CAFRAL
CENTRE FOR ADVANCED FINANCIAL RESEARCH AND LEARNING
Promoted by Reserve Bank of India

उच्चस्तरीय वित्तीय अनुसंधान तथा अध्ययन केंद्र
दादर (पश्चिम), मुंबई – 400028, महाराष्ट्र
Centre for Advanced Financial Research and Learning
Dadar (West), Mumbai - 400 028, Maharashtra

Notice Inviting Tender (NIT)

Centre for Advanced Financial Research and Learning (CAFRAL) promoted by Reserve Bank of India, Dadar (West), Mumbai-400028, hereinafter referred to as "the CAFRAL", invites tenders under the Two– Bid system (Technical & Financial Bid) for the work, *viz*. "Providing Integrated Facility Management Service (IFMS) at CAFRAL Campus. The NIT Number and Schedule of the tender are given below:

1	Tender No.	**CAFRAL/00236/05.08.001/2026-27**
2	Name of the Work:	Providing Integrated Facility Management Services at Centre for Advanced Financial Research and Learning (CAFRAL) Mumbai - 400028
3	Mode of Tender:	Offline (Part I – Techno- Commercial Bid and Part II - Financial Bid)
4	Date & time from which NIT (along with complete tender documents) will available to the parties to download from https://www.cafral.org.in	**November 2, 2026 (Monday)**
5	Date and venue of the Pre-Bid Meeting	Off-line at Conference Room, CAFRAL, Mumbai or online through Webex on **November 12, 2026, Thursday at 11:00 Hours**
6	Estimated cost of the work:	**₹3.52 Crore (Rupees Three Crore and Fifty-Two Lakh) per annum inclusive of GST**
7	Earnest Money Deposit (EMD)	@ 2% of estimated cost of the work, in the form of EMD (through NEFT/ in the form of BG) in favour of the Centre for Advanced Financial Research and Learning, Mumbai.

Name of the Account Holder	Centre for Advanced Financial Research and Learning
Account Number	012210110003577
Type of Account	Savings
PAN Number	AABAC0190P
Name of the Bank	Bank of India
Name of the	Bandra Kurla

		Branch	Complex Branch
		Address of the Bank	Bank of India, Bandra Kurla Complex Branch, Plot No. C-5, G-Block, Bandra (E), Mumbai 400051
		NEFT/IFS Code	BKID0000122
		GST Number	27AABAC0190P1ZL
8	Performance Bank Guarantee (PBG)	**5 % of Work Order Amount**	
9	Last Date for submission of Tender (Technical Bid and Price Bid along with EMD)	**November 30, 2026, Monday up to 15:00 Hours**	
10	Date and time of opening of Part-I (i.e. Technical Bid)	**December 1, 2026, Tuesday at 15:00 Hours**	
11	Date and time of opening of Part- II (i.e. Price Bid)	Part II (Price Bid) of the tender shall be opened on a subsequent date after scrutiny of documents submitted for the Technical- Bid and it would be intimated to qualified Bidders.	

The two parts must be in separate sealed envelopes, with the Bidder's name and address on the cover. Both the envelopes should be submitted by November 30, 2026, Monday up to 15:00 Hours to:

The Director
Centre for Advanced Financial Research and Learning (CAFRAL)
Plot-F, P No. 1166, Chandrakant Dhuru Wadi, Kirti Mahavidyalaya Marg,
Opp. Kirti College, Dadar (West), Mumbai - 400 028, Maharashtra

Contents of the two Envelopes (Checklist):

i. **Envelope 'A'**: Should be superscribed '**Technical Bid for the IFMS service at CAFRAL Campus, Dadar, Mumbai'**.

ii. **Envelope 'B'**: Should be superscribed as **'Commercial Bid for the IFMS service at CAFRAL Campus, Dadar, Mumbai'**

उच्चस्तरीय वित्तीय अनुसंधान तथा अध्ययन केंद्र
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Centre for Advanced Financial Research and Learning
Dadar (West), Mumbai - 400 028, Maharashtra

PART – I (Technical Bid)

TENDER FOR PROVIDING INTEGRATED FACILITY MANAGEMENT SERVICES AT CENTRE FOR ADVANCED FINANCIAL RESEARCH AND LEARNING (CAFRAL), MUMBAI-400028

Name of the Applicant's Firm/ Bidder: _____

Address: _____

E-mail ID & Contact Number: _____

Date of Publication of Tender	**November 2, 2026 (Monday)**
Last date of Submission of Bid	**November 30, 2026, Monday up to 15:00 Hours**
Pre-bid Meeting	**Off-line at Conference Room, CAFRAL, Mumbai or online through Webex on November 12, 2026, Thursday at 11:00 Hours**
Date of Opening of Part- I of Tender	**December 1, 2026, Tuesday at 15:00 Hours**

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CAFRAL
CENTRE FOR ADVANCED FINANCIAL RESEARCH AND LEARNING
Promoted by Reserve Bank of India

उच्चस्तरीय वित्तीय अनुसंधान तथा अध्ययन केंद्र
दादर (पश्चिम), मुंबई – 400028, महाराष्ट्र
Centre for Advanced Financial Research and Learning
Dadar (West), Mumbai - 400 028, Maharashtra

DISCLAIMER

Centre for Advanced Financial Research and Learning (CAFRAL), promoted by Reserve Bank of India, Mumbai, has prepared this document to give background information on the work, viz "PROVIDING INTEGRATED FACILITY MANAGEMENT SERVICES AT CENTRE FOR ADVANCED FINANCIAL RESEARCH AND LEARNING (CAFRAL), Dadar (West), MUMBAI-400028", to the interested parties. While CAFRAL, Mumbai has taken due care in the preparation of the information contained herein and believe it to be in order, neither the CAFRAL, Mumbai nor any of its authorities or agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

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

CAFRAL, Mumbai reserves the right not to proceed with the Contract or to change the configuration of the work, to alter the period of the Contract, to alter the timetable reflected in this document, or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest. No reimbursement of any kind will be paid to persons or entities expressing interest.

This document is the property of the Centre for Advanced Financial Research and Learning (CAFRAL), Mumbai. It may not be copied, distributed or recorded on any medium, electronic or otherwise, without written permission of CAFRAL, except for the purpose of responding to CAFRAL for the said purpose. The use of the contents of these documents, even by authorised personnel/agencies, for any purpose other than the purpose specified herein is strictly prohibited and shall amount to copyright violation and, thus, be punishable under Indian law.

SCHEDULE OF TENDER (SOT)

1	Tender No.	**CAFRAL/00236/05.08.001/2026-27**
2	Name of the Work:	Providing "Integrated Facility Management Services" at Centre for Advanced Financial Research and Learning (CAFRAL), Mumbai-400028
3	Mode of Tender:	Offline (Part I – Technical Bid and Part II - Financial Bid)
4	Date & time from which NIT (along with complete tender documents) will be available to the parties to download from https://www.cafral.org.in	**November 2, 2026 (Monday)**
5	Date and venue of the Pre-Bid Meeting	Off-line at CAFRAL Office, Mumbai or online through Webex on **November 12, 2026, Thursday at 11:00 Hours**
6	Estimated cost of the work:	**₹3.52 Crore (Rupees Three Crore and Fifty-Two Lakh) per annum inclusive of GST.**
7	Earnest Money Deposit (EMD)	2**%** of estimated cost of the work**,** in the form of EMD (through NEFT/ in the form of BG) in favor of Centre for Advanced Financial Research and Learning, MUMBAI, to be delivered on given details:
8	Performance Bank Guarantee (PBG)	**5 % of Work Order Amount**
9	Last Date of Submission of Tender for Technical Bid and Price Bid along with EMD	November 30, 2026, Monday up to 15:00 Hours
10	Date and time of opening of	December 1, 2026, Tuesday at 15:00 Hours

Name of the Account Holder	Centre for Advanced Financial Research and Learning
Account Number	012210110003577
Type of Account	Savings
PAN Number	AABAC0190P
Name of the Bank	Bank of India
Name of the Branch	Bandra Kurla Complex Branch
Address of the Bank	Bank of India, Bandra Kurla Complex Branch, Plot No. C-5, G-Block, Bandra (E), Mumbai 400051
NEFT/IFS Code	BKID0000122
GST Number	27AABAC0190P1ZL

	Part-I (i.e. Technical Bid)	
11	Date and time of opening of Part-II (i.e. Price Bid)	Part II (Price Bid) of the tender shall be opened on a subsequent date after scrutiny of documents submitted for the Technical- Bid and it would be intimated to qualified Bidders.

उच्चस्तरीय वित्तीय अनुसंधान तथा अध्ययन केंद्र
दादर (पश्चिम), मुंबई – 400028, महाराष्ट्र
Centre for Advanced Financial Research and Learning
Dadar (West), Mumbai - 400 028, Maharashtra

SECTION I

Notice Inviting Tender (NIT)

Centre for Advanced Financial Research and Learning (CAFRAL), promoted by Reserve Bank of India, Mumbai-400028, hereinafter referred to as "the CAFRAL", invites Tenders under Two– Bid system (Technical & Financial Bid) for the work, *viz.* "Providing Integrated Facility Management Service (IFMS) at CAFRAL Campus (as detailed in Annexure IX)". IFMS will comprise **i) Housekeeping, ii) Front Office Management, iii) Plumbing and Sanitary works, iv) Electrical works, v) Carpentry works, vi) Gardening vii) Pest Control Treatment, viii) Library Management, ix) Laundry Service and x) AC Plant Operator.** The agreement will be effective from the date of award of the contract till March 31, 2030 which will be renewed every year (April-March) subject to satisfactory performance of the Service Provider/Bidder, taking into consideration the statutory rates like Basic Wages, VDA (Variable Dearness Allowance), EPF (Employees' Provident Fund), ESI (Employees' State Insurance), Bonus, GST, etc. Agreement will be enforced on the same terms and conditions in case of broken period.

The tender document will be accessible and can be downloaded from **November 2, 2026, from 17:00 Hours. onwards** from the CAFRAL website https://www.cafral.org.in.

The Bidders should submit their proposal, as per the instructions regarding the Tender along with all supporting documents, complete in all respects **on or before November 30, 2026, Monday up to 15:00 Hours to:**

The Director,
Centre for Advanced Financial Research and Learning (CAFRAL)
Plot-F, P No. 1166, Chandrakant Dhuru Wadi, Kirti Mahavidyalaya Marg,
Opp. Kirti College, Dadar (West), Mumbai - 400 028, Maharashtra

The Bidder will be responsible for ensuring that the tender reaches to the above address on or before the due date and time. CAFRAL is not responsible for non-receipt of tender within the specified date and time due to any reason. Tenders received after the due date and time are liable to be rejected. Bidders shall submit the tender proposal along with a refundable EMD of 2% of estimated cost of the work**, as prescribed in the tender.** The

Technical Bids (Part I) will be **opened on December 1, 2026, Tuesday at 15:00 Hours**. In the event of any date indicated above being declared a Holiday, the next working day shall become operative for the respective purpose mentioned herein. Financial Bid (Part II) of only those Bidders found eligible on evaluation of their Part I documents will be opened on a later date, after intimating them.

Tender document can be downloaded from https://www.cafral.org.in. Any amendment(s) / corrigendum/clarifications with respect to this tender shall be uploaded on the website only. The Bidder should check the above website for any Amendment / Corrigendum / Clarification before submitting the bid. The CAFRAL reserves the right to reject any or all the tenders without assigning any reason thereof.

SECTION II

Form of Tender

Place:

Date:

The Director,

Centre for Advanced Financial Research and Learning

Plot-F, P No. 1166, Chandrakant Dhuru Wadi, Kirti Mahavidyalaya Marg,

Opp. Kirti College, Dadar (West), Mumbai - 400 028, Maharashtra

Dear Sir,

We have carefully examined the specifications, scope of work and schedule of quantities relating to the works specified in the Memorandum hereinafter set out and having visited (which is mandatory) and examined the site of the works specified in the said Memorandum and having acquired the requisite information relating thereto as affecting the Tender, we hereby offer to execute the works specified in the said Memorandum during the time specified in the said Memorandum at the rates mentioned and in accordance with all respects of the specifications, and the instructions in writing referred to in articles of agreement, general instructions to the Bidders and special conditions, conditions herein before referred to, specification and schedule of quantities and with such materials as are provided for, by and in all other respects, in accordance with such conditions so far as they may be applicable.

MEMORANDUM

(a)	Description of works	**Providing Integrated Facility Management Service (IFMS) at CAFRAL Campus, Dadar (West), Mumbai-400028.**
(b)	Estimated cost	**₹3.52 Crore (Rupees Three Crore and Fifty-Two Lakh) per annum inclusive of GST.**
(c)	Earnest Money	2% of estimated cost of the work, from each bidder
(d)	Validity of quoted rates	Period from the date of award of contract to 31.03.2030
(e)	Mode/Terms of Payment	As per Clause 14 & 15 of Section IV of Tender.

2. I/we undertake to offer my/our services in conformity with scope/nature of work and the Terms and Conditions set out in the Tender Document. I/We confirm that the tender submitted by me/us conforms to all the terms and conditions mentioned in the Tender Document.
3. Should this Tender be accepted, I/we hereby agree to abide by and fulfil all the Terms and Conditions of the Tender and, in default thereof, to forfeit and pay to you or your successors or assignees or nominees such sums of money as are stipulated in the conditions contained in the Tender together with the written acceptance of the

Contract.

4. I/We also agree that our Bid will remain valid for acceptance by the CAFRAL for a period of **90 days** from the date of opening of Part I of the Tender, and this period of validity can be extended for such period as may be mutually agreed between the CAFRAL and us in writing. We also agree to keep the Bank Guarantee for the Earnest Money Deposit (EMD) valid for the entire period of validity of the Tender, as per the enclosed Proforma (Annexure XIV).
5. I/We have deposited a sum of @ 2**%** of estimated cost of the work**,** as earnest money with the CAFRAL, which amount shall not bear any interest. Should we fail to execute the Contract when called upon to do so, we do hereby agree that this sum shall be forfeited by **CAFRAL.**
6. I/We do hereby declare that there is no case with the Police/Court/Regulatory Authorities against me/us. Also, I/We have neither been suspended/delisted/disqualified by any organization for any reason nor,
7. Any such proceedings are pending or contemplated. I/We also certify that neither our firm nor any of the partners are involved in any scam or disciplinary proceedings settled or pending adjudication.
8. The Tender is submitted in two parts, i.e., Part I and Part II. Part I contains all Technical particulars and Part II contains only the Price Bid.
9. The details of Bankers as per the format (Annexure VI).
10. Client Certificate as per the proforma (Annexure-II).
11. I/We certify that all the information furnished by me/us is true to the best of my/our knowledge. I have no objection to **CAFRAL** verifying any or all the information furnished in this document with the concerned authorities, if necessary. Further, I/we have no objection to CAFRAL conducting site visits to inspect establishments/similar services maintained by us.
12. I/We understand that you reserve the right to accept or reject any or all the Tender either in full or in part without assigning any reason thereof. Dated this ____day of _____,2026 For and on behalf of M/s _____

(Signature with seal)

Name:
Designation:
Place:
Date:

(Certified true copy of the Power of Attorney of the above signatory, as per the proforma (Annexure VII) should be enclosed).

Witnesses

1. Signature with Name, address and date:	2. Signature with Name, address and date:

SECTION III

Part 1- Bidder's Eligibility Criteria

A. CENTRE FOR ADVANCED FINANCIAL RESEARCH AND LEARNING (CAFRAL), MUMBAI invites Tenders from eligible firms for providing **" Integrated Facility Management Services (IFMS)" at the Centre for Advanced Financial Research and Learning (CAFRAL), Dadar (West), Mumbai-400028**.

Tenders comprising duly filled-in details of both Part-I and Part II specifications of the Tender should be submitted to CAFRAL, Plot-F, P No. 1166, Chandrakant Dhuru Wadi, Kirti Mahavidyalaya Marg, Opp. Kirti College, Dadar (West), Mumbai - 400028, Maharashtra, **not later than 15:00 Hours on November 30, 2026, Monday.**

1. *Eligibility Criteria: -*

1.1 Bidder should be a Company registered under Companies Act or an LLP registered under LLP Act or Partnership firms or Proprietorships. Copy of the Memorandum and Articles of Association/Certificate of Incorporation/ should be submitted.

1.2 The Bidder should have a minimum 5 years of experience in undertaking IFMS works viz., **'Providing Integrated Facility Management Services' at reputed institutions such as RBI, reputed training establishments, educational institutions, banks & financial institutions, Central Govt., Five Star hotels or above, corporate houses and Airports as on August 31, 2026.** Such credentials shall be supported by copy/copies of work order/s for similar work, issued to the bidder.

1.3 The Bidder must have, during the last 5 years (i.e. after August 31, 2021) provided similar works individually costing as under:

(a) Three similar works, each costing not less than 40% of estimated cost per annum

OR

(b) Two similar works each costing not less than 60% of estimated cost per annum

OR

(c) One similar work costing not less than 80% of estimated cost per annum.

(For above client-wise list of work(s), year(s) of execution of work(s) awarded should be furnished)

For the purpose of condition 1.2 and 1.3 above, IFMS work shall comprise of a combination of a minimum of four work areas from the Ten work areas viz. i) Housekeeping, ii) Front Office Management, iii) Plumbing and Sanitary works, iv) Electrical works, v) Carpentry works, vi) Gardening vii) Pest Control Treatment, viii) Library Management, ix) Laundry Service and x) AC Plant Operator. Out of Ten work areas, Housekeeping and Gardening are mandatory in a single contract. The Contractor should have covered all the work areas in one or more contracts. Only those work orders satisfying the above criteria will be considered for evaluation, and non-eligible work orders will be ignored.

AND

(d) Have a minimum yearly turnover (as on March 31) of 50% of estimated cost during the last 3 financial years (i.e. FY2023-24, FY2024-25 and FY2025-26), supported by audited Financial Statements (i.e., Certificate of annual turnover for last three financial years duly certified by Chartered Accountant, Statements of Profit and Loss Account and Balance Sheet for the said years duly certified by Chartered Accountant).

AND

(e) Have the following Quality Assurance (QA) certification obtained at least 3 years before the date of the Tender release. Certification should be valid with an undertaking for periodic renewals: ISO 9001: 2015 Certificate in Quality Management System.

AND

(f) The Bidder should have a minimum workforce of 500 labourers (unskilled/skilled) supported by PF statement/PF payment challan indicating the number of employees as on August 31, 2026.

AND

(g) The Bidder should have full-fledged service setup (manpower and administrative office) available in Mumbai wherefrom required quality services can be regularly provided. Bidder should submit documentary evidence for the same, as per Annexure X-A

AND

(h) The Bidder should not have been delisted / banned by any Government, Regulatory Authority, including Reserve Bank of India, Financial Institution, etc. in last 3 years (from FY2023-24, FY2024-25 and FY2025-26). Further, the Contractor should not have any insolvency case against them. The Bidder shall submit a declaration to this effect, as per the format given in Annexure X-B

AND

(i) The Bidder should provide at least 3 client certificates of past performance in the format as per Annexure II from any Government, Regulatory Authority (including Reserve Bank of India), Financial Institution and other reputed institution for the IFMS services rendered after March 31, 2023. If the performance rating is poor in any parameter as per Annexure II in any given client certificate, the Tender will be liable for rejection. If the Bidder has served

any office of RBI in the past or providing service any office of RBI, it is mandatory for the Bidder to submit client certificate from such office of RBI.

(Only those Bidders who qualify as above will be eligible to Tender for the work. A Tender submitted by any entity which is found to be not satisfying the above criteria will be liable for rejection).

Note: - All the submissions/declarations/assertions made by Bidder should be on their letterhead only and each and every page of the document should contain the name of company and signature of the authorised signatory.

B. Check list of Documents to be Submitted:
Bidders should submit the following documents in respect of fulfilling their eligibility with suitable file names as indicated.

1. Certificate of Incorporation/ Copy of Registration.
2. Article of Association, Memorandum of Association- Annexure IV
3. Form of Tender (to be signed by the authorised signatory)
4. Tender document signed on all pages by authorized signatory.
5. Copies of detailed Work Order/s indicating scope and value of work/s of providing IFMS works, *viz*, providing "Integrated Facility Management Service", issued **on or before August 31, 2026** (for establishing five years' experience) (File name e.g.: WO1, WO2, etc.).
6. Copies of detailed Work Order/s indicating scope and value of IFMS work/s carried-out **after August 31, 2026** (QWO1, QWO2, etc.)
7. List of IFMS works with all the details, in the format of Annexure I (File name e.g.: CW1, CW2 etc.)
8. List of clients, Client certificate regarding performance of the contractor, as per the prescribed format of Annexure II. (File name e.g.: CC1, CC2 etc.)
9. Proof of remittance of EMD
10. Bank's Solvency Certificate Issued by a Scheduled Bank of a date later than date of Notice Inviting Tender equivalent to Tender value of **₹3.52 Crore (Rupees Three Crore and Fifty-Two Lakh) per annum inclusive of GST.** as per Annexure V
11. Audited financial statements for turnover for last 3 years (File name e.g. FS1, FS2 etc.)

