



Corporate Office : Estate Department

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### NOTICE INVITING QUOTATION

Indian Bank, Corporate Office: Estate Dept, invites sealed quotations from established facility management services contractors for the work of **HOUSE KEEPING SERVICES AT INDIAN BANK HEAD OFFICE, MAIN BUILDING, 66, RAJAJI SALAI & ANNEXE KREST BUILDING, CHENNAI-1**

#### FLOOR AREA DETAILS

FLOOR	AREA IN SQ FT	DETAILS
G.F.	7000	ENTIRE FLOOR INCLUDING TOILETS AND PART HARBOUR BRANCH
Mezzanine	2430	STAFF CANTEEN - DINING, HANDWASH & PLATE WASH AREAS IN BOTH WINGS.
1 <sup>ST</sup> FLOOR	6000	ENTIRE FLOOR INCLUDING TOILETS
2 <sup>ND</sup> FLOOR	18560	ENTIRE FLOOR INCLUDING TOILETS
4 <sup>TH</sup> FLOOR	9000	ENTIRE FLOOR INCLUDING TOILETS
5 <sup>TH</sup> FLOOR	9000	ENTIRE FLOOR INCLUDING TOILETS
6 <sup>TH</sup> FLOOR	5670	ENTIRE FLOOR INCLUDING TOILETS
Krest Building	8400	GF+ 3 Upper Floors, including Toilets
<b>Total Area</b>	<b>66,060</b>	

**RATE TO BE QUOTED INRs PER SQ FT PER MONTH.**

**G.S.T. WILL BE PAID EXTRA AS PER ACTUALS.**

RATE TO BE INCLUSIVE OF LABOUR CHARGES & MATERIAL COST.

MINIMUM 13 PERSONS AND 1 SUPERVISOR FOR OVERALL CONTROL TO BE ENGAGED.

IN ADDITION TO THIS 1 MALE WORKER AND 1 FEMALE WORKER TO BE ENGAGED FROM 4.00 PM TO 8.00 PM IN THE 2<sup>ND</sup> SHIFT IN MAIN BUILDING. THE SUPERVISOR WILL BE RESPONSIBLE FOR THE PROPER FUNCTIONING OF THE WORKERS DEPLOYED IN THE 2<sup>ND</sup> SHIFT ALSO.



CONTRACTOR IS RESPONSIBLE FOR THE SAFETY AND SECURITY OF THEIR WORKERS, BANK STAFF AND THE PUBLIC IN GENERAL. BANK'S PROPERTY MUST BE SAFEGUARDED IN ALL RESPECTS.

**WAGES PAID TO THE WORKERS DEPLOYED MUST BE IN LINE WITH THE MINIMUM LABOUR WAGES STIPULATED BY GOVT OF INDIA (MINISTRY OF LABOUR & EMPLOYMENT) FROM TIME TO TIME, INCLUDING ANY REVISION BY THE GOVT WITHIN THE CONTRACT PERIOD OF 1 YEAR.**

**ALL WORKERS EMPLOYED MUST BE GIVEN THE BENEFIT OF ESI/EPF WITH DUE REGISTRATION AS APPLICABLE FROM TIME TO TIME.**

THE HOUSE KEEPING CONTRACT WILL BE FOR A PERIOD OF ONE YEAR.

ALL OTHER TERMS & CONDITIONS AS PER ANNEXURE.

**THE LAST DATE FOR SUBMISSION OF SEALED TENDER IS 09/11/2021, 3.00 P.M. AT INDIAN BANK, CORPORATE OFFICE, ESTATE DEPT, 254-260, AVVAI SHANMUGAM SALAI, CHENNAI-14.**

**TOTAL AREA TO BE MAINTAINED IS 66,060 SFT.**

Quoted Rate in figures Rs/ Sqft	Quoted Rate in Words

**\*G.S.T. will be paid by Bank Extra as per Actual.**

**Date & Seal**

**Signature of the Bidder**



## ANNEXURE

### TERMS AND CONDITIONS

1. The scope of work includes toilet acid wash/ cleaning, floor cleaning/ mopping, carpet shampoo washing, sofa cleaning of all furniture items, door/ window/ ventilator frames and glass, vertical blinds and the interior of the floors on the whole, etc.
2. At least 1 person per floor should be posted in addition to the supervisor.
3. Personnel posted should be experienced, courteous and well behaved.
4. Concern should have proper control over the persons employed and services rendered.
5. Procedures relating to the maintenance of records should be strictly followed.
6. The contract may be terminated by the Bank at any time during the period, upon receipt of complaint about unsatisfactory performance of services.
7. Monthly charges will be paid on completion of services for the relevant month and on submission of bill.
8. Necessary identification card may be issued for the staff on duty.
9. The Bio-data of all the personnel has to be registered with our HO: Security Dept, giving details of Permanent/ Local Address and Photograph.
10. While executing services, personnel on duty should ensure that the same is done without causing any disturbance to the inmates or with minimum disturbance.
11. While executing services, personnel should exercise necessary care so as to avoid loss or damage to Bank's property.
12. Any loss arising out of negligence on the part of the employee should be borne by the organization.
13. Charges include cost of materials to be procured by you.
14. Materials used should be products of standard company.
15. Space allotted for storing materials should be exclusively used for storing materials for our requirement only.
16. Timing of operations should match requirements of department concerned and timing should be strictly followed.
17. Supervisor should report to Office Manager on daily basis and any instructions issued by him relating to House Keeping operations should be complied with.
18. As cleanliness is our prime concerns, every effort should be taken to provide quality service of high standard meeting requirements of one and all working in the premises.
19. Staff should be provided with uniform and same should be kept neat and clean.
20. Bank reserves the right to alter the floor of operations as per requirements from time to time.
21. The Contractor will be solely responsible for the safety of their workers in the building in all respects for the duration of the contract.



