

Ref: BID NO: GEM/2024/B/5251133

Date: 05.08.2024



REQUEST FOR PROPOSAL (RFP)
for
**Catering Arrangements, Housekeeping & Maintenance of
Premises at IMAGE**

RFP Reference No.	GEM/2024/B/5251133
RFP Issuance Date	05.08.2024
Last Date of request for Queries/ Clarifications	12.08.2024 5:00 PM
Date and time of Pre-Bid Meeting	13.08.2024 4:00 PM
Last Date for receipt of bids	27.08.2024 3:00 PM
Date and time of opening of Technical bids	27.08.2024 3:30 PM

Issued by:



**Indian Bank Management Academy for Growth & Excellence
3, Thandavarayan Street, MRC Nagar,
RA Puram, Chennai- 600 028**

Phone: 044-24955602/603/605

Email: image@indianbank.co.in

Website: <https://www.indianbank.in>

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SCHEDULE [A]
IMPORTANT DATES AND INFORMATION ON RFP SUBMISSION

S. No	Particulars	Timeline
1	Issuance Date of RFP (Date of RFP Issuance)	05.08.2024
2	Last Date of request for Queries/ Clarifications (Last Date of Receiving request for queries / clarifications before the Pre-bid Meeting)	12.08.2024 up to 5:00 PM Format for seeking clarification is enclosed as Annexure-18.
3	Pre-bid Meeting Date and Venue Details	13.08.2024 at 4:00 PM through virtual mode. Bidders willing to participate in pre-bid meeting need to submit their details at image@indianbank.co.in on or before 12.08.2024 5:00 PM . Details of virtual/ physical pre-bid meeting would be ported in Banks website.
4	Last Date of Submission/ Closing Date in Online & Offline Mode (Last Date of Submission of RFP Response)	27.08.2024 up to 3:00 PM for both online bid and offline document submissions. For Offline submission of documents listed in Sl. No. 9 below, the sealed envelope shall be addressed to the Bank and to be delivered to the address below. Principal IMAGE Indian Bank Management Academy for Growth & Excellence 3, Thandavarayan Street, MRC Nagar, RA Puram, Chennai-600 028
5	Eligibility cum Technical Bid Opening Date	27.08.2024 at 3:30 PM
6	Date, time and venue of presentation/ demo/visit by the bidders satisfying Eligibility Criteria prescribed in para 9.1 of	AT IMAGE, Chennai, By Online Mode

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	Section II of this RFP	
7	Opening of Commercial Bids	<p>The commercial bids of only those bidders will be opened who satisfy the eligibility criteria and qualify in technical evaluation.</p> <p>The date for commercial bid opening would be communicated via e-mail to the technically eligible Bidders.</p>
8	Online Bid Submission Details	<p>This RFP will follow e-Procurement (e-Tendering) process and the same will be conducted through Government e-Market Place (GeM) portal.</p> <p>The documents listed below in Sl.No 9 only to be submitted in offline physical mode.</p>
9	Documents to be submitted physically by Bidders (Offline Mode)	<p>1. Bid Security (EMD) for Rs. 15 Lakh to be submitted in the form of DD/ Fund transfer/ Bank Guarantee (issued by a nationalised/ scheduled commercial Bank located in India (other than Indian Bank) in favour of "IMAGE" payable at Chennai.</p> <p>BG should be valid for 165 Days from the last date for submission of the Bid (in the format provided at Annexure 21 (or) Fund transfer to be made in the account as detailed under:</p> <p><i>Name of the Account : IMAGE-OFFICE ACCOUNT</i> <i>Account Number : 6269435466</i> <i>IFSC Code : IDIB000M163</i> <i>Bank and Branch Name: INDIAN BANK, M R C NAGAR BRANCH, CHENNAI</i></p> <p>2. Pre-Contract Integrity Pact as per Annexure - 16.</p>
11	RFP Coordinator	<p>Mr. VENKATESAN R venkatesan.r@indianbank.co.in Contact: 044-24955603</p>

The RFP document can also be downloaded from:

Bank's website: <https://www.indianbank.in>

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and

Government e- Market Place (GeM) portal

In addition to above, a paper publication will be made for the information to the prospective bidders regarding this RFP. However, clarifications, modifications and date of extensions, if any, will be published in the Bank's website and GeM portal only.

- I. Note: Indian Bank does not take responsibility of any bid/offer damaged/lost in transit/delivered at incorrect address prior to its receipt at the Bank's designated office.
- II. Bank will follow two bidding system. Part-I (Technical Bid) of the bid contains compliance details of the eligibility and terms & conditions set in the RFP document (including annexures) for which proposal/quotation is called for. Bids have to be submitted in **online mode only** through **Government e- Market Place (GeM) portal** along with physical submission of certain documents at designated office as mentioned in Point No. 10 of Schedule [A] (Important Dates and Information on RFP Submission). Further, Bidders must submit their commercial bid as per the format given in the RFP (as per Part-II of Section-V) along with the technical bid on the e-procurement (GeM) portal. Technical bids submitted by all the bidders will be evaluated and only technically qualified bidders will be called for opening of commercial bids.
 1. Bidders should enrol/ register themselves on Government e- Market Place (GeM) portal before participating in bidding. All the documents in support of eligibility criteria etc. are also to be scanned and uploaded along with the tender documents. Except as provided in this RFP, any document sent by any other mode will not be accepted.
 2. Documents which are to be uploaded online are required to be duly signed by the Authorized Signatory under the seal of the bidder company/ firm in every page. Any correction should be authenticated by the same signatory. If insufficient or false information is furnished and/or if there is any deviation or non-compliance of the stipulated terms and conditions, the bid will be liable for rejection.
 3. The price quoted should be unconditional and should not contain any string attached thereto. Bid, which do not confirm to our eligibility criteria and terms & condition, will be liable for rejection.
- III. The RFP document (along with addendums, if any) needs to be signed and stamped by the authorised signatory of Bidder and it must be submitted along with the Technical Bid as an evidence of having read and understood the contents of

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RFP and its addendums (if any).

- IV. Time wherever mentioned in this RFP is as per Indian Standard Time. The above dates and timelines are tentative and subject to change without any prior notice or intimation. If a holiday is declared on the dates fixed for submission of bids, opening of bids (Technical or Commercial) , the same shall stand revised to the next working day at the specified time and place unless communicated otherwise.

This RFP is issued by:

The Principal
Indian Bank Management Academy for Growth & Excellence (IMAGE)
3, Thandavarayan Street, MRC Nagar,
RA Puram, Chennai- 600 028

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SCHEDULE [B]
GLOSSARY OF TERMS

i) Following terms are used in the document interchangeably to mean:

1. Bank refers to “Indian Bank (IB) / IMAGE”.
2. Recipient, Respondent, Consultant, Consultancy firms, Bidder, Applicant means the respondent to the RFP document.
3. RFP means the “Request for Proposal” document.
4. Proposal, Bid means “Response to the RFP Document”.
5. Tender means RFP response documents prepared by the Bidder and submitted to “IMAGE”.
6. Selected bidder and the Bank shall be individually referred to as “party” and collectively as “parties”. The terms, Successful bidder and the Bank are also referred as Contractor / Service provider and Purchaser respectively.
7. The term “Bid” & “Quote/ Quotation” bears the same meaning in this RFP.
8. Unless contrary to the context or meaning thereof, Contract or agreement wherever appearing in this RFP shall mean the contract to be executed between the Bank and the successful bidder.
9. Unless the context otherwise requires, reference to one gender includes a reference to the other, words importing the singular include the plural and words denoting natural persons include artificial legal persons and vice versa.

Confidentiality:

*This document is meant for the specific use by the Bidder/s to participate in the current tendering process. This document in its entirety is subject to Copyright Laws. Indian Bank expects the Bidders or any person acting on behalf of the Bidders to strictly adhere to the instructions given in the document and maintain confidentiality of information. **The Bidder/s do hereby undertake that they shall hold the information received by them under this RFP process or the contract “in trust” and they shall maintain utmost confidentiality of such information. The Bidders have to agree and undertake that (a) They shall maintain and use the information only for the purpose as permitted by the Bank (b) To strictly allow disclosure of such information to its employees, agents and representatives on “need to know” basis only and to ensure confidentiality of such information disclosed to them. The Bidders will be held responsible for any misuse of information contained in this document or obtained from the Bank during course of RFP process, and liable to be prosecuted by the Bank in the event such breach of confidentiality obligation is brought to the notice of the Bank. By downloading the document, the interested parties are subject to confidentiality clauses.***

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SCHEDULE [C]

DISCLAIMER

The information in this Request for Proposal (“RFP”) document provided to bidders or applicants whether verbally or in documentary form by or on behalf of Indian Bank/IMAGE, is under the terms and conditions set out in this RFP document and shall also be subject to all other terms and conditions to which such information is generally made available. This RFP document is not an agreement, offer or an invitation by Indian Bank to enter into an agreement/contract in relation to the service but is meant for providing information to the applicants who intend to submit the bids (hereinafter individually and collectively referred to as “Bidder” or “Bidders” respectively). This RFP is designed with the purpose to assist the applicants/ Bidders to formulate their proposal and does not claim to provide all the information that may be required by the applicants/ Bidders.

Each Bidder may conduct its own independent investigation and analysis and is free to check the accuracy, reliability, and completeness of the information in this RFP. Indian Bank and its directors, officers, employees, respondents, representatives, agents, and advisors make no representation or warranty and shall incur no liability under any law, statute, rules, or regulations as to the accuracy, reliability or completeness of this RFP. The information contained in the RFP document is selective and is subject to updation, expansion, revision, and amendment. It does not purport to contain all the information that a Bidder may require. Indian Bank does not undertake to provide any Bidder with access to any additional information or to update the information in the RFP document or to correct any inaccuracies therein, which may become apparent.

The Bidders, by accepting this document, agree that any information contained herein may be superseded by any subsequent written information on the same subject made available to the bidders or any of their respective officers/ employees or published in the Bank’s website and/or GeM portal. It is also understood and agreed by the Bidder/s that decision of the Bank regarding selection of the Bidder will be final and binding on all concerned. No correspondence in this regard, verbal or written, will be entertained.

It shall be the duty and responsibility of the Bidders to ensure about their legal, statutory and regulatory eligibility and other competency, capability, expertise requisite for them to participate in this RFP process and to provide all the services and deliverables under the RFP to the Bank.

The applicant shall bear all its costs associated with or relating to the preparation and submission of its proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Bank or any other costs incurred in connection with or relating to its proposal. The Bank

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shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an applicant in preparation or submission of the proposal, regardless of the conduct or outcome of the selection process.

Indian Bank in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. Such change will be published on the Bank's Website and GeM Portal and it will become part and parcel of RFP.

Indian Bank reserves the right to reject any or all the bids/proposals received in response to this RFP document at any stage without assigning any reason whatsoever. The decision of Indian Bank shall be final, conclusive and binding on all the parties.

