct the sum(s) incurred thereof from any amounts due to the Contractor.

- Contractor shall at his own expenses carry and maintain insurance with reputable insurance companies to the satisfaction of ReBIT.

16.2 Employees State Insurance Act

The Contractor agrees to and does hereby accept full and exclusive liability for the compliance with obligations imposed by the Employees State Insurance Act, 1948, as amended from time to time and the Contractor further agrees to defend, indemnify and hold ReBIT harmless from any liability or penalty which may be imposed by Central, State or local authority by reason of any asserted violation by Contractor or sub-Contractor of the Employees" State Insurance Act. 1948, and its amendments and also from all claims, suits or proceedings that may be brought of by reason of the work provided for by this contract whether brought by employees of the Contractor, the sub-Contractor or his employees by third parties or by Central or State Govt. authority or any administrative sub-division thereof, or other local authorities.

- The Contractor agrees to fill in with Employees" State Insurance Corporation, the Declaration Forms and all forms which may be required in respect of the Contractor"s or sub-Contractor"s employees. Who are employed in the work provided for or those covered by ESI from time to time under the Agreement. The Contractor shall deduct and secure the agreement of the sub-Contractor to deduct the employees" contribution as per the first Schedule of the Employee"s State Insurance Act from wages and affix the Employee"s Contribution card at wages payment intervals. The Contractor shall remit and secure the agreement of the sub-Contractor to remit to the State Bank of India, Employee"s State Insurance Corpn. Accounts, the employer"s contribution as required by the Act, the term employer being understood as the Contractor.
- The Contractor agrees to maintain all cards and records as required under the Act in respect of employees and payments and the Contractor shall secure the agreement of the sub-Contractor to maintain such records. Any expenses, incurred for making contributions or maintaining records whether by Contractor or his sub-Contractor shall be to the Contractor"s account.
- ReBIT will retain such sum as may be necessary from the total contract value until the Contractor shall furnish satisfactory proof that all contributions as required by the Employees State Insurance Act, 1948, and its amendments from time to time have been paid.

16.3 Workman"s Compensation & Employer"s Liability Insurance

- Insurance shall be effected for all the Contractor"s employees engaged in the performance of this contract. If any of the work is sublet, the Contractor shall require the sub-Contractor to provide Workman"s Compensation and employer"s responsibility insurance for the latter"s employees if such employees are not covered under the Contractor"s Insurance.

16.4 Minimum Wages

- The Contractor shall follow and adhere to the Minimum Wages Compliances as per the Central Government.
- The Contractor shall ensure revision of DA etc. in wages as per the changes prescribed by Central Govt. from time to time. For this, a report of revised wages to be submitted to ReBIT along with notification of such revision circular / notices issued by Ministry of Labour / Government.

16.5 Any other Insurance required under Law or Regulations or by ReBIT

Contractor shall carry and maintain any and all other insurance which he may be required under any law or regulations or required by ReBIT from time to time as per Compliance / Auditory requirements.

16.6 Labour Laws & Safety Regulations

- No staff below the age of 18 (eighteen) years shall be employed on the work.
- The Contractor shall not pay less than what is provided under law to labourers engaged by him or his sub-Contractors on this work, for work done other than on item rates basis.
- The Contractor shall at his expenses comply with all labour laws and keep the ReBIT

indemnified in respect thereof.

- The Contractor shall exclusively be liable for non-compliance of the provision of any Acts, laws, rules and regulations having bearing over engagement of labour / workers(s), directly or indirectly for subject work under this Contract.
- The Contractor shall ensure following all Safety Regulations as applicable and best practices by deployed personnel to avoid any mishap at site.

17. Adherence of Cyber Security Policy

Bidders are liable for not meeting the security standards or desired security aspects of all the ICT resources as per ReBIT's IT/Information Security / Cyber Security Policy. The IT /Information Security/ Cyber Security Policy will be shared with successful Bidder. Bidder should ensure Data Security and protection of facilities/application managed by them.

The deputed persons should aware about ReBIT's IT/ IS/ Cyber security policy and must maintain the utmost secrecy & confidentiality of the ReBIT's data including process performed at ReBIT premises. At any time, if it comes to the notice of ReBIT that data has been compromised / disclosed/ misused/misappropriated due to any gap in compliance to the above-mentioned policies then ReBIT would take suitable action as deemed fit and selected vendor would fully be required to compensate ReBIT of loss incurred by ReBIT.

Bidder must agree and provide undertaking not to disclose any ReBIT information and will maintain confidentiality of ReBIT information as per policy of ReBIT and will sign "Non-Disclosure Agreement" document provided by ReBIT.

The legal and regulatory requirements, including data protection, intellectual property rights, copy right, all the relevant regulations for sub-contracting; including the controls that need to be implemented shall be included in the supplier agreement.

All information resources (online/in-person) of the vendors and its partners shall be made accessible to ReBIT as and when sought. Credentials of vendor/third party personnel accessing and managing the ReBIT's critical assets shall be maintained and shall be accordance with ReBIT's policy. ReBIT shall evaluate, assess, approve, review, control and monitor the risks and materiality of vendor/outsourcing activities and Bidder shall ensure to support baseline system security configuration standards. ReBIT shall also conduct effective due diligence, oversight and management of third-party vendor's/service providers & partners.

Vendor criticality assessment shall be conducted for all partners & vendors. Appropriate management and assurance on security risks in outsources and partner arrangements shall be ensured.

