

इंडियन बैंक



Indian Bank

इलाहाबाद

ALLAHABAD

CO: 254-260, Avvai Shanmugam Salai, Royapettah, Chennai-600014

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| TENDER NO.: 01/2022 | Dated : 21.03.2022 |
| RFP: ANNUAL CONTRACT FOR HOUSEKEEPING SERVICES STAFF TRAINING CENTRE, PATNA | |

TENDER DOCUMENT
FOR PROVIDING
HOUSEKEEPING SERVICES
AT
INDIAN BANK
STAFF TRAINING CENTRE, PATNA

4TH & 5TH FLOOR, MADHURI CHANDRA COMPLEX,
(OPPOSITE PILLAR NO:17)
RAJA BAZAR FLYOVER, BAILEY ROAD,
KHAJPURA, PATNA-800014

दूरभाष सं./ Tel No.: 0612-2599332, 2951853
ई-मेल/ Email id: stc.patna@indianbank.co.in

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**NOTICE INVITING TENDER FOR HOUSEKEEPING SERVICES AT
INDIAN BANK, STAFF TRAINING CENTRE, PATNA
4TH FLOOR, MADHURI CHANDRA COMPLEX, BAILEY ROAD, KHAJPURA, PATNA-800014**

INTRODUCTION:

1. Sealed tenders for each item of work as specified below are invited from interested reputed, resourceful and experienced Contractors providing HOUSEKEEPING services possessing relevant record of providing unblemished housekeeping services in a medium sized reputed organization or Govt. Organisation or reputed Staff Training College / Centre of a Bank and having a complement of minimum of 4 to 6 (four to six) persons on their pay roll for providing the undernoted services at INDIAN BANK Staff Training Centre, Patna, 4th Floor, Madhuri Chandra Complex, Bailey Road, Khajpura, Patna-800014

| Item No. | Nature of Work |
|----------|--|
| 1 | Housekeeping Services including Caretaking, Sweeping, Cleaning, Sanitization & Maintenance of Premises, Electrical Installation, Plumbing, Gardening etc. |

TENDER FORM2599332, 2951853:

1. Interested parties may collect Tender Form(s) containing the broad terms & conditions etc. from the office of the Principal, INDIAN BANK Staff Training Centre, Patna, 4th Floor, Madhuri Chandra Complex, Bailey Road, Khajpura, Patna- 800014, during the working hours on any weekdays (between 10.00 a.m. to 5.00 p.m.) except Sundays, Second and Fourth Saturdays of the month & holidays, from 21.03.2022 to 08.04.2022.
2. The Tender Form(s) are also available on the Bank's Website: www.indianbank.in

BID DETAILS :

3. The schedule of availability and submission of tender forms, opening of bids etc. is as under:

| Sl. No. | Particulars | Period/ Date / Remarks |
|---------|--|--|
| 1 | Date of Advertisement in the Newspaper | 21.03.2022 |
| 2 | Procurement of Tender Document | To be procured from the office of the Principal/FIC, Staff Training Centre, Patna , or To be downloaded by the bidder from https://www.indianbank.in/tenders/#! |
| 3 | Date of pre-bid meeting | 05.04.2022 at 11 AM |
| 4 | Submission of Tender Document | 21.03.2022 to 08.04.2022 (up to 3.30 PM) |
| 5 | Last Date of Submission of Tender Document | 08.04.2022 up to 3.30 PM |
| 6 | Date & time of Opening of Technical Bid | 11.04.2022 at 4.30 PM |
| 7 | Communication Address | The Principal/FIC, INDIAN BANK Staff Training Centre, Patna 4th Floor, Madhuri Chandra Complex, Bailey Road, Khajpura, Patna-800014 Tele.: 0612- 2599332, 2951853 Email : stc.patna@indianbank.co.in |
| 8 | Bidder Contact Details | Bidder to provide following information in the Bid: |

| | | |
|----|--|---|
| | | 1. Name of the Company : 2. Contact Person: 3. Mailing address with Telephone: 4. Telephone No. & Fax No.: 5. Mobile No.: 6. Email: |
| 9 | Date & Time of Opening of Commercial/Financial Bid | Will be intimated to eligible bidders over mail, after evaluation of Technical bids. |
| 10 | Place of Opening of Technical & Commercial/Financial Bid | INDIAN BANK Staff Training Centre, Patna 4th Floor, Madhuri Chandra Complex, Bailey Road, Khajpura, Patna-800014 The Technical Bid will be opened first and the Commercial/financial Bids of only those bidders, who qualify technically, will be opened. Bidders who qualify in the technical bid will be communicated. The bidder who does not qualify technically, will not be called for opening the Commercial/Financial Bid. Representative/ representatives of the Bidders may be present during opening of the Technical Bid on 11.04.2022 at 04.30 p.m. However Bids would be opened, even in the absence of any or all the Bidder's representative. |

SUBMISSION OF FORM :

4. The last date for submission of the Tender Form(s), duly filled in and complete in all respects, will be 08.03.2022 up to 03.30 p.m. **in two separate sealed covers for Technical Bid and Commercial/Financial Bid superscribing the envelopes**
 1. **TENDER FOR HOUSEKEEPING SERVICES (TECHNICAL BID)** and
 2. **TENDER FOR HOUSEKEEPING SERVICES (COMMERCIAL/FINANCIAL BID).**
5. The above mentioned Bids may be addressed to The Principal/FIC, INDIAN BANK Staff Training Centre, Patna, 4th Floor, Madhuri Chandra Complex, Bailey Road, Khajpura, Patna-800014. The Technical Bid should accompany a non-refundable Bank Draft payable at Patna for Rs.2000/- in favour of '**INDIAN BANK STAFF TRAINING CENTRE, PATNA**' towards cost of tender document.
6. Acceptance of the Tenders shall solely rest with the competent authority of the Bank, who do not bind himself/themselves to accept the lowest tender. The Bank reserves the right to accept / reject any or all the Bids/ offers without assigning any reason, whatsoever at any stage.
7. Incomplete Tender/ Bid will be summarily rejected.
8. All other terms & conditions are mentioned in the tender document.