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SCHEDULE [D]

GENERAL INFORMATION

IMAGE (hereinafter called the "Bank"/ "Purchaser") is floating Request for Proposal (RFP) for identification of a Bidder (Contractor / Service Provider) for Catering Arrangements, Housekeeping & Maintenance of Premises at IMAGE

Shortlist of Bidders shall be prepared after evaluation of the technical Bids submitted by the bidders participated in this RFP.

Bidders are hereby advised to carefully review and submit all relevant information in the same chronology under the relevant sections only, with their RFP responses.

Details of the objectives, scope of the services, eligibility and qualification criteria, data & documents required (if any) to be submitted along with RFP. Criteria that would be adopted for evaluation of the responses for short listing and other information is contained in the RFP document.

The RFP document can be downloaded from GeM portal or from the Bank's website www.indianbank.in.

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SCHEDULE [E]

OVERVIEW OF IMAGE

Indian Bank Management Academy for Growth and Excellence (IMAGE) is the prestigious training academy of Indian Bank at Chennai (TN). The Academy caters to the training needs of Indian Bank, its Subsidiaries and other members of the banking fraternity. The Academy also undertakes Training of Middle and Senior Management Personnel of Government, Public Sector and Corporate companies.

IMAGE is proud to announce that ISO 9001:2015 Certification has been conferred on it with effect from 05th March, 2019 in implementing the Quality Management System in accordance with ISO 9001:2015 for the Scope of “Development of Course Modules & Imparting Training in Banking and Related Areas”

The TUV-SUD South Asia P. Ltd., audited IMAGE during February, 2022 under certificate of ISO 9001:2015 and issued the certificate which is valid up to 04th March, 2025. It's a matter of pride that, IMAGE is one among the very few in the Banking Industry in particular and Service Industry in general in India to receive ISO 9001:2015 certification.

Golden Peacock Awards, instituted by the Institute Of Directors (IOD), India in 1991, are now regarded as a benchmark of Corporate Excellence worldwide. Our Bank is the proud recipient of the Golden Peacock National Training Award for the Year 2009, 2019 and 2023.

Training at IMAGE is a continuous and unique process which unlocks the employees' latent potential by imparting knowledge, sharpening professional skills and reorienting proactive attitudes to integrate individual development with organizational growth & excellence. IMAGE has developed several e-learning initiatives in pursuit of Academic Excellence for Knowledge Management and Career Growth.

For further details, please visit Bank's website

<https://www.indianbank.in/departments/image/>

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SECTION – I

REQUEST FOR PROPOSAL (RFP)

IMAGE (Indian Bank Management Academy for Growth & Excellence) is a premier training institute established at 3, Thandavarayan Street, MRC Nagar, RA Puram, Chennai- 600028. The Bank is interested in identifying vendor for providing Catering Arrangements, Housekeeping & Maintenance of Premises at IMAGE.

Bank will follow two bidding system. Part-I of the bid contains compliance details of the specifications for which quotation is called for. The Bidders should enrol/ register themselves on GeM portal before participating in bidding. **Except for the documents required to be submitted in physical form to the Bank, Bids have to be submitted online only through GeM portal.** The bidders also need to submit necessary documents physically through offline mode to the address mentioned in the RFP. The Commercial Bid (Part II) will be submitted separately along with the bid document.

Interested eligible bidders may submit their tender for Providing **Tender for Catering and Housekeeping and Maintenance works at IMAGE, MRC Nagar, Chennai**, as specified in Part-I as per the following procedure:

1. Bidders should Apply through GeM Portal only. All the documents in support of eligibility criteria etc. are also to be scanned and uploaded along with the tender documents. Bid Documents submitted/sent by any other mode will not be accepted.
2. **Part-I** contains compliance details of the specifications for which Bid is called for. No column shall be left blank or altered.
3. **Part-II** – Commercial along with price break up details to be submitted separately along with the bid documentation (Closed bidding process). After technical evaluation, intimation will be given to all qualifying bidders about the date and time of opening of commercial bids.
4. Technical & Commercial bid to be uploaded online duly signed by the Authorized Signatory under the seal of the bidder company/ firm in every page. The bidders also need to submit necessary documents physically through offline mode to the address mentioned in the RFP. Any correction should be authenticated by the same signatory. If insufficient or false information is furnished and/or if there is any deviation or non-compliance of the stipulated terms and conditions, the quotations will be liable for rejection. The price quoted in the Commercial bid should be unconditional and should not contain any strings attached thereto. The bids which do not conform to our specifications will be liable for rejection and offers with a higher configuration will not attract any special consideration in deciding the vendor.

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5. Bank has the right to accept or reject any quotation/cancel the e-tender at its sole discretion, at any point, without assigning any reason thereof. Also, Bank has the discretion for amendment / alteration / extension before the last date of receipt of bid.
6. Bank will also provide benefits to Micro and Small Enterprises (MSEs) as per the guidelines of public procurement policy issued by Government of India. Exemption from submission of EMD shall be given to bidders, who are Micro and Small Enterprises (MSEs). The bidders who are MSE has to submit the necessary document issued by NSIC to avail the exemption. To qualify the EMD exemption, firms should necessarily enclose a valid copy of registration certificate which are valid on last date of submission of the RFP Bids. MSE firms in process of obtaining NSIC certificate, will not be considered for EMD exemption. The bidders has to submit a declaration as per Annexure-17.
7. Please note that
 - (i) The cost of preparing the bids, including visit / visits to the Bank is not reimbursable.
 - (ii) Each Recipient should notify the Bank of any error, fault, omission, or discrepancy found in this RFP document but not later than last date of receiving clarifications.
 - (iii) The Bank is not bound to accept any of the bids submitted and the bank has the right to reject any/all bid/s or cancel the tender at any point without assigning any reason therefor.
 - (iv) All pages of the Bid document, Clarifications/Amendments, if any, should be signed by the Authorized Signatory under the seal of the bidder company/ firm and to be uploaded with technical bid. A certificate to the effect that the Authorized Signatory has authority to bind the company/ firm should also be attached along with the technical bid.
 - (v) The Authority/Bank shall not be liable for any omission, mistake or error in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to RFP, Bidding Documents or the Bidding Process, including any error or mistake therein or in any information or data given by the Authority.
 - (vi) Nothing in this RFP shall obligate either Party to enter into any further Agreements.

After technical evaluation, intimation will be given to all qualifying bidders about the date and time of opening of commercial bids.

Note: This RFP is non splittable, and the contract will be awarded to single bidder only. Further, two related companies/ firms having common director(s)/ partner (s) or under common management and control cannot bid separately and only one company/ firm out of said companies/ firms may submit its bid under this procurement. In case, it is found that any such two or more related companies/ firms have placed their bids, all such bids shall be rejected at any stage and bidders shall be debarred from future procurements.

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SECTION-II INSTRUCTIONS TO BIDDERS

1. Introduction

The Bidder is expected to examine all instructions, forms, terms and specifications given in the Bidding Documents. If any element of doubt arises, the same should be clarified from the Bank in terms of this RFP. Failure to furnish all information required in the Bidding Documents may result in the rejection of its bid and will be at the Bidder's own risk. Bank shall not be responsible for the same.

The conditions for maintenance and catering are given in **Annexure 1 (A) to 1 (F)**. The bidders are welcome to inspect IMAGE on working days from 22.07.2024 to 29.07.2024 between 10.00 AM and 4.00 PM.

2. Pre-Bid Meeting

- a. A pre-bid meeting is scheduled to be held through Video Conference/ Skype/ Web-ex on **13.08.2024 at 4:00 PM**. Bidder's designated representatives (maximum two persons) may attend the pre-bid meeting.
- b. The purpose of the meeting will be to clarify the doubts raised by the probable bidders.
- c. The Bidder is requested to submit any queries/clarifications to the Bank to the following email ids on or before **12.08.2024 at 5:00 PM**
- d.

Email ids :
image@indinbank.co.in
venkatesan.r@indianbank.co.in

- e. The site visit for the bidders will be allowed from 05.08.2024 to 12.08.2024, during Office Hours (10. AM to 5PM)

In case the Probable Bidder wants to participate in the Pre-Bid Meeting to be held on the date specified in this bid, they should send their request for the same on the above mentioned email-ids. On receiving Bidders' e-mail request for Pre-Bid Meeting, the meeting details will be e-mailed to Bidder.

Pre-Bid meeting: Online Only

Indian Bank, IMAGE
3, Thandavarayan Street
M R C Nagar R A Puram, Chennai – 600028

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The text of the questions raised (without identifying the source of enquiry) and the responses given, together with amendment to the bid document, if any, will be ported in websites: <https://www.indianbank.in> and GeM portal and informed vide mail to the bidders who have raised queries.

3. Amendment of bidding documents

- 3.1 At any time prior to the deadline for submission of bids, the Bank, for any reason, whether at its own initiative or in response to a clarification(s) requested by a prospective Bidder, may modify/ cancel/ extend/ amend the Bidding Document by modification(s)/ amendment(s).
- 3.2 The amendments & clarifications if any, will be published in Bank website and in the GeM Portal and will form part of the Bidding document.
- 3.3 Any bid submitted by a bidder under this RFP process cannot be withdrawn/ modified after the last date for submission of the bids unless specifically permitted in writing by the Bank.
- 3.4 No bid shall be withdrawn in the intervening period between deadline for submission of bids and expiration of period of bid validity. In the event of withdrawal of the bid by bidders, default bidder will be suspended from participating in future tenders of bank.
- 3.5 No bidder shall be allowed to withdraw the bid, if bidder happens to be successful bidder.

4. Technical Bid

The Bidder shall furnish as part of its technical bid, documents establishing the bidder's eligibility to bid and its qualifications to perform the Contract.

The documentary evidence of the Bidder's eligibility to bid and qualifications to perform the Contract if its bid is accepted, shall establish to the Bank's satisfaction that, the Bidder has the financial and technical capability necessary to perform the Contract and that, the Bidder meets the qualification requirements.

Any bid document not accompanied by the above will be rejected.

5. Commercial Bid

1. The Bank will open commercial bids only after a notice is given to the technically qualified bidders on the basis of evaluation of Part-I of the Bid (Technical evaluation). The price submitted by Bidders in GeM system will be treated as the final offer of that bidder and bid will be evaluated accordingly.

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2. The calling for quote does not confer any right on a bidder for being awarded any purchase order.

6. Clarification of Bids

During evaluation of the bids, the Bank may, at its discretion, seek clarification from the Bidder/s. The request for clarification and the response shall be in writing/ by email, and no change in the substance of the bid shall be sought, offered, or permitted.

The Bidder shall make his/her own interpretation of any and all information provided in the Bidding Document. The Bank shall not be responsible for the accuracy or completeness of such information and/or interpretation. Although certain information are provided in the Bidding Document, however, bidder shall be responsible for obtaining and verifying all necessary data and information, as required by him. The Bank shall not be bound to accept the lowest tender and reserves the right to accept any or more tenders in part. Decision of Bank in this regard shall be final.