12. Copies of ISO Certificate ISO 9001: 2015-Certificate in Quality Management System and other ISO certificates as required for evaluation criteria at least three years old.
13. Details of Bidder's Bank/s (Scheduled Bank) as per Annexure VI
14. Duly notarised copy of Power of Attorney (in the name of the person signing the Tender document/s) as per Annexure VII (Original to be submitted by the successful Bidder to CAFRAL).
15. Annexure VIII - NEFT Details
16. Annexure X-A and B – Declaration of Service set-up available at Mumbai and Non-Delisting
17. Copy of Employees' Provident Fund (EPF) Registration Certificate.
18. Copy of Employees' State Insurance (ESI) Registration Certificate.
19. Copy of PAN
20. Copy of GST Registration Certificate.
21. Income Tax Returns and Financial Statements for last three years (FY2023-24, FY2024-25 and FY2025-26)
22. Any other information relevant to the proposed work (in Bidder's own letter head).
23. Declaration regarding availability of Complaint Management System for monitoring and redressal
24. For works carried out, Copy of TDS, if any, has to be submitted for proving the credentials/contract amount.
25. Proforma for Indemnifying the Employer against Contract Labour Rules/Regulations- Annex XII
26. Annexure XIII- Proforma for Indemnifying the Employer against Patent Rights
27. Any other documents required for Technical Evaluation as detailed below.

C. Scrutiny of Offers and Evaluation Criteria

Scrutiny of Bids will be in three stages as under:

(a) Eligibility Criteria:

The CAFRAL will first scrutinize the eligibility of the Bidders as per "qualification criteria" (Refer para. A1) of the Section – III of the Tender Document. The decision of the CAFRAL in this regard shall be final and no further correspondence in this regard will be entertained.

(b) Technical Evaluation:

Technical Evaluation stage will have two sub-stages as follows:

(i) **Criteria Score:** In the first sub-stage of Technical Evaluation stage, proposals found eligible (i.e., meeting all the "qualification criteria") will be assessed and scored as per the criteria explained below:

Sr. No.	Description	Maximum Marks	Documents to be furnished
A	**Financial Turnover** Average Turnover during the last three financial years FY2023-24, FY2024-25 and FY2025-26 1. ₹ 1.60 crore - ₹ 3.0 crore - 5 marks 2. ₹ 3.01 crore - ₹ 5.0 crore–10 marks 3. above ₹ 5 Crore–15 marks	15	Audited financial statements and Certificate from Chartered Accountant certifying annual turnover figures of the firm/company.
B	**Experience in the field of Facility Management Services** **(**Out of the work areas, experience in Housekeeping, Gardening are mandatory**)** Minimum Five years' experience - 6 marks For 5 to 7 years -8 Marks and above 7 years 10 Marks. Experience counted up to August 31, 2026	10	Copy of first work order received after the date of establishment of the company/firm. Date of earliest work order submitted will be considered. Client certificate(s) issued by the private companies shall also accompany copy of TDS certificates
C	**Existing number of work force:** 1. 500: 10 marks 2. 501 to 1000: 12 marks 3. Above 1000: 15 marks	15	Copy of latest PF statement/PF payment challan clearly indicating number of employees.
D	**Existing number of work force in Mumbai:** 1. 100 to 200: 4marks 2. 201 to 400: 8 marks 3. above 400: 10 marks	10	Latest PF statement or any other documentary evidence.
E	**No. of IFMS contracts executed, yearly value of which is above ₹2.82 crores each in the last 5 years ending August 2026:** 1-2 Contracts - 8 marks 3 -4 Contracts- 12 marks 5-6 Contracts - 16 marks Above 6 Contracts - 20 marks	20	Work order / Client certificate(s) issued by the private companies shall also accompany copy of Tax Deducted at Source (TDS) certificates (in case of difficulty in submitting work order).
F	**Experience of executing similar contracts in Central Government Establishment/ /State Government Establishment/ Public Sector Undertaking** 1-5 Contracts - 5 marks Above 5 contracts- 10 marks	10	Submit a copy of work order issued by the respective authority.
G	**Experience of executing IFMS contracts in reputed training establishments (having Guest Rooms, Library, Swimming Pool, Cafeteria, Multiple class rooms, etc.)**	10	Submit a copy of work order issued by the respective authority.

	1-3 Contracts - 7 marks Above 3 Contracts - 10 marks **Housekeeping and Gardening will be mandatory services for IFMS contract**		
H	**Whether the company/Firm is having ISO and other recognised accreditation Certificate for last 3 years:** 1. ISO 9001: 2015 Certificate in Quality Management System - 4 marks 2. In addition to the ISO 9001:2015, ISO: 14001:2015 Certificate in Environmental Management System – 6 marks 3. In addition to the ISO 9001: 2015, 45001:2018, Occupational Health and Safety Management – 8 marks 4. All the three certifications: – 10 marks	10	Submit copy of ISO certification/ other recognised accreditation certificate. The Bidder should be ISO certified for last three years to be eligible for the score.

D. Site Visit:

In the second sub-stage of the Technical Evaluation, CAFRAL officials will conduct site visits to certain existing clients of the Bidder to review the quality of services provided by them. The Bidder will make suitable arrangements to enable CAFRAL officials to conduct site visits, preferably in Mumbai. Based on the site visit, the Bidder will be given a Site Visit score with a maximum score of 100. Site visit assessment format is as below:

Name of the Contractor:	**Client Site:**
Type of Service	**Score**
Housekeeping and Front Office	
i. Cleanliness of the reception and other external areas (Max 10 marks)	
ii. Cleanliness of the room/unit/bed/guest room/wash room, premises, etc. including pest management (Max 10 marks)	
iii. Employee Attire (Max 5 marks)	
iv. Professionalism of the staff and hospitality (including alertness demeanour, courteousness, helpfulness) (Max 15 marks)	
Overall score (Max 40 marks)	
Gardening	
i. Layout/Landscaping and upkeep of the area (Max 10 marks)	

ii. Waste Management (Max 5 marks)	
iii. Health of the plants (Max 5 marks)	
iv. Trimming/watering/shaping of plants/lawn (Max 10 marks)	
Overall Score (Max 30 marks)	
Carpentry, Plumbing, Electrical work and Pest Control	
i. Quality of workmanship (Max 10 marks)	
ii. Promptness in attending to complaints (Max 10 marks)	
iii. Professionalism in service and etiquettes (Max 10 marks)	
Overall Score (Max 30 marks)	
Total Score (out of 100)	
Assessment done by	
Name and Designation	
Signature and Date of Visit	

Based on the above scores, the composite score of the 2nd stage will be calculated as under:

The Technical Evaluation Score (composite score of Assessed Criteria score and Site Visit score) will be calculated as under:

(a) *Technical Evaluation Score = 0.7*(Criteria score) + 0.3*(Site visit score).*

e.g., If a Bidder's scores are as follows:
Criteria score – 84
Site visit score – 74
Technical Evaluation score = 0.7*84 + 0.3*74 = 81.

The Bids of only those Bidders who score 70 and more in the Technical Evaluation will be eligible for Commercial Evaluation i.e., opening of Part II of their Tender. The decision of CAFRAL in this regard will be final. If fewer than two Bidders qualify, the threshold shall be relaxed to 60 uniformly.

(b) *Financial Evaluation:*

The CAFRAL will open and scrutinise the Financial Bids of the technically qualified Bidders only. Financial Bids must be submitted in the format specified in Part II. The calculation arrived by CAFRAL will be final and will be binding on the Bidders.

The Bidder who quotes the least in the Price Bid shall be treated as the Lowest (L1) Bidder. In case there is a tie in the quoted rate of Price Bid then highest scorer in the technical evaluation will be treated as a successful bidder.

SECTION IV

Part 1- General and Special Conditions and Instructions to Bidders

1. Tenders shall be submitted in two parts viz. Part I containing Eligibility/Pre-qualification criteria and technical details of the offer and Part II containing prices only (in Indian Rupees) latest by 15.00 Hours. on November 30, 2026, Monday.

2. **Opening of Tender: - Part I of the Tender will be opened at 15.00 Hours. on December 1, 2026, Tuesday at 15:00 Hours.** Part II Bids of only those Bidders who are found to be qualified on evaluation of the requirements of eligibility criteria and technical conditions/details, on scrutiny of their Part 1 of the Tender, will be considered for opening at a later date. Opening of Part II will be intimated to the qualified Bidders. **The Bid shall be valid for a period of 90 days from the date of opening of Part I of the Tender.**

3. Bidders are requested to quote Base Rate and GST Amount separately for each item as specified in the Tender. No change in quoted prices will be accepted. The prices quoted shall be inclusive of all taxes, duties, insurance, applicable statutory dues, etc. The prices quoted shall remain firm for the entire period of the contract except for any statutory requirements subsequently effected, such as implementation of higher tax rates, enhancement in minimum wages, change in inflation indices etc.

4. The prices quoted shall be deemed to be for the whole work and shall be firm and binding without any escalation whatsoever for the contract period. It may be borne in mind that no request for escalation is ordinarily admissible during the course of the period specified, except for any statutory requirements subsequently effected, such as implementation of higher tax rates, enhancement in minimum wages, change in inflation indices etc. However, in case of enhancement of minimum wages by the Government during the course of the contract, such enhancement shall be effected by the CAFRAL, only to the extent of meeting the minimum wage requirement, provided such enhancement should be brought to the notice of the CAFRAL by the Contractor and in the absence of the same the liability of meeting the minimum wage requirement will rest with the Contractor.

5. Bidders are advised to submit the Tender, based strictly on the Terms and Conditions of the Contract and Scope of Works as specified in the Tender and not to stipulate any deviations. If acceptance of the terms and conditions given in the Tender Documents has any price implications, the same should be considered and included in the Price Bid. Any Tender containing deviation from the laid down Terms and Conditions is liable to be rejected.

6. **CAFRAL** reserves the right to accept or reject any or all the tenders, in full or in part, without assigning any reason therefore.

7. Bidders are advised to conduct a Site-visit if they desire before the Pre-Bid meeting to acquaint themselves with the site conditions. Site-visit will be allowed only by prior appointment through e-mail on rama.nabar@cafral.org.in

8. **Pre-Bid meeting**: - A Pre-Bid meeting will be held Off-line at CAFRAL, Mumbai or Online through Webex on **November 12, 2026, Thursday at 11:00 Hours** to discuss/clarify about the Tender. **Interested bidders are advised to contact the CAFRAL personnel rama.nabar@cafral.org.in and**

anup.sonawane@cafral.org.in **to seek a meeting appointment/receive the Webex link on or before 16.00 Hours on November 4, 2026.** No separate communication will be sent for this meeting. All the intending Bidders are advised to be present. Not more than two authorized representatives of any Bidder (in offline mode) can attend the Pre-Bid meeting with prior intimation to CAFRAL, Mumbai. Clarifications will be uploaded as a corrigendum to the Tender on CAFRAL website. **Bidders are advised to see the corrigendum, if any, before submitting their Bids.**

9. Bidders are also advised to visit CAFRAL, Mumbai and its premises after obtaining prior permission and acquaint themselves with the site conditions before submitting the Tender.

10. **Earnest Money:** Bidders shall submit Earnest Money Deposit (EMD) 2**%** of estimated cost of the work**,** either by remitting the amount to the CAFRAL Account of CENTRE FOR ADVANCED FINANCIAL RESEARCH AND LEARNING (CAFRAL), MUMBAI.

The account details of CAFRAL for NEFT/RTGS transactions are as follows.

Name of the Account Holder (as appearing in the CAFRAL Account)	Centre for Advanced Financial Research and Learning
Account Number	012210110003577
Type of Account (Savings, Current etc.)	Savings
PAN Number	AABAC0190P
Name of the Bank	Bank of India
Name of the Branch	Bandra Kurla Complex Branch
Address of the Bank	Bank of India, Bandra Kurla Complex Branch, Plot No. C-5, G-Block, Bandra (E), Mumbai 400051
NEFT/IFS Code	BKID0000122
GST Number	27AABAC0190P1ZL

OR

Through Bank Guarantee as mentioned in Annex XIV.
Proof of remittance with transaction number (Scanned copy) shall be attached

The Bidders are also advised to send by e-mail, the proof of remittance with transaction number (scanned copy) to - rama.nabar@cafral.org.in and nimesh.gopiyani@cafral.org.in

11. **A Tender which is submitted without payment of EMD will not be considered. No interest will be paid on EMD**. The Bidders who do not qualify the requirements of pre-qualification criteria will be refunded/returned the EMD, without interest, on non-acceptance of their Bid. The Earnest Money Deposit of unsuccessful Bidders in Part II shall also be released to them, without any interest, after award of work.

12. **EMD** will be returned to the unsuccessful Bidders after selection of the successful Bidder.

13. **Security Deposit: A Bank Guarantee in the prescribed format (Annexure III) for an amount equal to 5% of the Contract Amount, valid for the contract period upon award of the contract, should be furnished by the successful Bidder.** The Earnest Money Deposit of the successful Bidder shall be returned, without interest, on submission of the Bank Guarantee by the Bidder, in lieu of the Security Deposit. In case of renewal of the contract for this work, the Contractor should submit a fresh Bank Guarantee for an amount of 5 per cent of the renewed contract amount, valid for six months beyond the period of renewal.

i. Time allowed for submission of Performance Guarantee from the date of award of work – 14 days.
ii. Maximum allowable extension of time for submission of the Performance Guarantee beyond the period specified in (i) above, without penalty – 7 days.
iii. Maximum allowable extension of time for submission of Performance Guarantee beyond the period specified in (ii) above with Late Fee @ 0.1% of the amount of Performance Guarantee per day – 7 days.
iv. Non-submission of Bank Guarantee will result in penal charges deducted at the CAFRAL rate from the bill amount.

14. ***Terms of Payment***

Payment in respect of manpower deployment will be made on a monthly basis **as per actual deployment** (subject to periodic verification by the Officials of CAFRAL) and the Entity/Contractor is advised to submit proof of deployment of staff and proof of payment of the wages as per the quoted rate (higher of Central/Maharashtra rates) along with the bill. The Contractor should credit the wages directly to the Bank account of their staff deployed and submit monthly bank statement showing payment of wages to the staff deployed. The Contractor shall ensure all necessary statutory payments in this respect.

The Contractor shall submit the monthly bill before the 10th day of each month. In case of failure to submit the bill within the stipulated time, a penalty of ₹5,000/- (Rupees Five Thousand only) shall be levied and adjusted from the Contractor's monthly payment.

It will be the responsibility of the Contractor to maintain the proper attendance record (skill-wise and role-wise) of the manpower deployed through Biometric Access and submit sufficient proof for the same, which should be verifiable. Payment will not be made for manpower deployed unless satisfactory proof is supplied. Monthly reports generated from the Biometric System should be submitted along with monthly bill.

Payment for laundry services and for provision of cleaning material, toiletry kits and other material will be made on actual basis as per quoted rates for the work performed as per the scope of work. A proper invoice has to be submitted against the same.

All the cleaning materials and equipment will be provided by the Contractor.

The Contractor shall make their own arrangements for storing the necessary tools, materials, equipment, etc.

Payment for other services will be processed based on submission of Invoice based on rates quoted. Payment will be made after the concerned CAFRAL

Officers duly certify that the services have been provided satisfactorily and after deducting all statutory dues/taxes, etc.

Procurement of Miscellaneous items like m-fold dispenser, soap dispenser, dustbins, sanitisers, furniture, dusters etc. will have to be procured on ad hoc basis and separate reimbursement to be claimed by the Contractor.

15. CAFRAL will normally make all eligible payments due to the Contractor (the payment in respect of the preceding month) within 10 working days of each month after the bill which is correct in all respects and submitted within the prescribed time frame. The payment will be made against the printed bill which should be properly signed by the authorised signatory with proper stamp as used by the Contractor. The bill shall, for this purpose reach this office before 10th of next month. The bill will be settled on actual services provided and not on a notional basis.

16. **Shortfall in Deployment of Contracted Manpower**

The Contractor shall ensure deployment of the stipulated category-wise manpower on each working day/shift throughout the contract period. The manpower requirement specified in the Contract shall be treated as the minimum mandatory deployment and the Contractor shall make adequate arrangements for relievers/substitutes to cover absenteeism, leave, sickness, resignation or any other contingency.

The Company shall verify the actual manpower deployed through attendance/biometric records or any other attendance monitoring system prescribed by the Company. At the end of each month, the shortfall shall be determined in terms of man-days, category-wise, by comparing the stipulated deployment with the actual deployment during the month.

For every man-day of shortfall, no payment shall be admissible for the manpower not deployed. The corresponding amount, calculated based on the applicable per-day manpower/service rate, shall be deducted from the monthly bill. In addition, a penalty equivalent to 5% of the applicable daily manpower rate for each man-day of shortfall shall be levied and recovered from the Contractor's monthly bill.

Absence or short deployment attributable to leave, sickness, absenteeism, resignation, non-availability of relievers, or similar reasons relating to the Contractor's personnel shall not constitute grounds for waiver of such deduction/penalty, as maintaining the required manpower strength, including suitable relievers, shall be the responsibility of the Contractor.

Repeated or persistent short deployment, notwithstanding the above deductions/penalties, shall be treated as deficiency in performance/breach of contractual obligations and may invite further action in accordance with the Contract, including issuance of a performance notice, recovery of applicable damages, invocation of the Performance Security and/or termination of the Contract, as applicable.

17. The Contractor shall be liable for the payment of wages as per the quoted rate (higher of Central/Maharashtra rates) and all other dues to the staff deployed which they are entitled to receive under the various Labour laws and other statutory provisions. The Contractor shall maintain proper records of wage payments, etc., to the persons so deployed to the CAFRAL and shall, on demand, furnish copies of the wage register/muster roll, etc., to the CAFRAL to confirm that all dues have been paid to

the persons deployed by him for the work under the contract. This obligation is imposed on the Contractor to ensure that he is fulfilling his commitments, towards his employees so deployed, under various Labour Laws, having regard to the duties of **Centre for Advanced Financial Research and Learning (CAFRAL), Mumbai** in this respect as per the provisions of all Labour Codes. The Contractor shall comply with or cause to be complied with the Labour regulations from time to time in regard to payment of wages, wage period deductions from wages, maintenance of wages book, wage slip, publication of scale of wages and terms of employment and submission of periodical returns. The Contractor shall not charge any amount from the personnel deployed by him towards recruitment fee, etc. Further, there shall not be any hidden charges in the wages being paid to the staff deployed.

18. **Taxes:** The prices quoted shall be deemed to include all applicable taxes, local levies, etc., imposed by Central/State Government / Local bodies. If the Bidder fails to include such taxes and duties in the Tender amount, no claim thereof will be entertained by the CAFRAL afterwards. As per Indian Laws, Income Tax and other eligible taxes will be deducted at source and a certificate for the same will be issued to the Contractor.

19. **Insurance:** The Contractor shall take a "Workmen Compensation Policy" for all the workers engaged in the work for one year, renewable thereafter, if the contract is renewed by CAFRAL. The Contractor shall indemnify the CAFRAL against any loss or damage that occurs to persons or building or campus or any third party. Third Party Liability in Contractor's All Risk Policy shall be minimum ₹5.00 Lakh per person for any one accident or occurrence and ₹10.00 Lakh in respect of damage to property for any one accident or occurrence. The Contractor shall submit copies to CAFRAL. The contractor shall ensure validity of the necessary insurance policies and the Bank Guarantees for the extended period of the work. (Note: These policies shall be valid till the completion of the contract. If the Contractor does not provide these policies, CAFRAL reserves the right to obtain the above insurance policies itself and recover the cost from the Contractor).

20. The Contractor shall at his/ her own cost take necessary insurance cover in respect of the aforesaid services rendered to CAFRAL, Mumbai and shall comply with the statutory provisions of all Labour Codes; and/or any other rules/regulations and/or statues that may be applicable to them. The Contractor shall indemnify CAFRAL, Mumbai against all claims which may be made upon CAFRAL whether under the aforesaid statutes or any other statute in force during the currency of this contract. The Contractor shall furnish a certificate every quarter to CAFRAL confirming compliance with all statutes and rules applicable to them.

21. Prevention of Sexual Harassment of Women at Work Place (Prevention, Prohibition and Redressal)

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

    b) Any complaint of sexual harassment from any aggrieved employee of the

Bidder against any employee of the CAFRAL shall be taken cognisance of by the Complaints Committee constituted by CAFRAL.

c) The Contractor shall be responsible for any monetary compensation that may need to be paid if the incident involves the Contractor's employees, for instance, any monetary relief to CAFRAL employee, if sexual violence by the Contractor's employee is proved.

d) The Contractor shall be responsible for educating its employees about prevention of sexual harassment at the workplace and related issues.

e) The Contractor shall provide a complete and updated list of its employees who are deployed within CAFRAL premises.