PRINCIPAL/FIC & CHIEF MANAGER

**BROAD TERMS & CONDITIONS OF HOUSE KEEPING SERVICES AT
INDIAN BANK STAFF TRAINING CENTRE, PATNA
4th Floor, Madhuri Chandra Complex, Bailey Road, Khajpura, Patna-800014**

1. The Contractor/Bidder should possess a minimum of 2 years record of providing unblemished Housekeeping Services in a medium size organization including Bank, Govt. Office and reputed Staff Training College/Centre of a Bank and having a complement of minimum of 4 to 6 persons on their payroll at Patna. The Contractor will have to produce certificate(s) to this effect from organization (s) for having satisfactory / unblemished work experience. {as per point no. 6 of Tender Form (Technical)}.
2. The Floor Manager/Administrator/Supervisor should be invariably present at the Staff Training Centre, Patna, 4TH Floor, Madhuri Chandra Complex, Bailey Road, Khajpura, Patna-800014 on all days including Sundays and Holidays without fail, to ensure uninterrupted services to the Hostellers / Office Staff/ Faculties.
3. Rough estimate as to the size of operations and some details of last 2-3 years:
 - 3.1 Approximate Area : Entrance lobby, Stairs-Ground Floor to Fifth Floor, Lift Area, and entire 4th & 5th Floor carpet Area
 - a) Ground Floor – Building Entrance lobby, Lift Area & Stairs leading to various floors
 - b) Fourth Floor – Reception lobby, Lecture Rooms, Library, Dining Hall/ Kitchen Area, Common Toilets, Office, Faculty Room, Principal/FIC Chamber, Guest Rooms, corridor and covered space : Aprox area : 4500 sqft.
 - c) Fifth Floor- Hostel Rooms with attached bathrooms/toilets: 14 and Common Corridor. Aprox area: 4500 sqft.
 - d) Roof- In exclusive use of Training Centre. Aprox area: 4500 sqft.
 - e) Side Approach Road and Parking Space
 - 3.2 Hostel Size–14 Rooms for residents and two Executive Rooms.
 - 3.3 Number of weeks when regular trainings will be conducted – Past trend shows 40 weeks of 6/5 days each, in a year. During the rest of the 12 weeks only sporadic schedules may run.
 - 3.4 Capacity utilization during the last 2 years – 80% average. (Ranging from as low as 20 participants in many weeks).
4. The bidder shall submit Technical Bid and Commercial Bid **separately in two sealed envelopes**. Commercial Bid if found “open” along with technical bid will be summarily rejected.
5. Commercial bids of ONLY those Contractors will be opened who qualify in the Technical Bids. Commercial Bids shall include Housekeeping Charges and Service Charges of the Contractor without applicable GST, which will be paid extra on actual basis.
6. In case the lowest rate (L1) quoted by two or more bidders is same / equal, then fresh sealed Price Bids will be obtained from such bidders for revised prices, which will be opened only in their presence to determine the lowest bidder on the date to be decided subsequently.
7. No Bidder shall contact the Purchaser on any matter relating to its Bid, from the time of the bid opening to the time the Contract is awarded. Any effort by a Bidder to influence the Purchaser in the Purchaser’s bid evaluation, bid comparison or contract award decisions may result in the rejection of the Bidder’s bid.
8. **General Condition:**

- 8.1 House Keeping contract will include all covered as well as open areas of the Training Centre, Patna, comprising of 4TH & 5th Floor, Madhuri Chandra Complex, Bailey Road, Khajpura, Patna-800014 including parking space precincts, streets, etc.
- 8.2 All the daily services relating to Training Centre, Patna, premises will be accomplished before office hours, i.e. by 9.00 a. m., unless specially advised otherwise. Even on Sundays and Holidays all jobs relating to housekeeping will be completed.
- 8.3 The Contractor will provide a team of adequate number of personnel, not below 4 (four) every day.
- 8.4 The staff deployed should be trained in House Keeping / Management Services, bear good conduct/ behaviour without any criminal background and fit for the work.
- 8.5 All the workers will wear the uniform in clean condition while attending to their duties and display their photo identity cards prominently. The Contractor will provide summer/winter uniform, shoes, etc to their employees as per specification of the Bank, failing which they will be provided uniform, etc by the Bank out of the payment receivable by the Contractor.
- 8.6 The Contractor will ensure desired level of cleanliness in the entire complex of the Training Centre, Patna. For this purpose, all materials, Instruments, Tools, Brushes, Brooms, Wipers, Spongers, Mops etc. will be provided by the Contractor. The Contractor shall provide following machineries: Industrial Heavy Duty Wet & Dry Vacuum Cleaner, Shampooing Machine, Glass cutter, Injector Machining for Sofa/Chair Cleaning, Jet Pressure cleaning Machine, Floor Scrubbing, Cleaning, Polishing machine, Cutting/Drilling Machines etc. Over and above this, the other equipments which are required for Housekeeping Maintenance services are to be provided by the Contractor. The supervisor of the Contractor will attend to complaints on urgent basis round the clock.
- 8.7 Toiletries/Cleaning materials in sufficient quantity and of good quality (as decided by the Bank) to be procured/ arranged at Bank's cost.
- (a) Soap, Hand wash
 - (b) Odonil, Naphthalene any other brand product in toilets.
 - (c) Detergents, phenyl, harpic etc
 - (d) Glass/kitchen cleaners
 - (e) Mosquito repelling mats & liquids/ Braso/Silvo/ Polishing Material etc
- 8.8 Specialized maintenance/cleaning of all hostel rooms and bathrooms along with furniture/ fixtures, mattresses, bathroom/ hostel room / office room/ class room, linen, electrical fittings, PCs and Laptops, bathroom fittings, buckets, sanitary wares, racks etc. will be ensured at the cost of bank.
- 8.9 Bathroom and bedroom linens will be changed at least twice in a week i.e. on every Sunday and mid-week during training week and at commencement of every new programme, or as may be decided by the Bank. The Contractor at his own cost will arrange hygienic Machine washing of all Linen, Curtains, Towels, Hand Towels, Pillow Covers, Blankets, etc.
- 8.10 The overhead water tanks will be cleaned thoroughly using Bleaching Powder/ Detergent/ Cleaning chemicals at least once in a Quarter or need based in a year. Pest Control measures at regular intervals and/or need based has to be ensured.
- 8.11 Provision of the following staff will be ensured:
- (a) Supervisor

- (b) Sweepers
- (c) Housekeeping
- (d) Plumbing, Electrical & Gardening (as & when required)

The number of such persons/employees will not be less than 4 (four) on any working day.

9 PERFORMANCE SECURITY

- 9.1 Within seven (07) days of the receipt of notification of award from the Bank, the successful L1 Bidder shall furnish the performance security in accordance with the Conditions of Contract, in the Performance Security Form provided.
- 9.2 The proceeds of the performance security shall be payable by the bidder as compensation for any loss resulting from the Bidder's failure to complete its obligations under the Contract. The Performance Security shall be denominated in Indian Rupees only, and shall be in form of Bank Guarantee issued by a reputed Bank located in India.
- 9.3 The performance security will be discharged by the Bank and returned to the Bidder not later than 60 days following the expiry obligations, unless specified otherwise in the General Condition.

10 USE OF CONTRACT DOCUMENTS AND INFORMATION

- 10.1 The Bidder shall not, without prior written consent of the Staff Training Centre, disclose the Contract or any provision thereof or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the Staff Training Centre, Patna in connection therewith, to any person, other than a person, employed by the Bidder in the performance of the Contract. Disclosure to any such employed person shall be made in confidence & shall extend only so far as may be necessary for purposes of such performance.
- 10.2 KYC compliance is mandatory for all persons employed by the contractor and deployed for the services.
- 10.3 Subject to General Condition, if the Bidder fails to deliver any or all of the Services or fails to perform the Services within the time period(s) specified in the Contract, the Staff Training Centre, Patna shall, without prejudice to its other remedies available to it under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to percentage up to a maximum damage realisation. Once the maximum is reached, the Bank may consider termination of the contract pursuant to General Condition.