7. Bid Security (Earnest Money Deposit)

The Bidder should submit at the time of online submission of Bid, as part of its bid, a bid security / EMD in the form of DD/ Fund transfer/ Bank Guarantee issued by a Scheduled Commercial Bank located in India (other than Indian Bank), in the form provided in the Bidding Documents (Annexure-21) for a sum of **Rs. 15 Lakh (Rupees Fifteen Lakh only)** from the last date for submission of Bid. Bank may seek extension of Bank Guarantee, if required. Relaxation if any, extended by GOI/ competent authorities for furnishing the EMD shall be passed on to the bidders.

Unsuccessful Bidders' Bid Security will be discharged or returned. The successful Bidder's Bid Security will be discharged upon the Bidder signing the Contract and furnishing the performance security.

The bid security may be forfeited if:

- a) Bidder withdraws its bid during the period of bid validity or does not accept the correction of errors in accordance with the terms of RFP;

or

- b) In the case of a successful Bidder, if the Bidder fails or refuses to sign the Contract within the specified time from the date of issue of purchase order, or fails or refuses to furnish performance security.

8. Evaluation Criteria

Opening of bids:

Opening of Eligibility cum Technical bid

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- a) The Eligibility cum Technical bid shall be opened by Bank as per the schedule mentioned in the RFP document.
- b) Bank however reserves the right to change the date & time for opening of Eligibility cum Technical bid without assigning any reason whatsoever. In case there is a change in the schedule the same will be intimated to the bidders by putting up on the Bank's website.

Opening of Commercial bid

After eligibility cum technical bid evaluation is completed, Bank will open commercial bids of eligible and technically qualified bidders only, as per GeM term.

Evaluation of Bids

The evaluation/ selection process will be done with **combination of eligibility, technical competence and commercial aspects** as detailed here below.

Eligibility Evaluation

Eligibility evaluation will be done to ascertain the eligibility of the vendor/ service provider to bid for the project. Only those bidders who fulfil the minimum eligibility criteria mentioned under next heading will proceed to the next step.

9.1 Eligibility Criteria

Bank is looking for eligible bidders for selecting a Vendor / Contractor for providing **Catering and Housekeeping and Maintenance works at IMAGE, MRC Nagar, Chennai**, only those Bidders who fulfil the following criteria are eligible to respond to the RFP. Offers received from Bidders who do not fulfil any of the following eligibility criteria are liable for rejection.

The bidder must fulfil the criteria mentioned in the table below in order to bid for this RFP:

S.No.	Eligibility Criteria	Supporting Documents
1.	Reputed Contractors having experience in Housekeeping, maintenance-cum-catering works during the last 5 years ended as on date of floating the RFP.	List of clients for similar nature of work along with documentary evidence about award / completion of works with value, completion period, type of services done, name and address /contact number of the organization. List of similar nature of works in hand with award, value, contract

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		period, type of services being done, name and address /contact number of the organization etc.
2.	Bidder should have a solvency of Rs. 50 lakhs as on or after 31.03.2024.	Solvency Certificate issued by a scheduled commercial bank for the prescribed solvency value as on or after 31.03.2024.
3.	Bidder should be a profit-making unit in any 3 years out of last five years ending 31.03.2024 and bidder should be making net-profit for 2 years out of last 3 years. (audited financial is to be provided)	Copy of audited financial statements / certificate from CA with Net Profit details of 5 financial years (2019-20, 2020-21, 2021-22, 2022-23 and 2023-24) need to be submitted.
4.	The average annual turnover of the bidder should not be less than Rs. 500 lakhs during the last three years as on 31.03.2024.	Copy of audited financial statements / certificate from CA with details of yearly Turn Over of 3 financial years (2021-22, 2022-23 and 2023-24) need to be submitted.
5.	The Bidder should have an office setup in Chennai.	Name, Address & Telephone number to be mentioned and documentary proof of address to be submitted.
6.	The Bidder should have valid certificate from the Health Department and Food Safety and Standards Authority of India (FSSAI) for Catering Services.	A copy of valid certificate to be submitted.
7.	The bidder should have applicable and valid registrations with A. Income Tax (PAN) B. Goods & Service Tax (GSTN) C. Labour License under section 12 (1) of the Contract Labour regulation and	A copy of valid certificate to be submitted.

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	Abolition) Act, 1970 D. Employees Provident Fund Organization (EPF) E. Employees State Insurance Corporation (ESIC)	
8.	The bidder should have valid ISO 9001:2015 Certification	A copy of valid certificate to be submitted.
9.	Bidder should not have been disqualified / debarred / blacklisted from any Governments, Semi-governments, PSUs, Banks, Financial Institutions etc. in last 5 year as on tender issue date.	Self-Declaration by the bidder as per the format given in Annexure-15 to be submitted.

Note:

- a) In case Audited Financial Statement is not available for FY 2023-24, Bidder has to submit Provisional/Unaudited financial statement of the company duly certified by Chartered Accountant.
- b) Bidder must comply with all above-mentioned criteria. Non-compliance of any of the criteria will entail rejection of the offer summarily.
- c) Photocopies of relevant documents/ certificates should be submitted as proof in support of the claims made. Indian Bank / IMAGE reserves the right to verify/ evaluate the claims made by the bidder, independently or by virtue of a third party. Any decision of Indian Bank / IMAGE in this regard shall be final, conclusive and binding upon the bidders.
- d) Once the bidders qualify the eligibility criteria, they will be eligible for the Technical Bid Evaluation. Offers received from the bidders who do not fulfil all or any of the above eligibility criteria are liable to be rejected.
- e) It is the responsibility of the bidders to ensure payment of minimum wages to the staff / labour as per the notifications of Tamil Nadu State/Central Govt. whichever is higher, from time to time during the entire period of contract. Records evidencing payment in compliance of these notifications should be produced to Bank for verification in the periodicity required by Bank.
- f) The contractors should have credible supervisory infrastructure and network for carrying out the tendered works.

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- g) The contractor shall ensure that all persons employed by the contractor, for the purpose for rendering the services required by Bank under this agreement, are insured with IRDA/Government of India recognized insurance companies, for which no extra payment will be made by Bank. The contractor shall be responsible for any injury, loss or damage to any persons employed by the firm, or any other things used by the firm.

9.2 Documents to be submitted along with Technical Bid

- Structure and Organisation format as per Annexure 22.
- List of clients for similar nature of work along with documentary evidence about award completion of works with value, completion period, type of services done, name and address /contact number of the organization.
- List of similar nature of works in hand with value, contract period etc.,
- Turnover of the contractor for the last 5 years supported by Audited Balance Sheets along with GST returns duly verified and certified by Chartered Accountant (CA) with year wise bifurcation.
- Solvency certificate from the Bank for the prescribed value.
- List of Banker along with address, contact number of Branch.
- Copy of TDS Certificate issued by the previous employer(s) with whom the bidder has executed similar work which satisfies the pre-qualification criteria.
- Copy of FSSAI Certification issued by Central / State Government.
- Copy of PAN
- Copy of Certificate of Registration issued by the Registrar of Companies or Registrar of Firms or letter of Proprietorship.
- Copy of Registration under Shops & Establishment Act and Certificate from ESI Corporation.
- Copy of Certificate from EPF Organisation- EPF & Misc. Provision Act- 1952.
- Copy of registration made with the Govt. under Contract Labour (Regulation & Abolition) Act 1970.
- Copy of documents providing compliance of Minimum Wages Act, 1948 and Central Rules
- Copy of Registration with appropriate authority for GST.
- Copy of Bonus benefits as per Bonus Act in Annexure-11.
- Copy of ISO 9001:2015 Certificate.
- Address proof for having established a regular office setup in Chennai.
- Copy of latest CIBIL report issued after tender issuing date.

9.3 General Evaluation Criteria

- 1.1.1 The Bank will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.

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- 1.1.2 The Bank may waive any minor informality, non-conformity, or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the eligibility of any Bidder.
- 1.1.3 Prior to the detailed evaluation, the Bank will determine the substantial responsiveness of each bid to the bidding documents. For purposes of these clauses, a substantially responsive bid is one which conforms to all the terms and conditions of the Bidding Documents without material deviations.

9.4 Technical Evaluation Criteria

Bid technical evaluation methodology that Indian Bank/IMAGE is adopting is given below:

Technical bid of the Bidder will be evaluated on the basis of the information duly supported by the documents submitted and on the basis of the following evaluation matrix.

During the Technical evaluation, each bidder will be assigned marks, out of total of **100** marks, as per the criteria below:

SI No	Technical Quality Criteria	Marking Scheme	Max Marks
1.	Number of Years in House-keeping, maintenance-cum-catering works business	a) More than or equal to 5 years and up to 10 years : 5 Marks b) More than 10 years : 10 Marks	10
2.	Average Annual Turnover from House-keeping, maintenance-cum-catering works services	a) Up to Rs 500 Lac : 5 Marks b) More than Rs 500 Lac : 10 Marks	10
3.	Net profit earned from House-keeping, maintenance-cum-catering works services	a) Net Profit earned in any 3 FYs from 2019-20 to 2023-24 : 5 Marks b) Net Profit earned in any 4 FYs from 2019-20 to 2023-24 : 10 Marks	10
4.	House-keeping, maintenance-cum-catering contracts presently handling/ contracts handled during last 5 years	a) 1 Organization (PSU/ PSB/ GOVT/Leading Corporate IT Firms.) : 5 Marks b) 2 or more Organization (PSU/PSB/GOVT/Leading Corporate IT Firms.) : 10 Marks	10
5.	Employee engagement in	a) Up to 40 numbers : 3 Marks b) More than 40 numbers: 5 Marks	5

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	last project/project in hand		
6.	Welfare Measures	a) EPF & ESI : 5 Marks b) EPF, ESI, Bonus & GSLI: 10 Marks	10
7.	Quality of services found during the Site Visit / Inspection	Level of general cleanliness / Hygiene maintained in Master Kitchen and housekeeping areas a) Poor : 0 Marks b) Satisfactory : 10 Marks c) Good : 15 Marks d) Very Good : 20 marks	20
8.	Quality of food found during the Site Visit / Inspection	Quality of food a) Poor : 0 Marks b) Satisfactory : 10 Marks c) Good : 20 Marks d) Very Good : 25 marks	25
Total Marks			100

The Bidders shall be short listed after the evaluation of their Technical Bids. Financial bids of only such shortlisted bidders will be opened. The final selection of the bidders shall be done on Quality Cost Based System (QCBS) with 70% weightage to the technical parameters and 30% weightage to the financial parameters.

9.5 Final Technical & Commercial evaluation

An **Evaluated Bid Score (B)** will be calculated for each bid, which meets the **minimum Qualifying marks of 70 (Seventy)** in ‘**Technical Quality**’ Evaluation Criteria, using the following formula in order to have a comprehensive assessment of the Bid price and the Technical Quality of each bid:

$$B = (C_{low}/C) \times 100 \times X + (T/T_{high}) \times 100 \times Y$$

where,

C	=	<i>Evaluated Bid Price of the bidder</i>
C_{low}	=	<i>The lowest of the evaluated bid prices among the responsive bids</i>
T	=	<i>The total marks obtained by the bidder against “Technical Quality” criteria</i>

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<i>Thigh</i>	=	<i>The highest mark scored against "Technical Quality" criteria among all responsive bids</i>
<i>X</i>	=	<i>0.3 (The weightage for 'Quoted price' is 30 %)</i>
<i>Y</i>	=	<i>0.7 (The weightage for 'Technical Quality' is 70 %)</i>

Note:

1. The Evaluated Bid Score (B) shall be considered up to three decimal places.
2. **Contract shall be awarded to the bidder with the highest Evaluated Bid Score (B).**
3. In the event of two or more bids having the same highest Evaluated Bid Score (B), the bid scoring the highest marks against 'Technical Quality' criteria will be recommended for award of contract. Even if there is a tie, 'draw of lots' will be resorted to arrive at the recommended bidder.