22. The Contractor shall be solely responsible for any violation of provisions of the Labour Laws or any other statutory provisions and shall further keep CAFRAL indemnified from all acts of omission, fault, breaches and/or any claim, demand, loss, injury and expenses arising out from the non-compliance of the aforesaid statutory provisions. CAFRAL will not be responsible for any accident or injury caused to any staff of the Contractor deployed in CAFRAL, during the course of their duty/off duty, and thus the staff will not be entitled to any compensation from CAFRAL. Under the circumstances of the Contractor's failure to fulfil any of the obligations hereunder and/or under the said Acts, Rules/Regulations and/or any bye-laws or rules framed under or any of these, the CAFRAL shall be entitled to recover any of such losses or expenses, which it may have to suffer or incur on account of such claims, demand, loss or injury, from the contractor's monthly payment and Security Deposit.

23. The Contractor shall deploy his staff in such a way that they get weekly rest as per Law. The working hours/ leave, for which the work is taken from them, do not violate relevant provisions of any Law. The Contractor shall arrange to provide a reliever, who is equally qualified, in case of absence/leave/off etc. of staff. The Contractor shall in all dealings with the persons in his/ her employment have due regards to all recognised festivals, days of rest and religious or other customs. In the event of the Contractor committing a default or breach of any of the provisions of the Labour Laws including the provisions of all Labour Codes as amended from time to time, or in furnishing any information, or submitting or filing any statement under the provisions of the said regulations and rules which is materially incorrect, he/ she shall without prejudice to any other liability pay to **The Director**, **Centre For Advanced Financial Research And Learning (CAFRAL), Mumbai**, a sum as may be claimed by any person/client.

24. The Contractor shall be required to maintain a permanent attendance register/roll within the building premises through **a Biometric Access System**, installed by him at the CAFRAL, which will be open for inspection and checking by the authorised officers of the CAFRAL. The Contractor shall ensure that the required number of staff is deployed for duty every day. In case of absence of any person, suitable substitute arrangement, at no extra cost to the CAFRAL, shall be made by the Contractor, failing which appropriate deductions shall be made from the payment due to the Contractor. Penalty on a pro-rata basis as per the quoted rates will also be levied in case of shortfall of persons deployed. If the Contractor fails to deploy at least 90% of the required manpower during any month, and such shortfall continues for up to 10 days in a month, a penalty of ₹10,000/- (Rupees Ten Thousand only)

shall be levied and adjusted against the Contractor's monthly payment.

25. If any complaint is received from CAFRAL staff, participants, guests or visitors regarding the services provided, the matter will be reviewed appropriately, and the service provider will be given an opportunity to address and rectify the issue. In case of repeated or serious complaints, CAFRAL may take suitable action, including recovery of applicable damages/penalty or termination of the contract, as per the Terms and Conditions of the contract.

26. **Penalty Clause** – As per Annexure XV

27. The Contractor shall pay the employer's contribution with regard to Provident Fund and Employee State Insurance Fund as per the provisions of the Labour Codes which have come into effect from November 21, 2025. The Contractor has to deposit the ESI & EPF contribution locally in **Mumbai** only, and they should ensure that all their employees are given an ESI Card and an EPF Card**. For paid holidays, the payment will be borne by the Contractor.**

28. The Contractor shall submit the proof of having deposited the amount of ESI & EPF contributions towards the persons deployed at CAFRAL in their respective names before submitting the bill for the subsequent month. In case the Contractor fails to do so, the amount towards ESI & EPF contribution will be withheld till submission of the required documents.

29. The Contractor shall submit details, such as names, parentage, residential address, age etc. along with recent photograph of the persons deployed by him/ her . For proper identification of the Contractor's staff deployed for the work, the Contractor shall issue identity cards bearing their photographs/identification, etc., and such employees shall display their identity cards while on duty.

30. The Contractor shall agree and undertake that the staff/ service provided by the staff, deployed by them to CAFRAL, shall be to the entire satisfaction of the CAFRAL and they should make it clear to the staff that they are employees of the Contractor and they shall have no claims against CAFRAL and the CAFRAL shall not be liable to pay wages, salary, compensation and any statutory benefits due to the staff under the Labour Laws and other litigations and they will be responsible for providing such amenities as admissible under the law/rules/service conditions to the staff deployed by the Contractor for providing IFMS service to CAFRAL.

31. The Contractor shall take all reasonable precautions to prevent any unlawful riot or disorderly conduct or acts of their employees so deployed and ensure preservation of peace and protection of persons and property of CAFRAL.

32. The persons deployed by the Contractor for the services mentioned above shall be employees of the Contractor for all intents and purposes and the persons so deployed shall remain under the control and supervision of the Contractor and in no case shall a relationship of employer and employee between the said persons and the CAFRAL shall accrue/arise implicitly or explicitly. It will be the responsibility of the Contractor to ensure that no liability on this count should come on CAFRAL in respect of staff deployed by him/ her.

33. The Contractor shall ensure that none of the persons deployed by him/her will contact CAFRAL in matters relating to payment of their dues, wages, bonus, leave, relievers and uniforms, etc. The contractor shall be responsible for the discipline, loyalty and conduct of the staff deployed by him/her.

34. The Contractor shall obtain a license as contemplated under the Contract Labour (Regulation and Abolition) Act, 1970, or any other law as applicable, failing which they alone will be responsible for actions/proceedings ensuing thereto. CAFRAL shall not be held responsible for acts of omission or commission of the Contractor and shall in no way make liable the staff engaged by the Contractor.

35. On taking over the responsibility for the assigned work, the Contractor shall formulate a mechanism for due assignment of work to its personnel in consultation with THE DIRECTOR, CAFRAL, MUMBAI, or his authorised representative. The Contractor shall further be bound by and carry out the directions/instructions given to him by THE CAFRAL, MUMBAI or the Officer/s designated in this respect from time to time.

36. In case any of the persons so deployed by the Contractor does not come up to the mark or does not perform his/her duties properly or commits misconduct or indulges in any unlawful riots or disorderly conduct, the Contractor shall immediately withdraw and take suitable action against such person/s on the report of CAFRAL in this respect. Further, the Contractor shall immediately replace the particular person so deployed on the demand of CAFRAL in case of any of the aforesaid acts on the part of the said person/s.

37. The Contractor shall ensure that no employee of his/her company/agency will enter or remain in the CAFRAL premises beyond the specified time limits unless necessary for fulfilling the Contractor's obligations and with the permission of the CAFRAL.

38. The Contractor shall remove all staff/workers deployed by him on termination of the contract / on expiry of the contract from the premises of CAFRAL and ensure that no such persons shall create any disruption/hindrance/problem of any nature in CAFRAL either explicitly or implicitly.

39. The Contractor shall keep CAFRAL indemnified against all claims whatsoever in respect of the employees deployed by the contractor. In case any employee of the Contractor so deployed enters into a dispute of any nature whatsoever, it will be the primary responsibility of the Contractor to settle/contest the same. If CAFRAL is made a party and is required to contest the case, CAFRAL will be reimbursed for actual expenses incurred towards counsel fees and other expenses, which the Contractor shall pay in advance to CAFRAL or on demand. Further, the Contractor shall ensure that no financial or any other liability comes on CAFRAL in this respect of any nature whatsoever and shall keep CAFRAL indemnified in this respect.

40. The Contractor shall further keep CAFRAL indemnified against any loss to CAFRAL property and assets. CAFRAL shall have further right to adjust and/or deduct any of the amounts as aforesaid from the payments due to the Contractor under this contract.

41. **Non-disclosure Clause: The Contractor shall not disclose, directly or indirectly, any information, material, and details of CAFRAL infrastructure, systems, equipment, etc., which may come into the Contractor's possession or knowledge during the discharge of contractual obligations under this agreement, to any third party, and shall at all times hold the same in the strictest confidence. The Contractor will indemnify CAFRAL for any loss suffered by CAFRAL as a result of the disclosure of any confidential**

information. Failure to observe the above shall be treated as a breach of contract on the part of the Contractor, and CAFRAL will be entitled to claim damages and pursue legal remedies. The company/agency/firm shall take all appropriate actions with respect to its employees to ensure that the obligations of nondisclosure of confidential information under this agreement are fully satisfied. The Contractor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this contract for whatever reason.

42. CAFRAL shall deduct Income Tax at source in accordance with the statutory provisions as applicable as and when the Central Government notifies through Gazette Notification or orders or as per the provisions of Income Tax Act from time to time and such deductions shall be effected from the date of applicability of the provisions.

43. Any claims, dispute and or difference (including a dispute regarding the existence, validity or termination of this Agreement) arising out of or relating to this contract including interpretation of its terms will be resolved through joint discussion of the Authorised Representatives of the parties concerned. However, if the disputes are not resolved by the discussions as aforesaid, then the matter will be referred for adjudication to the arbitration of a sole arbitrator to be appointed by THE DIRECTOR, CENTRE FOR ADVANCED FINANCIAL RESEARCH AND LEARNING (CAFRAL), MUMBAI. In the event of any question, dispute / difference arising out of this contract or in connection herewith (except as to matters the decision of which is specially provided under the agreement) the same shall be referred to the sole arbitration of a sole arbitrator to be appointed by THE DIRECTOR, CENTRE FOR ADVANCED FINANCIAL RESEARCH AND LEARNING (CAFRAL), MUMBAI or his nominee.

44. The award of the arbitrator shall be final and binding on the parties. In the event of such arbitrator to whom the matter is originally referred being transferred or vacating his office or resigning or refusing to work or neglecting his work or being unable to act for any reason whatsoever, THE DIRECTOR, CENTRE FOR ADVANCED FINANCIAL RESEARCH AND LEARNING (CAFRAL), MUMBAI shall appoint another person to act as arbitrator in place of the out-going arbitrator in accordance with the terms of the agreement and the persons so appointed shall be entitled to proceed with the reference from the stage at which it was left by his/ her predecessor

45. The Arbitrator may give interim awards and/or directions, as may be required. Subject to the provisions of the Arbitration and Conciliation Act, 1996 and the rules made hereunder and any modification thereof from time to time being in force shall be deemed to apply to the arbitration proceedings under this clause.

46. During the period of agreement, the contract may be terminated by THE DIRECTOR, CENTRE FOR ADVANCED FINANCIAL RESEARCH AND LEARNING (CAFRAL), MUMBAI by giving one month's notice or on payment of one month's charges in lieu thereof. Also, the contract may be renewed with mutual consent of both the parties for a further period of two years or other shorter periods, beyond the initial contract period.

47. Further, CAFRAL will have the option to terminate the contract, after giving one month's written notice without assigning any reason therefor, if the Contractor breaches any condition contained in this contract or fails to render the services to

the satisfaction of CAFRAL, Mumbai. However, the Contractor shall also be entitled to terminate the Contract before completion of the aforesaid period, and in the event of the contract being extended by the CAFRAL beyond the said period, by giving 3 months' prior notice in writing to the CAFRAL. Termination for Default - The CAFRAL may, without prejudice to any other remedy for breach of contract, by a one month written notice of default sent to the Contractor and upon the Contractor's failure and/or neglect to propose and/or execute any corrective action to set right the default, terminate this Facility Management Contract in whole or in part, in case of the following:

i. If the Contractor fails to deliver any or all of the items of work as specified in the Tender Document within the time period(s) specified in the Contract;

Or

ii. If the Contractor fails to perform any other obligation(s) under the Contract.

On termination of the Contract for default, the Security Deposit (Performance Bank Guarantee) of the Contractor will be forfeited. Action will be taken to blacklist the Successful Bidder. CAFRAL has the right to go to court of law in case of breach of the terms and conditions as specified in the tender document.

48. Termination for Insolvency: CAFRAL may at any time terminate the Contract by giving written notice to the Contractor, without compensation to the Contractor, if the Contractor becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which CAFRAL is or will be entitled to take or seek.

49. If the Contractor does not want to continue the contract, the Contractor can give three months' notice to CAFRAL, which can be done only after completing 12 months of the contract.

50. **Signing of Contract Agreement:** The Contractor shall execute an agreement on a non- judicial stamp paper of required value for due performance of the contract and to the effect of the following conditions within 14 days on award of letter of intent. All conditions, instructions, specifications, scope of work, etc., as specified in the tender will be construed as forming part and parcel of the agreement. The agreement will cover the details of manpower to be deployed, their working hours, and on-call availability. The contract shall begin from the actual date of commencement of work at the site. The stamp duty on this agreement and duplicate thereof shall be borne by the Contractor. CAFRAL shall retain the original agreement, and the Contractor shall retain the duplicate. If the selected Bidder fails to sign the formal agreement within 14 days or fails to undertake the work on agreed date, the letter of intent shall be treated as cancelled.

(i) The General and Special Conditions and Instructions to the Bidders, the scope of work, the subsequent correspondence exchanged between CAFRAL and the Bidder and the work order placed shall be the basis of the final contract to be entered into with the successful Bidder.

(ii) The Bidder shall review the terms and conditions in the general conditions of contract herewith, and his/her offer shall strictly align with the terms specified therein. No deviation from the Terms and Conditions specified shall be acceptable. Each page of the Tender Document should be signed for his/her having acquainted himself/themselves in the general

conditions of contract, technical specifications, etc.

(iii) The Tender submitted on behalf of a firm/company shall be signed by all partners of the firm, a partner, or any other person with Power of Attorney/Authorized Person who has the necessary authority on behalf of the firm/company to enter into the proposed contract. Otherwise, the Tender may be rejected.

(iv) On receipt of intimation from CAFRAL of the acceptance of the Tender, the successful Bidder shall be bound to implement the Contract and within a week thereof, the successful Bidder shall sign an agreement in accordance with the draft agreement. Notwithstanding the signing of the agreement, the written acceptance by the CAFRAL, Mumbai of a Tender in itself will constitute a binding agreement between CAFRAL and the person so tendering, whether such contract is or is not subsequently executed.

51. The Contractor shall not assign the contract nor shall sublet any portion of the contract.

52. The Contractor represents and warrants that, as of the effective date, neither the service provider, its affiliates, nor any of its key personal, subcontractors, or agents have any commercial, financial, or personal interest that conflicts with, or impairs its ability to perform.

53. In case of breach of these conditions, CAFRAL can serve a notice in writing on the Contractor rescinding the contract where upon the security deposit shall stand forfeited to the CAFRAL, without prejudice to its other remedies against the Contractor.

54. The Bidder must obtain for himself/ herself on his/ her own responsibility and at his own expense, all the information which may be necessary for the purpose of making a Tender and for entering into a contract and must inspect the site of the work, and acquaint himself / herself with all local conditions, means of access to the work, nature of the work and all matters appertaining thereto.

55. The Contractor shall not be entitled to any compensation for any loss suffered by him on account of delays in commencing or executing the work, whatever the cause of delays may be, including delays arising out of modifications to the work entrusted to him or in commencement or completion of such works. CAFRAL does not accept liability for any sum besides the tender amount, subject to such variations as are provided for herein.

56. The successful Bidder is bound to carry out all items of work necessary for performance of the job even though such items are not included in the quantities and rates. Schedule of Instructions in respect of such additional items and their quantities will be issued in writing by CAFRAL.

57. The Contractor should have actionable business continuity plan in place.

58. **Force Majeure:** If at any time during the continuance of this agreement, the performance in whole or part, is delayed by reason of any war, hostility, acts of public enemy, civil commotion, terrorist activities, disturbed law and order situation sabotage, fires, floods, explosions, epidemics, quarantine restrictions, natural calamities, strikes, lock-outs or acts of god (hereinafter referred to as Event) provided notice of happening of any such event is given by either party to

the other within 21 days from the date of occurrence thereof, neither party shall by reason of such event be entitled to terminate this agreement nor shall either party have any claim for damages against the other in respect of such non-performance or delay in performance and deliveries under the agreement. The agreement shall be resumed as soon as practicable after the event has come to an end or ceased to exist; provided further that if the performance in whole or part of an obligation under this agreement is prevented or delayed by reason of any such event for a period exceeding 180 days, either party may exercise its option to terminate the agreement.

59. During the continuance of any such event, each party shall make reasonable efforts to avoid or remove the causes of such non-performance or delayed performance.

60. **Language:** The Tender including all labels in documents, catalogues etc. shall be in English.

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

SECTION V

Broad Scope of Work

In general, the successful Bidder would carry out all technical services including operation & maintenance of all electrical, plumbing, carpentry, solar panels, internal telephones. In addition, he shall be required to perform custodial services in connection with all housekeeping, gardening apart from taking care of waste management. While utmost effort has been made to outline all the work expected to be carried out, CAFRAL, Mumbai reserves the right to alter/modify the contract to further modify the scope of work as per its needs.

2. For all purposes in this document unless specifically mentioned, the term **'CAFRAL and Premises'** would include the campus of Centre for Advanced Financial Research and Learning, Mumbai which includes CAFRAL office, Officers' Cabins, Classrooms, Conference Room, Guest Rooms, Visiting Officers Flats, Amphi-theatre, Gymnasium, Security Cabins, Record Room, Cafeteria, Swimming Pool, Library, Car Parking, including Toilets, Main Gate, Common Areas, etc. De-weeding, housekeeping and Pest Control (rodent and mosquito treatment) will also be carried out**.**

3. The Contractor shall obtain the requisite license under the new Labour Codes which has come in to effect from November 21, 2025 as amended from time to time issued by the Labour Department of the Government concerned for running the establishment. The CAFRAL shall not be responsible in any way for any breach by the Contractor of the Rules and regulations governing the running of such establishments by the Contractor. It shall be the responsibility of the Contractor for furnishing necessary Statutory information / documents in proof of the above whenever called for by the CAFRAL. In case of any labour problems related to the workmen staff of the contractor, the same shall be settled at the Contractor's end only.

1. *The broad scope of work shall include the following:*

1.1 Front Office management comprising of Reception arrangement (including help desk), allotment of Guest/ Hostel rooms, Visiting Officers Flats (VOFs), etc. Maintenance and upkeep of the CAFRAL Officers' Cabins, Classrooms, Conference Room, Guest Rooms, Visiting Officers Flats, Amphi-theatre, Gymnasium, Security Cabins, Record Room, Cafeteria, Swimming Pool, Library, Car Parking, including Toilets, Main Gate, Common Areas, etc.

1.2 Operation, Maintenance and Supervision of Plumbing, Electrical, Mechanical, Electro Mechanical equipment, Telecommunication (only cabling) Installations in the Premises, maintaining lawn areas and horticultural works, general sweeping of the common areas of the premises, roads, pathways, roof terraces, cleaning of sheds. One thorough and deep cleaning of the entire premises during the weekends is mandatory. Deep Cleaning inside the Office premises will preferably be carried on Weekends.

1.3 All Electrical Installation shall be monitored, and Log Book shall be maintained with reading on daily basis and also need basis. Generators, etc. shall be operated on daily basis for checking and log shall be maintained.
All the cleaning materials and equipment shall be provided by the Contractor. Each room may require a different cleaning procedure and each surface requires different cleaning products. The cleaning material used shall be of high standard quality to avoid damage to tiles, flooring, sanitary wares, plumbing fittings, electrical equipment, etc. The Contractor, before using any new cleaning product or method, etc., shall make sure to test it on a small, inconspicuous area first to check that no damage is there. The Contactor shall use cleaning materials which are preferably nontoxic & eco-friendly as approved by CAFRAL
1.4 All chemical/ detergents/ disinfectants/ deodorants and other such consumables should confirm to highest standards and should be water based and non-inflammable. It should be biodegradable, environment friendly and should be used as per the manufacturer's instructions.

1.5 **Supply of Welcome Kits:** The Contractor will provide the Welcome Kits (the cost of toiletry Kits will be reimbursed based on the actual quantities provided) and distribute the Kits in participants' Guest Rooms, and VOF as per instructions of CAFRAL, Mumbai and maintain a proper record of the same. Details of items in each of the Toiletry Kit are as below:

Toiletry Kit for VOF and Guest Room			
Sr. No.	**Item**	**Brand**	**Quantity**
1	Welcome Pouch with CAFRAL Branding	Jute/Canvas Reusable Pouch	One
2	Shampoo	Biotique 35ml	One
3	Conditioner	Biotique 35ml	One
4	Body Wash	Biotique 35ml	One
5	Moisturizer	Biotique 35ml	One
6	Himalaya Face Wash (15 ML)	Himalaya 15ml	One
7	Bath Soap	Biotique 25gms	One
8	Coconut Hair Oil	Parachute 22ml	One
9	Dental Kit	As per sample *	One
10	Tongue Cleaner	As per sample *	One
11	Wooden Comb	As per sample *	One
12	Shaving Razor	Gillette Presto	One
13	Shaving Foam	Gillette 50gram	One

14	Vanity Kit (Cotton Buds & Cotton Pads)	As per sample *	One
15	Face/Hand Wipes	As per sample *	One
16	Freshee	As per sample *	One
17	Laundry Bag	As per sample *	One
18	Plug-in Mosquito Repellent	As per sample *	One

(*Note: sample may be seen during CAFRAL campus visit)

1.6 **Waste Management/Disposal:** The Contractor should put in place a scientific and proper practice to ensure reduction in generation of waste from the premises, collection and handling of wastes generated. Waste must not be allowed to accumulate in the CAFRAL campus. The Waste Management and disposal of the same is the sole responsibility of the Contractor, and the Contractor should arrange to dispose all wastes, in coordination/liaisoning with the local authorities and should thereby ensure overall cleanliness of the CAFRAL campus, at no extra cost to the CAFRAL in this respect.