## **Instructions to be followed as per Tender Document – Scope of Work**

- The supervisor should report to Office Manager on daily basis and any instructions issued by him should be complied with.
- The contract may be terminated by the Bank at any time during the period, upon receipt of complaint about unsatisfactory performance of service.
- Necessary identification card may be issued to the staff on duty.
- The staff should be provided with uniform and the same should be kept neat and clean.
- While executing services, staff on duty should exercise necessary care so as to avoid loss or damage to Bank's property. They should also ensure that no disturbance is caused to the inmates.
- Any loss arising out of negligence on the part of the employee should be borne by the contractor.
- The contractor shall devote his full attention to the work, incl purchase of consumables and shall discharge his obligations under this agreement most diligently and honestly to the full satisfaction of the Bank. The contractor shall ensure the availability in person of at least one Manager from 9 am to 6pm in HO, complex who is competent to supervise the functioning of all contract labour and fulfil the requirements of the Bank.
- The contractor has to distribute the said staff, so that the Head office should be clean and tidy at any point of time.
- The contractor shall be responsible for fulfilling the requirements of all statutory provisions of The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Gratuity Act, The Employees Provident Fund & Miscellaneous Provisions Act, 1952, The Employees State Insurance Act, 1948, The Contract Labour (Regulation & Abolition) Act, 1970 and All other applicable laws at his own cost and risk in respect of all the persons employed by him. The contractor shall maintain the records requires to be maintained under the statutory enactments and an authorized representative of the Bank shall be entitled to inspect the records at any time. In general, the contractor shall be responsible for strict compliance of all statutory provisions of the relevant labour laws applicable from time to time. If, due to the reason whatsoever, the Bank is made liable to pay any liabilities payable by the contractor under any of the applicable laws, the Bank shall recover the same from the contractor.
- The contractor shall arrange for suitable substitute if any of his staff is absent.
- At 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> Floor and 5<sup>th</sup> floor of Head Office, Chennai separate and suitable personnel should be posted to attend to most Executives and they should be able to converse fluently in English and Hindi besides Tamil.
- The Contractor shall co-ordinate with other persons / firms / Annual Maintenance contractors etc. engaged by the Bank for any specific work for smooth execution of the same.
- The Contractor has to bear day to day expenses towards disinfectants, room refresher sprays etc.,
- Ensuring availability of liquid soaps in wash basins, naphthalene balls and toilet papers in urinals and toilets and refilling the same as and when required. Spruce up and disinfect all the toilets and shower areas including wash basins with phenyl daily and provide Odonil, naphthalene balls in all the toilets/Washbasins regularly.
- The supervisors should be present as long as the house keeping staff are on duty. Required number of log books of good quality paper to the satisfaction of bank should be provided by the contractor.
- The Contractor has to make proper arrangements for disposal of waste and refuse. The waste and refuse shall be put inside polythene bags of prescribed colour and of not less than the prescribed thickness before arranging to shift the same out of Indian Bank Corporate Office Complex. Solid waste shall be segregated and removed before letting out waste water from work area / kitchen to the drain.



- Machines/equipment brought by the contractor should always be in working conditions.
- If any defects occur in the machinery, the same shall be substituted with a working machine. If the machine needs to be taken out without substitution, the Office Manager or any other designated officer as nominated by Indian Bank shall approve the machinery out pass and the same should be returned within 3 days.
- The Contractor is liable for payment of penalty, at the discretion of the Bank, upto a maximum of Rs.500/- per day for poor services, inadequate staff, failure to control insects & bedbugs, cockroaches/rats, poor washing of Chair towels, etc and / or for non-compliance of any terms of the contract and the same shall be recoverable from the bills payable to the Contractor
- The Contractor shall maintain a register of complaints which shall be with the Office Manager and redress the complaints.
- The following activities shall also form a part of the contract :
- Lifting, carrying and disposing the dead birds/animals, rats, insects etc. if found in and around the office building.
- Removal of beehives and cobwebs/honey webs from the office building and its premises.
- Cleaning and sweeping of open area including balconies, basement and roof tops with brooms
- The successful Tenderer should get the approval of Indian Bank on the following:
- Cleaning materials – type / Brand
- Cosmetics like soap, power etc - type / Brand
- Type/ brand of bare minimum machinery & equipment proposed to be deployed for mechanized cleaning activities (The same are in addition to the regularly used mops/ brooms/ Buckets etc.)
- Format of cleaning Schedule – Daily, weekly, Fortnightly, etc. that is to be maintained and duly acknowledged by Office Manager of Indian Bank.
- Format of stock statement should be duly acknowledged by Office Manager of Indian Bank.
- The Office Manager of Indian Bank shall be the Nodal Officer. The contractor should report to him only and act per his directions.