As an example, in response to the RFP, 3 proposals, A, B & C were received. The technical evaluation committee awarded them 75, 80 and 90 marks respectively. The minimum qualifying marks were 70. All the 3 proposals were, therefore, found technically suitable and their commercial / financial proposals were opened after notifying the date and time of bid opening to the successful participants.

So, the Evaluated Bid Score (B) will be calculated as follows:

SNO	Bidder Name	T (Technical marks obtained by bidder)	C (Bid Price Quoted by Bidder) in Rs.	T high The highest technical mark scored among all the responsive bids	C low The lowest of the evaluated bid prices among all the responsive bids	X (30% of C)	Y (70% of T)	C low/C	T/Thigh	(C low/C)×100×X	(T/Thigh)×100×Y	Evaluated Bid Score (B) (C low/C)×100×X+(T/Thigh)×100×Y
1	A	75	120	90	100	36	52.50	0.833	0.833	3000.000	4375.000	7375.000
2	B	80	100	90	100	30	56.00	1.000	0.889	3000.000	4977.778	7977.778
3	C	90	110	90	100	33	63.00	0.909	1.000	3000.000	6300.000	9300.000

In the above scenario, Bidder **C** at the Highest Evaluated Bid Score (B) of 9300.000 & Bid Price of Rs.110.00 was, therefore, declared as winner and shall be recommended for award of contract, to the competent authority.

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It is pointed out that the above is merely an illustration.

Correction of Error in Commercial Bid:

Bank reserves the right to correct any arithmetical errors furnished in the Commercial Bid. If any such errors are noticed, it will be rectified on the following basis:

- (a) Bank may waive off any minor infirmity or non-conformity or irregularity in a bid, which does not constitute a material deviation.
- (b) If there is discrepancy between the unit price and total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price shall be corrected accordingly.
- (c) If there is discrepancy between percentage and amount, the amount calculated on percentage basis will prevail.
- (d) If there is discrepancy in the total arrived at (addition, subtraction, multiplication, division and carryover of amount from one page to another), correct total will be arrived by the Bank and the same will prevail over the total furnished by the bidder.
- (e) If there is a discrepancy between words and figures, the rate/ amount in words shall prevail, unless the amount expressed in words is related to an arithmetical error in which case, the amount in figures will prevail, subject to the above two provisions.

If the bidder does not accept the correction of errors, the bid will be rejected and EMD may be forfeited.

10. Proposal Process Management

The Bank reserves the right to accept or reject any or all proposals received in response to the RFP without assigning any reasons thereof. Also, the bank reserves rights to revise the RFP, to request one or more re-submissions or clarifications from one or more Bidders, or to cancel the process in part or whole without assigning any reasons.

Additionally, Bank reserves the right to alter the requirements, in part or whole, during the RFP process, and without re-issuing the RFP. Each party shall be entirely responsible for its own costs and expenses that are incurred in the RFP process, including site visit, presentations, demos and any other meetings.

11. Liabilities of the Bank

This RFP is not an offer by Bank, but an invitation for bidder responses. No contractual obligation on behalf of Bank whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officials of Bank and the bidder.

12. Bid and Proposal Ownership

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The Bid submitted and all supporting documentation/ templates are the sole property of Indian Bank and should NOT be redistributed, either in full or in part thereof, without the prior written consent of Bank. Violation of this would be a breach of trust and may, inter-alia cause the Bidder to be irrevocably disqualified. The proposal and all supporting documentation submitted by the Bidder shall become the property of Indian Bank and will not be returned.

13. Bid Pricing Information

By submitting a signed bid, the Bidder certifies that:

- (a) The Bidder has arrived at the prices in its bid without agreement with any other bidder of this RFP for the purpose of restricting competition; and
- (b) The prices in the bid have not been disclosed and will not be disclosed to any other bidder of this RFP; and
- (c) No attempt, to induce any other bidder to submit or not to submit a bid for restricting competition, has occurred.

14. Pre-Contract Integrity Pact

Bidders shall submit Pre-Contract Integrity Pact (IP) along with the technical bid of the RFP. Pre-Contract Integrity Pact is an agreement between the prospective bidders and the Bank committing the persons/officials of both the parties not to exercise any corrupt influence on any aspect of the contract. Any violation of the terms of Pre-Contract Integrity Pact would entail disqualification of the bidders and exclusion from future business dealings.

The Pre-Contract Integrity Pact begins when both parties have legally signed it. Pre-Contract Integrity Pact with the successful bidder(s) will be valid till 12 months after the last payment made under the contract. Pre-Contract Integrity Pact with the unsuccessful bidders will be valid till 6 months after the contract is awarded to the successful bidder.

Adoption of Pre-Contract Integrity Pact

- The Pact essentially envisages an agreement between the prospective bidders and the Bank, committing the persons /officials of both sides, not to resort to any corrupt practices in any aspect/ stage of the contract.
- Only those bidders, who commit themselves to the above pact with the Bank, shall be considered eligible for participate in the bidding process.
- The Bidders shall submit signed Pre-Contract integrity pact as per the Annexure-V. Those Bids which are not containing the above are liable for rejection.
- Foreign Bidders to disclose the name and address of agents and representatives in India and Indian Bidders to disclose their foreign principles or associates.

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- Bidders to disclose the payments to be made by them to agents/brokers or any other intermediary. Bidders to disclose any transgressions with any other company that may impinge on the anti-corruption principle.
- Pre-Contract Integrity Pact in respect this contract would be operative from the stage of invitation of the Bids till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.
- The Pre-Contract Integrity Pact Agreement submitted by the bidder during the Bid submission will automatically form the part of the Contract Agreement till the conclusion of the contract i.e. the final payment or the duration of the Warranty /Guarantee/AMC if contracted whichever is later.
- Integrity Pact, in respect of a particular contract would be operative from the stage of invitation of bids till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.
- Pre-Contract Integrity Pact shall be signed by the person who is authorized to sign the Bid.
- The Name and Contact details of the Independent External Monitor (IEM) nominated by the Bank are as under:

1. Shri. Girraj Prasad Gupta, ICAS (Retd.)

Email: gpgupta1804@gmail.com

2. Shri. Arun Kumar Sharma

Email: sharmaak6@gmail.com

- Any Change in law / policy / circular relating to Pre-Contract Integrity Pact which vitiate the agreement shall accordingly be applicable with immediate effect on written intimation from the Bank.
- Any violation of Pre-Contract Integrity Pact would entail disqualification of the bidders and exclusion from future business dealings, as per the existing provisions of GFR, 2017, Prevention of Corruption Act (PC Act), 1988 or other Financial Rules as may be applicable to the Bank.

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SECTION – III

CONDITIONS OF CONTRACT

Broad Scope of Work

IMAGE (Indian Bank Management Academy for Growth & Excellence) premier training institute established at 3, Thandavarayan Street, MRC Nagar, RA Puram, Chennai- 600028 invites sealed tenders in 2 bid method (Technical bid & Financial Bid) from reputed contractors for carrying out the following work:

SNO	Name of the work	Details
01	Name of the work	<ul style="list-style-type: none"> ❖ Catering arrangements (Vegetarian & non- vegetarian) for trainees and guests. ❖ Housekeeping and Maintenance of premises consisting of <ol style="list-style-type: none"> 1) Guest House Block with 12 suites, 2) Hostel Block with 67 rooms, 3) Staff quarters - 04 duplex quarters 4) College Block 5) Auditorium Block <p>Inside daily cleaning of four duplex quarters and outer common area cleaning for all the quarters, college & auditorium blocks including conference halls, class rooms, kitchens and dining halls, lawns, gardens, roof top garden, Terrace, internal roads, drainage, plumbing, water supply, HT installations and other electrical installations / accessories / lightings, operation of generators, lifts, Air Conditioners / Generator space, Solar panels etc., involving a total area of about 1,67,788 Sq. Ft, room service and maintenance at Hostel rooms, at Guest Suites, room services, cleaning and upkeep, laundry etc.</p>
02	Location	Indian Bank Management Academy for Growth & Excellence, (IMAGE) 3, Thandavarayan Street, MRC Nagar, RA Puram, Chennai- 600 028.
03	Contact details	Phone No: 044- 24955603; 24955605, 24955602 Fax no : 044- 2493 4922

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04	Period of contract	24 Months
05	Earnest Money Deposit	Rs. 15.00 Lakh by Crossed Demand Draft favoring "IMAGE", Chennai or Bank guarantee from scheduled commercial bank. Applicants registered with MSE/ NSIC/ Udyog Aadhar are exempted from submission of EMD subject to furnishing of relevant valid certificate. Applications without such registration certificate will be rejected. Exemption certificate shall be enclosed to technical bid only.
06	Security Deposit	5% of the cost of tender to be submitted within 15 days, of which 50% by way of Fixed Deposit & 50% by way of Bank Guarantee or 100% of the cost of the tender by the way of Bank Guarantee issued by Scheduled Commercial Bank (Other than Indian Bank).
07	Date of commencement	Within 10 days from the date of issue of work Order.
08	Tender submitted to	The Principal, IMAGE Indian Bank Management Academy for Growth & Excellence (IMAGE), 3, Thandavarayan Street, MRC Nagar, RA Puram, Chennai- 600 028.

GENERAL TERMS & CONDITIONS

1. Earnest Money Deposit submitted will not carry any interest.
2. The Tenderer should quote the rates and amounts in figures as well as in words. All rates shall be quoted on the tender form properly.
3. The Tenderer, whose tender is accepted will be required to furnish, a security deposit equivalent to 5% of the Tendered Cost within 15 days from the date of communication of the award of contract- 50% by way of Fixed Deposit in the name of tenderer & 50% by way of Bank Guarantee or 100% of the Tendered Cost by way of Bank Guarantee, which shall continue to be kept so during the Contract Period. The fixed deposit receipt duly discharged on revenue stamp should be handed over to Bank along with a Covering letter discharging the receipt in favour of IMAGE.
4. The EMD of Tenderer, whose tender is accepted, shall be forfeited in case he/she fails to remit the Security Deposit equivalent to 5% of the Tendered Cost within the stipulated period.