1.7 **Drainage Cleaning:** The Contractor should ensure that the drainage system in the premises is properly maintained to avoid any blockage in manholes, pipes, etc. Blockage, if any, must be immediately cleared/cleaned, and in case of any accumulation in the drainage, it should be immediately cleared with proper and effective liaising/coordination with the local authorities, and removal of debris from the CAFRAL Premises with no extra cost to the CAFRAL in this respect. If there is a requirement of engaging an external Contractor with equipment, the Contractor shall do it to clear the blockage, at no extra cost to CAFRAL.

1.8 **Dress Code (Uniform):** The manpower deployed by the Contractor will wear proper uniform (neat and clean) all the time. The Facility Manager and Front Office Receptionist should wear a clean well fitted business formal, whereas an appropriate dress code has to be followed in case of others. Different trades of work will be wearing appropriate uniforms in consultation with CAFRAL, so that they are easily identifiable and it has to be arranged by the Contractor within 15 working days from the finalization of the dress code.

NOTWITHSTANDING ANYTHING SPECIFIED ABOVE, THE CONTRACTOR SHALL BE RESPONSIBLE TO TAKE ALL MEASURES TO MAINTAIN THE SAFETY, LOOK, BEAUTY, CLEANLINESS, HYGIENE AND SANITATION OF THE BUILDING AND PREMISES.

SECTION VI

DETAILED SCOPE OF WORKS

FRONT DESK MANAGEMENT, HOUSEKEEPING AND MAINTENANCE OF THE ENTIRE CAFRAL PREMISES as detailed in ANNEXURE IX.

Reception arrangements, including allotment of Guest rooms and operations of the Front Office (including the Help desk), placement of Welcome Kits, Toiletries, and Tea Pouches in the Guest rooms/VOF suite, distribution of a Kit containing 2 tea, 2 coffee, 2 sugar, and 2 milk sachets per room per day as per occupancy in about 38 rooms, upkeep of both the Guest rooms (including common areas, wash rooms, and sprucing up/deep cleaning, bed-making, and washing and changing of linens in the Guest /VoF Rooms as per the periodicity decided by the CAFRAL), maintenance and upkeep of Administrative and Research Blocks and their corridors, including classrooms, conference rooms, all the officers' cabins, work space cubicles, library, one duplex flat, and other utility areas like gymnasiums, dispensary, auditorium, security guard post, swimming pool, etc., daily upkeep of the common area of on-campus residential flats, including wash rooms, and deep cleaning of the residential flats etc. at the specified period, and common wash rooms in Guest Rooms & Academic Block as detailed in Annexure IX.

The Contractor should provide Laundry Services to the participants at mutually agreed concessional rates.

The Scope of Works involved is as under:

Working Hours

The working hours of the CAFRAL are from 9.30 AM to 6.00 PM with weekly off on Saturdays and Sundays. However, the Office may be opened on Saturdays with a few officials working. Guest Room, VOF and residential flats are, however, functional at all times of the day, throughout the year.

General Conditions

1. All works should be carried out at timings which will be as per the convenience of CAFRAL and without interference or inconvenience to the normal working of CAFRAL. Contractor's supervisory staff should be available to give instructions to their staff. All personnel should be in uniform (to be separate uniforms for different services, e.g., carpenter, plumber, electrician, etc.) which are to be provided by the Contractor and should maintain discipline.

   The Security, and designated Administration Officials of CAFRAL should be informed immediately whenever there is an emergency. Any major work or repairs to be carried out should be brought to the notice of these Officers of CAFRAL before commencement of the work. Reports/records of all complaints received, and remedial works done should be maintained and should be submitted on a weekly basis.

2. There should be a Facility Manager, who will be overall in charge of all the Facility

Management works in the CAFRAL. The Facility Manager should be able to arrange additional or skilled worker to be engaged on-call basis. Facility Manager shall also be responsible for co-coordinating with External Agencies and Original Equipment Manufacturers. The Facility Manager should monitor the work being done on a continuous basis and will be accountable for deficiencies/lapses, if any. She/he should brief and de-brief deployed manpower across trades (Front desk office, Housekeeping, Electrical, Plumber, Carpenter team) on daily basis.

3. The Contractor should have a system in place for monitoring the maintenance work, record expenditure incurred for reimbursable consumable items, etc., allotment/vacation of rooms, etc.
4. **Complaint Management:** The Facility Manager has to ensure timely attending to complaints lodged in the complaint register maintained by him and kept at the reception. Further, the complaint made by guests has to be addressed urgently without any delay whatsoever. The complaints registered by the resident in the Complaint Book maintained will be checked daily and all complaints will be attended promptly. Reports/Records of all complaints received, and remedial works done should be maintained and should be submitted on weekly basis to concerned officials.
5. The Facility Manager deployed shall be responsible for preventive maintenance and breakdown. She/he is to be provided with a mobile phone and a Sim Card by the Contractor, the number of which is to be made available to CAFRAL for making contact at all times of the day.
6. The equipment (indicated at Table C.), other tools and aids required for undertaking all the services are to be arranged by the Contractor. The Contractor should always ensure that all essential tools are readily available (spanners, screw drivers, wrench, clamp meters, drilling machines & necessary tools, etc.).
7. The Contractor shall maintain all the records on electrical installations, DG sets, UPS, HVAC installations, motors, pressure pumps, Water heater, Wind mill, solar panels etc., in accordance with the statutory rules and regulations of Central and State Authorities.
8. The Contractor shall also be responsible for updating and intimating CAFRAL regarding any changes in the statutory requirements of Central and State authorities and shall recommend suitable measures to be taken to adhere to such statutory requirements.
9. The Contractor is responsible for obtaining antecedent verification of all employees from the police authorities before their deployment for the work. A compliance report along with the details of all his employees needs to be submitted to CAFRAL for records. This exercise needs to be done periodically, whenever there is a change in the staff deployed, and as and when required by the CAFRAL.
10. No minor shall be engaged by the Contractor in discharge of his/ her duties under this contract. If any such violation is observed, in addition to cancellation of the contract, suitable legal measures may be initiated against the contractor.
11. The Contractor should keep a sum of at least ₹49,000/- or should be able to transfer ₹49,000/- online immediately as (physical currency) with the Facility Manager/Supervisor/ or any other authorised person at any point in time. Service charge on consumable items (for respective trades) will be given at the rate of 5% of basic expenditure. Proper invoice has to be submitted against the same. Failing to

attend to complaints for want of Imprest money will attract a penalty of ₹1000/- per day for the delay caused.

12. A Job Card signed by the supervisor needs to be placed in all wash rooms to monitor and ensure regular cleaning.
13. The service personnel of the Contractor will not be provided accommodation inside the premises of CAFRAL.
14. The manpower deployed by the Contractor during the currency of the Contract shall not work in any other organisation or shall not be deployed by the Contractor at any other organisation. If any such instance comes to the notice of CAFRAL during the agreement period, CAFRAL shall have the right to impose suitable penalty on the Contractor, which will be recovered from its monthly bills or security deposit or any other dues of the Contractor. CAFRAL shall have the right to ask for a suitable replacement in such a case.
15. The Contractor shall ensure that the manpower deployed, while on the premises of CAFRAL or while carrying out their obligations, observe the standards of cleanliness, decorum, safety, good behaviour and general discipline laid down by CAFRAL or its authorized agents and CAFRAL shall be the sole judge as to whether or not the Contractor and /or the manpower deployed have observed the same.
16. Contractors are advised to quote their rates after visiting the Office, Guest rooms, VOFs, Residential Accommodation, etc. and understanding the volume and nature of work as given in scope of work.
17. The duty points for the personnel deployed by the Contractor will be decided by CAFRAL through its Director or any person so authorised in this regard, and the Contractor will have to abide by such direction.
18. The rates shall be applicable for attending complaints at all heights, floors, levels and the Contractor has to make his own arrangements of ladder /scaffolding, etc. required to attend day to day complaints with all safety standards and the entire cost will be borne by the Contractor
19. Persons deployed under the contract should be between 18 and (preferably) below 50 years of age. No minor person shall be deployed.

The duties and work timings of the various service personnel/areas are broadly as per Annexures mentioned below:

Annex A

A. Facility Management and Housekeeping:

The Housekeeping functions shall be extended to CAFRAL, Mumbai as detailed in Annexure IX. All the tools of good quality required will have to be arranged by the Contractor at his own cost.

1) Facility Manager (Overall in Charge):

Educational Qualification & Experience: Minimum Graduate in any discipline or Diploma in Hotel Management with at least five years' experience in hospitality field and should be fluent in English and Hindi. Knowledge of Marathi language will be preferred.

Note: CAFRAL Officials will be involved in the selection process of Facility Manager.

The Facility Manager -

- Will be responsible for the supervision of the entire IFMS work in CAFRAL and its premises. She/he will ensure timely attending of complaints lodged through Complaint Management System or in the Complaint Registers maintained by him and kept at reception of CAFRAL.
- Should ensure seamless check-in/check-out of the trainee participants/guests to the Guest Rooms/VOF.
- Shall report to the Administrative Officer for the day-to-day operations and for technical matters to the Senior IT & Web Manager
- Shall be responsible for cleanliness in rooms & premises,
- Shall be responsible for courteous/ ethical treatment of guests and workers.
- Has to be proactive in solving the infrastructural and issues escalated by participants/Guests
- She/he will personally be responsible for handling the house keepers entrusted with the cleaning of rooms.
- Should ensure that all electrical, plumbing furniture, linen, garden etc. are always in proper order/ well maintained through constant checking of the works carried out by the housekeepers/technical staff and gardeners. If any damage is observed, the same shall be brought to the notice of Administrative Officer-Administration. She/he will be over all in charge for the smooth functioning of Office/Guest Rooms/VOFs etc.
- Should interact with the participants/guests in the rooms and enquire personally or through telephone regarding their comfort and assist them.
- Should interact with the Officials of CAFRAL for resolving any complaints from Participants/Guests.
- Should be provided with a mobile phone and a SIM card at Contractor's cost.
- Should be proficient in computers i.e. MS Word, Excel, PowerPoint and Outlook etc.
- Should prepare a matrix of works carried out/pending as per the scope of work (various sections) provided in the Tender Document. The matrix should be put

up on a weekly basis to CAFRAL officials.

- Maintaining Stock Registers of Inventories of items of consumables and their utilisation across various trades and as per the processes given by.
- Any other work as instructed by CAFRAL Officials.
- Should be able to work as per the manual of instructions of CAFRAL.

2) Front Office Staff

Educational Qualification & Experience: Minimum Graduate in any discipline with at least three years' experience in Hospitality field and should be fluent in English and Hindi. Knowledge of Marathi language will be preferred.

- Should interact with allotment desk/Program and Relationship Manager /Administration of CAFRAL; maintain a list of participants and the rooms allotted to them.
- Should handover/take over the keys of the rooms allotted to them.
- Operate the Telephone, Scan/Fax etc.
- Interact with Participants/Guests and help resolve room-related complaints.
- Should be available to the CAFRAL Officials for assisting in any miscellaneous type of work as and when required.
- Should be proficient in MS Office and Outlook etc.
- Should keep a record of Welcome Kits etc. supplied by the Contractor.
- Should maintain Register of the content of the First-Aid Box and inform about the replenishments of medicines etc.
- Any other related work as entrusted

3) House Keeping Supervisor

Educational Qualification & Experience: Minimum 12th pass with at least three years' experience in Hospitality field. Knowledge of Hindi and Marathi language will be preferred.

- Should ensure that the complete premises is clean and well maintained.
- Should ensure that rooms are in ready condition in all aspects before allotment.
- Should ensure that all electrical/plumbing/sanitary fittings/installations in the room are in order.
- Should monitor all the housekeepers under his charge and allocate duties to them.
- Should respond to all housekeeping calls made by trainees/participants in Guest Rooms and assign house keepers.
- Should keep proper record of linen/crockery/items etc. issued by CAFRAL.
- Maintaining of all housekeeping records, laundry management and stock of consumables etc.
- Any other related work as instructed by CAFRAL Officials.

4) Housekeeping Staff

Educational Qualification & Experience: Minimum 10th pass and minimum one year experience in housekeeping area. Knowledge of Hindi and Marathi language will be preferred.

Cleaning- General

- Should sweep, swab and dust the rooms/furniture and clean the used water glass / tea cups kept in the rooms.
- Placing of water bottles in VOF and Office wherever required. Daily cleaning of water jugs and water dispenser and filling with fresh water.
- Should thoroughly clean the Washrooms Tiles, Seats, Urinal pots, Sink, Wash Basin, Platform, Toilet pots using branded Toilet/Bathroom Cleaner
- Should report to the Housekeeping Supervisor regarding any defects in electric/water supply, damage in the rooms, etc., before allotment of rooms.
- Should report to housekeeping supervisor about faulty light/fan fixtures and TV.
- Shall assist the participants/guests for with their luggage in the room allotted on arrival and departure.
- Daily cleaning of open areas & common areas of the building with approved cleaning materials.
- Collection of daily wastage from the flats and disposing in garbage bin. Daily collected garbage shall be disposed-off from the premises daily without fail. (Garbage collected from residential block, Academic Block & pruned dry leaves collected from the open areas)
- Deep Cleaning of toilets in all the residential flats at weekly or shorter intervals as per requirement of CAFRAL. **(Details in Annexure IX)**
- Weekly cleaning of terraces
- Quarterly/Half yearly deep cleaning of each occupied/vacant residential flats including cleaning of all modular Kitchen trolleys and Chimney provided in the residential flats, windows, kitchen, electrical fittings, plumbing fixtures etc. **(Details in Annexure IX)**
- Cleaning of all the chairs in CAFRAL premises along with shampoo cleaning once a month.
- Deep cleaning of all cabins in CAFRAL once a month.
- Cleaning of parking spaces in office premises and residential colonies.
- Cleaning of foldable Shades.
- Collection of the laundry from the occupied Guest Rooms and replenish with fresh laundry
- Any other related works as instructed by Supervisor/ CAFRAL officials

5) Front Office Attendant

Educational Qualification & Experience: Minimum 12th pass and 1 year experience in the area. Knowledge of Hindi and Marathi language will be preferred.

Shall assist the participants/guests with their luggage in the room allotted on arrival and departure, shall perform any other related work as instructed by CAFRAL

Officials.

6) Training/Administration Resource Facilitator

Educational Qualification & Experience: Minimum Graduate in any discipline with at least one year experience in Hospitality field. Knowledge of Hindi and Marathi language will be preferred.

Shall assist the Learning and Administration section in smooth running of training programs and day-to-day operations of Administration.

All the cleaning materials and equipment will be provided by the Contractor. Tentative list of cleaning material required for maintaining the premises is as below:

Sr No	Mechanized & automated cleaning and equipment	Quantity
1	Automatic scrubber driver (IS 302 Part 1: 2024 standard)	1
2	Single Disc machine (IS 302 Part 1: 2024 standard)	2
3	High pressure Jet machine (IS 302 Part 1: 2024 standard)	2
4	Water dry vacuum cleaner (IS 302 Part 1: 2024 standard)	2
5	Road Sweeper (Manual)	1
6	Glass Cleaner Kit	1
7	Poll 6 meters & Poll 11 meters	3 each
8	Injection extraction machines (IS 302 Part 1: 2024 standard)	1
9	Foam generator machines for carpet cleaning and upholstery fabric (IS 302 Part 1: 2024 standard)	1
10	Wringer Trolley	5
11	Caddy Bucket 20	5
12	Ladders	3

Monthly quantity may vary based on usage and existing stock.

Sr. No	Name of Cleaning Material	UNIT	Monthly QTY
1	R-1 Bathroom Cleaner	CAN	2.
2	R-2 Hard Surface	CAN	4.
3	R-3 Glass Cleaner	CAN	3.
4	R-4 Furniture Shiner	CAN	2.
5	R-6 Toilet Bowl Cleaner	CAN	5.
6	Phenyle Concentrated	CAN	6.
7	Wet Mop With Round Rod (Red Colour)	SET	10.
8	Wet Mop With Round Rod (Blue Colour)	SET	10.
9	Flat Mop With Clip	SET	10.
10	Dry Mop 24" With Rod	SET	5.
11	Dry Mop 18" With Rod	SET	5.
12	Soft Broom	NOS	10.
13	Hard Broom	NOS	15.
14	Floor Wiper 18"	NOS	5.
15	Floor Wiper 24"	NOS	5.
16	Toilet Brush Big	NOS	6.

17	Scotch Brite	NOS	15.
18	Microfiber Duster	NOS	10.
19	Check Duster Blue	NOS	15.
20	Glass Duster	NOS	15.
21	Check Duster Red	NOS	15.
22	Blue Hand Gloves	NOS	15.
23	Red Hand Gloves	NOS	15.
24	Naphthalene Ball 1 kg	KG	2.
25	Empty Spray Bottle	BTL	7.
26	Chock Up Pump	NOS	5.
27	Cob Web Brush Round	NOS	3.
28	Small Feather Brush	NOS	5.
29	Bucket 5 Litter	NOS	10.
30	Bucket 16 Litter	NOS	10.
31	Dustbin Swing Bucket 60LTR	NOS	5.
32	M. Fold (42 Gsm) paper	ROLL	1,300.
33	Toilet Roll	ROLL	600.
34	Air Wick Refill	NOS	42.
35	Fem Hand Wash Coconut (5Ltr)	CAN	9.
36	R-5 Liquid Air Freshener	CAN	4.
37	D7 Steel Polish	CAN	2.
38	Urinal Mat Screen (V-Screen)	NOS	40.
39	Room Freshner	NOS	30.
40	Air Pocket	NOS	30.
41	Colour Goli Pkt	PKT	5.
42	Sanitary Pad	PKT	5.

a. **Equivalent of brands mentioned can also be provided.**

b. **Protective gear like helmets, goggles etc. should be provided by the Contractor.**

c. **Contractor should get the material checked and certified by a CAFRAL employee when the material is being brought into the CAFRAL Premises.**

d. **The Contractor should maintain proper record of the stock available at all times. The records should be available for inspection by the CAFRAL officials as and when required.**

e. **Cleaning of TV screens & Peripherals, Solar Panels, Telecommunication equipment, Generators rooms, etc. has to be undertaken on a monthly basis.**

Annex B

A. MAINTENANCE OF PLUMBING and SANITARY, ELECTRICAL and ELECTRO- MECHANICAL, CARPENTRY, LAN-TELEPHONE TECHNICIAN and AC OPERATOR INSTALLATIONS IN THE PREMISES.

It is the responsibility of the Contractor to provide all required tools and tackles as per the requirement at the site at their own cost in the areas as detailed in Annexure IX.