18. Confidentiality

The Bidder must undertake that they shall hold in trust any Information received by them, under the Contract/Agreement, and the strictest of confidence shall be maintained in respect of such Information. The Bidder has also to agree:

- To maintain and use the Information only for the purposes of the Contract/Agreement and only as permitted by ReBIT
- To only make copies as specifically authorized by the prior written consent of ReBIT and with the same confidential or proprietary notices as may be printed or displayed on the original;
- To restrict access and disclosure of Information to such of their employees, agents, strictly on a "need to know" basis, to maintain confidentiality of the Information disclosed to them in accordance with this Clause and
- To treat all Information as Confidential Information.
- The Selected Bidder shall be required to sign a Non-Disclosure Agreement with ReBIT as per prescribed format provided in **Annexure M** within 15 days of issuing the purchase order/notification of award.

19. Limitation of liability

Neither party shall, in any event, regardless of the form of claim, be liable for any indirect, special, punitive, exemplary, speculative or consequential damages, including, but not limited to any loss

of data, business interruption, and loss of income or profits, irrespective of whether it had an advance notice of the possibility of any such damages. Subject to the above and notwithstanding anything to the contrary elsewhere contained herein, the maximum liability, of selected Bidder (vendor) and purchaser (ReBIT) shall be, regardless of the form of claim, restricted to the total of bill of material received by vendor from ReBIT for the event that gave rise to such liability, as of the date such liability arose, during contract period

20. Indemnification

- i. Bidder shall indemnify, protect and save ReBIT and hold ReBIT harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from
 - a. an act or omission of the Bidder, its employees, its agents, or employees of the consortium in the performance of the services provided by the Bidder,
 - b. breach of any of the terms of this RFP or breach of any representation or warranty by the Bidder
 - c. Use of the deliverables and or services provided by the Bidder,
 - d. Infringement of any patent trademarks copyrights etc. or such other statutory infringements in respect of all components provided to fulfil the scope of this project. Bidder shall further indemnify ReBIT against any loss or damage to ReBIT's premises or property, ReBIT's data, direct financial loss, loss of life, etc., due to the acts of the Bidder's employees or representatives. The Bidder shall further indemnify ReBIT against any loss or damage arising out of loss of data, claims of infringement of third- party copyright, patents, or other intellectual property, and third-party claims on ReBIT for malfunctioning of the equipment or software or deliverables at all points of time, provided however,
 - i. ReBIT notifies the Bidder in writing in a reasonable time frame on being aware of such claim,
 - ii. The Bidder has sole control of defence and all related settlement negotiations,
 - iii. ReBIT provides the Bidder with the assistance, information and authority as it deems fit to perform the above.
- ii. It is clarified that the Bidder shall in no event enter into a settlement, compromise or makes any statement (including failure to take appropriate steps) that may be detrimental to the ReBIT's (and/or its customers, users and service providers) rights, interest and reputation.
- iii. Bidder shall be responsible for any loss of data, loss of life, etc., due to acts of Bidder's representatives, and not just arising out of gross negligence or misconduct, etc., as such liabilities pose significant risk.
- iv. Bidder should take full responsibility for its and its employee's actions. Further, since the ReBIT's data could be integrated / used under Bidder provided software, the Bidder should be responsible for loss/compromise or damage to ReBIT's data and for causing reputation risk to ReBIT.
- v. The Bidders should indemnify ReBIT (including its employees, directors or representatives) from and against claims, losses, liabilities, penalties, fines and suits arising from:
 - a. IP infringement under any laws including Copyrights Act 1957 & IT Act 2000 and such other statutory acts and amendments thereto.
 - b. Negligence and misconduct of the Bidder, its employees, and agents.
 - c. Breach of any terms of RFP, Representation or Warranty.
 - d. Act or omission in performance of service.
 - e. Loss of data due to any of the reasons mentioned above.
 - f. Non-compliance of the Bidder with Laws/Governmental /regulatory Requirements.
- vi. In the event that ReBIT is called as a defendant for IPR infringement of patent, trademark or industrial design rights arising from use of any of the components of the supplied solution, the Bidder on its own expense will undertake to defend ReBIT.
- vii. It will be the Bidder's responsibility to rapidly do away with third-party claims. The Bidder will also pay any compensation arising from the infringement claims and ReBIT will in no manner be responsible for such payments. In addition, the Bidder will bear all the related expenses and legal fees.
- viii. On its part, ReBIT will immediately relay to the Bidder any such claims and offer assistance within reasonable limits to rid the claim.
- ix. Once the components delivered at ReBIT premises, The Bidder must undertake to indemnify that all the components delivered are free of defects, are brand new and original. If at some stage it is discovered that the components do not meet these criteria, ReBIT has the right to cancel the order and the Bidder will have to refund the total amount received from ReBIT along

with the interest and separate penalties. Similar conditions apply to software; as well the system software must be licensed and original.

- x. The Bidder claims and represents that it has obtained appropriate rights to provide the Deliverables and Services upon the terms and conditions contained in this RFP.
 - a. The Bidder shall be responsible at its own cost for obtaining all necessary authorizations and consents from third party licensors of Software used by Bidder in performing its obligations under this Project.
 - b. If a third party's claim endangers or disrupts ReBIT's use of the Deliverables, Bidder shall at no further expense, charge, fee or cost to ReBIT, obtain a license so that ReBIT may continue use of the Deliverables in accordance with the terms of this RFP.
 - c. Bidder shall indemnify and keep fully and effectively indemnified ReBIT from all legal actions, claims, or damages from third parties arising out of use of software, designs or processes used by Bidder or his subcontractors or in respect of any other services rendered under this RFP.

21. Responsibility for Completeness

Any supplies and services, which might not have been specifically mentioned in this tender but, are necessary for the installation, Configuration, testing, commissioning, performance or completeness of the order, shall be provided / made available as per the time schedule for smooth and efficient operation and maintenance of the system under Indian conditions.

The Bidder shall be responsible for any discrepancies, errors and omissions in the technical details submitted by him/them, irrespective of whether these have been approved, reviewed or otherwise, accepted by ReBIT or not. The Bidder shall take all corrective measures arising out of discrepancies, errors and omissions in drawing and other information as mentioned above within the time schedule and without extra cost to ReBIT.