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5. Tenders in which any of the prescribed conditions are not fulfilled or are incomplete in any respect are liable to be rejected. The right of acceptance of a tender will rest solely with Bank and Bank is not bound to accept the lowest tender, and reserves to itself the authority to reject any or all of the tenders received without assigning any reason.
6. The Tenderer shall be bound to perform the work during the contract period at the rates and amounts quoted and cannot claim any escalation during the period of the contract.
7. Bank reserves the right to accept the tender in full or in part and the Contractor shall have no claim for revision of rates or other conditions if his tender is accepted in part.
8. On acceptance of the tender, the name of the authorised representative of the Contractor who would be responsible for taking instructions from Bank shall have to be communicated.
9. The rates quoted shall be inclusive of all taxes or any other tax on material or on finished works or any other taxes in respect of this contract (Except GST which will be reimbursed as per actual claim based on supporting documents) and shall be payable only by the Contractor and Bank will not entertain any other claim whatsoever in this respect.
10. The Contractor shall give a list of his relatives working with Indian Bank along with their designations and addresses.
11. No former employee of Indian Bank is allowed to participate in the tender or to work as an employee of the Contractor within one year of his retirement / resignation from the Bank's service, without previous permission of the Bank. The Contractor has to give a declaration to this effect. This contract is liable to be cancelled if either the Contractor or any of his employees is found at any time to be such a person who had not obtained the permission of the Bank as aforesaid before submission of the tender or engagement in the Contractor's service.
12. The bid / tender for works shall remain valid for acceptance for a period of 120 Days from the date of Technical Bid opening. If any Contractor withdraws his/her tender before the said period, Bank shall forfeit the Earnest Money Deposit.
13. The Contractor shall sign on all pages of the tender documents for all the component parts and that after the work is awarded, he/she will have to enter into an agreement for each component with Bank as given in Annexure-4 on stamp paper of applicable rate.
14. Canvassing in connection with tender is prohibited and the tenders submitted by the Contractors who resort to canvassing will be rejected summarily.
15. Submission of a tender by a tenderer implies that he has read and accepted this notice and all other terms and conditions of the contract / tender documents and is aware of the scope, specifications, conditions, liabilities and duties bearing on the execution of the contract.

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16. Nothing in this document shall be construed to create a partnership or joint venture between the IMAGE/BANK and the contractors or any relationship or principal and agent between the Parties, and the rights and obligations of the parties shall be only those expressly set forth herein. The Parties shall be deemed to be independent contractors and employees of one shall not be deemed to be the employees of the other. Neither Party shall have authority to bind the other except to the extent authorized herein.

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Annexure 1 (A)

DETAILED SCOPE OF WORK:

Scope of work envisaged in the contract is for the maintenance of Guest House , Quarters, Hostel Block, College Block, Conference Halls, Principal's Chamber, Office and Rooms, Auditorium, Garden, outer roads etc. at IMAGE , MRC Nagar, Chennai-600028

1. PART A: Housekeeping / General Maintenance. Including

- i. Providing services in reception
- ii. Providing Plumbing & Electrical and Generator Maintenance
- iii. Laundry Services

2. PART B: Cooking and providing catering service

1.1 PART A: Housekeeping / General Maintenance.

Infrastructure of IMAGE consists of the following:

IMAGE Guest House complex consists of 12 suites, a kitchen, a dining hall, one VIP waiting hall, a Board Room, V.I.P. Rest Rooms and 4 Executive Duplex quarters, open terrace etc.

IMAGE Hostel Block consists of 67 hostel rooms, a Gym Room, Yoga Room, Library, three dining halls, kitchen including wash area, office room for caterer, workers dormitory, Office rooms, toilets, indoor court, open terrace & a High-tech Classroom etc.

IMAGE College Block consists of 6 class rooms, 4 Computer Labs, 8 faculty rooms, GM (CLO) cabin, Principal's Cabin, Office room, Conference Hall I,II & III Video Conference room, Waiting room, wash rooms, open terrace spaces, open terrace garden, Lawns etc.

IMAGE Auditorium Block consists of the main auditorium of 871 seats capacity, Conference Hall II, AC Dining Hall, Non-AC Dining Hall, Kitchen, Corridors and wash rooms in the Ground Floor, First floor, and second floor, store rooms, open terrace, roof top solar panel etc.

Basement floor for car parking, for housing electrical installations and panels, and generators, storeroom etc.

Cleaning of 3 Overhead tanks, waterlines, 3 underground sumps, 3 pumping motors etc.

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A Garden in front of the building, a lawn inside in between hostel and college and Auditorium blocks and potted plants kept all over and plants on the terrace. Cleaning of Internal roads around the building and gutter for draining of rainwater.

The Scope for housekeeping and maintenance includes the following:

1. The details of rooms in the hostel and the guesthouse, auditorium, conference halls, area of lounge, dining halls, etc. are given in the tender. The Contractor, before submitting his offer, may visit the places for his own assessment and seek the clarification of the Officials of Bank at IMAGE.
2. The Contractor should provide bath kits containing soap, powder, paste, shampoo etc (supplied by Bank) to the guests at the time of arrival.
3. All the rooms shall be kept neat and tidy always to enable Bank to allot the rooms at any time.
4. The Contractor shall make beds and clean all rooms daily. All rooms are to be cleaned with high quality disinfectants as approved by IMAGE. The rooms are to be cleaned / mopped with disinfectants daily and immediately after the room is vacated. Ceilings, Ceiling fans, windows, glasses are to be cleaned once in a fortnight.
5. All the necessary housekeeping materials for the performance of services shall be provided by the Contractor as approved by IMAGE.
6. Room fresheners and deodorants are to be made available in all the rooms, toilets, lounges and all common toilets. They may be replenished immediately whenever required.
7. The contractor shall maintain high standards of cleanliness and hygiene throughout the premises of the Bank.
8. The Contractor's men shall take care of the wall calendars, clocks, A/c Remote, TV remote etc. provided in the guesthouse rooms, Hostel rooms and other places, including changing batteries whenever required immediately and proper inventory thereof shall be maintained by the contractor.
9. On daily basis rooms to be checked for bed, towels, soap, water, functioning of TV, refrigerators, ACs, geysers and bathroom fittings, bulbs, etc.
10. Towel, Bedsheet, Pillows should be replaced on regular basis preferably after 3 days or immediately after leaving the room whichever is earlier.

1.1.1 CLEANING

- a) **DAILY** (including Sundays & All holidays):

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All common areas namely Staircases, Corridors, Lounge, Storerooms, Office rooms, Power room, dining halls, staff rest room, Conference Halls, Kitchen and toilets, basements.

- All occupied rooms including the attached bath/toilets.
- Setting/Re-setting of the linen in all the occupied rooms.
- Cleaning of dustbin in all the occupied rooms, common areas.
- The floors of all the rooms, corridors and passages shall be cleaned with disinfectants and regular mopping.
- Cleaning of toilets in the occupied rooms, common toilets and bathrooms are to be done with disinfectants/cleaning agents.

b) **ONCE IN THREE DAYS:**

- Cleaning of all the unoccupied rooms inclusive of Toilets / Bath rooms and dormitories with disinfectants.

c) **ONCE IN A WEEK:**

- Removal of roof and wall cobwebs in all the areas.
- Washing of common areas and passages.

d) **Cleaning Materials:** Procurement and dispensing of all the requisite cleaning materials like phenyl, acids, harpic etc., cleaning tools like broom sticks, mopping sticks, floor wiper and disinfectants like Odonil, naphthalene balls, room fresheners, tissue papers etc., shall be procured and provided by the Contractor. Bills of the items purchased shall be produced to the Admin Department for verification and confirmation of the items having been procured and actually used and also to be submitted along with the monthly maintenance bill. The items in stock and use by the contractor shall be subjected to constant check by the Officials of Bank at IMAGE. Naphthalene balls, Odonil cakes etc shall be placed in all toilets and replenished regularly by the contractor under proper record. The contractor will maintain inventory list updated on daily basis and produce to Admin dept. as and when required.

e) **Furniture and fixtures:** All the items of the furniture, fans, TVs, Air- conditioners, Refrigerators, Grinders, stoves, dosa-plate equipment, gas store area, pump motors area, phones and light fittings, water coolers, Shoe Polish machine, Washing Machine & Iron etc., in the complex shall be cleaned regularly and kept clean all times.

f) **Inventory:** A proper Inventory of all the equipments, fittings and furniture, linen etc., which are placed at the direct charge and custody of the contractor, For any shortfall noticed during the period of the contract, the replacement value of the item shall be recovered from the amount payable to the contractor by Bank.

g) Proper care of fittings, fixtures and furniture shall be ensured.

h) **ONCE IN A MONTH:**

a) Deep cleaning of all Guest suites including toilets b) Deep cleaning of four nos Top Executive quarters.

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i) **LINEN & TOWELS:**

- i) All the linen items namely bed sheets, pillow covers, towels, quilts, windows and door curtains etc. will be provided by Bank.
- ii) Holding and accounting of linen items is the responsibility of the contractor.

The contractor's personnel shall carry out physical verification of the stock items with maintained log book in the custody of the contractor monthly and submit a report to the Admin Department and the Bank reserves the right to carry out physical verification at any time.

- iii) Changing of Linen and towels in the rooms shall be as follows:

- As and when a new Guest arrives and occupies a bed
- Once in three days for the guests who stays for more than 3 days in the hostel rooms.
- Once in two days for a guest who is lodged for more than two days in the Guest House.
- Once the guest/trainee vacate the room

1.1.2 The contractor shall carryout thorough cleaning of underground sumps once in a month by draining out the water, cleaning with bleaching **powder etc., and cleaning and rinsing the walls and base of the sumps and** drying the left-out water in the tank.

1.1.3 The contractor shall undertake cleaning of the overhead tanks once in a month/as and when requires depending on the complaints received if any.

1.1.4 The contractor shall undertake preventive maintenance of 3 pump sets being used for pumping the water to the water tanks once in a month. The contractor should operate the RO treatment plant as per the directions of manufacturer and keep it in working condition all the time.

1.1.5 The contractor shall undertake preventive maintenance of 3 pump sets being used for pumping the water to the water tanks once in a month. The contractor should operate the RO treatment plant as per the directions of manufacturer and keep it in working condition all the time.

1.1.6 The contractor shall carry out the work of clearing of drainage blocks, if any.

1.2 RECEPTION:

- 1.2.1 Reception assistance on a three-shift basis (round the clock) (one Receptionist per shift) for extending all support to the guests on all days in a year. A receptionist should be available round the clock in the reception. The receptionist

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is responsible for the check-in and check- out of the guests and up-keeping of the inventory, key of the particular room vacant or occupied by the respective guest in coordination with the house-keeping personnel.