1. PLUMBING & SANITARY INSTALLATIONS.

Broad Scope of services to be rendered under the contract shall include the following items of work:

i. Works to be attended on daily basis.

a) Removal of blockages in soil waste line, gully/ shower area, manholes, inspection chambers, bottle traps, sinks, wash hand basin, urinals, water closets and the removal of debris outside the Premises of CAFRAL without any cost.

b) Replacement of washers including the cost of washers for bib taps, pillar taps, stop cocks, rubber gaskets for flushing cisterns and plunger washers for low level flushing tanks.

c) Repairing of flushing systems CI/PVC/any other make porcelain, Fordham including removal of siphons, bells, float valves, provision of cotter pin plunger washers, nut and bolts for siphon, 'S' hooks, nakucha for the Ball-cock etc. including removal and re-fixing of tanks with new accessories of appropriate sizes as per Standard Approved Rates of CAFRAL or at reasonable rate approved by the CAFRAL and making flushing tank in working condition.

d) Disconnecting and reconnecting plumbing connection in case of water heaters, geysers, boilers, coolers, electrical gadgets, whenever such electrical gadgets are required to be replaced/repaired.

e) Cementing of joints of various drainages lines, gaps between wash basins, sinks and that of walls, pointing of joints of tiles of floors and dados, cementing of loose tiles, floors and dados, including re-fixing the same with white cement and matching pigment. Cost of cementing material (i.e., white cement + pigments, etc.) is to be included in the quoted rates.

f) Re-fixing of loose fixtures and fittings including supporting brackets such as wash basins, sinks, flushing cistern, drain boards, towel rods, mirrors, glass shelves, soap holders, shower area, gratings and any other fixtures and fittings as existing in the properties including removal of existing fittings/fixtures without causing any damage. Grouting of new wooden gutties in cement mortar and refixing with new screws; removing where necessary.

g) Disconnecting and reconnecting suction and delivery connection of water pumps whenever the pumps are required to be taken away for repairs/replacement. Removal of air locks from suction lines/delivery lines as and when required.

h) All installations will be routinely checked, and preventive maintenance will be provided whenever necessary.

i) The complaints registered by the Resident/Office Staff/Guest in the Complaint

Book maintained with the CAFRAL will be checked daily and all complaints will be attended promptly. After satisfactory completion, the signature shall be obtained from respective resident or their representative.

j) Cleaning of Water Logging areas (as and when basis)

k) Maintaining water meter reading register on monthly basis & put up to CAFRAL officials.

l) Liaison with local authorities, if required.

m) Any other related works as desired by CAFRAL.

ii. Works to be attended on weekly basis.

a) Removal of the debris collected due to the plumbing work. However, the same may be done more frequently on need basis.

iii. Works to be attended on monthly basis.

a) Cleaning of Terrace, Chajja, jali, etc.

b) Cleaning the vegetation from the buildings wherever appear**.**

c) To uproot any wild growth on and around the buildings/structures within the compound with necessary cost of acid etc. wherever required.

d) Keeping the rain water outlets on terraces, canopies, free of debris, foreign materials, etc. to ensure quick flow of water from terraces etc.

iv. Works to be attended on half yearly basis.

a) Cleaning of drains/ sewer lines including removal of sludge from manholes and septic tank, road gully, etc. inside the Premises up to Municipal Manhole (including removal of debris and disposing the same out of the Premises) complying with all statutory norms.

b) The plumbing/sanitary installations in the vacant flat to be inspected on half yearly basis and report to be submitted.

c) Cleaning of storm water drain.

Pre-monsoon cleaning of storm-water drainage lines/chajjas/terrace/de-silting of drainage lines etc. shall be done by the firm well in advance to avoid any incidents of water-logging/ponding etc. by deploying extra labour, if required, at own cost. The debris so generated, whatsoever, should be taken away from the premises by the Contractor and disposed off at locations designated by the local authorities following the applicable guidelines. Cost of all of these shall be borne by the firm itself.

a) Plumber

Educational Qualification & Experience: Should have minimum 7 years' experience in the field. Knowledge of Hindi and Marathi language will be preferred.

Scope of Work and Responsibilities - Plumber

- Should ensure that water is available in rooms, flats and carry out pumping operations in time.

- Should ensure that all plumbing fittings toilets, cisterns are functioning satisfactorily.
- Should ensure that water levels in overhead tank are adequate.
- Should check the working condition of all the plumbing and sanitary installations provided in the premises once in a week.
- Should convey to CAFRAL officials regarding any damage or shortfall in the plumbing and sanitary systems.
- Should replace the worn out / damaged plumbing/sanitary specials, fittings, fixtures etc. in consultation with CAFRAL official. (Cost of the items replaced will be paid by CAFRAL as per the Standard Approved Rates (SAR)/ prevailing market rate on the basis of invoice produced (on the basis of actual expenditure + service charge @ 5% along with applicable taxes). Materials like Teflon tapes, threads, joint fillers, paste, bolts, nuts, washers etc. required for attending day to day maintenance shall be provided by the Contractor without any extra cost/claim whatsoever.
- Shall carry out the liaison work with **Mumbai Municipal Corporation,** for any shortfall in demand of water or any other matters to be dealt with the authorities.
- Shall attend to all emergency works during night hours.
- Shall check/inspect the Solar Water Heater system daily and ensure that the distribution system gets uninterrupted hot water supply.
- Shall check the water pumps, submersible pumps etc. once in a week and ensure that the pumping system is in working condition.
- Shall remove the blockage from the sewer system in the premises.
- Shall attend immediately to the calls received from the Resident/Office Staff/Guest.
- Shall report to the technical officials of CAFRAL for any replacement.
- Shall clean the sensor taps once in a week.
- Shall ensure that the plumbing & sanitary fixtures are well cleaned by the House Keeping staff or else report to the Facility Manager.
- Shall coordinate the underground sump and overhead tank cleaning works simultaneously and inform the inmates about the same well in advance.
- Shall check the plumbing water supply lines once in a week.
- Shall report to CAFRAL Officer regarding any damaged fittings / fixtures in CAFRAL premises.
- Water-pumping duties.
- Any other related works as instructed by CAFRAL Officials as per the work manual of CAFRAL.
- Suitable replacement should be arranged well in advance as and when the plumber takes leave.

b) Helper to plumber

Educational Qualification & Experience: Minimum 3 years' experience in the field. Knowledge of Hindi and Marathi language will be preferred.

- Should assist the plumber in attending to day-to-day maintenance works.
- Suitable replacement should be arranged well in advance as and when the helper to plumber takes leave.

2) CLEANING OF UNDER GROUND SUMPS & OVER HEAD TANKS

- The cleaning of underground sumps and overhead tanks shall be done (mechanically) once every three months.
- Necessary cleaning materials shall be used with the approval of CAFRAL official.
- Information in respect of cleaning the tanks shall be conveyed to the inmates well in advance.
- Proper planning shall be done for the cleaning works and the same shall be brought to the notice of CAFRAL Officer.
- Labour required for cleaning of underground sumps and overhead tanks will have to be arranged by the Contractor and the CAFRAL will not bear any cost for the same.

3. ELECTRICAL & ELECTRO-MECHANICAL INSTALLATIONS

Brief Work: Duty hours will be allotted as per the convenience of CAFRAL and as per the existing Labour Law. CAFRAL will supply any material required for repair/replacement/maintenance of the electrical installation**.**

Educational Qualification & Experience: Minimum 7 years' experience with suitable Public Work Department or relevant license in the field. Knowledge of Hindi and Marathi language will be preferred.

Scope of Work and Responsibilities – Electrician

The Electrician shall be responsible for the **operation, routine inspection, preventive maintenance, monitoring, troubleshooting and coordination with authorised AMC/service agencies** for the electrical and allied systems installed at the CAFRAL campus. The scope shall include, but not be limited to, the following:

1. General Electrical Works

- Carry out routine inspection and monitoring of the campus electrical installations, panels, DBs, SMDBs, MCCs, cables, switches, sockets, lighting fixtures and other electrical equipment.
- Attend to electrical complaints, breakdowns and minor repairs on a day-to-day basis.
- Identify loose connections, overheating, abnormal noise, tripping, voltage fluctuations and other electrical abnormalities and take corrective action.

- Carry out replacement of defective switches, sockets, lamps, MCBs, fuses, contactors, relays and other minor electrical components, wherever authorised.
- Ensure proper functioning of emergency lighting, common-area lighting and other essential electrical systems.
- Maintain proper records of breakdowns, repairs, replacements and maintenance activities.
- Ensure electrical work is carried out safely and in accordance with applicable electrical safety practices.
- Maintain proper log book for consumable purchase and usage and should tally with call sheets.

2. HVAC System

- Coordinate with in-house operator and OEM on need basis.

3. DG Sets

- Monitor the electrical parameters and operational condition of DG sets and associated AMF/ATS panels.
- Carry out routine inspection of DG electrical connections, control panels, batteries, battery chargers and associated cabling.
- Assist in DG set changeover operations during power failure and restoration of normal supply.
- Conduct routine operational checks and test runs as per the approved schedule.
- Immediately report any abnormal condition, alarm, fault or malfunction to the supervisor and authorised DG service agency.
- Maintain DG operation and breakdown records, including running hours and major observations.
- Ensure DG operation is carried out only by authorised personnel and in accordance with safety requirements.

4. Windmill / Wind Energy System

- Monitor the electrical output and operational status of the Windmill/Wind Energy system installed at the campus.
- Carry out routine visual inspection of associated electrical panels, cables, isolators, meters and protection devices.
- Monitor alarms, tripping and abnormal electrical parameters.
- Coordinate with the authorised service agency for preventive maintenance, breakdowns and specialised repairs.
- Maintain records of generation, faults, downtime and maintenance activities, wherever applicable.

- No specialised work at height or internal work on the Windmill shall be undertaken unless specifically authorised and carried out by trained personnel/service agencies.

5. UPS System

- Monitor UPS systems, including UPS panels, batteries, bypass systems, input/output supply and associated distribution.
- Check UPS operating parameters, alarms, battery condition and load status.
- Attend to minor electrical faults and coordinate with the authorised UPS AMC agency for major faults and servicing.
- Monitor battery charging and identify abnormal battery conditions.
- Ensure critical loads connected to UPS are properly monitored and any abnormality is immediately reported.
- Maintain records of UPS faults, battery replacement, servicing and breakdowns.

6. Lift / Elevator Electrical System

- Monitor the electrical supply and operational status of Lifts/Elevators installed at the campus.
- Check Lift-related electrical panels, power supply, isolators and associated systems through routine inspection.
- Attend to minor electrical issues only within the scope of the electrician's competency and authorisation.
- Coordinate with the authorised lift AMC agency in case of breakdowns, faults or passenger entrapment.
- Immediately report any safety-related issue or repeated breakdown to the concerned CAFRAL Official.
- Maintain records of lift breakdowns, complaints and service visits.
- **No unauthorised intervention in lift control systems, safety circuits, machinery or lift shafts shall be permitted.**

7. BMS (Building Management System)

- Monitor the Building Management System (BMS) for electrical and building services connected to the system.
- Monitor alarms, equipment status, electrical parameters and system notifications displayed on the BMS.
- Identify abnormal conditions and immediately inform the concerned CAFRAL Official/AMC agency.

8. Solar Power System

- Monitor the operation of the Solar System, including Solar Panels, Inverters, AC/DC Panels, Isolators and associated electrical equipment.

- Check inverter status, generation readings, alarms and electrical parameters.
- Carry out routine visual inspection of accessible electrical components and report any abnormality.
- Monitor solar generation and identify unusual reduction in generation or repeated inverter tripping.
- Coordinate with the authorised solar agency for preventive maintenance, breakdowns and specialised repairs.
- Maintain records of generation, faults, downtime and service activities.

9. Preventive Maintenance and Daily Monitoring

- Carry out daily/periodic inspection of electrical and allied installations as per the prescribed checklist.
- Follow the preventive maintenance schedule and report pending maintenance activities.
- Record meter readings, equipment status, running hours and other required parameters.
- Maintain a logbook for daily inspections, complaints, breakdowns and rectification work.
- Ensure timely reporting of defects requiring specialised agency intervention.

10. Coordination with AMC / Service Agencies

- Coordinate with authorised AMC/service agencies for HVAC, DG sets, Lifts, UPS, BMS, Solar, Windmill and other specialised systems.
- Assist service engineers during inspection, testing, servicing and breakdown rectification.
- Verify that scheduled preventive maintenance visits are carried out and record the same.
- Report recurring faults and pending corrective actions to the concerned supervisor.
- Ensure that no major repair or specialised work is carried out without proper authorisation.

11. Safety and Compliance

- Strictly follow electrical safety procedures and use appropriate PPE while carrying out electrical work.
- Ensure proper isolation of electrical equipment before undertaking maintenance wherever applicable.
- Do not undertake work beyond the electrician's competency, authorisation or statutory requirements.
- Immediately report any unsafe condition, electrical hazard, exposed wiring, overheating, short circuit or other safety concern.

- Ensure the work area is kept safe and clean after completion of maintenance activities.

12. Emergency and Breakdown Support

- Attend to electrical breakdowns and emergencies on priority.
- Assist in restoration of essential electrical services during power failure or equipment breakdown.
- Coordinate with the security, Housekeeping, Facility Management and specialised service agencies during emergencies.
- Provide support during campus events, important programmes and other activities requiring electrical assistance.

13. Documentation and Reporting

The Electrician shall maintain and update:

- Daily electrical inspection checklist.
- Breakdown and complaint register.
- Preventive maintenance records.
- DG set running-hour and operational records.
- UPS and battery monitoring records.
- Solar generation and fault records.
- Lift breakdown/complaint records.
- BMS alarm/fault records.
- Records of service/AMC agency visits and rectification carried out.
- Follow the service manual of CAFRAL.

a) Helper

- Should have a minimum of 2 years' experience in the field.
- Should assist the electrician in all maintenance works.

4. CARPENTRY WORKS

The work includes all types of routine, preventive, periodical maintenance works generally of Carpentry & Interior Works. It is the responsibility of the Contractor to provide all required tools and tackles as per the requirement at the site at their own cost.

a) Carpenter:

Educational Qualification & Experience: Minimum 7 years' experience in the field. Knowledge of Hindi and Marathi language will be preferred.

Scope of Work and Responsibilities – Carpenter

- Shall check the door closers/floor springs for smooth functioning, oiling/

repairs/ replacement of doors/ windows/ wooden/ metallic items, gate, repairs to cloth hanging system etc. including deploying extra manpower if necessary for name plates, numbers/ lettering work, POP false ceiling repair, steel window related works, modular kitchen related works, repairs of letter boxes, modification of window opening/grill for air-conditioner etc. & other related works.

- Shall look after shifting of furniture within the premises of CAFRAL, Fixing of curtain rods, occasional mosquito net cleaning, etc.
- Shall check/inspect all the furniture and other carpentry items in the Guest Rooms once a month.
- Shall attend to the service call received immediately. All complaints registered by the resident in the Complaint Book maintained with the CAFRAL will be checked daily and all complaints will be attended promptly.
- Shall replace damaged/worn out items in consultation with CAFRAL Officer. (Cost of the items replaced will be paid by the CAFRAL as per the Standard Approved Rates (SAR))/ Prevailing Market Rate on the basis of invoice produced (on the basis of actual expenditure + Service charge at 5%). Materials like nails, screws, rawl plug, adhesive, masking tape etc. required for attending day to day maintenance shall be provided by the Contractor without any extra cost/claim whatsoever.
- Shall report to the CAFRAL Officer immediately on noticing any damaged carpentry fittings /fixtures.
- Suitable replacement should be arranged well in advance as and when carpenter takes leave.
- Maintenance of all necessary registers as per CAFRAL instructions.
- Any other related work as instructed by CAFRAL officials.

b) Helper

- Should have minimum 3 years' experience in the field.
- Should assist the carpenter in all maintenance works

Note: The Contractor shall ensure that below machines remain available with their team at the site at all times to facilitate the smooth and uninterrupted conduct of operations.

Sr No	Mechanized equipment for Plumber, Carpenter and Electrician	Quantity
1	Drill Machine (IS standard)	2
2	Grinder Machine (IS standard)	2
3	Cutter Machine (IS standard)	2

5. LAN-TELEPHONE TECHNICIAN

Educational Qualification & Experience: Minimum graduate in any discipline and minimum 5 years' experience in the field. Knowledge of Hindi and Marathi language will be preferred.

Scope of Work and Responsibilities.

- Will be responsible for handling complaints of telephone, lan, TV etc. in coordination with CAFRAL Technical team.
- Maintaining call sheets, records etc.

Annex C

A. UPKEEP & MAINTENANCE OF GARDEN, LAWN & HORTICULTURAL WORKS IN THE PREMISES. All the material required for gardening including Pesticides, fertilisers, manure, tools (including lawn mower) will be arranged by Contractor.

1. Gardener:

Educational Qualification & Experience: Minimum 5 years' experience in the field. Knowledge of Hindi and Marathi language will be preferred.

Scope of Work and Responsibilities: The Gardening work for the CAFRAL Campus includes maintenance of garden, hedges and lawns, etc.

Details of the work to be carried out is as follows:

1. Campus area:

i. To plant & maintain the grass lawns/ garden/trees/shrubs/creepers etc. on regular basis by sweeping, weeding, mowing, watering, manicure, forking the ground, top dressing with manure mixed soil, mixing the same with forked soil, spraying pesticides as per requirement, cleaning the areas etc.
ii. To maintain the plants in the vessels/pots for Office/ Residential buildings by regularly carrying out necessary horticulture operations. Uprooting and disposal of wild growth and weeds from sides of all buildings.
iii. To collect garden waste consisting of wild growth, weeds, waste generated by pruning & cutting operations, pebbles, dead trees, fallen trees, dry leaves etc. surfaced as a result of day-to-day horticulture operations and personal protective equipments. Liaising with MCGM for proper disposal of garden waste at designated municipal dumping ground. To provide Transport, Tractor with trolley, Labour etc. for this work.
iv. To provide and maintain required equipment, tools & plants.
v. To provide uniform, gum boots, gloves etc., Personal Protective Equipment (PPE) to the garden workers deployed in CAFRAL campus. The color of the uniform will be decided in consultation with CAFRAL.
vi. Any other work as and when required.

2. Indoor plants (Per plant) on monthly hiring basis (FTU)

CAFRAL will instruct the Contractor about the requirement of indoor plants, outdoor plants, potted plants and rented hiring plants at various places in the campus. The Contractor shall supply variety of indoor plants with pots and base plates as per the list approved by CAFRAL on FTU Basis (Hiring):

- For common passage/lift lobby/corridors etc. - 3.5 ft. height or standard height.
- For Senior Officer cabins - plants with decorative pots and base plates

Note - The Contractor shall have no right to claim any cost/damage/loss due to theft, fire etc. If at any stage during the currency of contract, the quality & variety of plants and flowers, performance of the Contractor etc. is not found satisfactory, the contract will be terminated forthwith, and Security Deposit will be forfeited.

3. Seasonal Flower Plants with pot:

The Contractor shall supply seasonal flower plants, seedlings & bulb seeds of seasonal flowers as per the list approved by CAFRAL.

List of Seasonal Flower Plants (List is illustrative):

Seasonal Flower Plants	
Pentus	Adenium
Ixora	Crossandra
Tagar	Chrysanthemum
Rose	Sunflower
Marigold	Ragnigandha
Almeda	Hibiscus
Sadafuli	Daisy
Bogan Plant	Parijatak
Chafa	Mogra

- It will be the sole responsibility of Contractor to grow & develop good number of flower beds all around CAFRAL premises, to maintain all soft areas in between the existing trees, shrubs, creepers, ground covers and lawns and areas where plants are not there in the CAFRAL premises as per direction of designated Officer & develop flower seedlings in hedges as per the list mentioned in tender document including pots, etc.
- The rate shall include cost of Manures, fertilizers, insecticides, pesticides, black/ red fertile soil etc.

4. Manure, Fertilizers & Insecticides:

- Cost of Manures, Fertilizers, Insecticides, Pesticides, Black/ Red Fertile Soil etc. shall be borne by the Contractor and will be supplied as per direction and/or in consultation with CAFRAL. Supplied items shall be used in the garden/ lawn, seasonal flower plants, indoor plants, vertical garden, etc.
- The Contractor may be called to supply and use the manure, Pesticides/insecticides as and when required or directed by CAFRAL.

5. Tools and Equipment:

All the tools and equipment required will be provided by Contractor has to provide all the tools including heavy machines, Long Cutters, Scissors, Long ladders, Sickles, Khurpi, Spade, ropes, Pallis for collecting waste, Rubber pipe bundles, sprinklers etc. as and when required or directed by CAFRAL during execution of work without any extra cost to the institute.