11 DAILY SERVICES

- 11.1 Removal of waste material / garbage from the dustbins / room buckets, mugs, collecting of garbage from the rooms and entire premises including the toilets, open areas etc._
- 11.2 Dusting and vacuum cleaning of furniture, cup-boards telephone instruments, doors, computers/laptops, windows, ventilators, blinds and glass partition using glass cleaning chemicals to keep all such articles dust free , to be done during the morning time.
- 11.3 Acid cleaning and scrubbing of toilets, washbasins, sanitary fittings using detergents, cleaning agents, deodorants and disinfectants, at least twice a day.

- 11.4 Cleaning/sweeping of premises /mopping of floor area, lobby/corridor/staircase by detergents, disinfectants, etc. in the morning or as and when required, during the day.
- 11.5 Provision of toiletries in the toilets in the morning after daily check up.
- 11.6 Vacuum cleaning / washing of carpets, wherever provided at the institute.
- 11.7 Provide toiletries kit, procured at Bank's Cost, to each participant at the beginning of each Programme or on each Monday, whichever is earlier.
- 11.8 Check water purifier/ RO/ in order to ensure uninterrupted water supply availability for drinking and cooking, round the clock.
- 11.9 Dusting & Cleaning of office furniture.
- 11.10 Provide Work Schedule of Daily Services, which will be authenticated at the end of the day by the Bank officials.

12 WEEKLY SERVICES

- a. Mechanical washing and scrubbing of floor area with detergents, dust removing chemicals and polishing of the floor areas, etc.
- b. Removal of cobwebs, dusts, termites, pests, etc.
- c. Windows sponging and cleaning with Jet Pressure Machine.
- d. Keeping ceiling and table / pedestal fans, air – conditioning grills dust free.
- e. Cleaning of dustbins and buckets with detergents.
- f. Up keep of partition glasses and panes with utmost care and by application of glass cleaning chemicals.
- g. Acid/Harpic cleaning of sanitary wares.
- h. Polishing & oiling of door closers, door handles, and other brass fittings with Silvo / Brasso / lubricants. Dusting & cleaning of Murals, Sceneries, Photo-frames, idols, etc.
- i. Polishing of taps and other steel fittings in the toilets with Silvo / Brasso.
- j. To spray Finit etc. in hostel rooms, class rooms, office rooms, auditorium, conference hall, dining room etc. to keep all such areas insects/mosquito free. The contractor will provide the Finit pump and the spraying material at his own cost. Provide Pest control services for cockroaches, bed bugs and other insects of the entire building on weekly basis at contractor's own cost.
- k. Shampooing / Spraying / Disinfecting all Carpets/ Chairs/Sofas with Injector machine, Wet/Dry Vacuum Cleaner.
- l. Provide Work Schedule of Weekly Services, which will be authenticated at the end of the day by the Bank officials.
- m. Cleaning of Kitchen /overhead water tanks on Quarterly basis.

- 13 TERMS OF PAYMENTS:** In consideration of services to be rendered by the Contractor, the monthly charges for Housekeeping as agreed shall be paid on monthly basis, subject to production of bills/vouchers etc. to the satisfaction of the Training Centre, Patna. The charges / payments shall be made at the rate as agreed upon (inclusive of Service Charges of the Contractor excluding GST, as applicable, which will be paid extra on actual basis).

- 14 The period of contract will be for **(02) two years** which may be reviewed thereafter, for further renewal or otherwise on mutually agreeable terms.
- 15 The Contractor shall obtain necessary license, permit, consent, sanction, etc from the competent authority as may be required or called for by local or any other authority for doing such work. The Contractor shall comply with all applicable laws, rules and regulations in force.
- 16 The Contractor shall bear all taxes, rates, charges, fees, levies or claims, whatsoever, as may be imposed by the State, Central Government or any local body or authority. The Contractor shall furnish such proof of payment of compliance or the obligations including registration certificates, receipts, licenses, clearance certificates etc., as may be required by the Staff Training Centre, Patna, from time to time.
- 17 The Contractor shall keep the Bank indemnified against all the claims and liabilities or any legal requirements. The Contractor shall comply with all applicable laws, rules & responsibilities in force from time to time.
- 18 The Contractor shall devote his full attention to the work of Housekeeping and Caretaking etc. purchases, installation and repairs and shall discharge his duties / obligations under this agreement most diligently and honestly.
- 19 The Contractor shall provide summer and winter uniforms, shoes, gloves, apron etc. to his staff engaged for the above services, as per Bank's specification at his own cost and expenses and all the staff will wear the same in clean condition while on duty. The Contractor shall further ensure that the employees are in uniform, whenever in service and in case of default in this regard, a penalty of Rs.100/- per occasion would be imposed on the Contractor. The Contractor shall engage the services of only able, efficient, healthy, honest, and well behaved persons for Reception, Caretaking, cleaning, Plumbing, Electrical Maintenance, Gardening etc., at his/her cost and responsibility in the conduct of Housekeeping services, who shall be considered, for all legal and contractual purpose, as the employees of the Contractor himself. The Contractor will provide necessary identity & address proof for the staff engaged to fulfil the govt. norms.
- 20 The Contractor will pay salary, allowances, compensation, etc. to his/her employees as per rule under Minimum Wages Act under Labour Law/Bonus/PF etc. as applicable at his/her end. The Contractor has to ensure to register the employees under NPS and ensure deposit of EPF, ESI etc. As per extant labour laws and keep a record of it for the checking / inspection by any of the Government Agency, Inspector, Bank Official or any Authority as and when required. The Bank will nowhere be responsible for lapses found, if any, and the Bank will not be responsible for payment of anything to the employee of the caretaker / Contractor.
- 21 In case the Contractor or any of his employees fail to fulfil his/their obligations for any day or any number of days to the satisfaction of the Training Centre, Patna, 4th Floor, Madhuri Chandra Complex, Bailey Road, Khajpura, Patna-800014 for any reason whatsoever, the Contractor shall pay by way of liquidated damages to be decided by the Bank for the entire number of such days and the Training Centre, Patna, 4th Floor, Madhuri Chandra Complex, Bailey Road, Khajpura, Patna-800014, without prejudice to its other rights and remedies, shall be entitled to deduct such damages from the moneys, if any, payable by it to the Contractor.
- 22 The Contractor will maintain its gadgets & equipments, machines etc. in good working condition with all safety measures at his own cost and expenses.
- 23 The Contractor shall return all articles, gadgets & equipments etc. provided by the Bank, in similar condition as received, on expiry of the contract (by completion of the contract period or termination of the same due to any reason whatsoever).