- 1.2.2 Boarding charges shall be collected by the contractor on behalf of IMAGE at the prescribed rates and Bills/cash receipts must be promptly issued to the guests other than those on a Complimentary Basis.
- 1.2.3 Feedback as prescribed by the Bank shall be collected from the occupants and submitted to Admin Office at IMAGE . the feed back shall be important criteria for deciding the quality of service provided.
- 1.2.4 Feedback should be obtained from at least 25% of occupants while leaving the IMAGE
- 1.2.5 Scope of work also includes:
 - 1) Issue of keys to the Guests on arrival as per the allotment and collection of key at the time of departure along with proper maintenance of the arrival / departure records in the register.
 - 2) Coordination with Housekeeping supervisor relating to vacation and occupation of rooms for up keeping and to extend required services for occupied rooms.
 - 3) Coordination for transport arrangements like booking the vehicles as required by the Guests.
 - 4) Check up with airlines/flight arrivals/departures and advice drivers for pick up/drop suitably and informing guests also.
 - 5) Handling of telephone messages and route the incoming calls to the guests.
 - 6) Wake up calls as per guest request in case of need.
 - 7) In case of unexpected guest arrival, provide accommodation with the prior approval of the Chief Manager (Admn).
 - 8) Support in meeting reasonable request of the occupants for their comfortable stay.
 - 9) Assistance for personal laundry arrangements for the inmates on payment of laundry charges at market rate.
 - 10) Submission of daily occupancy statement.
 - 11) Maintenance of suggestions/comments and complaints register. The complaints registered should be brought to the notice of the Chief Manager (Admin) daily Boarding and lodging bill books and occupancy register are auditable records. Overwriting and corrections should be avoided. In case of any corrections, it should be brought to the notice of the officials and got authorized.
 - 12) To order for newspapers and magazines as authorised by Bank, coordinating with the newspaper agents.

1.3 PLUMBING & ELECTRICAL MAINTENANCE:

- 1.3.1 The entire electrical and plumbing maintenance at IMAGE shall be in the scope of the contract.

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- 1.3.2 The contractor shall carry out routine checks of all the plumbing and electrical installations on daily basis and maintain the default rectification log register. The contractor shall record and rectify any fault either identified by him or brought to his notice by his staff or Officials of Bank.
- 1.3.3 The contractor shall rectify the defects within a reasonable period of time so as to restore the functionality of the installation
 - Functional problems - IMMEDIATE
 - Minor repairs/defects - 6 hours
 - Major repairs/defects - 24 hours
- 1.3.4 The contractor shall deploy competent and technically qualified / skilled personnel and helping hands to attend to maintenance works in the related areas.
- 1.3.5 In addition to preventive maintenance, the contractor shall attend to complaints in plumbing/Electrical maintenance by occupants.
- 1.3.6 Maintenance shall include repairs to plumbing & fittings, washbasins, flush tanks, water closets including drainage system. The job involves attending to complaints of minor in nature such as leakage in the tap. All consumables are in the scope of the Bank.
- 1.3.7 Electrical maintenance shall include repairs to electrical installations in the buildings, lightings in surrounding areas, ceiling fans, water heaters etc., within Guest house complex. The job involves attending to complaints such as disconnection of fans, ELCB connections blown fuses, sockets complaints etc including supply and replacement of required electrical accessories and parts and consumables like insulation tapes, screws, rewirable fuse wire etc and necessary fixing accessories such as bolts, screws, nuts, washers etc, providing termination, testing, re-fixing of switch, socket box covers including handing over defective accessories to the Bank . Replacement for the fused bulbs/tubes and other materials will be provided by the Bank. However, fixing shall be the responsibility of the contractor.
- 1.3.8 The contractor shall provide fuse-off call service on all days.
- 1.3.9 Contractor has to make his own transport for men to carry out the works as per the requirement in IMAGE campus.
- 1.3.10 All the safety precautionary measures should be taken scrupulously while carrying out the works mentioned above. The Contractors should have close rapport with TNEB and get the services of their men for attending to faults on emergency basis whenever required.
- 1.3.11 The contractor has to make his own arrangement for the required tools, instruments etc.

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- 1.3.12 Contractor has to deploy qualified/licensed technicians for carrying out the works.
- 1.3.13 The faults/repairs shall be attended immediately. A log of all preventive and complaints maintenance is to be maintained in the format agreed upon and shall be presented for review from time to time.
- 1.3.14 If Contractor failed to rectify the defects within a reasonable period of time as indicated at Clause No.1.3.3, an amount of Rs.500/- per day subject to a maximum of 10% of the service charges shall be deducted from monthly bills.
- 1.3.15 The Contractor shall ensure that services of electricians and plumbers are available at all times.

1.4 LAUNDRY SERVICES:

- 1.4.1 The Contractor shall provide all management, manpower and systems for efficient and timely laundry services for the hostel and guesthouse.
- 1.4.2 Bed linen, towels, blankets, napkins, curtains in the 67 hostel rooms, 12 guest house suites, curtains and sofa covers in Principals room, GM(CLO) Cabin, lounge at academic building, guest house board room, lounge & dining hall and all furniture upholstery shall be periodically washed and kept in clean condition for use. Soiled / wrinkled linen shall not be used in the rooms on any account. Failure to compliance will attract penalty as decided by Bank's official at IMAGE.
- 1.4.3 Bank shall provide water and electricity along with adequate space.
- 1.4.4 It may be noted that the price agreed includes charges for laundering clothes like linen, towels, etc. However, the contractor shall charge from the guests for washing and pressing of guests' clothes at mutually agreed rates.

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2. PART B -COOKING AND PROVIDING CATERING SERVICE

2.1 . KITCHEN/CATERING SERVICES IN THE GUEST HOUSE

2.1.1 The Contractor shall provide the following services:

2.1.1.1 Preparation of breakfast, lunch and supper, tea and coffee, etc., as per the menu given separately in the Annexure 1(f)

2.1.1.2 The menu may be altered for specific guests / special occasions / programmes / regular trainings/ functions as desired by Bank at any point of time .For any extra items, not contemplated in the Annexure 1(f), the Contractor may charge additionally on the mutually agreed rates.

2.1.1.3 The Contractor shall take orders beforehand from the staying guests regarding their food requirements.

2.1.1.4 The contractor shall suitably display the menu as per the tender in the Dining Hall.

2.1.2 The Contractor shall be responsible for procurement of raw materials and ingredients. First quality standard brands of raw materials and ingredients shall be used in the preparation of food and beverages. Fresh vegetables and milk, standard beverages shall be used. The quality of the materials should be satisfactory to the officials of Bank at IMAGE and should be changed if advised by them for improvements.

2.1.3 The Contractor shall store sufficient quantity of high-quality ingredients in the place available in the Storeroom to ensure preparation of food items in time. The Contractor at his own risk shall make the procurement and storage. Any loss due to poor storage will be borne by the contractor.

2.1.4 The timings for services shall be as informed by the Bank.

2.1.5 Every food preparation shall be used for the specific service and the leftovers shall not be carried to the next meal service.

2.1.6 The Contractor shall be responsible for the service of food and beverages in the Dining hall. Room service shall be provided on special request from the staying guests.

2.1.7 The Contractor shall provide efficient and prompt service to all members.

2.1.8 The food preparation is to be done in a strictly hygienic environment and matching process without any compromise. The staff members shall be reporting for duty with good health and hygiene.

2.1.9 Both Veg and non-veg items shall be served in the canteen. However, veg food as non-veg food shall be prepared in separate utensils and at most care shall be

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taken by the contractor to ensure that separate utensils are utilized and they do not get mixed up.

- 2.1.10 The Contractor shall perform the Service to the satisfaction of the Bank, and if any shortcoming is found then on instruction from Bank's Representative, the Contractor shall rectify the shortcoming immediately.
- 2.1.11 The Contractor shall ensure that the cooks are professionally qualified / experienced persons, well versed in all types of Vegetarian / Non Vegetarian food preparation of South Indian & North Indian.
- 2.1.12 On special occasions like parties to be conducted at guesthouse or in any of the Bank's chosen place, the Contractor shall be ready to undertake such job works. The Contractor and the Bank shall work out special menu for executives at rates mutually agreed for such occasions. For extra Veg/Non-Veg items, mutual agreed rates will be adapted at shorter intervals.
- 2.1.13 The contractor shall attend to any or all catering requirement, whether covered contractually or otherwise, at a predetermined price laid out in the contract.
- 2.1.14 The Contractor may inspect the kitchen equipment, crockery and cutlery, etc. available with Bank at IMAGE and shall make arrangement for the rest of the items required at his cost.
- 2.1.15 Routine cleaning and proper handling of kitchen equipment required for food preparation will be the contractor's responsibility.
- 2.1.16 All cooking fuel costs will be borne by the contractor. The contractor to ensure on ordering of refills and keeping of sufficient quantity of cooking fuel in time.
- 2.1.17 The contractor will engage at least one South Indian specialist cook & one North Indian specialist cook who are well versed in preparation of South Indian & North Indian Meal respectively.
- 2.1.18 The minimum standard of upkeep of the kitchen/dining/catering should be commensurate with that of a three-star hotel.
- 2.1.19 There are three dining halls on the ground floor. The catering staff will have to serve food in dining halls or any other place depending upon the requirement on various occasions. The contractor shall run the catering with high degree of standard, hygiene and cleanliness, commensurate with that of a three-star hotel . He shall serve the food prepared in-house. All infra- structural facilities like fully equipped kitchen, furnished dining hall, water coolers, wet grinders, refrigerators, electricity, door mattresses etc. shall be provided by Bank at IMAGE. Vessels/utensils or items for cooking other than what is provided by Bank at IMAGE shall be arranged by the Contractor at his cost. The manpower like cook, service boys, and utensil cleaners shall be in decent uniforms supplied by the Contractor. They should be free from all contagious diseases and should be medically declared fit to undertake cooking/food handling. It is the responsibility

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of the contractor to see that the required number of manpower is ensured by arranging suitable replacements in case of absence such as leave etc.

2.1.20 Responsibilities:

- Serving Morning bed tea in guest rooms, breakfast, lunch, evening snacks and dinner in the dining halls.
- Normally room services are not contemplated; but on demand from outside guests, room services may also have to be undertaken by the Contractor, selectively.
- Upkeep of the kitchen premises including the surroundings, keeping hygiene and cleanliness all the time, timely disposal of kitchen waste in a well-regulated manner, keeping the dining hall and other areas clean, tidy.
- The cook shall have expertise in preparing south Indian and North Indian / Punjabi cuisine and shall prepare meals / breakfast as per the schedule or as per instruction of IMAGE.
- Raw material standards: The Contractor shall ensure that high quality ingredients and or any other standard products are to be used.
- The Bank's authorized official has the right to reject any ingredient that may be found to be substandard. For all food preparation, double refined cholesterol free and Agmark oil is to be used. Use of palm oil and Vanaspati Ghee/ Dalda is prohibited.

2.2 MANPOWER DEPLOYMENT

- 2.2.1 For the scope of work as envisaged in this contract, the contractor shall provide the minimum required manpower as per details given in Annexure-6.
- 2.2.2 In case the Contractor fails to ensure the deployment of the personnel as indicated in Annexure 6 on any day, a proportionate amount equal to the Number of man days absent shall be deducted in their monthly bill.
- 2.2.3 An Attendance Register has to be maintained and produced to CM (Admin) of IMAGE on daily basis.
- 2.2.4 The contractor must ensure the manpower employed are medically examined by registered medical practitioner in Chennai at their own cost before engagement. Thereafter contractor will have to ensure that staff are medically examined by Registered Medical Practitioner in Chennai at every Six months. Medical record card in respect of all staff will be maintained & presented when asked for by the authorised representative of the bank.
- 2.2.5 Duties of supervisory staff:

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i) He /she shall be responsible for day-to-day running of all works of Housekeeping, catering & all aspects of jobs related to smooth functioning of College, Hostel, Guest House and Auditorium.

ii) He / She shall be responsible for the maintenance of the rooms, equipment & all inventories.

iii) He / She shall ensure the safety of the things kept by guest /scholar at their rooms.