22. Vendor Security Risk Assessment

i. General Security Requirements

- Vendor / Bidder should have the security controls in place to protect sensitive and/or confidential information shared with the vendor.
- Ensure that any agent, including a vendor or subcontractor, to whom ReBIT provides access to information systems, agrees to implement reasonable and appropriate safeguards to ensure the confidentiality, integrity, and availability of the information systems.
- Vendors will not copy any ReBIT's data obtained while performing services under this RFP to any media, including hard drives, flash drives, or other electronic device, other than as expressly approved by ReBIT.
- All personnel who will be part of this engagement deployed at ReBIT's premises will need to adhere ReBIT's security policy.
- All personnel who will be part of this engagement will need to sign NDA with ReBIT.
- Vendor / Bidder should carry out Background checks which includes Address, Education, past employment and criminal checks for all personnel that will be deployed at ReBIT for the implementation.
- Vendor shall disclose the origin of all software components used in the product including any open source or 3rd party licensed components.

ii. Security for Support & Maintenance

- Vendor should follow all the process defined by ReBIT like Incident, Change, Release and Patch Management.
- Configuration items such as computers and other devices, software contracts and licenses, third party tools and business services which are related to this project should be disclosed.
- All user and technical access will be granted as per the Role Matrix approved by ReBIT. All access will be reviewed as per defined frequency and during control points e.g. when a team-members leave team or organization.
- The security requirements for vendors mentioned in these sections will be evaluated during the Vendor Security Risk Assessment. This assessment will be conducted on periodic basis.

23. Force Majeure

The Bidder or ReBIT shall not be responsible for delays or non-performance of any or all contractual obligations, caused by war, revolution, insurrection, civil commotion, riots, mobilizations, strikes, blockade, acts of God, plague or other epidemics, fire, flood, obstructions of navigation by ice of Port of dispatch, acts of government or public enemy or any other event beyond the control of either party, which directly, materially and adversely affect the performance of any or all such contractual obligations.

If a Force Majeure situation arises, the Bidder shall promptly notify ReBIT in writing of such conditions and any change thereof. Unless otherwise directed by ReBIT in writing, the Bidder shall continue to perform his obligations under the contract as far as possible and shall seek all means for performance of all other obligations, not prevented by the Force Majeure event.

If the duration of delay due to force majeure continues beyond a period of three months, vendor and ReBIT shall hold discussion to find a solution. However, notwithstanding the above, the decision of ReBIT would be final and binding on the vendor.

24. Vicarious Liability

The Bidder shall be the principal employer of the employees engaged by the Bidder and shall be vicariously liable for all the acts, deeds or things, whether the same is within the scope of power or outside the scope of power, vested under the contract. No right of any employment shall accrue or arise, by virtue of engagement of employees by the Bidder, for any assignment under the contract. All remuneration, claims, wages dues etc., of such employees of the Bidder shall be paid by the Bidder alone and the ReBIT shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of the Bidder's employees. The Bidder shall agree to hold the ReBIT, its successors, assigns and administrators fully indemnified, and harmless against loss or liability, claims, actions or proceedings, if any, that may arise from whatsoever nature caused to the ReBIT through the action of Bidder's employees.

25. Non-Payment of items/activities fees

If any of the items/activities as mentioned in the Technical bid and as mentioned in Commercial Bid are not taken up by the ReBIT during the course of this assignment, the ReBIT will not pay the items/activities fees quoted by the Bidder in the Price Bid against such activity/item.

26. Assignment

Neither the contract nor any rights granted under the contract may be sold, leased, assigned, or otherwise transferred, in whole or in part, by the Bidder, and any such attempted sale, lease, assignment or otherwise transfer shall be void and of no effect without the advance written consent of the ReBIT.

27. Non-Solicitation

The Bidder, during the term of the contract and for a period of one year thereafter shall not without the express written consent of the ReBIT, directly or indirectly:

Recruit, hire, appoint or engage or attempt to recruit, hire, appoint or engage or discuss employment with or otherwise utilize the services of any person who has been an employee or associate or engaged in any capacity, by the ReBIT in rendering services under the contract; or

Induce any person who is / have been an employee or associate of the ReBIT at any time to terminate his/ her relationship with the ReBIT.

28. No Employer-Employee Relationship

The Bidder or any of its holding / subsidiary / joint-venture / affiliate / group / client companies or any of their employees / officers / staff / personnel / representatives / agents shall not, under any circumstances, / be deemed to have any employer-employee relationship with the ReBIT or any of its employees /officers / staff / representatives / personnel / agents.

A self-declaration is required from the Bidder as per **Annexure C** as part of the technical bid.

29. Ownership

The RFP and all supporting documentation are the sole property of ReBIT and should NOT be redistributed without written consent of ReBIT.

Violation of this would be breach of trust and may, inter-alia causes the Bidders to be irrevocably disqualified.

Forthwith upon expiry or earlier termination of this Contract and at any other time on demand by ReBIT, the Bidder shall deliver to ReBIT all documents provided by or originating from ReBIT and all documents produced by or from or for the Bidder in the course of performing the Services, unless otherwise directed in writing by ReBIT at no additional cost. The Bidder shall not, without the prior written consent of ReBIT, store, copy, distribute or retain any such documents.

The bid proposal and all supporting documentation submitted by the Bidder shall become the property of ReBIT. Unless ReBIT agrees to the Bidder's specific requests, in writing, the proposal and documentation are not to be returned.

30. Tender/RFP Cancellation

ReBIT reserves the right to cancel the Tender/RFP at any time without assigning any reasons whatsoever.

31. Publicity

Any publicity by the Bidder in which the name of ReBIT is to be used, will be done only with the explicit written permission of ReBIT.