- 24 The Contractor shall not assign or sub-contract the contract to other parties. In case of violation/contravention of any of the terms and conditions mentioned herein, the Bank reserves the right to terminate this agreement forthwith without giving any notice to the Contractor and without prejudice to its right to recover damages and other charges / cost to the Bank from amount payable to him or otherwise.
- 25 The Contractor shall pay a security deposit equivalent to 10% of the annual approximate cost of contract as approved or a performance guarantee for a similar amount, in lieu thereof, from a bank acceptable to the Bank prior to commencement of service under this agreement. The Bank shall be entitled to adjust or appropriate, said security deposit or the proceeds of guarantee towards loss or damage caused by the Contractor or his employees or the amount of value of shortage or breakage or damage in the implements / equipments and any other item entrusted to or caused to other assets of the Bank by the Contractor or his employees or any other liability of the Contractor. The security deposit that may be made with the Staff Training Centre, 4th Floor, Madhuri Chandra Complex, Bailey Road, Khajpura, Patna-800014, shall not carry any interest.
- 26 The day-to-day cleanliness and maintenance of the premises will be the exclusive responsibility of the Contractor. The number of persons to be provided by the Contractor per day should not be less than 4 (Four). In case of emergency/eventuality the Contractor should arrange additional/ replacement manpower. In case it is found that the workers including the Contractor engaged, are less than 4 on any day, a penalty of Rs.200/- per day per worker would be imposed and deducted from the amount payable to the Contractor and the Principal, Staff Training Centre, Patna, 4th Floor, Madhuri Chandra Complex, Bailey Road, Khajpura, Patna-800014, Patna shall be the exclusive authority in the matter.
- 27 The staff deployed will be trained in caretaking technique; bear good conduct and shall be physically fit for the work. The Contractor's employees will be allowed entry into the specified areas of the premises of the Training Centre, Patna, 4TH & 5TH Floor, Madhuri Chandra Complex, Bailey Road, Khajpura, Patna-800014 with the specific permission of the Principal or any officer authorized in this behalf and with valid photo identity card issued by the Contractor and displayed prominently.
- 28 **PRE BID MEETING** : A Pre-bid Meeting shall be held with the intending Contractors at 11.00 AM on 5th April 2022 to clarify doubts, if any, raised by them on the tender. No separate communication shall be sent for this meeting. The requests for clarifications may be submitted in writing either prior to or on the day of the pre-bid meeting.
- 29 **Miscellaneous**
- a. The bank reserves the right to alter any of the above terms & conditions or terminate this agreement/contract at any time by giving one month notice in writing.
 - b. The bank shall not be liable / responsible for any incident/ occurrence/ casualty/death/ injury/damage caused to the person/deployed by the Contractor for rendering services as per this agreement due to the negligence or any reason whatsoever.
 - c. The Contractor shall indemnify the Bank for any incident/ occurrence/ injury/ damage/loss etc., caused to the employees of the Bank/Participants/ Faculties etc., due to negligence on the part of the Contractor or his employees/ persons/ agents etc.

TENDER FORM (TECHNICAL BID)
APPLICATION FORM FOR PROVIDING HOUSEKEEPING SERVICES AT
INDIAN BANK STAFF TRAINING CENTRE, PATNA, 4th FLOOR, MADHURI CHANDRA COMPLEX,
BAILEY ROAD, KHAJPURA, PATNA-800014,

| | | |
|----------|--|----------------------------------|
| 1 | Full name of the Contractor / Firm : (in block letters) | |
| 2 | Full address of the Contractor / Firm : (with Telephone number, e-mail number, fax number) | |
| 3 | Experience in years: | |
| 4 | Constitution : Sole / Proprietorship / Partnership | |
| 5 | Name(s) of the Proprietor(s) / Partner (s)with their full address, telephone number, e-mail number, fax number | |
| 6 | Work experience in detail as Caretaker / Housekeeper for minimum last two years (Certificate to be enclosed) | |
| 7 | Names of persons to be employed including the Contractor himself / herself, if already team available [optional] | a) b) c) d) e) f) |
| 8 | Details of Registration, Trade License, Labour Registration doc., other license held / obtained from the various authorities (enclose applicable Xerox copies) | 1. 2. 3. 4. 5. |

| | | |
|----|---|--------------|
| 9 | Name of 2 referees of repute with address telephone number (enclose their certificates) if any. | 1. 2. |
| 10 | Latest Income-tax (with TAN/PAN number), Professional tax, GST, Municipal Tax Returns, Clearance certificate (enclose Xerox copies) | |
| 11 | Balance Sheet and Profit & Loss A/c for the last 03 (three) years (enclose Xerox copy) | |
| 12 | Bank A/C Details | |
| 13 | Name & Full Address of Contractor's Banker | |

I / We certify that I / We have read, understood and accept the contents of the broad terms and conditions incorporated in the Tender Form and 'Notes' mentioned hereunder and submit this Tender for consideration.

I / We certify that the above statements are true.

(Signature of the authorized signatory)

Full Name :

Address :

(SEAL)

DATE :

- Note :**
1. Sealed Tenders must be submitted within the stipulated period.
 2. Interested Contractors may obtain further information/clarification from the Indian Bank, Staff Training Centre, Patna, 4th Floor, Madhuri Chandra Complex, Bailey Road, Khajpura, Patna-800014, before submission of the tender.

3. Duly filled in Tender Form (Technical) for Housekeeping / Caretaking Services, supported by all the required testimonials, should be submitted in a sealed envelope superscribing the envelope **“Tender for Housekeeping Services (Technical)”** within the stipulated dates and times. One Contractor can submit only one Tender Form.
4. Place of opening of Tender will be at the premises of INDIAN BANK Staff Training Centre, Patna, 4th Floor, Madhuri Chandra Complex, Bailey Road, Khajpura, Patna-800014
5. Tender form will be available at the cost of Rs.2000/- at INDIAN BANK Staff Training Centre, Patna, 4th Floor, Madhuri Chandra Complex, Bailey Road, Khajpura, Patna-800014 or at the Bank's website www.indianbank.in between **21.03.2022 to 08.04.2022** during working hours. In Case Tender Form/RFP is downloaded from the Website, bidder has to submit the printed bid along with Bank Draft/IOI of Rs.2000/- in favour of 'INDIAN BANK, STAFF TRAINING CENTRE, PATNA'. The bid will be disqualified without said Bank Draft/IOI. Bidders exempted from paying application money, if any, must submit, must submit the proof thereof to the Bank's satisfaction.
6. No earnest money will be required to be deposited at the time of submission of the Tender Form.
7. Technical Bids of this Tender will be opened on **11.04.2022 at 16.30 hours (4.30 P.M.)**.
8. No further discussion / addition of information / documents will be granted to the tenderer/bidder, after it is submitted or whose quotation are disqualified.
9. INDIAN BANK reserves the right to accept or reject any or all the offers without assigning any reasons.
10. No postal communication shall be entertained for obtaining of tender documents.
11. Tender documents are not transferable.
12. The Bank reserves the right to cancel / postpone the date of receipt and or opening of the tenders.
13. Before submission of the tender, contractors may verify the eligibility criteria and ensure fulfilling all the terms and conditions.
14. Any form of canvassing at any stage will disqualify the Bidder from the tender process automatically.