6. Maintenance:

	DESCRIPTION	**FREQUENCY**
MAINTENANCE OF GRASS LAWNS & GRASS BELTS	Weed removal	Once in 10 days (07 days during rainy season)
	Cutting with lawn mower	Fortnightly (weekly during rainy season)
	Hoeing and minor digging -	Fortnightly
	Manure/ fertilizer etc.	In every four months / as and when required
	Watering	Regularly and immediately after mowing of lawns
	Cleaning of lawns/ removal of foreign materials	Regularly / Daily
	Change of soil and grass	As and when required or directed by CAFRAL

Note - If extra manpower is required to clear the wild growth & weeds during rainy season the same shall be deployed by the Contractor (cost of extra manpower shall be borne by the Contractor)

	DESCRIPTION	FREQUENCY
MAINTENANCE OF TREES, SHRUBS, CREEPERS, etc.	Trimming / Pruning of trees	a) Every three Months or as required by the CAFRAL, b) Removal of dead tree with permission of BMC, c) Removal and disposal of uprooted or fallen tree with the permission of BMC.
	Spraying pesticides etc. of insecticides, Pruning of Creepers, Mixing manure and fertilizers	As and when directed by CAFRAL required or
	Weeding of plant base and surroundings	One in every 03 week (every 10 days during rainy season)
	Hoeing/Trimming	Twice a year
	Pruning of shrubs	Every 45 days (every 30 days during rainy season)
	Watering	Regularly / Daily

Note - If any specialized workers, heavy machine or equipment is required for the above process its expenses shall be borne by the Contractor

	DESCRIPTION	FREQUENCY
MAINTENANCE OF FLOWERS BEDS	Cutting / digging / fertilizers / Scraping / removal of dead plants/ removal of debris/ replanting flower beds / pruning / weeding / trimming /manicure	As and when Required directed by CAFRAL or
	Watering / maintenance / cleaning	Regularly / Daily

Note – The Contractor should take care of seedlings & bulb seeds of seasonal flowers (Winter & Summer) and develop good number of flower beds all around the CAFRAL campus

	DESCRIPTION	FREQUENCY
MAINTENANCE OF SEASONAL FLOWERS PLANTS INDOOR AND OUTDOOR	Cutting / digging / fertilizers / Scraping / removal of dead plants/ removal of debris/ pruning / weeding / trimming /manicure /soil / support & dressing	As and when required or directed by CAFRAL
	Watering / maintenance / cleaning	Regularly / Daily

	DESCRIPTION	FREQUENCY
MAINTENANCE OF VERTICAL GARDEN	Removal & replacement of dead plants/pot/ manicure /soil/manure	As and when required or directed by CAFRAL
	Watering / maintenance / cleaning	Regularly / Daily
	Maintenance of vertical panel	As and when required or directed by the CAFRAL

7. Tree Cutting:

i) **Trimming/ Pruning of big trees-**

a. To be carried out with the proper approval from MCGM and the responsibility shall be taken prior to the work. The responsibility of liaising with BMC gardening/tree cutting Department for getting necessary required approvals, whenever required, including taking photographs of trees shall rest with the Contractor.

b. Contractor shall survey the CAFRAL campus before quoting rates. Irrespective of height of the trees, if required, the Contractor shall have to carry out trimming/ pruning of trees and remove debris, away from the campus of CAFRAL. Contractor shall have to arrange for specialized equipment, machines, manpower, etc. for this work and no extra payment will be made for the same by CAFRAL.

c. The Contractor shall make their own arrangements for storing the necessary tools plants, materials, equipment at a place shown by CAFRAL in respective premises.

d. The entire work shall be carried out in consultation with CAFRAL designated officer.

ii) Removal of Dead Tree –

The cutting of dead tree and removal of debris away from CAFRAL campus wherever/whenever required shall be considered after taking necessary prior approval from CAFRAL and permission from MCGM

Other conditions:

i. Taking out of any materials shall be as per CAFRAL security rules. Work passes for all the workmen shall be duly obtained from the Security Officer.
ii. The materials like garden earth, manure and pesticides shall have to be approved by CAFRAL officials before putting them for use. Any rejected materials shall be immediately removed from the site at the cost of the firm.
iii. The Contractor shall have to arrange the required connection from the CAFRAL source of supply of water / electricity without any extra claim from the CAFRAL.
iv. Purchase/Repair of the Contractor's tools/machines/equipment shall be their responsibility.
v. The Contractor shall equip each gardener and helper with a dress, a cap, gum boots and other safety precautionary items at the firm's cost.

Further, the Contractor should take away waste generated from AMC Works viz., dried/fallen leaves, branches, dead plants/shrubs etc. from CAFRAL properties and satisfactorily dispose them off at authorized municipal dumps outside the said premises in accordance with prevailing local authority norms at their own cost at regular intervals as advised by CAFRAL officials.

2. **Helper to Gardener**

Educational Qualification & Experience: Minimum 3 years' experience in the field. Knowledge of Hindi and Marathi language will be preferred.

Scope of Work and Responsibilities.

- Will assist Gardener in all maintenance works.

Annex D

Librarian:

Librarian will maintain Vidya, the CAFRAL Library.

Educational Qualification & Experience: B.Lib with at least five years' experience in library management and should be fluent in English, Marathi and Hindi.

Key Responsibilities

1. **Resource Management:** Source, catalogue, and maintain books, economic journals, case studies, and training materials related to banking, finance, risk management, and fintech.
2. **Digital Repository Oversight:** Manage subscription-based financial databases (e.g., Bloomberg, Capitaline, or academic e-journals) and ensure seamless access for faculty and trainees.
3. **Compliance & Updates:** Track and catalogue regulatory updates from central banking authorities (e.g., RBI guidelines), compliance circulars, and financial laws.
4. **Research Assistance:** Help training faculty and participants locate specific financial data, market reports, and reference materials for their research modules.
5. **Library Automation:** Operate and maintain Integrated Library Management Software (ILMS) like Koha or LibSys or any other similar system for smooth check-ins, check-outs, and inventory tracking.

Annex E

Laundry Services:

Description of Work: This Scope of Work (SOW) outlines the requirements and responsibilities for providing professional laundry services to CAFRAL. The Contractor shall deliver reliable, hygienic, and cost-effective laundry services in compliance with applicable Indian laws, health & safety norms, and best industry practices.

A. Collection & Segregation

- Collection of soiled items (mentioned in point E below) from designated points within the Institute campus.
- Segregation based on fabric type, colour, and usage (bedsheets, Pillow Covers, towels, etc.).
- Use of clean, labeled bags or bins for collection and transportation.

B. Washing & Processing

- Washing using appropriate detergents, disinfectants, and wash cycles suitable for Indian climatic conditions.
- Separate wash cycles for whites and coloured items.
- Proper stain removal and fabric care to extend linen life.

C. Drying & Finishing

- Machine drying and/or sun drying as appropriate.
- Ironing/pressing and folding of linen and uniforms.
- Final inspection to ensure items are clean, odour-free, and presentable.

D. Packaging & Delivery

- Packing of clean items in hygienic covers.
- Delivery of laundered items to designated locations within the institute.
- Adherence to agreed delivery schedules.

E. Items Covered

Sr. No.	Item (B)
1	Bed sheets Single Bed
2	Bed sheets King size Bed
3	Pillow Covers
4	Towels
5	Napkins
6	Small Mats/Frills
7	Table Cloths Rectangle 2ft X 5ft
8	Table Cloths Round 9 ft
9	Table Napkins
10	Comforters

Note: above list of items is only indicative.

F. Service Frequency & Turnaround Time

- Collection and delivery frequency: [Daily / Alternate Days / Weekly].
- Standard turnaround time: 24 – 48 hours from collection.
- Emergency or additional services during inspections, events, or peak periods.

G. Quality Standards

- Linen shall be visibly clean, properly pressed, and free from stains and odour.

- Re-washing of rejected items at no additional cost.

It may be noted that CAFRAL reserves the right to inspect the laundry site of the Contractor

Annex F

Pest Control Services:

Description of Work: To provide safe, effective, and environmentally responsible Pest Control services at CAFRAL campus to ensure a clean, hygienic, and pest-free environment for trainees/guests, staff, faculty, and visitors. Contractor should have valid Pest Control license (insecticides act, 1968)

A. Areas Covered

Pest control services shall cover all buildings and premises, including but not limited to:

- Academic and Training blocks (Conference room, 2 Classrooms, Board Room, Breakout Room, etc.)
- Administrative Offices including Research area
- Details of CAFRAL & its Premises as indicated at **Annexure – IX**
- Kitchen, Cafeteria, Canteens, and Food Storage areas
- Toilets, washrooms, drains, and basements
- Stores, Record Rooms, and Utility areas
- Open areas, gardens, and perimeter walls, etc.

B. Pests to be Controlled

The service shall include control of the following pests:

- Cockroaches
- Termites
- Rodents (rats and mice)
- Mosquitoes and flies
- Ants, bed bugs, spiders, and crawling insects
- Lizards, where permissible and required

C. Scope of Services

i. General Pest Control

- Scheduled spraying, fogging, baiting, trapping, and gel treatment
- Use of approved chemicals in recommended dosages
- Focus on pest-prone areas such as kitchens, toilets, drains, and garbage zones

ii. Rodent Control

- Installation and monitoring of bait stations and traps
- Sealing of entry points where feasible
- Safe disposal of dead rodents as per health norms

iii. Mosquito & Fly Control

- Larvicidal treatment in stagnant water and drains
- Fogging and spraying in open areas and Guests
- Preventive measures to control breeding

iv. Termite Control
- Anti-termite treatment for wooden fixtures, doors, racks, and records
- Preventive and curative treatments as required
- Issuance of treatment certificate and warranty, where applicable

v. Emergency / On-Call Services
- Immediate pest control services in case of infestation complaints
- Response within 24–48 hours of complaint

D. Frequency of Services (Indicative)

S. No	Activity	Frequency of Services	Annual Services
1	General Pest Control (Pest Control for Cockroaches, ants and lizards)	**Monthly**	12
2	Rodent Control	**Monthly / as required**	12
3	Mosquito & Fly Control	**Weekly (monthly 4service)**	48
4	Termite/Bed Bug treatment	One service and 2 years warranty	1
	Total		

(Frequency may be modified by the CAFRAL based on need.)

E. Chemicals, Equipment & Safety
- Only **CIB&RC-approved chemicals** or any other approved ones as approved by CAFRAL shall be used
- Chemicals must be **non-toxic, odourless, and eco-friendly**, as far as possible
- Proper safety gear (gloves, masks, uniforms) must be used by staff
- Display of caution signage during treatment
- Special care in sensitive areas such as Kitchens, Libraries, Computer Rooms, and Guest Rooms

F. Manpower & Supervision
- Trained and certified Pest Control technicians (as per cycle)
- Adequate supervision to ensure quality of service (as per cycle)

G. Records & Reporting
- Maintenance of service register and treatment log
- Submission of monthly service reports
- Issue of chemical usage details and Safety Data Sheets (SDS), if required

H. Performance Standards & Penalty
- Effective Pest Control with minimal recurrence
- Penalty/deduction for non-performance or repeated complaints
- Re-treatment at no additional cost if infestation persists

- Compliance with any BMS rules in this regard

Annex G

AC Operator:

Qualification/Experience: ITI certificate in HVAC/Refrigeration or a Diploma in Mechanical/Electrical Engineering. 3 years' experience in operating commercial or industrial air conditioning and ventilation plants.

Description of Work:

• System Operation & Monitoring:

- Operate and monitor HVAC components including chillers, cooling towers, pumps, and fan coil units.
- Run TFA units (Fresh Air Handling Units / FAHUs)
- Observe readings on the BMS (Building Management System) to track temperature, humidity, and pressure differentials.

• Maintenance & Servicing:

- Perform routine preventive maintenance, including cleaning or replacing air filters, inspecting belts, and lubricating motors.
- Check chilled water flow, refrigerant pressures, and coil cleanliness in both HVAC and TFA units.

• Troubleshooting & Repairs:

- Respond promptly to system alarms, equipment faults, or performance drops.
- Diagnose mechanical and electrical issues using multimeters and executing minor repairs or escalating complex failures with OEM.

• Record Keeping & Safety:

- Maintain daily logs of equipment status and maintenance schedules.
- Ensure compliance with workplace safety rules, environmental standards, and energy conservation guidelines

SECTION VII

Minimum Number of Staff to be deployed

Contractor should consider the following number of staff required for the day to activities/maintenance in connection with providing integrated facility management service.

Table I (Requirement of Manpower)

Sr. No.	Job Description	Category of workers	Duty Hours	Total Strength
1	Front office Staff / Receptionist	2 Highly Skilled plus Reliever	8-hour shift	2
2	Front Office Attendant	3 Unskilled plus Reliever	8-hour shift - round the clock	3
3	Training/Administration Resource Facilitator	1 Semi-skilled	8-hour shift	1
4	House Keeping Supervisor	2 Semi-Skilled plus Reliever	8-hour shift	2
5	House Keeping Staff	15 unskilled plus Reliever	8-hour; 2 Shifts	15
6	Plumber	2 Skilled plus Reliever	8-hour; 2 Shifts	2
7	Electricians with suitable PWD License	3 Skilled plus Reliever	8-hour shift - round the clock	3
8	Carpenter	1 Skilled Plus Reliever	8-hour shift	1
9	Helper to Plumber/Electrician/Carpenter	6 semi-skilled (Night shift helper will be attached to Plumber as well as Electrician) plus Reliever	8-hour shift; round the clock	6
10	Gardener	1 Skilled plus Reliever	8-hour shift	1
11	Helper to Gardener	3 Semi-Skilled plus Reliever	8-hour shift	3
12	LAN and Telephone line technician	1 Skilled	8-hour shift	1
13	AC Operator	2 Skilled plus Reliever	8-hour; 2 Shifts	2
	Highly skilled – 2, Skilled – 10, Semi-skilled – 12, Unskilled - 18			**42**

Table II

Sr. No.	Job Description	Category of workers	Duty Hours	Total Strength
1	Facility Manager (Overall in charge) (as per Annex A)	1 Highly Skilled *	8-hour shift	1
2	*Librarian (As per requirement schedule) (as per Annex D)*	1 Highly Skilled *	8-hour shift	1
	Total			**2**

Note: The staff as shown above are to be categorised under (i) Highly Skilled, (ii) skilled, (iii) semi-skilled, (iv) unskilled etc., as per criteria defined in the Tender Document and ensure payment of at least minimum wages to the staff under each category, in accordance with the Minimum wages (higher of Central/Maharashtra rates) stipulated for each category. Bidder shall bear in mind the said requirement, while quoting the rates. **However, CAFRAL reserves the right to decide on the number of staff to be deployed either more/less than the above-mentioned numbers by the Contractor on any given day after giving a reasonable notice as decided by CAFRAL to the Contractor. The payment to be made to the Contractor for labour deployment will be on pro-rata basis based on actual deployment.**

*** Facility Manager and Librarian have to be paid 15% above the rate prescribed for highly skilled. Final selection of these staff will be in consultation with CAFRAL**

The contractor should not hire staff from the existing service providers of CAFRAL without taking consent of the CAFRAL.

The qualification of the deployed staff should be as under:

Category of Staff	Qualification
Facility Manager (overall in charge)	Minimum Graduate in any discipline or Diploma in Hotel Management with at least five years' experience in hospitality field and should be fluent in English and Hindi. Knowledge of Marathi language will be preferred.
Front Office Staff /Receptionist	Minimum Graduate in any discipline with at least three years' experience in Hospitality field and should be fluent in English and Hindi. Knowledge of Marathi language will be preferred.
House Keeping Supervisor	Minimum 12th pass with at least three years' experience in Hospitality field. Knowledge of Hindi and Marathi language will be preferred.
Housekeeping staff	Minimum 10th pass and minimum one year experience in housekeeping area. Knowledge of Hindi and Marathi language will be preferred.
Front Office Attendant	Minimum 12th pass and 1 year experience in the area. Knowledge of Hindi and Marathi language will be preferred.

Training/Administration Resource Facilitator	Minimum Graduate in any discipline with at least one year experience in Hospitality field. Knowledge of Hindi and Marathi language will be preferred.
Plumber	Should have minimum 7 years' experience in the field. Knowledge of Hindi and Marathi language will be preferred
Electricians	Minimum 7 years' experience with suitable Public Work Department or relevant license in the field. Knowledge of Hindi and Marathi language will be preferred.
Carpenter	Minimum 7 years' experience in the field. Knowledge of Hindi and Marathi language will be preferred.
Helper to Plumber, Electrician and Carpenter	Minimum 2 years' experience in the field. Knowledge of Hindi and Marathi language will be preferred.
LAN & Telephone Line Technician	Minimum graduate in any discipline and minimum 5 years' experience in the field. Knowledge of Hindi and Marathi language will be preferred.
Gardener	Minimum 5 years' experience in the field. Knowledge of Hindi and Marathi language will be preferred.
Helper to Gardener	Minimum 3 years' experience in the field. Knowledge of Hindi and Marathi language will be preferred.
Librarian	B.Lib with 5 years' experience in the field. Knowledge of Hindi and Marathi language will be preferred.
AC Operator	ITI certificate in HVAC/Refrigeration or a Diploma in Mechanical/Electrical Engineering. 3 years' experience in operating commercial or industrial air conditioning and ventilation plants.

Documentary proof of the same will have to be submitted before deployment in the premises to the satisfaction of CAFRAL.

Annexure - I

Details of IFMS Qualifying Works Executed during the Last 5 years

Sr. No.	Name and address of the firm	Value of the work	Whether works completed in time or not (give date of commencement	Completion period as per work order	Fax /phone number &contact person of the firm

(Attach sheet if required)

Authorised signatory

NAME AND ADDRESS OF THE BIDDER:

SIGN & SEAL OF THE BIDDER:

Date:

Place:

Annexure - II

CLIENT's CERTIFICATE REGARDING PERFORMANCE OF BIDDER

(On Client's Letter Head)

The Director
Centre for Advanced Financial Research and Learning
Plot-F, P No. 1166, Chandrakant Dhuru Wadi,
Kirti Mahavidyalaya Marg,
Opp. Kirti CAFRAL, Dadar (West), Mumbai - 400 028,
Maharashtra

Sir,

Client's Certificate Regarding Performance of M/s

_____

1.	Nature of the job executed with brief particulars	
2.	Agreement No. & date	
3.	Agreement amount	
4.	Date of commencement of work	
5.	Period of contract	From _____ to _____
6.	Details of Penalty levied for unsatisfactory performance and also indicate the amount if any	
7.	Any statutory violation reported during the contract period, if so details may be provided.	
8.	Overall quality of service (indicate grading)	Outstanding/ Very Good/ Good/ Satisfactory/ Poor
9.	Comments on the capabilities of the contractor	
	a. Technical Proficiency of manpower deployed	Outstanding/ Very Good/ Good/ Satisfactory/ Poor
	b. Financial Soundness	Outstanding/ Very Good/ Good/ Satisfactory/ Poor
	c. Mobilisation of adequate Tools & Equipment	Outstanding/ Very Good/ Good/ Satisfactory/ Poor
	d. Mobilisation of manpower	Outstanding/ Very Good/ Good/ Satisfactory/ Poor
	e. General behaviour	Outstanding/ Very Good/ Good/

		Satisfactory/ Poor

Name & Address of the Client:

_____

_____

_____

Signature of the Authorised Officer* with Office Seal

Name:
Designation:
Contact No:
E-mail ID:

Note: All columns should be filled in properly

Annexure – III

Proforma of Bank Guarantee for Security Deposit

(To be submitted on Non-judicial stamp paper of appropriate value purchased in the name of the issuing bank)

No. Date

To
The Director
Centre for Advanced Financial Research and Learning
Plot-F, P No. 1166, Chandrakant Dhuru Wadi,
Kirti Mahavidyalaya Marg,
Opp. Kirti College, CAFRAL, Dadar (West), Mumbai - 400 028,
Maharashtra

Dear Sir

In consideration of your agreeing to accept the security deposit of INR (INR only) furnishable to you by Messrs (hereinafter referred to as "the contractor") in terms of their contract with you for "**PROVIDING INTEGRATED FACILITY MANAGEMENT SERVICES AT CAFRAL CAMPUS, MUMBAI- 400028"** as per their Tender dated and your Special Conditions of Contract and other tender documents relating thereto subject to the conditions and alterations mutually agreed upon the set forth or referred to in your Contract dated_____ in the form of guarantee from us in the manner hereinafter contained, we (Name of the bank) do hereby covenant and agree with you as follows :

1. We undertake to indemnify you and keep you indemnified from time to time to the extent of INR INR(only) against any loss or damage caused to or suffered by or that may be caused to or suffered by you by reason of any breach or breaches on the part of the Contractor of any of the terms and conditions contained in the said Contract and in the event of the Contractor making any default or default in carrying out any of the work under the said Contract or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding in total the said sum of INR _____ (INR only) as may be claimed by you as your losses and/or damages, costs, charges or expenses by reason of such default on the part of the contractor.

2. Notwithstanding anything to the contrary, your decision as to whether the Contractor has made any such default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Guarantee but will pay the same forthwith on your demand without any protest or demur.

3. This guarantee shall continue and hold good until it is released by you on the application by the Contractor after expiry of the relative guarantee period of the said Contract and after the Contractor had discharged all his obligations under the said Contract and produced a certificate of due completion of the work under the said contract and submitted a "No Demand Certificate", provided always that this guarantee shall in no event remain in force after the day of____without

prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before the expiry of six months from the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.

4. Should it be necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this Guarantee on your request till such time as may be required by you. Your decision in this respect shall be final and binding on us.

5. You will have the fullest liberty without effecting this guarantee from time to time to vary any of the terms and conditions of the said contract or extend the time of performance of the Contractor or to postpone for any time or from time to time any of your rights or powers against the Contractor and either to enforce or forbear to enforce any of the terms and conditions of the said Contract and we shall not be released from our liability under this guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the Contractor or any other forbearance, act or omission on your part or any indulgence by you to the Contractor or by any variation or modification of the said contract or any other act, matter or things whatsoever, which under the law relating to sureties would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of INR (INR only) as aforesaid.

6. This guarantee shall not in any way be affected by your taking or varying or giving up any securities from the Contractor or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be, of the contractor.

7. In order to give full effect to the guarantee herein contained you shall be entitled to act as if we were your Principal Debtors in respect of all your claims against the Contractor hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety-ship and other rights, if any, which are in any way inconsistent with any of the provisions of this guarantee.

8. This guarantee shall not in any way be affected by your taking or varying or giving up any securities from the Contractor or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be, of the contractor.