32. Dispute Resolution

In the event of any dispute, disagreement or differences between the parties relating to the "Contract or LOI (Letter of Invitation) whichever is issued later", ReBIT and the vendor shall make every effort to resolve amicably, by direct informal negotiation.

If after thirty days from the commencement of such informal negotiations, ReBIT and the Vendor have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution by formal arbitration to be conducted in accordance with the Arbitration and Conciliation Act, 1996 and the venue of arbitration shall be at Mumbai, India. In the event of failure to resolve the differences through arbitration, either of the parties shall be free to undertake necessary further legal course with the Courts of Law in Mumbai who shall have jurisdiction for preventive, interlocutory and other incidental relief applied for by any party under or in relation to Agreement.

33. Jurisdiction

Notwithstanding anything contained herein above, in case of any dispute, claim and legal action arising out of this RFP, the parties shall be subject to the jurisdiction of courts at Mumbai, Maharashtra State, India only.

Annexure A: Submission Checklist for Technical Bid

The Bidder must ensure that the following have been submitted as a part of the Technical Bid submission process. Failure to provide any of the documents as detailed below could lead to the disqualification of the Bidder from the bid.

The following documents/items need to be submitted:

Items	Submitted (Bidder)	Verified (ReBIT)
Index of all the documents, letters, signed RFP etc. submitted in response to this document along with page numbers.	<input type="checkbox"/>	<input type="checkbox"/>
Annexure B: Proposal Submission Covering Letter	<input type="checkbox"/>	<input type="checkbox"/>
Annexure C: Self Declaration of Relatives in ReBIT	<input type="checkbox"/>	<input type="checkbox"/>
Annexure D: Self-Declaration to comply with Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013	<input type="checkbox"/>	<input type="checkbox"/>
Annexure E: Bidder Query Format	<input type="checkbox"/>	<input type="checkbox"/>
A copy of board resolution along with a copy of power of attorney (POA wherever applicable) showing that the signatory has been duly authorised to sign the Bid document.	<input type="checkbox"/>	<input type="checkbox"/>
Demand Draft / Bank Guarantee towards the Earnest Money Deposit.	<input type="checkbox"/>	<input type="checkbox"/>
Annexure F: Bidder's Details on Bidder's letter head	<input type="checkbox"/>	<input type="checkbox"/>
Annexure G: Specific response with supporting documents in respect of Minimum Eligibility Criteria	<input type="checkbox"/>	<input type="checkbox"/>
Annexure J: Specific response with supporting documents in respect of Bidder's Experience	<input type="checkbox"/>	<input type="checkbox"/>
Annexure K: Proposed Team Profile	<input type="checkbox"/>	<input type="checkbox"/>
Annexure M: Undertaking by Bidder for Confidentiality and Non-Disclosure Agreement	<input type="checkbox"/>	<input type="checkbox"/>
Copy of the Bid document along with all clarifications released by ReBIT duly stamped and signed on all the pages of the document for having noted the contents and testifying conformance to the terms and conditions set out therein. The proposal should be prepared in English in MS Word / PDF format.	<input type="checkbox"/>	<input type="checkbox"/>

Submission Checklist for Commercial Bid

The following documents need to be provided by the Bidder for the Commercial

Commercial Bid Documents	Submitted (Bidder)	Verified (ReBIT)
Annexure I: Commercial Bid	<input type="checkbox"/>	<input type="checkbox"/>

Annexure B: Bid Submission Form

[Insert: Location, Date]

To,

The Chief Executive Officer
Reserve Bank Information Technology Pvt Ltd. (ReBIT),
502, Building No 1, MindSpace Juinagar,
Nerul, Navi Mumbai - 400706

Dear Sir / Madam,

We, the undersigned, hereby offer to provide professional services for *[Insert: Title of services]* in accordance with your Request for Proposal dated *[Insert: Date]* and our Proposal. We are hereby submitting our Proposal, which includes the Technical Proposal and Financial Proposal

We hereby declare that all the information and statements made in this Proposal are true and we accept that any misinterpretation contained in it may lead to our disqualification.

We confirm that we have read, understood and hereby accept the Terms of Reference describing the duties and responsibilities required of us in this RFP, and the stated Terms and Conditions.

We agree to abide by this Proposal for the validity as mentioned in the RFP and our Offer shall remain binding on us and may be accepted by ReBIT any time before expiry of the offer.

We undertake, if our Proposal is accepted, to start the services within the timelines as mentioned in the RFP from the Contract signature date.

We fully understand and recognize that ReBIT is not bound to accept this proposal, that we shall bear all costs associated with its preparation and submission, and that ReBIT will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the evaluation.

Having examined the Bid Documents including Annexes, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply, deliver, implement and commission ALL the items mentioned in the 'Request for Proposal' and the other schedules of requirements and services for your ReBIT in conformity with the said Bid Documents in accordance with the schedule of Prices indicated in the Price Bid and made part of this Bid.

If our Bid is accepted, we undertake to comply with the delivery schedule as mentioned in the Bid Document.

We attach hereto the Bid Response as required by the Bid document, which constitutes my/our bid.

We undertake, if our Bid is accepted, to adhere to the implementation plan put forward in our Bid Response or such adjusted plan as may subsequently be mutually agreed between us and ReBIT or its appointed representatives.

If our Bid Response is accepted, we will obtain a performance bank guarantee in the format given in the Bid Document issued by a scheduled commercial bank in India for a sum mentioned in the RFP for the due performance of the contract.

This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We agree that you are not bound to accept the lowest or any Bid Response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the goods /products specified in the Bid Response without assigning any reason whatsoever.

We hereby agree to comply with all the terms and conditions / stipulations as contained in the RFP and the related addendums, other documents and if required including the changes made to the original bid documents issued by ReBIT.

ReBIT is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any deviations sought by us, whether orally or in writing, and ReBIT's decision not to accept any such extraneous conditions and deviations will be final and binding on us.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company /firm/organization and empowered to sign this document as well as such other documents which may be required in this connection.