TENDER FORM (COMMERCIAL BID)
APPLICATION FORM FOR PROVIDING HOUSEKEEPING SERVICES AT
INDIAN BANKSTAFF TRAINING CENTRE, PATNA, 4th FLOOR, MADHURI CHANDRA COMPLEX,
BAILEY ROAD, KHAJPURA, PATNA-800014,

The details of rates quoted:

| | |
|---|--|
| For providing following Services : Housekeeping Services including Caretaking, Sweeping, Cleaning & Maintenance of Premises, Electrical Installation/Maintenance , Plumbing, Gardening etc. as per the broad terms & conditions of the Tender. | Bid Amount On Monthly basis (inclusive of all taxes and service charges, excluding GST which will be paid @ applicable rate) |
| | Rs..... |

Break Up

Manpower Cost :

Material Cost(if any) :

Service Charges :

(TOTAL : Rupees _____ only)

I / We certify that I / We have read understood and accept the contents of the broad terms and conditions incorporated in the Tender Form and 'Note' mentioned hereunder and submit this Tender for consideration. I / We certify that the above statements are true.

(Signature of the Contractor)

Full Name _____

Address _____

DATE:

(SEAL)

- Note:**
1. Sealed Tender must be submitted within the stipulated period.
 2. Interested Contractors may obtain further information/ clarification from the INDIAN BANK Staff Training Centre, Patna, 4th Floor, Madhuri Chandra Complex, Bailey Road, Khajpura, Patna-800014, before submission of the tender.
 3. Duly filled in Tender Form (Technical) for Housekeeping/Caretaking Services, supported by all

the required testimonials, should be submitted in a sealed envelope superscribing the envelope "**Tender for Housekeeping Services (COMMERCIAL)**" within the stipulated dates and time. One Contractor can submit only one Tender Form.

4. Place of opening of Tender will be at the premises of INDIAN BANK Staff Training Centre, Patna, at 4th Floor, Madhuri Chandra Complex, Bailey Road, Khajpura, Patna-800014.
5. Tender form will be available at the cost of Rs.2000/- at INDIAN BANK Staff Training Centre, 4th Floor, Madhuri Chandra Complex, Bailey Road, Khajpura, Patna-800014, or at the Bank's website www.indianbank.in between **21.03.2022** to **08.04.2022** during working hours. In Case Tender Form/RFP is downloaded from the Website, bidder has to submit the printed bid along with Bank Draft/IOI of Rs.2000/- in favour of 'INDIAN BANK STAFF TRAINING CENTRE, PATNA'. The bid will be disqualified without said Bank Draft/IOI.
6. No earnest money will be required to be deposited at the time of submission of the Tender Form.
7. Commercial Bids of this Tender will be opened after opening and evaluation of technical bid in respect of qualified bidders only in due course, which will be communicated to all qualified bidders over mail, in the presence of Tenderers/ Bidder or their duly authorized representatives. The envelopes containing Commercial Bids, only of those bidders will be opened on communicated date **at 16:30 hours (4:30 p.m.)** who would be found qualified after technical evaluation.
9. No further discussion / addition of information / documents will be granted to the tenderer/bidder after it is submitted or whose quotations are disqualified.
10. INDIAN BANK reserves the right to accept or reject any or all of the offers, without assigning any reasons thereof.
11. No postal communication shall be entertained for obtaining of tender documents.
12. Tender documents are not transferable.
13. The Bank reserves the right to cancel / postpone the date of receipt and or opening of the tenders.
14. Before submission of the tender, the Bidders may verify the eligibility criteria and ensure fulfilling all the terms and conditions.
15. Any form of canvassing at any stage will disqualify the Bidder from the tender process automatically.

AGREEMENT FOR HOUSE KEEPING SERVICES

This agreement is executed at Patna on _____ between _____ (carrying on the business of house-keeping services hereinafter called and referred to as “Contractor” which term shall include his / their successors / assigns) of the First Part and INDIAN BANK, a body Corporate constituted under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970, having its Corporate Office at 254-260, Avvai Shanmugam Salai, Royapettah, Chennai-600014 represented by INDIAN BANK Staff Training Centre, Patna, having its office at 4th FLOOR, MADHURI CHANDRA COMPLEX, BAILEY ROAD, KHAJPURA, PATNA-800014, Patna (hereinafter referred to as “Bank” which term shall include its successors/ assigns) of the Second Part.

WHEREAS the Bank is desirous of availing specialized house-keeping services in its Staff Training Centre, Patna, situated at 4TH & 5TH FLOOR, MADHURI CHANDRA COMPLEX, BAILEY ROAD, KHAJPURA, PATNA-800014, Patna, on temporary basis for a period of twelve months or such extended period of services of any contract for specialized house-keeping in the Staff Training Centre, Patna (hereinafter referred to as STC, PATNA) and,

WHEREAS the Contractor has agreed and undertake to render specialized house-keeping services as per requirement and to the full satisfaction of the Bank as per the terms and conditions and as per the scope of work to be assigned by the Bank mentioned herein below.

NOW THIS AGREEMENT WITNESSETH:

1. The Contractor agrees and undertakes to render the Specialized House-Keeping Services for the STC, PATNA as per requirement and satisfaction of the STC, PATNA from time to time. The specialized Housekeeping services to be rendered have been set out in Schedule – I, and as per the terms and conditions as detailed in Schedule – II, and shall receive payment thereof, as detailed in Schedule – III which will form part of this agreement.
2. The contractor undertakes to abide by the terms and conditions stated herein in schedule I, II & III hereto.
3. The charges for housekeeping services shall be paid on monthly basis or as may be agreed upon between the parties hereto from time to time.