2.3 GENERAL ADMINISTRATION

2.3.1 Guest Occupancy Register provided by the Bank shall be kept safely. As soon as the guest enters the guest house necessary entries are to be obtained.

2.3.2 Daily menu are to be maintained without overwriting for the provision of food to the guests.

2.3.3 A file to be maintained for preserving the room reservation slips.

2.3.4 Boarding bill books are to be maintained.

2.3.5 Stock book is to be maintained by the Contractor to ensure the safe custody of Bank's properties. This is subject to periodical verification by the Officials of the Bank. Hence, the Contractor shall assume full responsibility for maintaining all Bank's property including kitchen equipment in its care, custody and control. In case of any shortage / damage, the Contractor is liable for replacement of the same at his cost.

2.3.6 The Contractor shall maintain a suggestion book for daily comments on services provided by him. He shall also obtain guest comments using a standard format to evaluate his service on a regular basis.

2.3.7 Statements of food provided, bills received and submitted, etc, are to be maintained by the Contractor.

2.3.8 The Contractor shall perform all catering and housekeeping work in a thorough, efficient, professional manner with due diligence and care according to industry norms and standards, in conformity with applicable local laws and regulations and Bank's own procedures and instructions. The Contractor shall perform the Service to the satisfaction of the Bank and if any shortcoming is found, then on instruction, the Contractor shall rectify the shortcoming immediately.

2.4 HYGIENE STANDARDS:

The Contractor should ensure the personnel hygiene of the workers employed by him and ensure periodical medical checkup as per the norms of the Factories Act 1948 and OHSAS (Occupational Health and Safety Management Systems) norms .

The Contractor is at liberty to visit the infrastructure before submitting his / her offer. All the available capital equipment will be given as is, where is and what is condition.

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Any loss, theft, damage or breakage of the items entrusted to the Contractor will be borne by the Contractor.

The Contractor will have full responsibility of proper upkeep, maintenance (including spares replacement of equipment) and custody of the equipment/ vessels etc, handed over by the Bank.

All the items supplied by the Bank at its expense for the purpose of running the Hostel and Guest Houses will be Bank's property for all intents and purposes.

The losses due to breakage / theft / damage or loss of any such materials / equipment / fixtures / furniture or damage due to poor and reckless handling shall be recovered from the Contractor at full cost. In regard to natural wear and tear of any such item, the decision of the Bank shall be final and binding on the Contractor.

3. Additional Terms & Conditions:

- 3.1 The Contractor shall undertake to render the catering and maintenance service at Indian Bank Management Academy for Growth & Excellence (IMAGE) as per its requirements and to the satisfaction of Bank.
- 3.2 The Contractor shall visit the establishment at least once in week and contact the Bank's authorized representatives.
- 3.3 Child labour is strictly prohibited and if there is any violation, the contract will be terminated.
- 3.4 There is no employer and employee relationship between Bank and the Contractors or its employees.
- 3.5 The Contractor shall comply with all conditions laid down under all applicable statutes, licences and permissions and undertakes to keep all licences and permissions valid and subsisting during the period of contract failing which the service agreement shall be liable to be terminated without notice or compensation or any payment whatsoever at the sole discretion of the Bank.
- 3.6 The Contractor shall bear all the taxes, rates, charges, levies, claims whatsoever as may be imposed by the State / Central Government or any local body or authority in respect of his contractual obligations. GST will be extra as applicable. **The Contractor shall furnish proof of such payments and compliance of the obligation including registration, certificate, clearance certificate etc. that may be required by the Bank from time to time. The contractor shall undertake to pay the statutory dues within the stipulated time limits.**
- 3.7 The Contractor shall indemnify the Bank against any claims, damages, loss or penalty including the costs thereof arising out of any breach or violation of any of the provisions of all the laws including the labour laws as applicable from time to time governing the employees employed by the Contractor
- 3.8 The Contractor shall devote his full attention to the work of procurement of materials, preparation of food, beverages and shall discharge his obligations under this agreement

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most diligently and honestly to the full satisfaction of the Bank. The Contractor shall ensure the availability of a Manager round the clock in IMAGE Complex who is competent to supervise the functioning of all contract labour and fulfill the requirements of Bank.

- 3.9 The Contractor **shall provide uniforms and identity cards with photo** to his staff and wearing of uniforms and identity card is compulsory for the staff during their working hours. The Contractor shall ensure that all his employees shall always appear for work in well-groomed and presentable condition i.e. shaved, properly cut and set hair, clean and properly pressed uniform etc.
- 3.10 The Contractor shall provide to IMAGE the list of the employees deployed by the vendor at IMAGE along with their photo identity. No person other than the persons mentioned in the list furnished to IMAGE shall be permitted to work. As and when new persons are employed, their details along with photo identity should be furnished before employing them.
- 3.11 No person other than those actually deployed at IMAGE by Contractors (as per list furnished by the Contractor) shall stay in the dormitory at IMAGE. The employees shall stay/sleep only in the dormitory and not in any other hall/room etc and they shall not use the bed sheets, pillows, mattress, towels etc. of IMAGE. All their requirements in this regard shall be provided by the Contractor. Any violation in this regard will attract penalty of Rs.10000/- per occasion.
- 3.12 The Contractor shall carry out all the instructions which may be given by IMAGE concerning any aspect of maintenance and catering services.
- 3.13 The contract requires deployment of 75 persons having good character and antecedents in the cadres of Managers, Receptionists, Librarians, Cooks, Electricians, Plumbers, Waiters, Room Attendants, Cleaners, Gardeners, Lift Operators, Office Boys etc. as detailed in Annexure 6.
- 3.14 The Contractor shall keep and maintain proper books of accounts, supported by vouchers, for inspection by any authorised person of the Bank.
- 3.15 The Contractor shall not engage any subcontractor for rendering the services mentioned in this contract. Subcontracting will be allowed for the specific work / task with the prior approval of the Bank. The Contractor shall be fully responsible for the works done by their subcontractor inside the IMAGE.
- 3.16 The Bank shall be the sole authority to decide on the quality of service rendered by the Contractor. In case the performance of the Contractor is found unsatisfactory, the Bank shall have the right to terminate the agreement without giving any notice and without any compensation to the Contractor.
- 3.17 All questions relating to the performance of the obligations under this agreement and to the quality of ingredients used in preparing the food and beverages and all the disputes and differences which may arise either during or after the agreement period or other matter arising out of or relating to this agreement or payments to be made in pursuance

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thereof shall be decided by the Bank. The Contractor shall be bound by the decision of the Bank.

- 3.18 Nothing contained in the tender and the subsequent agreement to be entered into, is intended to be nor shall be construed to be a grant, demand or assignment in the premises or any part thereof by the Bank to the Contractor or his employees and the Contractor and his employees shall vacate the same on the termination of the agreement period either by flux of time or otherwise.
- 3.19 The Bank shall have the right to withhold any reasonable sum from out of the amounts payable to the Contractor under this contract, 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 Bank as to payment of all statutory and other dues or compliance with other obligations.
- 3.20 **Security Deposit:** The Contractor shall deposit with the Bank a sum equivalent to 5% of the Tendered Cost (50% by way of fixed Deposit & 50% by way of Guarantee) **or** 100% of the Tendered Cost by way of Bank Guarantee as Security Deposit for securing proper maintenance, room services, preparation and serving of food and other arrangements. If the Contractor fails to perform his functions stipulated in this contract properly to the satisfaction of the Bank or any loss, damage, pilferage, theft etc. occurs in the premises or for any of the losses or damages either liquidated or un-liquidated, the Bank can initiate proceedings against the Contractor for the recovery of damages / losses and the Bank can, in addition to all such remedies, forfeit the security deposit. On the question of whether loss or damage is caused or not, the decision of the Bank shall be final. Security deposit or balance of security deposit after recoveries shall be returned within three months after termination/ cancellation / end of contract.
- 3.21 The Contractor shall indemnify the Bank against any claims, damages, loss or penalties including the costs thereof in case of liability arising out of any accident/incident involving manpower deployed by him or his/her subcontractors, if any.
- 3.22 The Contractor shall be solely responsible and liable for all payments due to his employees including salaries, wages, over time wages, if any, statutory payments, contributions to Provident Fund and Employees State Insurance, bonus, gratuity if payable, provision of uniforms and all other payments of any nature.
- 3.23 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 required 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 any reason whatsoever, the Bank is made to pay any amount on account of commission or omission of the Contractor under any of the

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applicable laws, the Bank shall recover the same from the Contractor. The contractor will furnish a certificate that all statutory dues have been paid on Quarterly basis.

- 3.24 If the Contractor is unable to serve effectively as a result of strike or go- slow by his staff, it shall be open to the Bank to terminate the contract forthwith besides claiming damages.
- 3.25 The Contractor shall take necessary insurance for the staff engaged by him for this contract and shall provide certified copies of the insurance policies to the Bank.
- 3.26 The Contractor and his employees should use only the space allotted to them by the Bank for their office or for conducting their meeting etc and should not use other rooms/halls/dining halls for any of their use. Any additional space used after obtaining permission of the Bank, will be charged commercially.
- 3.27 The Contractor shall use his own books, forms and stationery and shall pay for services like telephone, air-conditioners, photocopier, fax etc. if availed from the Bank.
- 3.28 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.
- 3.29 The Guest Registers will be maintained by the contractor as specified by the Bank.
- 3.30 The Contractor shall ensure that the Receptionists devote their full attention in regulating the entry of visitors into the hostel/guest house and maintenance of registers for rooms/suites allotment. The receptionist shall also take utmost care to ensure that unauthorised person do not enter the hostel / guest house.
- 3.31 The Bank agrees to provide certain items and facilities as described below:
- a) Premises and furniture, including dining tables, chairs, water coolers, refrigerators, deep freezers, gas connections, shoe polish machine, washing machine, iron etc.
 - b) Mattresses, bed sheets, hangers and other linens in the rooms for use of the participants/guests.
 - c) Electrical bulbs, tubes, fuses, switches etc
 - d) Sports and recreation equipments.
 - e) Spares and replacements to all equipments and furniture
 - f) Electricity
 - g) Water
- 3.32 In case of inadequate supply of water from the Chennai Metro Water Supply & Sewerage Board, the Contractor shall coordinate with the water supplier approved by the

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Bank to ensure adequate supply. It shall be the responsibility of the Contractor to ensure that the ordered quantity of water is received in time and fully unloaded.