### **Frequency of Housekeeping jobs**

Please note:

1. Consumables like Room freshener, insect spray etc. should be of ISI Mark or of standard Make.
2. Supply of Material and Consumables: The stores are to be replenished at least 5 days in advance.
3. Supply of Cleaning Equipment, Tools etc.: The Successful Tenderer shall arrange all tools and tackles for cleaning, sweeping, wiping, scrubbing, polishing and washing in and around the area. The successful Tenderer shall also arrange for equipments/material that may be required for providing housekeeping and maintenance services at their own cost. All the required machineries, tools and tackles are in Contractors scope.
4. Proper stock statements/ cleaning schedules etc. have to be maintained as per the approved format of the Bank



#### a. Jobs to be done daily

- Cleaning, sweeping, mopping and wiping of floors, staircase on daily basis including Saturdays or as required by officer-in-charge. Cleaning activity shall start in the morning at 7.00 AM so to complete all the dusting/cleaning/mopping work before 9.00 AM.
- Continuous mopping to be done at reception floor and other floors during office hours (10.00 AM to 5.00 PM)
- Thorough cleaning of all toilets using required detergent, by placing naphthalene balls and air purifier in all urinals, wash basins and WC area. Cleaning and perfuming of all common toilets and urinals, wash basins shall be normally done 5 times a day (8.00am, 11.00 am, 2.00 pm, 4.00 pm & 6.00 pm) with detergents and more frequently on other occasions/areas as per the requirement informed by the Bank officials from time to time.
- Cleaning and dusting of entire furniture, partitions, wooden cabin walls, railings, doors, windows Venetian blinds, racks, sofas, Computers, telephone, curtains, wall mounted fans etc., with dry/wet cloth, feather brush and duster. **This includes cleaning the internal surface of the glass panes in the two HO buildings (all floors).**
- Special scented purifiers shall be sprayed at least twice daily in all rooms, cabins, bathrooms, reception conference halls lifts lobby, lifts etc. Rooms of other Executives/Officers Office room, Library etc. and Conference Halls on days of use.
- Side open space all around to be swept and washed daily morning.
- Daily upkeep, if any, of sports materials, TV, VCR and all electric and electronic items like computers, DVD player etc. and control over magazines, newspapers and other Bank materials.
- Daily maintenance of office rooms at the beginning of the day.
- Cleaning of all furniture like tables, chairs and side racks in rooms of Executives, Office every day.

#### b. Jobs to be carried out Weekly

- Acid (as approved by Bank) cleaning of sanitaryware without damaging their shine, scrubbing and cleaning of floors and walls in toilets/rooms, corridors with soap, detergents, kerosene/petrol or any other chemicals, automatic mopper /scrubbing machine to be used at least once in a week.
- Cleaning of fabric upholstered sofa sets with vacuum cleaners and leatherette Upholstered sofa set and chairs with soap solution/cleaning agent of approved quality.
- Cleaning of brass letters by brasso (polish).
- Cleaning of all carpeted areas, dust from doors, partitions, Vertical blinds, fabrics (curtains), sofa sets, cushioned chairs etc. with vacuum cleaner once a week.
- Cleaning of all floor mats once a week
- Cleaning and washing the edge drains in the basement

#### c. Jobs to be carried out Fortnightly Basis

- Cleaning of carpets in rooms by vacuum cleaners without damaging the carpet.
- Polishing of brass items with approved brass cleaning material.



- Dusting of false ceiling etc, with soft broom and cloth.
- Cleaning of sofa sets with soap water/vacuum cleaners.
- Washing and cleaning of driveways, parking areas and side open spaces within the premises.
- Lift lobby and all toilets floors and other areas, as may be directed by officer In-charge, shall be cleaned with floor scrubbing machine.
- Removal of cobwebs in the common areas/basement

**d. Jobs to carried out monthly basis**

- All floors in common area floors including staircases shall be cleaned thoroughly with floor scrubbing machine with soap and water to remove all stains etc.
- Total office area floors to be cleaned with floor scrubbing machine, wherever required, as per directions of officer-in-charge.
- Curtains/Executive chair towel must be laundered once a month.
- Fans, AC units, water coolers, refrigerators and electrical points to be cleaned once a month.
- Monthly cleaning to be made for all the light fittings including common area lights, fans, AC grills etc.

**e. Jobs to be done as and when need arises**

- Spray of scented Mosquito and cockroach killer on all floors as and when required. Mosquito/cockroach killers shall be of ISI mark.