4. The Contractor undertakes to obtain any license, permit, consent, sanction, etc. as may be required or called for from / by local or any other authorities for doing such work. The Contractor shall comply with all applicable laws, rules and regulations in force. The Contractor undertakes to obtain such permission / License as may be required under the Contract Labour (Regulation and Abolition) Act, 1970. The Contractor undertakes to produce the license / permission etc. so obtained to the Bank or furnishes copies thereof as and when required by the Bank. The Contractor also undertakes to keep and get renewed such license, permission, etc. from time to time. The Contractor shall be responsible for any contravention of the local, municipal / central / state or any other laws, rules, regulations, etc.
5. The Contractor agrees and undertakes to bear all taxes, rates, charges, fees, levies or claims, whatsoever, as may be imposed by any Authority Whatsoever. The Contractor agrees to furnish such proof of payment of compliance or the obligations including registration certificates, receipts, licenses, clearance certificates etc. as may be required by the STC, PATNA from time to time.
6. The Contractor shall keep the STC, PATNA indemnified against all the claims and liabilities, if any mentioned in clauses 4 & 5 as aforesaid.
7. The contractor shall engage his own persons to provide services under the contract and shall pay / bear all their remuneration / salaries / allowances / compensations etc., and the Bank is no way related / responsible to such engagement as well as payment of any of the expenditure relating to remuneration / salaries / allowances / compensations etc., whatsoever.
8. (a) The Contractor shall provide summer and winter uniforms to his staff, as per Bank's specification at his own cost and expenses and all the staff will wear the same in clean condition while on duty.
(b) The Contractor shall issue necessary identity card to the person to be deputed to the STC, PATNA to carry out the obligations under this agreement indicating therein their employee number and other details.
9. The Contractor and all his employees at all time, during the continuance of this agreement, obey and observe all directions and instructions which may be given by the STC, PATNA concerning any aspect of housekeeping services. In case of deficiency in services as contemplated in schedule I, the STC, PATNA shall be entitled to deduct such amount as deemed appropriate as may be decided by the Principal (whose decisions shall be final) in respect of the default, from the amount payable to the contractor. The employees of the Contractor, their management, control, duty rosters, administration,

etc. will be dealt with and decided exclusively by the Contractor being their employer and engaged by them.

10. In case the Contractor or any of his employees fails to fulfill his/their obligation for any day or any number of days to the satisfaction of the STC, PATNA for any reason whatsoever, the Contractor shall pay by way of liquidated damages, a sum of Rs. 1000.00 (Rupees one thousand only) per day for the entire number of such days and the STC, PATNA shall without prejudice to its other rights and remedies shall be entitled to deduct such damages from the money, if any, payable by it to the Contractor.
11. That the Contractor's employees will be allowed entry into the specified areas of the premises of the STC, PATNA with the specific permission of the Principal/FIC or any officer authorized in this behalf and with valid photo identity card issued by the Contractor and displayed prominently. The STC, PATNA reserves the right to grant permission or to refuse permission or to withdraw it where it has been granted earlier without assigning any reason. The Contractor shall ensure that his employees attend to their assigned duties and do not wander or roam around and not to pose disturbance to the STC, PATNA, its staff, guests or participants and exhibit / produce the Identity card on demand.
12. Annual maintenance of the equipments and gadgets, etc owned by the Bank/STC, PATNA that will be provided to the Contractor, though with the Bank will be borne by the Bank but the contractor shall bear all additional cost /expenses required for upkeep of the equipments/gadgets.
13. The Contractor shall keep and maintain regular and proper books of accounts, other records supported by vouchers so that the same may be available for inspection by any authorized person.
14. The Contractor will ensure that there is all round improvement/maintenance in the cleanliness and hygienic conditions of the premises.
15. The Contractor shall not assign or sub-contract this contract without written approval of the Bank under any circumstances. In case of violation / contravention by the Contractor and or any of the terms and conditions contained herein and schedule hereto, the STC, PATNA shall have the right to terminate the agreement forthwith without giving any notice to the Contractor and without prejudice to its right to recover damages caused to the STC, PATNA from amount payable / otherwise.
16. All questions relating to the performance of the obligations under this agreement and to the quality of materials used in house- keeping and all the dispute and differences which shall arise either during or

after the agreement period or other matters arising out of or relating to this agreement or payments to be made in pursuance thereof shall be decided by the Principal of the STC, PATNA whose decision shall be final and binding on the contractor. The Contractor hereby agrees to be bound by the decision of the Principal.

17. The Contractor shall bear all the costs and expenses in respect of all charges, stamp duties etc relating to this agreement.
18. The Contractor shall maintain good standard of services as indicated. The performance of the contractor will be reviewed on monthly basis and in case the services are not found up to the mark the contract will be terminated even before the expiry of contract period by giving one month's notice.
19. Washing of Linen includes washing of curtains, Bed sheets, Bed covers, Pillow covers, blankets, towels, Sofa covers, etc wherever provided.
20. The Contractor will be responsible for proper maintenance and safety of all furniture & fixtures, materials, goods, stocks, books, periodicals, vehicles lying in STC, PATNA premises, etc. The cost of missing items / shortages of stocks / materials etc. will be deducted from the monthly payments / any others sum / deposit due to the contractors.
21. The contractor shall pay a security deposit of Rs. **_____ (Rupees _____only) or a performance guarantee for a similar amount in lieu thereof from a bank acceptable to the STC, PATNA prior to commencement of service under this agreement. The STC, PATNA shall be entitled to adjust or appropriate the said security deposit or the proceeds of guarantee towards loss or damage caused by the Contractor or his employees or the amount of value of shortage or breakage or damage in the items/furniture & fixtures etc. entrusted to or caused to other assets of the STC, PATNA by the Contractor or his employees or against any other liability of the Contractor. The security deposit that may be made by the Contractor with the STC, PATNA shall not carry any interest.

** Equivalent to 10% of the annual approximate cost of contract as approved.

22. The employees of the Contractor, their management, control, duty rosters, administration, etc. will be dealt with and decided by the contractor being their employer and engaged by them.

23. The agreement shall be deemed to have come in to force only for a period of twenty four months (02 years) with effect from _____ and shall remain valid up to _____ and it may be extended for such other extended period for future and on such terms and conditions as may be mutually agreed upon by the parties hereto. On expiry of the tenure of the agreement or on termination of the contract for any reason whatsoever as per the terms and conditions, the Contractor shall deliver the articles or other equipments or any other property of the Bank in its / his possession in good condition.
24. The agreement shall be terminated as provided in clauses above (without notice) or by the efflux of time or earlier by one month's notice or at the discretion / at the option of the STC, PATNA as the case may be. The Contractor shall also have the option to terminate the agreement after giving three months notice to the STC, PATNA.
25. On termination of the contract by the STC, PATNA for any reason whatsoever, the STC, PATNA shall be entitled to engage the services of any other person, agency or Contractor to meet its requirement, without prejudice to its rights including claim for damages against the Contractor.
26. The day to day cleanliness and maintenance of the premises will be the exclusive responsibility of the Contractor. Minimum number of persons to be employed should not be less than 4(four) per day. Timings in respect of services etc. indicated above shall be decided by the Principal from time to time and conveyed to the Contractor accordingly.
27. Nothing contained in this agreement is intended to be nor shall be construed to be a grant, demise or assignment in the law of premises or any part thereof by the STC, PATNA to the Contractor or his employees and the contractor and his employees shall vacate the same and handover all the Bank's furniture, fixtures, goods, materials, etc. in good condition on the termination of the agreement period either by efflux of time or otherwise.
28. The STC, PATNA shall have the right to withhold reasonable sums from the amounts payable to the contractor under this contract or the security deposit or the proceeds of guarantee if the contractor commits breach of any of the terms and conditions of this agreement or fails to produce sufficient proof to the satisfaction of the STC, PATNA, of payment of all statutory and other dues or compliance with other obligations.