9. In order to give full effect to the guarantee herein contained you shall be entitled to act as if we were your Principal Debtors in respect of all your claims against the Contractor hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety-ship and other rights, if any, which are in any way inconsistent with any of the provisions of this guarantee.

10. Subject to the maximum limit of our liability as aforesaid, this guarantee will cover all your claim or claims against the Contractor from time to time arising out of or in relation to the said contract and in respect of which your claim in writing is lodged on us before expiry of six months from the date of expiry of this guarantee.

11. Any notice by way of demand or otherwise hereunder may be sent by special courier, mail, fax or registered post to our local address as aforesaid and if sent by post, it shall be deemed to have been given when the same has been posted.

12. This guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees heretofore given to you by us (whether jointly with others or alone) and now existing un cancelled and that this guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.

13. This guarantee shall not be affected by any change in the constitution of the Contractor or us nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will ensure to the benefit of and be available to and enforceable by the absorbing or amalgamated company or concern.

14. Any forbearance, act or omission on the part of CAFRAL in enforcing any of the conditions of the said Tender or showing of any indulgence by CAFRAL to the Bidder shall not discharge the Surety in any way and the obligations of the Surety under this guarantee shall be discharged only on the intimation thereof being given to the Surety by the Bank.

15. This guarantee is irrevocable during the period of its currency and shall not be revoked without your previous consent in writing.

16. We further agree and undertake to pay you without demur the amount demanded by you in writing notwithstanding any difference or dispute or controversy that may exist or arise between you and contractor or any other person.

17. Notwithstanding anything contained herein above our liability under this guarantee is restricted to INR _____(INR only). Unless a written claim is lodged on us for payment under this guarantee within six months from the date of expiry, including extensions if any, of this guarantee all your rights under the guarantee shall be forfeited and we shall be deemed to have been released and discharged from all liabilities there under, irrespective of whether the original guarantee is returned to us.

18. We have power to issue this guarantee in your favour under the Memorandum and Articles of Association of our Bank and the undersigned has full power to execute this Guarantee under the Power of Attorney granted to him by the Bank.

For the Bank with Name, Designation & Seal

Note:

a. Bankers' certificates should be on letter head of the Bank.

b. In case of Partnership Firm, certificate to include names of all partners as recorded with the Bank.

Annexure - IV

Draft Articles of Agreement
(On Non-Judicial Stamp Paper of appropriate value)

ARTICLES of Agreement made on the ---------- day of between the Centre for Advanced Financial Research and Learning, having its Office at Dadar (West), Mumbai (hereinafter called "The Employer") of the one part and (hereinafter called "The Contractor") of the other part.

Whereas the employer is desirous of doing the work for "**Providing Integrated Facility Management Service (IFMS) at CAFRAL Campus), DADAR (WEST), MUMBAI-400028"** and whereas the said specifications and the Schedule of Quantities have been signed by or on behalf of the parties hereto.

And Whereas the Contractor has agreed to execute upon and subject to the conditions set forth in the Conditions and in the Schedule of Quantities and Conditions of Contract (all of which are collectively hereinafter referred to as "the said Conditions") the works shown upon the said drawings and/or described in the said Specifications and included in the said Schedule of Quantities at the respective rates therein set forth amounting to the payable there under (hereinafter referred to as "the said Contract Amount").

NOW IT IS HEREBY AGREED AS FOLLOWS:

1. In consideration of the said Contract Amount to be paid at the time and in the manner set forth in the said Conditions, the Contractor shall upon and subject to the said Conditions execute and complete the work described in the said Specifications and the Schedule of quantities.
2. The Employer shall pay the Contractor the said Contract amount or such other sum as shall become payable, at the times and in the manner specified in the said Conditions.
3. This Agreement is a part of the Contract following from the tender issued in this regard by CAFRAL, Mumbai. Conditions of this agreement including scope of work will be supplemental to the terms and conditions of the tender. The Agency is required to provide services at CAFRAL, Mumbai as per scope of work detailed in the Tender. The said conditions and Appendix thereto and the correspondence attached hereto shall be read and construed as forming part of this Agreement and the parties hereto shall respectively abide by and submit themselves to the said Conditions and the correspondence and perform the agreement on their part respectively in the said Conditions and the correspondence contained.
4. The scope of work, agreement and documents mentioned herein shall form the basis of this contract.
5. This Contract is an item rate contract to be paid for according to the completion of work as contained in Schedule of Quantities or as provided in the said conditions and all as per specifications.
6. The contractor shall afford every reasonable facility for carrying out of all works

of other contractors appointed by the Employer and shall make good any damages done to walls, floors etc. after the completion of such works.

7. The Scope of Work mentioned in the tender document should be strictly followed by the contractor.
8. All payments by the Employer under this Contract will be made only at Mumbai.
9. Any claim, dispute and or difference (including a dispute regarding the existence, validity or termination of this Agreement) arising out of or relating to this Agreement including interpretation of its terms shall be resolved through mutual discussions of the Authorized Representatives of the concerned parties. However, if the disputes are not so resolved, then the matter may be referred for arbitration to a sole arbitrator to be appointed by THE DIRECTOR, CENTRE FOR ADVANCED FINANCIAL RESEARCH AND LEARNING (CAFRAL), DADAR (WEST), MUMBAI. The award of the arbitrator shall be final and binding on the parties.
10. That the several parts of this Contract have been read by the Contractor and fully understood by the Contractor.
11. The contractor is bound to abide by the provision of Payment of Minimum wages notified under the payment of at least minimum wages to the staff under each category, in accordance with the Minimum wages (higher of Central/Maharashtra rates). The CAFRAL reserves the right to pay the minimum wages to worker by deducting appropriate amount from liability to contractor, in case minimum wages are not paid.
12. The Contractor shall ensure payment of wages to its staff deployed under each category at rates not lower than the applicable minimum wages (higher of Central/Maharashtra rates) as amended from time to time.
13. Contractor must comply with provisions of “The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act 2013”. The Contractor shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.
14. The Contractor shall at all times provide a complete and updated list of the work personnel who will be deployed in the workplace.

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

(If the Contractor is a Company)

Signature Clause

SIGNED AND DELIVERED by the CAFRAL by the hand of Shri

……..……..
..... (Name and Designation)
In the presence of

Witness: 1) ……

Address:
……
.....

Witness: 2) .....

Address: .....

If the part is a partnership firm or any individual should be signed by all or on behalf of all

the partners SIGNED AND DELIVERED BY

……

……

In the presence of

Witness: 1) ……

Address:
……
.....

Witness: 2) .....

Address: .....

The COMMON SEAL OF .....

was hereunto affixed pursuant to the resolutions passed by its Board of Directors at the meeting held on .....

in the presence of

1) .....

2) .....

If the Contractor signs under its common Seal the signature clause should tally with their sealing clause in the Articles of Associations.

The Contractor is signing by the hand of power of attorney whether a company or individual. Directors who have signed these presents in taken thereof in the presence of

1) ……..

2) ……..

If the Contractor is signed by the hand of Power of Attorney, whether of a company or an

individual SIGNED AND DELIVERED BY

The Contractor by the hand of Shri/ Smt./ Ms.
…….....
And duly constituted attorney.

Note: CAFRAL Reserves the Right to modify the contents of the Article of the Agreement before the Agreement is entered with the contractor. Draft of Actual agreement to be executed will be shared to the successful bidder after award of work.

Annexure - V

FORM OF BANKERS' SOLVENCY CERTIFICATE FROM A SCHEDULED BANK

1. Composition of the firm (whether Partnership/ Private Limited/ Public Limited.)
2. Credit facility/ Overdraft facility enjoyed by the firm.
3. The period from which the firm has been banking with your Bank.
4. Any other remarks.

This is to certify that to the best of our knowledge and information M/s ---------- having marginally noted address, a customer of our Bank are/is respectable and can be treated as good for any engagement up to a limit of ₹..... (Rupees .....).

This certificate is issued without any guarantee or responsibility on the Bank or any of the officers.

(Signature) For the Bank

Address of Branch:

Contact details (Telephone no. ; Mobile no. ; email id)

Note:

1. The certificate should be of a date later than date of Notice inviting tender
2. Bankers' certificates should be on letterhead of the Bank, addressed to enlistment authority.
3. In case of partnership firm, certificate to include names of all partners as recorded with the Bank.

Annexure - VI

Details of Bankers

The details of our Bankers in the following format are atatched.

Sr. No.	Name of the Bank	Branch and its complete address	Name of the contact person	Telephone and FAX number
1	2	3	4	5

Authorised signatory

NAME AND ADDRESS OF THE CONTRACTOR:
SIGN & SEAL OF THE CONTRACTOR:

Date:

Place:

Note: Please enclose a copy of cancelled cheque.

Proforma for providing input for NEFT Payment

RTGS/NEFT/ECS – MANDATE AUTHORISATION FORM

1. **Supplier's / Contractor's Name:**

2. **Supplier's / Contractor's Name as per Bank Records:**

3A. Supplier's Code **3B. Supplier's PAN Number: #**

Quoting PAN No. in all the e-returns has become 100% mandatory w.e.f. 14-02-2008, hence ensure to fill-up this and also send a photocopy of PAN duly self-attested. If there is any difference between the name given in the supplier's name and name given in the PAN card, then a note to explain the reason for the difference and the correlation between both.

4. **Supplier's / Contractor's Complete Postal Address:**

Door No.								Street:												
Location:								District:												
City								State				PIN								

5. **Supplier's / Contractor's E-mail ID:**

6. **Name of the Bank**

7. **Name of the Branch:**

8. **Postal Address of Branch:**

9. **RTGS*/NEFT** /MICR- Code of the Branch:**

RTGS:																				
NEFT:																				
MICR:																				

RTGS - "Real Time Gross Settlement", NEFT - "National Electronic Fund Transfer". MICR-Magnetic Ink Character Recognition. The "IFSC" - "Indian Financial Services Code". IFSC codes are unique numbers of each Branch. For some Branches both the codes are the same and some banks, may maintain one Code

No. for RTGS and another Code No. for NEFT. Hence, please fill-up both the rows, even if it is the same.

10. Nature of the Account: (Tick whichever is applicable & put 'x' mark for the balance two accounts)

Savings Bank Account		**Cash Credit Account**		**Current Account**	

11. Bank Account Number of the Supplier: ©

© Fill up from the 1st column. For the balance left out blank columns, please mention 'x' mark.

We hereby declare that the particulars given above are correct and complete. If the transaction is delayed for reasons of incomplete or incorrect information, we would not hold CAFRAL responsible.

Date: Supplier's Seal Authorized Signature of the Supplier

Certified that the particulars as per Serial Numbers 2, 7 to 11 are correct as per our records.

Date: Bank's Stamp Authorized Signature of the Officer of the Bank

Encls.

1. A blank/ cancelled cheque or photocopy of a cheque or front page of Savings Bank Passbook issued by your Bank
2. A copy of PAN Card

Note: The above bank details will be used to return the EMD/SD amount of the Bidder, if applicable upon completion of the tender process.

Annexure VII

FORMAT FOR POWER OF ATTORNEY
For Signing of Application/Proposal and Documents

(On Non-Judicial Stamp Paper of appropriate value)

Know all men by these presents, We (Name of the Bidder and address of their registered office) do hereby constitute, appoint and authorise Mr. / Ms. (Name and residential address of Power of Attorney holder) who is presently employed with us and holding the position of as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our Tender for " **Providing Integrated Facility Management Service (IFMS) at CAFRAL Campus, DADAR (WEST), MUMBAI- 400028"** including signing and submission of all documents and providing information / responses to **CENTRE FOR ADVANCED FINANCIAL RESEARCH AND LEARNING (CAFRAL), MUMBAI** representing us in all matters before **CENTRE FOR ADVANCED FINANCIAL RESEARCH AND LEARNING (CAFRAL), MUMBAI** and generally dealing with **CENTRE FOR ADVANCED FINANCIAL RESEARCH AND LEARNING (CAFRAL), MUMBAI** in all matters in connection with our proposal for the said Project.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Note:

Power of Attorney should be properly stamped and notarized.

Authorised signatory

NAME AND ADDRESS OF THE CONTRACTOR:
SIGN & SEAL OF THE CONTRACTOR:

Date:

Place:

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

Annexure - VIII

NEFT Details

Details of CAFRAL Account for effecting e-payments

NEFT Details

Details of CAFRAL Account for effecting e-payments towards EMD

Name of the Institution: Centre for Advanced Financial Research and Learning

Address (in full): Plot-F, P No. 1166, Chandrakant Dhuru Wadi, Kirti Mahavidyalaya Marg, Opp. Kirti CAFRAL, Dadar (West), Mumbai - 400 028, Maharashtra

Name of the Account Holder (as appearing in the CAFRAL Account)	**Centre for Advanced Financial Research and Learning**
Account Number	012210110003577
Type of Account (Savings, Current etc.)	Savings
PAN Number	AABAC0190P
Name of the Bank	Bank of India
Name of the Branch	Bandra Kurla Complex Branch
Address of the Bank	Bank of India, Bandra Kurla Complex Branch, Plot No. C-5, G-Block, Bandra (E), Mumbai 400051
NEFT/IFS Code	BKID0000122
GST Number	27AABAC0190P1ZL

Details indicating exemption from payment of IT (if applicable):

Annexure - IX

Details of CAFRAL & its Premises

Details and schedule for cleaning of flats /toilets

Sl. No.	Location	Frequency
1.	Guest Rooms, VoFs & Administrative Building including entire Road and Garden.	Daily (May be on multiple occasions as per requirement)
2.	Main Reception Area including wooden structure.	Twice daily, or more
3.	Lobbies, Corridors & Verandas	Thrice a day
4.	Stair Case	Daily
5.	Hub/Lobby of each floor (all floors),	Twice a day
6.	All open terraces, Roads / Pavements, Path way, Common area /Amphitheatre Area/ Basement	Twice a day
7.	Conference Room, Board Room, Class Rooms	Daily (May be on multiple occasions as per requirement)
8.	Scrubbing of Room floors, Lobbies, Corridors, Staircases and Balconies	Twice a week or as per requirement
9.	Clearance of wastes & garbage from Cabins/Office/ Halls etc.	Daily (in some areas twice)
10.	Disposal of Garbage and waste Paper in the garbage box and Dustbins	Daily (As & when required)
11.	Washing/change of Linen etc. in Guest Rooms	Twice a week or earlier, if required, and on change of occupancy
12.	Washing/change of Bath Towels & Hand Towels	Thrice a week or earlier, if required, and on change of occupancy
13.	Dusting of Furniture	Once a day
14.	Stair Case Handrail and Safety Railing cleaning	Twice a day
15.	Dusting of Fans/Tube lights & other fittings / Distribution Boards (DBS)/Outdoor feeder Pillars/Walls / Tube-lights/Wall-hanging etc.	Once a week
16.	Vacuum Cleaning of Carpets	Daily
17.	Cleaning of toilets /Washbasins of Office Complex/Guest rooms	Thrice a day or earlier and on change of occupancy

18.	Cleaning of Buckets / Mugs with detergent	Once in a week
19.	Scrubbing of bathroom tiles	Once in a week
20.	Cleaning of Window Panes / Wall Paneling	Once in a week
21.	Opening of Clogged drains / Sewer lines/ Cleansing of drainage lines and disposal of related wastes, etc.	Quarterly basis or earlier as & when required
22.	Ensuring operation of Sewage/ Water Drainage	On regular & on-going basis
23.	Day to day maintenance and operation of electrical installations, Water Pumps & Pressure pumps, Street Lights etc.	On regular & on-going basis
24.	Cleaning of Audio-Visual / Gym and Kitchen equipments, Swimming Pool Deck etc.	As & when required
25.	Distribution of Newspaper in Guest Rooms and VOF	Once daily or as & when required
26.	Cleaning and maintenance of Taps/ Pipes/ Valves etc.	Quarterly and as & when required
27.	General checking of all Toilets Fittings and Sanitary accessories	Thrice a week
28.	General checking of all Electrical Installations, Fittings and Points etc. and replacement of faulty fittings	Once in a week, replacement as & when required
29.	General checking of all Furniture/ Locking arrangement & their repairs/all shaft doors, etc.	Once in a week
30.	Shampooing & Wet cleaning of Carpets, (Stain removal)	Once in a month
31.	Shampooing & Wet cleaning of Curtains / Sofa sets/Chairs	Once in a month
32.	Cleaning of all Brass Pots items/Fire nozzles	Once in a week
33.	Cleaning of Cafeteria Area, 2 Dining Halls	Need to be kept clean at all times. Full cleaning to be done before close of the day on all working days. Deep cleaning to be done once a month.
34.	Cleaning of Kitchen Block (Special care regarding washroom)	Need to be kept clean at all times. Full cleaning to be done before close of the day on all working days. Thrice in a day during training program days.
35.	Cleaning and maintenance of VOFs	Daily, and as per need.

36.	Deep Cleaning of Residential Quarters	Once a week
37.	Façade Cleaning	Half Yearly
38.	Cleaning of Driver/Security Guard Rest Room & Service providers flats	Daily, and as per need.
39.	Cleaning all Lifts/ Elevators	Twice a day – before 8 AM and at 3 PM, and as per need.
40.	Cleaning of Basement/ Parking area	Daily wet cleaning and sweeping, and as needed.
41.	Cleaning of Store Room/ Area	Daily, and as needed.
42.	Cleaning of Under Ground and Overhead Water Tank	Quarterly
43.	Water Testing and subsequent treatment	Quarterly

Details of Flats:

i) CAFRAL Campus – 32 Guest Rooms, 8 residential flats, 6 VOFs, 1 Director's Duplex flat Total – 47 Flats

Profile of CAFRAL Campus

Floor	**Facilities**	**Capacity**
Ground Floor	Parking	
	BMS Room	
	Server Room	
First Floor	Conference Room	56-seater
	Library	Free Seating
	Cafeteria	50-60 Seater
	Swimming Pool	
	Gymnasium	
	Cabins	3
	Work Stations	6
M Floor	Class Room 1	49 Seater
	Discussion Room	Free Seating
	Work Stations	4

Second Floor	Board Room	20 Seater
	Director Office	1
	Executive Cabins	3
	Cabins	12
	Workstation	18
Third Floor	Class Room 2	36 Seater
	Cabins	12
	Amphitheatre	
Fourth Floor	VoF	6 Rooms
Fifth Floor	Guest Rooms	8 Rooms
Sixth Floor	Guest Rooms	8 Rooms
Seventh Floor	Guest Rooms	8 Rooms
Eighth Floor	Guest Rooms	8 Rooms
Common areas in all the floors		

Residential Wing	
3rd floor to 8th floor	9 Flats

Washrooms				
Facilities	**Gents**	**Ladies**	**Common**	**Total**
Guest			32	32
VoF			6	6
Apartments Director 3BHK			4	4
Apartments 2BHK			16	16
Apartments 1BHK			2	2
Ground Floor (Parking)			1	1
First Floor	2	2	3	7
Second Floor	2	2	1	5
Third Floor	1	1	0	2
				75

Statement of Area at CAFRAL, Mumbai

Sr. No.	**Particular**	**Number**	**Carpet area (approx. Sq. Ft.)**
1	**Director Duplex Flat**	1	1524.29
2	**Resident Flats 2 BHK**	8	7420.44
3	**Vidya Niketan (Guest Room)**	32	15092.29

4	**VOF Rooms**	6	2607.15
5	**Cafeteria**	1	1830
6	**Library**	1	946
7	**Swimming Pool**	1	1840
8	**Gym**	1	326.5
9	**Board Room**	1	1820
10	**Class Room 1**	1	1290.6
11	**Class Room 2**	1	928.1
12	**Breakout Room**	1	778.6
13	**Conference Room**	1	1930
14	**Lobby area**	1	5274.32
15	**Office space**	1-3 floors	8851.9
16	**Amphitheatre**	1	7588
17	**Basement Parking**	1	13331.7

Annexure X-A

Maintenance and Service Support available at Mumbai

1. Whether having any Office at Mumbai:

(If Yes, please provide Address, name of contact persons and details of contact (e-mail Id / Phone, etc.)

2. Please indicate the status of the Office: (Full-fledged regional Office/Branch Office). The firm should have its own office (s) in Mumbai with sufficient qualified technical personnel for providing IFMS Service.

3. No. of Permanent staff at the Centre:

4. Contact details and address of the Mumbai Office:

Authorised signatory

NAME AND ADDRESS OF THE BIDDER:
SIGN & SEAL OF THE BIDDER:

Date:

Place:

Documentary proof for address should be submitted (Eg. Electricity bill, Telephone bill or any other proof)

Annexure X-B

Declaration

I/We hereby solemnly declare that:

(a) The firm/company/firm is not involved in illegal activities or financial frauds. There are no cases with the Police/ Court/ Regulatory authorities against the Bidder.

(b) The firm/company/firm has not been prosecuted or suffered any penalty for violation of any statutory laws by any Authority.