We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We certify that we have provided all the information requested by ReBIT in the format requested for.

We also understand that ReBIT has the exclusive right to reject this offer in case ReBIT is of the opinion that the required information is not provided or is provided in a different format.

Yours sincerely,

Authorised Signature [In full and initials]:

Name and Title of Signatory:

Name of Company:

Contact Details:

[Please mark this letter with your company seal]

Annexure C: Self Declaration Relatives in ReBIT

(On letterhead of the Bidder)

We certify that below mentioned are the complete details of relatives of our employees working at ReBIT

Sr. No.	Relationship with the employee (Mother/Father/Sister/Brother/Etc.)	Name of Relative	Designation	Department

Annexure D : Self Declaration Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013

(On letterhead of the Bidder)

Strictly Private and Confidential

To
The Chief Executive Officer
Reserve Bank Information Technology Pvt Ltd. (ReBIT),
502, Building No 1, MindSpace Juinagar,
Nerul, Navi Mumbai - 400706

[Date]

Dear Sir / Madam,

Sub: Request for Proposal for Appointment of Integrated Facility Management Services with reference number RFP: ReBIT/CPO/2022/079 dated 15 February 2022.

Further to our proposal, in response to the Request for **Appointment of Integrated Facility Management Services** with reference number **RFP: ReBIT/CPO/2022/079 dated 15 February 2022** (hereinafter referred to as “**RFP**”) issued by Reserve Bank information technology Pvt Ltd (hereinafter referred to as “**ReBIT**”) we hereby covenant, warrant and confirm as follows:

1. Full compliance with the provisions of the “the sexual harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013”. In case of any complaint of sexual harassment against any of our employee within the premises of the ReBIT, the complaint will be filed before the Internal Complaints Committee constituted by the Bidder and the Bidder shall ensure appropriate action under said Act in respect to the complaint.
2. Any complaint of sexual harassment from any aggrieved employee of the Bidder against employee of the ReBIT shall be taken cognizance of by the Regional Complaints Committee constituted by the ReBIT.
3. The Bidder shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the Bidder, for instance any monetary relief to ReBIT’s employee, if sexual violence by the employee of the Bidder is proved.
4. The Bidder shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.
5. The Bidder shall provide a complete and updated list of its employees who are deployed within the ReBIT’s premises.

Yours faithfully,
Authorised Signature [In full and initials]:
Name and Title of Signatory:
Name of Company:
Contact Details:

[Please mark this letter with your company seal]

Annexure E : Bidders Queries Format

Contact Details		
Name of Organization submitting Request (Enter Full Legal Entity Name)	:	
Full Formal Address of the Organization	:	
Tel	:	
Fax	:	
Email	:	
Name & Position of Person submitting Request		
Name	:	
Position	:	

#	Clause no.	Page no.	Clause	Query	ReBIT Response

Annexure F : Bidder's Details

[The Bidder shall fill in this Form in accordance with the instructions indicated below. No alterations to its format shall be permitted and no substitutions shall be accepted.]

Date: [insert date (as day, month and year) of Proposal Submission]

1. Bidder's Legal Name	<i>[insert Bidder's legal name]</i>
2. Bidder's Country of Registration:	<i>[insert Country of registration]</i>
3. Bidder's Year of Registration:	<i>[insert Bidder's year of registration]</i>
4. Bidder's Legal Address in Country of Registration:	<i>[insert Bidder's legal address in country of registration]</i>
5. Bidder's Authorised Representative Information Name: Designation: Address: Telephone/Fax numbers: Email Address:	
6. Attached are certified copies of original documents of firm/ company named in 1: o Document evidencing the person(s) duly authorised to commit the Bidder or a Power of Attorney	
7. Details for EMD Refund a) Account No. b) Name of account holder c) Name of Bank d) IFSC Code	

Name and Signature of authorised signatory and Seal of Company

Annexure G : Minimum Eligibility Criteria (On Bidders Organisation's Letterhead)

The Bidder may note that the below criteria is of critical importance and non-adherence to any would lead to disqualification from further bidding process.

Sr. #	Criteria	Minimum Requirement	List of Documents to be Submitted	Compliance status (Yes/No)
1	Registration Certifications & License	<p>The Bidder must be an entity registered with the Registrar of Companies under Indian Company Act and must provide the following details:</p> <p>a.Details of Registration of the firm /organization - whether Sole Proprietorship/ Partnership firm /Private Limited/ Limited or Co-operative Body etc. - Name of Registering Authority, Date, and Registration number, etc.</p> <p>b.GST registration number</p>	<p>a.Copy of Certificate of Incorporation (firm / organization - whether Sole Proprietorship/ Partnership firm /Private Limited/ Limited or Co-operative Body etc.) has to be provided.</p> <p>b.Copy of GST Certificate</p>	
2	Turnover	<p>a. The bidder should have minimum annual turnover of INR 50 Crores from Integrated Facility Management Services in each of the last three financial years (FY 2018-19, FY 2019-20 & FY 2020-21).</p> <p>b. The bidder should have positive Networth and positive Profit After Tax (PAT) from Integrated Facility Management Services in each of the last three financial years (FY 2018-19, FY 2019-20 & FY 2020-21).</p>	<p>a.Copy of Audited Balance Sheet including Profit & Loss Statements of last three Financial Years (FY 2018-19, FY 2019-20 & FY 2020-21) and Certificate from CA where Audited Balance Sheet is not available - specifying Annual Turnover for the above mentioned duration.</p> <p>b. Certificate from CA specifying Annual Turnover, Networth & PAT for the above mentioned duration.</p>	
3	Work Experience	<p>a. The Bidder should have a minimum working experience of at least 5 years in providing Integrated Facility Management Services.</p> <p>b. The Bidder should have provided Integrated Facility Management Services to atleast 3 IT / ITES premises in Govt/ PSU / Govt. subsidiary / Private Sector Offices of atleast 30,000 Sq. Ft. Carpet Area in last 3 years (FY 2018-19, FY 2019-20 & FY 2020-21).</p> <p>c. The Bidder should have manpower on its payroll for Core Services (Housekeeping, Cleaning, Engineering & Cafeteria) and have</p>	<p>a. Copy of Purchase Order, Contract / Agreement / Invoices for providing Integrated Facility Management Services in last 5 years.</p> <p>b. Copy of Purchase Order, Contract / Agreement / Project Completion Certificate of such projects completed in last 3 years.</p> <p>c. Copy of Purchase Order, Contract / Agreement of such contracts where Core Services have been provided by bidder in last 3 years along with Undertaking on bidder's letter</p>	