29. The Schedules I, II and III to this agreement shall form part of and be read as part of this agreement.
In witness where of the parties hereto have executed those on the day month and year above mentioned.



SCHEDULE – 1

SCOPE OF WORK IN SPECIALIZED HOUSE KEEPING TO BE ENSURED BY THE CONTRACTOR

GENERAL

1. House Keeping contract will include all covered as well as open areas of the Training Centre, Patna, 4th and 5th FLOOR, MADHURI CHANDRA COMPLEX, BAILEY ROAD, KHAJPURA, PATNA-800014 including, lawns, precincts, streets, etc.
2. All the daily services relating to Training Centre, Patna, 4TH & 5TH FLOOR, MADHURI CHANDRA COMPLEX, BAILEY ROAD, KHAJPURA, PATNA-800014 complex will be accomplished before office hours, i.e. by 9.00 a. m., unless specially advised otherwise. Even on Sundays and Holidays all jobs relating to housekeeping will be completed.
 - a. The Contractor will provide a team of adequate number of personnel, not below 4 (four) every day.
 - b. The staff deployed should be trained in House Keeping / Management Services, bear good conduct/ behaviour without any criminal background and fit for the work.
 - c. All the workers will wear the uniform in clean condition while attending to their duties and display their photo identity cards prominently. The Contractor will provide summer/winter uniform, shoes, etc to their employees as per specification of the Bank, failing which they will be provided uniform, etc by the Bank out of the payment receivable by the Contractor.
 - d. The Contractor will ensure desired level of cleanliness in the entire complex of the Training Centre, Patna, 4TH & 5TH FLOOR, MADHURI CHANDRA COMPLEX, BAILEY ROAD, KHAJPURA, PATNA-800014. For this purpose, all materials, Instruments, Tools, Brushes, Brooms, Wipers, Spongers, Mops etc. will be provided by the Contractor. The Contractor shall provide following machineries: Industrial Heavy Duty Wet & Dry Vacuum Cleaner, Shampooing Machine, Glass cutter, Injector Machining for Sofa/Chair Cleaning, Jet Pressure cleaning Machine, Floor Scrubbing, Cleaning, Polishing machine, Cutting/Drilling Machines etc. Over and above this, the other equipments which are required for Housekeeping Maintenance services are to be provided by the Contractor. The supervisor of the Contractor will attend to complaints on urgent basis round the clock.
 - e. Toiletries/Cleaning materials in sufficient quantity and of good quality (as decided by the Bank) to be procured/ arranged at Bank's cost.
 - (a) Soap, Handwash
 - (b) Odonil, Naphthalene any other brand product in toilets.
 - (c) Detergents, phenyl, harpic etc
 - (d) Glass/kitchen cleaners
 - (e) Mosquito repelling mats & liquids/ Braso/Silvo/ Polishing Material etc
- f. Specialized maintenance/cleaning of all hostel rooms and bathrooms along with furniture/ fixtures, mattresses, bathroom/ hostel room / office room/ class room, linen, electrical fittings, PCs and Laptops, bathroom fittings, buckets, sanitary wares, racks etc. will be ensured at the cost of bank.
- g. Bathroom and bedroom linens will be changed at least twice in a week i.e. on every Sunday and mid-week of training durations week and at commencement of every new programme, or as may

be decided by the Bank. The Contractor at his own cost will arrange hygienic Machine washing of all Linen, Curtains, Towels, Hand Towels, Pillow Covers, Blankets, etc.

- h. The overhead water tanks and the underground water tanks will be cleaned thoroughly using Bleaching Powder/ Detergent/ Cleaning chemicals at least once in a Quarter or need based in a year. Pest Control measures at regular intervals and/or need based has to be ensured.
- i. Provision of the following staff will be ensured:
 - (a) Supervisor
 - (b) Sweepers
 - (c) Housekeeping
 - (d) Plumbing, Electrical & Gardening (as & when required)

The number of such persons/employees will not be less than 4 (four) on any working day.

DAILY SERVICES

1. Removal of waste material / garbage from the dustbins / room buckets, mugs, collecting of garbage from the rooms and entire premises including the toilets, open areas / lawns and gardens etc._
2. Dusting and vacuum cleaning of furniture, cup-boards telephone instruments, doors, computers/laptops, windows, ventilators, blinds and glass partition using glass cleaning chemicals to keep all such articles dust free , to be done during the morning time.
 - a. Acid cleaning and scrubbing of toilets, washbasins, sanitary fittings using detergents, cleaning agents, deodorants and disinfectants, at least twice a day.
 - b. Cleaning/sweeping of premises /mopping of floor area, lobby/corridor/staircase by detergents, disinfectants, etc. in the morning or as and when required, during the day.
 - c. Provision of toiletries in the toilets in the morning after daily check up.
 - d. Vacuum cleaning / washing of carpets, wherever provided at the institute.
 - e. Provide toiletries kit, procured at Bank's Cost, to each participant at the beginning of each Programme or on each Monday, whichever is earlier.
 - f. Check water purifier/ RO/ in order to ensure uninterrupted water supply availability for drinking and cooking, round the clock.
 - g. Dusting & Cleaning of office furniture.
 - h. Provide Work Schedule of Daily Services, which will be authenticated at the end of the day by the Bank officials.

WEEKLY SERVICES

- a. Mechanical washing and scrubbing of floor area with detergents, dust removing chemicals and polishing of the floor areas, etc.
- b. Removal of cobwebs, dusts, termites, pests, etc.
- c. Windows sponging and cleaning with Jet Pressure Machine.
- d. Keeping ceiling and table / pedestal fans, air – conditioning grills dust free.
- e. Cleaning of dustbins and buckets with detergents.

- f. Up keep of partition glasses and panes with utmost care and by application of glass cleaning chemicals.
- g. Acid/Harpic cleaning of sanitary wares.
- h. Polishing & oiling of door closers, door handles, and other brass fittings with Silvo / Brasso / lubricants. Dusting & cleaning of Murals, Sceneries, Photo-frames, idols, etc.
- i. Polishing of taps and other steel fittings in the toilets with Silvo / Brasso.
- j. To spray Finit etc. in hostel rooms, class rooms, office rooms, auditorium, conference hall, dining room etc. to keep all such areas insects/mosquito free. The contractor will provide the Finit pump and the spraying material at his own cost. Provide Pest control services for cockroaches, bed bugs and other insects of the entire building on weekly basis at contractor's own cost.
- k. Shampooing / Spraying / Disinfecting all Carpets/ Chairs/Sofas with Injector machine, Wet/Dry Vacuum Cleaner.
- l. Provide Work Schedule of Weekly Services, which will be authenticated at the end of the day by the Bank officials.
- m. Cleaning of Kitchen /overhead water tanks on Quarterly basis.