(c) The firm/company/firm has not been suspended/delisted/ disqualified by Government, Regulatory Authority, including Reserve Bank of India, Financial Institution, etc., on any grounds.

(d) The firm/company/firm has not rescinded/abandoned any contract awarded by any of his clients before the expiry of prescribed period of contract. The firm/company/firm shall give details of all disputes it had with its clients and furnish the status thereof.

Authorised signatory

NAME AND ADDRESS OF THE BIDDER:
SIGN & SEAL OF THE BIDDER:

Date:

Place:

Annexure XI

Declaration Regarding availability of robust Complaint Management System.

a. We are aware that as per para 4 of General Conditions under Broad Scope of Work – Section VI of the Tender Document, the Contractor should provide Robust Complaint Management System with escalation matrix.

b. We solemnly assure that our firm/company is having the facility to provide robust complaint management system to CAFRAL which should enable prompt response by raising complaints for immediate action and regular monitoring of the work done through periodic checking or separate audit if required.

c. We are aware and agree that our failure to provide the above service shall make our contract liable to be cancelled.

Authorised signatory

NAME AND ADDRESS OF THE CONTRACTOR:
SIGN & SEAL OF THE CONTRACTOR:

Date:

Place:

Annexure XII

Proforma for Indemnifying the Employer against Contract Labour Rules/regulations

(On Non-Judicial Stamp Paper of appropriate value)

To,
The Director
Centre for Advanced Financial Research and Learning (CAFRAL)
Plot-F, P No. 1166, Chandrakant Dhuru Wadi,
Kirti Mahavidyalaya Marg, Opp. Kirti College,
Dadar (West), Mumbai - 400 028, Maharashtra

Dear Sir,

Providing Integrated Facility Management Service (IFMS) at CAFRAL Campus, MUMBAI

We, M/s …… (Name of contractor), hereby undertake that we shall comply with all the Statutory Rules/ Regulations with regard to the employment of contract labour and new four Labour Codes notified by the Ministry of Labour and Employment w.e.f. November 21, 2025.

We also hereby fully indemnify and keep indemnified the Employer, i.e. CAFRAL, Mumbai against payments to be made to the contract labour and for the observance of the laws in this regard.

Yours faithfully,

For _____

Authorised signatory

NAME AND ADDRESS OF THE BIDDER:
SIGN & SEAL OF THE BIDDER:

Date:

Place:

Annexure - XIII

Proforma for Indemnifying the Employer against Patent Rights
(On Non-Judicial Stamp Paper of appropriate value)

The Director
Centre for Advanced Financial Research and Learning
Plot-F, P No. 1166, Chandrakant Dhuru Wadi,
Kirti Mahavidyalaya Marg, Opp. Kirti College,
Dadar (West), Mumbai - 400 028, Maharashtra

Dear Sir/Madam

Providing Integrated Facility Management Service (IFMS) at CAFRAL Campus, MUMBAI

We, M/s_____(Name of Contractor) hereby undertake to fully indemnify and keep indemnified the Employer i.e. CAFRAL, Mumbai against any action, claim or proceeding relating to infringement or use of any patent or design or any alleged patent or design rights and shall ourselves pay any royalties, licence fees etc. which may be payable in respect of any article or part thereof included in the contract or damages, cost and charges of all and every sort that may be legally incurred in respect thereof.

In the event of any claims made under or action brought against Employer in respect of any such matters as aforesaid, we shall, on being notified thereof, at our own expense, settle any dispute or conduct any litigation that may arise therefrom, provided that we shall not be liable to indemnify the Employer if the infringement of the patent or design or any alleged patent or design right is the direct result of an order passed by the CAFRAL officer in this behalf.

Yours faithfully,

For _____

Authorised signatory

NAME AND ADDRESS OF THE CONTRACTOR: SIGN & SEAL OF THE CONTRACTOR:

Date:

Place:

Annexure - XIV

Proforma for Bank Guarantee (BG) for Earnest Money Deposit

(On Non-Judicial Stamp Paper of appropriate value)

The Director
Centre for Advanced Financial Research and Learning
Plot-F, P No. 1166, Chandrakant Dhuru Wadi,
Kirti Mahavidyalaya Marg, Opp. Kirti College,
Dadar (West), Mumbai - 400 028, Maharashtra

Dear Sir,

Name of Work: Providing Integrated Facility Management Service (IFMS) at CAFRAL Campus, MUMBAI

Ref.: NIT/Advt.No. date

WHEREAS

The Centre for Advanced Financial Research And Learning, having its Office at Dadar (West), Mumbai - 400 028 (hereinafter called the 'CAFRAL') has invited Tenders for the captioned work (hereinafter called "the said Tender") on the Terms and Conditions mentioned in the said tender documents.

It is one of the terms of invitation of Tenders that the Bidder shall furnish a Bank Guarantee for a sum of Rs.___ (Rupees_____only) as Earnest Money Deposit (EMD).

M/s. (Name of the Tenderer/Bidder)_____, (hereinafter called as "the Tenderer/ Bidder"), who are our Clients/Constituents intend to submit their Tender/ Bid for the said work and have requested us to furnish Bank Guarantee to RBI in respect of the said sum of Rs. _____ (Rupees_____only) in respect of EMD.

NOW THIS GUARANTEE WITNESSETH

We_____(Name of the Bank) do hereby agree with and undertake to CAFRAL, their Successors, Assigns that in the event of the CAFRAL coming to the conclusion that the Bidder have not performed their obligations under the

said conditions of the Tender or have committed a breach thereof, which conclusion shall be binding on us as well as the said Bidder; we shall on demand by the CAFRAL, pay without demur to the CAFRAL, a sum of Rs. _ (Rupees _____only) or any lower amount that may be demanded by the CAFRAL. Our guarantee shall be treated as equivalent to the Earnest Money Deposit for the due performance of the obligations of the Bidder under the said Conditions, provided, however, that our liability against such sum shall not exceed the sum of Rs._____(Rupees___only).

1. We also agree to undertake to and confirm that the sum not exceeding Rs. _____ (Rupees_____only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the CAFRAL on receipt of a notice in writing stating that the amount is due to them and we shall not ask for any further proof or evidence and the notice from the CAFRAL shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. We undertake to pay the amount claimed by the RBI within a period of one week from the date of receipt of the notice as aforesaid.
2. We confirm that our obligation to the CAFRAL under this guarantee shall be independent of the agreement or agreements or other understandings between the CAFRAL and the Bidder.

This guarantee shall not be revoked by us without prior consent in writing of the CAFRAL.

We hereby further agree that –

a) Any forbearance or commission on the part of the CAFRAL in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said Tender and/or hereunder or granting of any time or showing of any indulgence by the CAFRAL to the Bidder or any other matters in connection therewith shall not discharge us in any way and our obligation under this guarantee. This guarantee shall be discharged only by the performance by the Bidders of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding Rs._____(Rupees _____ only).

b) Our liability under these presents shall not exceed the sum of Rs.___(Rupees ____ _____ only).

c) Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents/clients in tendering for the said work or their obligations there under or by dissolution or change in the constitution of our said constituents.

d) This guarantee shall remain in force up to_____(four months from the last date of submission of Tender) provided that if so desired by the CAFRAL, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.

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

Yours faithfully,

For and on behalf of_____Bank.

Authorized Official (with seal)

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

Annexure XV

Schedule of Penalty Clauses:

1. A penalty of ₹2000/- will be levied for each instance, if the work is not performed as per the Scope of Work prescribed/as directed by CAFRAL official/ requirements mentioned in the Tender Document as well as shortage in deployment of each manpower will be treated as a separate instance. In case of gardening, if proper upkeep is not undertaken, CAFRAL reserves the right to impose penalty up to 5% of Bill amount or amount as deemed fit by the CAFRAL. **The decision of CAFRAL, Mumbai in this regard will be final.**
2. The Contractor shall submit the monthly bill before the 10th day of each month. In case of failure to submit the bill within the stipulated time, a penalty of ₹5,000/- (Rupees Five Thousand only) shall be levied and adjusted against the Contractor's monthly payment.
3. Penalty on pro-rata basis as per the quoted rates will also be levied in case of shortfall of persons deployed. If the Contractor fails to deploy at least 90% of the required manpower during any month, and such shortfall continues for up to 10 days in a month, a penalty of ₹10,000/- (Rupees Ten Thousand only) shall be levied and adjusted against the Contractor's monthly payment
4. For every man-day of shortfall, no payment shall be admissible for the manpower not deployed. The corresponding amount, calculated on the basis of the applicable per-day manpower/service rate, shall be deducted from the monthly bill. In addition, a penalty equivalent to 5% of the applicable daily manpower rate for each man-day of shortfall shall be levied and recovered from the Contractor's monthly bill.
5. The Contractor should keep a sum of at least ₹49,000/- or should be able to transfer ₹49,000/- online immediately as (physical currency) with facility Manager/Supervisor/ or any other authorized person at any point of time. Service charge on consumable items (for respective trades) will be given at the rate of 5% of basic expenditure. Proper Invoice has to be submitted against the same. Failing to attend to complaints for want of imprest money will attract a penalty of ₹1000/- per day for the delay caused.
6. The manpower deployed by the Contractor during the currency of the Contract shall not work in any other organisation or shall not be deployed by the Contractor at any

other organisation. If any such instance comes to the notice of the CAFRAL during the agreement period, the CAFRAL shall have the right to impose suitable penalty on the Contractor, which will be recovered from its monthly bills or Security Deposit or any other dues of the Contractor. CAFRAL shall have the right to ask for a suitable replacement in such a case.

CAFRAL
CENTRE FOR ADVANCED FINANCIAL RESEARCH AND LEARNING
Promoted by Reserve Bank of India

उच्चस्तरीय वित्तीय अनुसंधान तथा अध्ययन केंद्र
दादर (पश्चिम), मुंबई – 400028, महाराष्ट्र
Centre for Advanced Financial Research and Learning
Dadar (West), Mumbai - 400 028, Maharashtra

PART – II (Financial Bid)

TENDER FOR PROVIDING INTEGRATED FACILITY MANAGEMENT SERVICE (IFMS) AT CAFRAL CAMPUS, MUMBAI

Name of the Bidder:

Address:

E-mail ID & Contact Number:

Tender No.	**CAFRAL/00236/05.08.001/2026-27**
Date, Day of Publication of Tender	**November 2, 2026 (Monday)**
Last date and Day of Submission of Bid	**November 30, 2026, Monday up to 15:00 Hours**
Pre-bid Meeting	**Off-line at Conference Room, CAFRAL, Mumbai or online through Webex on November 12, 2026, Thursday at 11:00 Hours**
Date and Day of Opening of Part- I of Tender	**December 1, 2026, Tuesday at 15:00 Hours**

CENTRE FOR ADVANCED FINANCIAL RESEARCH AND LEARNING (CAFRAL) DADAR (WEST), MUMBAI- 400028

TENDER FOR PROVIDING INTEGRATED FACILITY MANAGEMENT SERVICE (IFMS) AT CAFRAL CAMPUS, MUMBAI- 400028

Part II - PRICE BID

(This is for illustrative purpose only and the Price Bid should not be submitted with Part I –Technical Bid. It should be submitted separately.)

Sl. No. (A)	Description (B)	Base Rate (in ₹) (C)	GST (in %) (D)	Total Amount (in ₹) (E)
1	Annual Cost of deploying manpower as indicated in Section VII (Table I) (payment will be made on actual deployment)			
2	Annual Cost of deploying manpower as indicated in Section VII (Table II) (payment will be made on actual deployment)			
3	Laundry Charges as per Table A			
4	Cost of Pest Control for the whole year (As per Annex F) Table B			
5	Cost of Mechanized and Automated cleaning machines and equipment, cleaning material, Toiletry Kits and other material Table C (A+B+C)			
6	Towards supply of **Seasonal Flower** Plants in CAFRAL campus: Supply, placing and maintaining the Seasonal flower plants with pots preferably of Brass/Ceramic as per CAFRAL approval & plates on quarterly basis (every three months) as per the list approved by the CAFRAL. Also, the rates are inclusive of supply of flower seeds packets for seedling in each			

	premises, Supply of good earth and manure, Spraying Pesticides as per the requirement. The rate shall be quoted on per quarter basis for total number of Seasonal flower plants on Lump-sum basis. Total number of Seasonal flower plants in CAFRAL Campus = 200 numbers per quarter (price may be quoted for 4 quarter) (For additional plants rates may be quoted per plants as per list)			
7	Towards supply of Indoor Plants in CAFRAL campus: Providing, placing, and maintaining the Indoor plants with pot and base plate on FTU basis in each office and common area of CAFRAL campus (per month) as per the list approved by the CAFRAL and mentioned in Tender Document. Also, the rates are inclusive of supply of good earth and manure, Spraying Pesticides as per the requirement. The rate shall be quoted on annum basis for total number of Indoor plants. Total number of Indoor plants in CAFRAL campus = 9 -inch Pot 150 Nos. 1.5 To 2.00 feet Pot 100 Nos 3.00 to 4.00 feet Pot 250 Nos. (For additional plants rates may be quoted per plants as per list)			
8	Towards Installation of Vertical Garden panel 500 Sqr. Ft.: Installation of Vertical Garden panel at main entrance of CAFRAL			

	campus and periphery. The rate shall include Installation of Vertical Garden panel whenever / wherever required or as directed by the CAFRAL in entire contract service. (For additional area rate may be quoted for per sqr. Ft.)			
9	Towards Maintenance of Vertical Garden panels 500 sqr ft: - Maintenance of Vertical Garden at Main Entrance and Periphery of the campus. The rates shall be quoted per annum and shall include replacing the plants whenever / wherever required in entire contract service. (For additional area rate may be quoted for per sqr. Ft.)			
10	Towards Trimming and Pruning of Trees, Removal of Dead and Fallen Trees and debris: Trimming and Pruning of Trees, removal of Dead, uprooted trees and fallen trees and debris. Services shall be provided before onset of monsoon and thereafter every three months. The rate shall include amount for manpower and equipment/machinery, transportation, liaising with MCGM, any other permissions or approvals required from local authorities. (Per activity) The rate shall be for twice a year used whenever / wherever required or as directed by the CAFRAL in entire contract service.			
11	Annual Service Charges (Min 3.85% and caped at 10% of Annual Cost for above items)			
12	**Total**			

L1 determination is based on the Sl. No. 12 at Column E including GST. The optional "additional Rates quoted will not be considered for L1 determination.

Bidder should be able to provide detailed breakup of the quote under each category if asked for.

Note:- The estimated annual cost for manpower as indicated at Sr. 1 in the above table is ₹ 1,94,29,879/- (Rupees One Crore Ninety-Four Lakh Twenty-Nine Thousand Eight Hundred Seventy-Nine only) (excluding GST). This amount includes minimum wage/ statutory payments. The bidder is expected not to quote an amount lower than the estimated price arrived by CAFRAL. Any amount quoted below to our estimated amount will be rejected. Please quote the amount excluding GST. GST % has to be filled in the respective column separately.

Laundry Charges:

Table A

Annual charges

Sr. No. (A)	Item (B)	Approx. washing Required in Year (C)	Rate Per piece (D)	Annual Amount (₹) = (C) * (D)
1	**Bed sheets Single Bed**	300		
2	**Bed sheets King size Bed**	2100		
3	**Pillow Covers**	6000		
4	**Bath Towels**	4500		
5	**Hand Towels**	9000		
6	**Small Mats/Frills**	400		
7	**Table Cloths Rectangle 2ft X 5ft**	450		
8	**Table Cloths Round 9 ft**	200		
9	**Duvet cover**	2500		
	Total			

Pest Control Charges:

The scope of Pest Control work will be as per Annex F above.

Table B

Annual charges for Pest Control services

S. No	Activity	Frequency of Services	Annual Services
1	General Pest Control (Pest Control for Cockroaches, ants and lizards)	**Monthly**	12
2	Rodent Control	**Monthly / as required**	12

3	Mosquito & Fly Control	**Weekly (monthly 4service)**	48
4	Termite/Bed Bug treatment * (Drilling, injecting chemical in to wooden frames, skirting boards, etc.)	One service and 2 years warranty	1
	Total	#	

*Payment for Termite/Bed Bug treatment will be made based on actual work carried out.

(Bidders should not fill-in and attach Price Bid along with Part – I documents It should be submitted separately.)

In case for any item rate is not filled / found blank, the Bid is liable for rejection.

Table C

A. Annual Charges for Mechanized and Automated cleaning machines and equipment

Sr No	Mechanized & automated cleaning and equipment	Quantity	Cost per annum
1	Automatic scrubber driver (IS 302 Part 1: 2024 standard)	1	
2	Single Disc machine (IS 302 Part 1: 2024 standard)	2	
3	High pressure Jet machine (IS 302 Part 1: 2024 standard)	2	
4	Water dry vacuum cleaner (IS 302 Part 1: 2024 standard)	2	
5	Road Sweeper (Manual)	1	
6	Glass Cleaner Kit	1	
7	Pole 6 meters & Pole 11 meters	3 each	
8	Injection extraction machines (IS 302 Part 1: 2024 standard)	1	
9	Foam generator machines for carpet cleaning and upholstery fabric (IS 302 Part 1: 2024 standard)	1	
10	Wringer Trolley	5	
11	Caddy Bucket 20	5	
12	Ladders	3	

B. Annual charges of cleaning material

Sr. No.	Name of Cleaning Material	UNIT	Monthly QTY
1	R-1 Bathroom Cleaner	CAN	2.
2	R-2 Hard Surface	CAN	4.
3	R-3 Glass Cleaner	CAN	3.
4	R-4 Furniture Shiner	CAN	2.
5	R-6 Toilet Bowl Cleaner	CAN	5.
6	Phenyle Concentrated	CAN	6.
7	Wet Mop With Round Rod (Red Colour)	SET	10.

8	Wet Mop With Round Rod (Blue Colour)	SET	10.
9	Flat Mop With Clip	SET	10.
10	Dry Mop 24" With Rod	SET	5.
11	Dry Mop 18" With Rod	SET	5.
12	Soft Broom	NOS	10.
13	Hard Broom	NOS	15.
14	Floor Wiper 18"	NOS	5.
15	Floor Wiper 24"	NOS	5.
16	Toilet Brush Big	NOS	6.
17	Scotch Brite	NOS	15.
18	Microfiber Duster	NOS	10.
19	Check Duster Blue	NOS	15.
20	Glass Duster	NOS	15.
21	Check Duster Red	NOS	15.
22	Blue Hand Gloves	NOS	15.
23	Red Hand Gloves	NOS	15.
24	Naphthalene Ball 1 kg	KG	2.
25	Empty Spray Bottle	BTL	7.
26	Chock Up Pump	NOS	5.
27	Cob Web Brush Round	NOS	3.
28	Small Feather Brush	NOS	5.
29	Bucket 5 Litter	NOS	10.
30	Bucket 16 Litter	NOS	10.
31	Dustbin Swing Bucket 60LTR	NOS	5.
32	M. Fold (42 Gsm) paper	ROLL	1,300.
33	Toilet Roll	ROLL	600.
34	Air Wick Refill	NOS	42.
35	Fem Hand Wash Coconut (5Ltr)	CAN	9.
36	R-5 Liquid Air Freshener	CAN	4.
37	D7 Steel Polish	CAN	2.
38	Urinal Mat Screen (V-Screen)	NOS	40.
39	Room Freshner	NOS	30.
40	Air Pocket	NOS	30.
41	Colour Goli Pkt	PKT	5.
42	Sanitary Pad	PKT	5.

C. Annual Charges for Toiletry Kits

Toiletry Kit for VOF and Guest Room				
Sr. No.	**Item**	**Brand**	**Qty**	**Yearly Qty**
1	Welcome Pouch with CAFRAL Branding	Jute/Canvas Reusable Pouch	One	2000 kits
2	Shampoo	Biotique 35ml	One	

3	Conditioner	Biotique 35ml	One	
4	Body Wash	Biotique 35ml	One	
5	Moisturizer	Biotique 35ml	One	
6	Himalaya Face Wash (15 ML)	Himalaya 15ml	One	
7	Bath Soap	Biotique 25grm	One	
8	Coconut Hair Oil	Parachute 22ml	One	
9	Dental Kit	As per sample *	One	
10	Tongue Cleaner	As per sample *	One	
11	Wooden Comb	As per sample *	One	
12	Shaving Razor	Gillette Presto	One	
13	Shaving Foam	Gillette 50grm	One	
14	Vanity Kit (Cotton Buds & Cotton Pads)	As per sample *	One	
15	Face/Hand Wipes	As per sample *	One	
16	Freshfree (Stay Fresh)	As per sample *	One	
17	Laundry Bag	As per sample *	One	
18	Plug-in Mosquito Repellent	As per sample *	One	

(Rate per kit to be quoted)

Note: Bidder shall quote the unit rate for every item in Tables A, B and C; the annual amount (quantity × rate) will be used for evaluation and the unit rate for payment".