		provided Core Services under Integrated Facility Management Services in last 3 years (FY 2018-19, FY 2019-20 & FY 2020-21) and should have manpower .	head confirming manpower on its payroll for Core Services.	
4	Quality Certifications	The bidder should be having active / valid ISO 9000 Series or relevant Organisations' Quality Certifications.	Copy of such Certificate	
5	Legal Liability	a. The Bidder should not be currently blacklisted from any of the government, semi government institutions, public/ private companies etc. in India and abroad. b. The Bidder must warrant that there is no legal action been taken against them for any cause in any legal jurisdiction. If such an action exists and the Bidder considers that it does not affect its ability to deliver the requirements as per the Tender, it shall provide details of the action(s).	a. Self-attested declaration has to be submitted on bidder's letter head. b. Self-attested declaration has to be submitted on bidder's letter head.	
6	Compliances	Bidder has to comply with following Compliances - 1. Employee's State Insurance (ESI). 2. Employee's Provident Fund (EPF). 3. Payment of Wages Act, 1936 4. Minimum Wages Act, 1948 5. Payment of Bonus Act, 1965	a. Bidder has to provide undertaking on their letterhead confirming complying the mentioned labour acts. b. Copy of latest submitted ESI & PF Challan Receipts has to be submitted	
7	Company Resources	The bidder should have at least 500 people on its payroll in the IFMS operations.	Certificate from HR Head/ Company Secretary on the bidder's letterhead	

- All documentary evidence should be duly signed and stamped by the Bidder.

Note: The Bidder should submit relevant documentation supporting the above eligibility/ qualification criteria. In case of non-compliance with any of the eligibility criteria mentioned above, the bidder shall be liable to be disqualified without any notice and the bids of the bidder may not be processed further. Any additional / irrelevant document enclosed with the bid, may lead to disqualification.

Authorized Signature

Annexure I : Commercial Bid Format

(On letterhead of the Bidder)

Bidder proposes to provide Integrated Facility Management Services as described in this document including overhead [office expenses] and profit as outlined in RFP documents for a fixed fee (excluding all statutory taxes) as mentioned in below table for prescribed scope of work in Section 5 of RFP document.

1. Total Cost of the Ownership (TCO) should be calculated in below format.

Sr. #	Manpower Type	No. of Manpower	Unit Rate (INR) (Resource / Month)	Total Cost (INR) (Resource / Annum)
1	Account Management Team / Site based Team			
	Facility Manager – Technical and soft	1		
	Facility Executive – Technical	1		
	Facility Executive – Soft	1		
	Front Office Executive (Receptionist)	2		
	Total Staff (A)	5		
2	Engineering & Maintenance			
	Technical Supervisor	1		
	Electricians/Multi Skill Technician	4		
	BMS Operator	4		
	Handyman (Only on call Basis)	1		
	Total M&E Vendor Staff (B)	11		
3	Soft Services			
	Housekeeping Supervisor	3		
	Housekeeping Boys	17		
	Chambermaids	4		
	Pantry Boys	4		
	Office Boys	3		
	Gym Trainer	2		
	Total Soft Services Vendor Staff (C)	33		
	Security			
	Security Supervisor	1		
	Security Guards	9		
	Lady Guards	2		
	Transport Escort	0		
	Total Security Vendor Staff (D)	13		
	Transport			
	Transport Executive	1		
	Total Transport Staff (E)	1		
	Cafeteria Management team			
	Cafeteria Supervisor	2		
	Service counter Boys	5		
	Dishwashing helpers	2		
	Cashier	2		
	Total Cafeteria Staff (F)	11		
4	Management Fees & other cost* (Bidder is required to give a break up of each service provided)			
	Total Cost of Ownership of Manpower as mentioned above (For One Year)	74		

Note 1 : Management Fees and other costs should include all administrative costs, management fees, equipment hiring/maintenance charges, materials required to meet the requirements mentioned in the scope of work. Bidder is required to give a break-up of each service provided.

Total Cost of Ownership in Figures & Words (inclusive of Taxes)

2. Cost for Ad Hoc / Optional Services:

Service Type	Unit of Measure	Rate (INR)	Remarks
Indoor Plants with Pots	Each (100 Nos.)		
Carpet Shampooing	Per Sq Ft		Total carpeted area to be considered
Chair Shampooing	Each		
Pest Control Management	As per treatment		Activities like Rodent treatment, General inspection pest control (GIPC), and Gel treatment in pantry and cafeteria
Reception Flower	As per Requirement		Hand/Table mounted. Height ranging from 1-2 ft.
Termite Management	Per Sq Ft		Post Construction
Office Sanitation	Per Sq. ft.		Using surface disinfectants such as Viroff 753 or equivalent (Effective against Virus / Bacterial diseases)
Shuttle Cab – 6 seater AC Cab	Per Vehicle		On monthly Package – Current requirement 3 cabs.
Shuttle Bus – AC bus	Per Vehicle		On monthly Package – Current requirement 1 - 19 or 30 seater bus.