SCHEDULE – II

TERMS & CONDITIONS

1. In consideration of services to be rendered by the Contractor, the monthly charges for Housekeeping as agreed shall be paid on monthly basis, subject to production of bills/vouchers etc. to the satisfaction of the Training Centre, Patna, 4th FLOOR, MADHURI CHANDRA COMPLEX, BAILEY ROAD, KHAJPURA, PATNA-800014. The charges / payments shall be made at the rate as agreed upon (inclusive of Service Charges of the Contractor excluding GST, as applicable, which will be paid extra on actual basis).
2. The period of contract will be for **(02) two year** which may be reviewed thereafter, for further renewal or otherwise on mutually agreeable terms.
3. The Contractor shall obtain necessary license, permit, consent, sanction, etc from the competent authority as may be required or called for by local or any other authority for doing such work. The Contractor shall comply with all applicable laws, rules and regulations in force.
4. The Contractor shall bear all taxes, rates, charges, fees, levies or claims, whatsoever, as may be imposed by the State, Central Government or any local body or authority. The Contractor shall furnish such proof of payment of compliance or the obligations including registration certificates, receipts, licenses, clearance certificates etc., as may be required by the Staff Training Centre, Patna, 4th FLOOR, MADHURI CHANDRA COMPLEX, BAILEY ROAD, KHAJPURA, PATNA-800014 from time to time.
5. The Contractor shall keep the Bank indemnified against all the claims and liabilities or any legal requirements. The Contractor shall comply with all applicable laws, rules & responsibilities in force from time to time.
6. The Contractor shall devote his full attention to the work of Housekeeping and Caretaking etc. purchases, installation and repairs and shall discharge his duties / obligations under this agreement most diligently and honestly.
7. The Contractor shall provide summer and winter uniforms, shoes, gloves, apron etc. to his staff engaged for the above services, as per Bank's specification at his own cost and expenses and all the staff will wear the same in clean condition while on duty. The Contractor shall further ensure that the employees are in uniform, whenever in service and in case of default in this regard, a penalty of Rs.100/- per occasion would be imposed on the Contractor. The Contractor shall engage the services of only able, efficient, healthy, honest, and well behaved persons for Reception, Caretaking, cleaning, Plumbing, Electrical Maintenance, Gardening etc., at his/her cost and responsibility in the conduct of Housekeeping services, who shall be considered, for all legal and contractual purpose, as the employees of the Contractor himself. The Contractor will provide necessary identity & address proof for the staff engaged to fulfil the govt. norms.
8. The Contractor will pay salary, allowances, compensation, etc. to his/her employees as per rule under Minimum Wages Act under Labour Law/Bonus/PF etc. as applicable at his/her end. The Contractor has to ensure to register the employees under NPS and ensure deposit of EPF, ESI etc. As per extant labour laws and keep a record of it for the checking / inspection by any of the Government Agency, Inspector, Bank Official or any Authority as and when required. The Bank will nowhere be responsible for lapses found, if any, and the Bank will not be responsible for payment of anything to the employee of the caretaker / Contractor.

9. In case the Contractor or any of his employees fail to fulfil his/their obligations for any day or any number of days to the satisfaction of the Training Centre, Patna, 4th FLOOR, MADHURI CHANDRA COMPLEX, BAILEY ROAD, KHAJPURA, PATNA-800014 for any reason whatsoever, the Contractor shall pay by way of liquidated damages to be decided by the Bank for the entire number of such days and the Training Centre, Patna, 4th FLOOR, MADHURI CHANDRA COMPLEX, BAILEY ROAD, KHAJPURA, PATNA-800014, without prejudice to its other rights and remedies, shall be entitled to deduct such damages from the moneys, if any, payable by it to the Contractor.
10. The Contractor will maintain its gadgets & equipments, machines etc. in good working condition with all safety measures at his own cost and expenses.
11. The Contractor shall return all articles, gadgets & equipments etc. provided by the Bank, in similar condition as received, on expiry of the contract (by completion of the contract period or termination of the same due to any reason whatsoever).
12. The Contractor shall not assign or sub-contract the contract to other parties. In case of violation/contravention of any of the terms and conditions mentioned herein, the Bank reserves the right to terminate this agreement forthwith without giving any notice to the Contractor and without prejudice to its right to recover damages and other charges / cost to the Bank from amount payable to him or otherwise.
13. The Contractor shall pay a security deposit equivalent to 10% of the annual approximate cost of contract as approved. or a performance guarantee for a similar amount, in lieu thereof, from a bank acceptable to the Bank prior to commencement of service under this agreement. The Bank shall be entitled to adjust or appropriate, said security deposit or the proceeds of guarantee towards loss or damage caused by the Contractor or his employees or the amount of value of shortage or breakage or damage in the implements / equipments and any other item entrusted to or caused to other assets of the Bank by the Contractor or his employees or any other liability of the Contractor. The security deposit that may be made with the Staff Training Centre, Patna, 4th FLOOR, MADHURI CHANDRA COMPLEX, BAILEY ROAD, KHAJPURA, PATNA-800014, Patna shall not carry any interest.
14. The day-to-day cleanliness and maintenance of the premises will be the exclusive responsibility of the Contractor. The number of persons to be provided by the Contractor per day should not be less than 4 (Four). In case of emergency/eventuality the Contractor should arrange additional/ replacement manpower. In case it is found that the workers including the Contractor engaged, are less than 4 on any day, a penalty of Rs.500/- per day per worker would be imposed and deducted from the amount payable to the Contractor and the Principal, Staff Training Centre, Patna, 4th FLOOR, MADHURI CHANDRA COMPLEX, BAILEY ROAD, KHAJPURA, PATNA-800014, Patna shall be the exclusive authority in the matter.
15. The staff deployed will be trained in caretaking technique; bear good conduct and shall be physically fit for the work. The Contractor's employees will be allowed entry into the specified areas of the premises of the Training Centre, Patna, 4th FLOOR, MADHURI CHANDRA COMPLEX, BAILEY ROAD, KHAJPURA, PATNA-800014 with the specific permission of the Principal or any officer authorized in this behalf and with valid photo identity card issued by the Contractor and displayed prominently.
16. **Miscellaneous**
 - a. The bank reserves the right to alter any of the above terms & conditions or terminate this agreement/contract at any time by giving one month notice in writing.

- b. The bank shall not be liable / responsible for any incident/ occurrence/ casualty/death/ injury/damage caused to the person/deployed by the Contractor for rendering services as per this agreement due to the negligence or any reason whatsoever.
- c. The Contractor shall indemnify the Bank for any incident/ occurrence/ injury/ damage/loss etc., caused to the employees of the Bank/Participants/ Faculties etc., due to negligence on the part of the Contractor or his employees/ persons/ agents etc.

SCHEDULE – III

TERMS OF PAYMENTS

The charges for specialized housekeeping shall be paid on monthly basis latest by 15th of the succeeding month. The charges / payments shall be at the rate of Rs. _____ (Rupees _____) inclusive of all taxes, service charges, etc. per month.