- Ad Hoc / Optional Services will not be accounted in the TCO calculation, however, rates quoted shall be recorded and may be referred for future requirements as and when such Ad-hoc services would be required.
- In case of calculation error, the Rate (Resource / Month) shall be considered the base rate for evaluation of the bid.
- Evaluation shall be done based on the scheduled manpower given in the priced bill of material. However, ReBIT may increase or decrease the manpower as per office requirement and payment will be made on the actual manpower utilized on agreed rates, terms & condition of the contract.
- Management Fees and other Costs will be paid pro rata every month (dividing the yearly amount by 12)
- The monthly payment will be made after deducting the penalty, if any.
- The quoted prices shall be inclusive of all taxes/duties except service tax / GST (when applicable).
- The fees payable by REBIT to Bidder shall be inclusive of all costs such as insurance, taxes (GST, as per the rates applicable), custom duties, levies, cess, transportation, installation, (collectively referred to as "Taxes") that may be levied, imposed, charged or incurred and REBIT shall pay the fees due under this RFP and subsequent agreement after deducting any tax deductible at source ("TDS"), as applicable. Any variation in Government levies/ GST/ VAT/ cess/ excise/ custom duty etc. which has been included as part of the price will be borne by the Bidder.

Authorised Signature

Annexure J : Bidder's Experience

(On letterhead of the Bidder)

S.No	Information Sought	Information
1	Client's name	
2	Assignment/Job name	
3	Name and Contact Details of the Client	
4	Scope of Supply/Services as a provided under the contract	
5	Current Status	
6	Duration of Assignment/Job (months)	
7	Approx. value of the contract (in Rupees)	
8	Approx Value of the assignment/job provided by your firm under the contract(In Rupees)	
9	Start date (month/year)	
10	Completion date (month/year)	
11	Copy of Purchase/ Work Order	
12	Any other Supporting Document	

Signature of Bidder

Date

Place

Annexure K : Proposed Team Profile

Sr. #	Name of Proposed Team members for below Key Positions	Professional qualifications	Certifications / Accreditations	No. of Years of Experience
1	Facility Manager			
2	Front Office Executive			
3	Facility Executive			
4	Technical Supervisor			
5	*Any Other Key Profile			

Note:

- Names of Key Personnel should be mentioned in the above table.
- CVs should be enclosed as per below format for evaluation purpose.
- ReBIT will evaluate / interview the proposed team suitable for the role, if found not fit for the role bidder need to change the candidate with a good fit candidate for the role.

1	Proposed Position					
2	Name of Staff					
3	Current Job/Title /Designation					
4	Date of Birth					
5	Nationality					
6	Education	Sr. #	Degree Obtained	Institution	Dates	
7	Certificates					
8	Employment record					
9	Other Training					
10	Total yrs. Of experience					
11	Yrs. Of exp. on similar role					
12	Languages	Sr. #	Language	Read	Write	Speak
13	Detailed task assigned					
14	Work Undertaken that best illustrates Capability to Handle the Task Assigned					
	Name of the Assignment / Job or Project					
	Year					
	Location					
	Employer					
	Position Held					
	Activities Performed					
	Declaration Certification:					
	I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged.					
	Date:					
	Place:					

Documentary proofs are to be enclosed to substantiate the claims made.

Place:

Date:

Seal and signature of the Bidder

Annexure L: Performance Bank Guarantee

Strictly Private and Confidential

Chief Executive Officer,
Reserve Bank Information Technology Pvt Ltd (ReBIT),
502, Building No. 1 , Mindspace Juinagar, Nerul, Navi Mumbai - 400706

Dear Sir,

PERFORMANCE BANK GUARANTEE – Request for Proposal for Appointment of Integrated Facility Management Service Provider with reference number RFP: ReBIT/CPO/2022/079 dated 15 February 2022.

WHEREAS

M/s. (name of Bidder), a company registered under the Companies Act, 1956, having its registered and corporate office at (address of the Bidder), (hereinafter referred to as “our constituent”, which expression, unless excluded or repugnant to the context or meaning thereof, includes its successors and assigns), entered into an Agreement dated (Hereinafter, referred to as “the said Agreement”) with you (ReBIT) for Appointment of Design Consultant as detailed in the scope given in the RFP document, as detailed in the said Agreement.

We are aware of the fact that in terms of sub-para (...), Section (...), Chapter (...) of the said Agreement, our constituent is required to furnish a Bank Guarantee for an amount Rs..... (in words and figures), as per the said Agreement, as security against breach/default of the said Agreement by our Constituent.

In consideration of the fact that our constituent is our valued customer and the fact that he has entered into the said Agreement with you, we, (name and address of the bank), have agreed to issue this Performance Bank Guarantee.

Therefore, we (name and address of the bank) hereby unconditionally and irrevocably guarantee you as under:

1 In the event of our constituent committing any breach/default of the said Agreement, which breach/default has not been rectified within a period of thirty (30) days after receipt of written notice from you, we hereby agree to pay you forthwith on demand such sum/s not exceeding the sum of Rs..... (in words and figures) without any demur.

2 Notwithstanding anything to the contrary, as contained in the said Agreement, we agree that your decision as to whether our constituent has made any such default/s / breach/es, as afore-said and the amount or amounts to which you are entitled by reasons thereof, subject to the terms and conditions of the said Agreement, will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Performance Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur.

3 This Performance Bank Guarantee shall continue and hold good for thirty (30) days after the completion of the contract period i.e. (date), subject to the terms and conditions in the said Agreement.

4 We bind ourselves to pay the above said amount at any point of time commencing from the date of the said Agreement until thirty (30) days after the completion of the contract period for the Total Solution as per said Agreement.

5 We further agree that the termination of the said Agreement, for reasons solely attributable to our constituent, virtually empowers you to demand for the payment of the above said amount under this guarantee and we have an obligation to honor the same without demur.

6 In order to give full effect to the guarantee contained herein, we (name and address of the bank), agree that you shall be entitled to act as if we were your principal debtors in respect of your claims against our constituent. We hereby expressly waive all our rights of suretyship and other rights, if any, which are in any way inconsistent with any of the provisions of this Performance Bank Guarantee.

7 We confirm that this Performance Bank Guarantee will cover your claim/s against our constituent made in accordance with this Guarantee from time to time, arising out of or in relation to the said Agreement and in respect of which your claim is lodged with us on or before the date of expiry of this Performance Guarantee, irrespective of your entitlement to other claims, charges, rights and reliefs, as provided in the said Agreement.

8 Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been given to us after the expiry of 48 hours when the same has been posted.

9 If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent under intimation to you (ReBIT).

10 This Performance Bank Guarantee shall not be affected by any change in the constitution of our constituent nor shall it be affected by any change in our constitution or by any amalgamation or absorption thereof or therewith or reconstruction or winding up, but will ensure to the benefit of you and be available to and be enforceable by you.

11 Notwithstanding anything contained hereinabove, our liability under this Performance Guarantee is restricted to Rs..... (in words and figures) and shall continue to exist, subject to the terms and conditions contained herein, unless a written claim is lodged on us on or before the afore-said date of expiry of this guarantee.

12 We hereby confirm that we have the power/s to issue this Guarantee in your favor under the Memorandum and Articles of Association/ Constitution of our bank and the undersigned is/are the recipient of authority by express delegation of power/s and has/have full power/s to execute this guarantee under the Power of Attorney issued by the bank in his/their favor.

We further agree that the exercise of any of your rights against our constituent to enforce or forbear to enforce or any other indulgence or facility, extended to our constituent to carry out the contractual obligations as per the said Agreement, would not release our liability under this guarantee and that your right against us shall remain in full force and effect, notwithstanding any arrangement that may be entered into between you and our constituent, during the entire currency of this guarantee.

Notwithstanding anything contained herein:

- Our liability under this Performance Bank Guarantee shall not exceed Rs.(in words and figure);
- This Performance Bank Guarantee shall be valid only up to (date, i.e., thirty (30) days after completion of the contract period) ; and

- We are liable to pay the guaranteed amount or part thereof under this Performance Bank Guarantee only and only if we receive a written claim or demand on or before (date i.e. thirty (30) days after completion of the contract period).
- This Performance Bank Guarantee must be returned to the bank upon its expiry. If the Performance Bank Guarantee is not received by the bank within the above-mentioned period, subject to the terms and conditions contained herein, it shall be deemed to be automatically cancelled.

Dated this day 2022.

Yours faithfully,

For and on behalf of the Bank,

(Signature)

Designation

(Address of the Bank)

Note: This guarantee will attract stamp duty as a security bond under Article 54(b) of the Mumbai Stamp Act, 1958. A duly certified copy of the requisite authority conferred on the official/s to execute the guarantee on behalf of the bank should be annexed to this guarantee for verification and retention thereof as documentary evidence in the matter.

Annexure M : Confidentiality and Non-Disclosure Agreement Undertaking

(Letterhead of the Bidder)

Strictly Private and Confidential

The Chief Executive Officer
Reserve Bank Information Technology Pvt Ltd. (ReBIT),
502, Building No 1, MindSpace Juinagar,
Nerul, Navi Mumbai – 400706

[Date]

Dear Sir / Madam,

Confidentiality Undertaking

We acknowledge that during bidding for -----, we shall have access to and be entrusted with Confidential Information. In this letter, the phrase "Confidential Information" shall mean any information (whether of a commercial, technical, scientific, operational, administrative, financial, marketing, business, or intellectual property nature or otherwise), whether oral or written, relating to REBIT and its business that is provided to us at any time before, during or after the implementation.

In consideration of you making Confidential Information available to us, we agree to the terms set out below:

1. We shall treat all Confidential Information as strictly private and confidential and take all steps necessary (including but not limited to those required by this Agreement) to preserve such confidentiality.
2. We shall use the Confidential Information solely for the preparation of our response to the RFP and not for any other purpose.
3. We shall not disclose any Confidential Information to any other person other than as permitted by item 5 below.
4. We shall not disclose or divulge any of the Confidential Information to any other client of [name of product vendor / implementation partner].
5. This undertaking shall not prohibit disclosure of Confidential Information:
 - To our partners/ directors and employees who need to know such Confidential Information to assist with the bidding for RFP floated for Appointment of Design Consultant, with your prior written consent;
 - To the extent that such disclosure is required by law, in which case we undertake to duly notify you;
 - To the extent that such disclosure is required by any rule or requirement of any regulatory authority with which we are bound to comply, in which case we undertake to duly notify you; and
6. Upon your request we shall arrange delivery to you of all Confidential Information, and copies thereof, that is in documentary or other tangible form, except:
 - For the purpose of a disclosure permitted by item 5 above, subject to your prior written consent; and
 - To the extent that we reasonably require to retain sufficient documentation that is necessary to support any advice, reports, or opinions that we may provide subject to your prior written consent.
7. This undertaking shall not apply to Confidential Information that:

- Is in the public domain at the time it is acquired by us;
 - Enters the public domain subsequent to our acquisition, otherwise than as a result of unauthorised disclosure by us; and
 - Is independently developed by us.
8. We warrant that we are acting as principal in this matter and not as agent or broker for any person;

We have read this Agreement fully and confirm our agreement with its terms.

Yours sincerely

Signature and Stamp of Company

Authorised Signatory (same as signing the proposal)

Name:

Position:

Date:

Annexure O : Instructions for Online Bid Submission

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Online bidder Enrollment" on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / email in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

Note: My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener’s public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids (i.e. after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.