- 3.33 Annual Maintenance Contract for AC plants, generators, lifts etc. will be at Bank's cost.
- 3.34 The Contractor undertakes to have a control over the maintenance of all the items including gas cylinders and in case of any loss or damage to Bank due to improper operation / maintenance of the equipments, the Contractor is solely responsible.
- 3.35 Fogging machine shall be operated every day at about 6.30 pm during March to August and at about 5.30 pm during September to February to control mosquito and the contractor has to bear the expenses of Megadhlene (or any similar chemical used for fogging approved by Bank)
- 3.36 The Contractor has to make available the services of the carpenters for all maintenance works and the charges for materials are payable by Bank.
- 3.37 Pest control treatment to be done every quarter in the entire IMAGE complex to control cockroaches and other insects including necessary pesticide which does not harm human beings.
- 3.38 In the hostel, laundered bed sheets, linen, pillow covers and towels are to be provided once in three days or earlier whenever any occupant vacates a room. Vacated rooms should be kept ready for occupation immediately after vacating.
- 3.39 In the guest house, laundered bed sheets, pillow covers and towels to be provided every alternate day or earlier whenever any occupant vacates a suite. Vacated suite should be kept ready for occupation immediately after vacating.
- 3.40 Curtains must be laundered washed once in Three months, and woolen blankets should be washed once in 3 months. Curtains are available in 67 hostel rooms, 13 suites and 6 executive quarters.
- 3.41 The Contractor should ensure availability of liquid soaps in wash basins, naphthalene balls and toilet papers in toilets and refilling the same as and when required.
- 3.42 Fans, AC units, water coolers and refrigerators are to be cleaned once a month.
- 3.43 All overhead tanks and sumps to be cleaned once a month using cleaning materials and chlorine.
- 3.44 Inside roads all around to be swept and washed daily morning. Open drains which is meant as storm water drain shall be kept dry, neat and tidy.
- 3.45 Making proper arrangements for disposal of waste and refuse as per guidelines of State Government of Tamil Nadu. The waste and refuse shall be put inside polythene bags (not in banned plastic bags) of prescribed colour and of not less than the prescribed thickness before arranging to shift the same out of IMAGE complex. Solid waste shall be segregated and removed before letting out wastewater from work area/kitchen to the drain.

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3.46 Daily upkeep of sports materials, TV, Radio and all electric and electronic items like computers, DVD players etc. and control over magazines, newspapers and other Bank materials.

3.47 General Maintenance covers the following items:

- a) Daily maintenance of class rooms like cleansing of tables, chairs, computers, key boards, boards at the beginning of the day, during tea and lunch break & in the evening; keeping water for the speaker before and after every session; keeping water for the participants; arranging for audio- visual connectivity; clean maintenance of chairs and tables etc.
- b) Cleaning and perfuming of all common toilets and urinals, wash basins normally 5 times a day (8.00 AM, 11.00 AM, 2.00 PM, 4.00 PM & 6.00 PM) with detergents and more frequently on other occasions as per the requirement.
- c) Maintenance of sanitary and water supply installations and fountains.
- d) Daily cleaning and spraying of perfumes in the Principal's room, GM(CLO) room, Rooms of other Executives/Officers, Office room, Faculty rooms, Library etc. and Conference Halls on days of use.
- e) Cleaning of all furniture like tables, chairs and side racks in Principal's room, GM(CLO) room, Rooms of other Executives, Office and Faculty rooms every day and steel cup boards etc. once a fortnight
- f) Cleaning of all floor mats daily.
- g) Removal of cobwebs once in a week.
- h) Cleansing of open drains / storm water drains and ensuring smooth flow
- i) Cleansing of blockages in sanitary system and ensuring smooth flow of sewage
- j) Locking of all doors leading to the auditorium, college blocks and hostel blocks at 7 PM daily or till the classes or other works going on , which is later and opening the same at 8 AM daily.
- k) Removal of the blockages in pipelines, manholes, septic tanks wherever the need arises either by manual / mechanical cleaning without any extra cost to the Bank.
- l) Use of towels of Bank for cleaning tables, wiping the plates etc. should not be done. Bed sheets should not be used for covering the tables etc. Any violation shall attract a penalty of Rs.1000/- per occasion.

3.48 The Bank shall pay the cost of materials and labour if any, for any repair works of the Bank's property and prior permission of the Bank shall be taken before incurring such

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expenditure. The Contractor shall furnish the necessary vouchers, supporting the expenditure incurred by them for repairs.

3.49 The Contractor shall provide a scooter/motor bike to be used by his staff holding proper driving license for procuring any item that may be required urgently by the guests/Officials of Bank at IMAGE. Cost of maintenance of the scooter and fuel expenses shall be borne by the Contractor.

3.50 The Contractor is liable for payment of penalty, at the discretion of the Bank, for a minimum of Rs.10,000/- per day on following offences:

3.50.1 Any Staff of contractor found in drunken condition / indulging in bad conduct.

3.50.2 Improper maintenance and defacement IMAGE property.

3.50.3 Not following safety and security norms as may be indicated by authorised representative of the bank and as prescribed different as applicable for food likewise : Food safety and standard Act 2006.

3.50.4 Any insects, worms of any ingredient other than use for foods, found inside the prepared food will be subject to penalty. On repeated penalty for 2 times Bank reserves right to terminate the contract by calling explanation of 7 days.

3.50.5 Any unhygienic condition observed while preparation/ serving of food by any surprise checks by authorised official.

3.50.6 Inadequate Staffing.

3.50.7 Any staff of the contractor found without uniform and ID Card and/or found creating nuisance on duty.

3.50.8 Canteen staff suffering from contagious disease or staff working in the premises of IMAGE without police verifications. Non submission of police verification of staff within 2 months from the date of contract, the competent authority direct the contractor to remove the staff with immediate effect.

3.50.9 Same utensils used for preparing & serving non vegetarian food.

3.50.10 Failure on quality and quantity control of food items.

3.50.11 Failure on quality control of services being rendered.

3.50.12 Failure on control of insects & bedbugs poor washing of bed sheets, etc.

3.50.13 Not Following the instructions issued by IMAGE authorities from time to time.

3.51 Non-compliance of any terms of the contract and the same shall be recoverable from the bills payable to the Contractor. The decision of Bank is final in this regard.

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- 3.52 Income tax and other statutory levies, if any, will be deducted by the Bank at source from the bills payable to the Contractor as per Income Tax Rules and other statutes applicable from time to time.
- 3.53 **The contract shall be in force for a period of two years from the date to be specified by the Bank and it may be extended for such further period and on such terms and conditions as may be mutually agreed upon by the parties hereto.**
- 3.54 The Bank reserves the right to terminate the contract at any time without giving any prior notice and without assigning any reason therefor.
- 3.55 The rates quoted by the Contractor shall be firm during the period of the contract.
- 3.56 All disputes and differences arising out of or in any way concerning the contract shall be settled after holding necessary discussions between the parties. However, in the event of any dispute / difference remaining unsolved, the same shall be referred to a sole Arbitrator to be appointed by the Bank for this purpose. The decision of the Arbitrator shall be final and binding on both parties. Submitting for Arbitration may be considered as an additional remedy, and it does not preclude the parties to seek redressal / other legal recourse.
- 3.57 All litigations in respect of this contract are subject to the jurisdiction of the Courts in Chennai only.
- 3.58 The maintenance bills will be paid by the Bank monthly and the catering bills after the completion of the respective programs. The vendor will submit certificate that all compliance as per agreement fulfilled/performed on monthly basis.
- 3.59 In case the contract is awarded, the awardee Contractor has to enter into an agreement with the Bank as per the draft enclosed to these tender documents.
- 3.60 All staff of the contractor should be ready to attend the work before 6.00 a.m. after having a bath, neatly dressed and properly combed. The Contractor should arrange for soaps/washing materials to his staff.
- 3.61 The Contractor will provide good quality cleaning materials, soap oil, liquid soaps, tissue papers for wash basin, disinfectant like phenyl, Odonil, Naphthalene balls etc. in sufficient quantity which will be applied in all the bath rooms and toilets daily.
- 3.62 The Contractor will arrange for cleaning and upkeep of the Dining Hall, Kitchen area, toilets and washing area at least three times daily and also immediately after any service is rendered and also whenever it is required The Contractor will ultimately ensure that the entire kitchen and dining area are kept hygienic and clean. Preventive pest control measures including fly control will have to be done by the Contractor at his cost.
- 3.63 The contractor will adopt modern and hygienic kitchen practices. The contractor will ensure that tables (and not floor) will be used for kitchen work like cutting of vegetables etc. Synthetic/marble cutting boards and stainless-steel knives will be used for cutting vegetables.

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- 3.64 The Contractor shall obtain adequate insurance policy in respect of his workmen to be engaged for the work, towards meeting the liability of compensation arising out of any eventuality and a copy of policy is to be submitted to admin deptt of IMAGE
- 3.65 The Contractor shall provide weekly off / holidays to his workmen as per labour laws but it will be his responsibility to ensure uninterrupted services on all days including Sundays and holidays.
- 3.66 Contractor shall ensure that inside IMAGE campus Smoking and drinking of Alcohol is not resorted to by any of its workman and violation thereof will attract penalty as decided by Bank.
- 3.67 The Contractor has to comply with the directions of Central Govt.& State Government of Tamil Nadu, Local Authorities on usage of plastic / Health advisories/ ESG guidelines etc issued from time to time.
- 3.68 The Contractor has to submit quarterly PF statements and copy of ESI card as proof of complying with PF and ESI act respectively and to submit the relevant challans of EPF/ESI and GST on monthly basis. Annual returns have to be submitted to the Labour Department / Govt. Agencies and Bank in this regard.
- 3.69 The Contractor shall be solely responsible for full compliance with the provision of "Sexual Harassment of Women at work place (Prevention, Prohibition and Redressal) Act 2013" in respect of their employees.
- 3.70 Any bribe, commission, or advantage offered or promised by or on behalf of the BIDDER/CONTRACTOR to any officer or official of the Bank shall(in addition to any criminal liability which the BIDDER/CONTRACTOR may incur) debar his BID from being considered. Canvassing on the part of or on behalf of the BIDDER/CONTRACTOR will also make his BID liable to rejection. In case of any indication of cartelization, the Bank shall reject the BID and forfeit the EMD. Further, the contractor has to enter into an Integrity Pact with the Bank.

3.71 Confidentiality:

The contractor shall ensure at all times that, without the consent of IMAGE in writing not to divulge or make known any trust, accounts matter & transactions undertaken or handled by the IMAGE and also shall not disclose any matter about the affairs of IMAGE.

3.72 Corrupt practices:

During the course of contract if any contractor's personnel or the contractor are found to be indulging in any corrupt practices causing any loss to IMAGE, IMAGE is entitled to terminate the contract forthwith duly forfeiting the contractor's performance guarantee & security deposit without prejudice to any other right or remedy that IMAGE may have against the contractor.

3.73 Non-Performance of Contract:

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In case of termination of the contract by IMAGE due to non-execution of work/under performance or withdrawal of services by the contractor without giving a notice period of three months in advance , Performance Guarantee , security deposits as well as pending dues shall be forfeited and defaulter contractor will be blacklisted for a period of 3 Years and/or shall be liable for such other action which the competent authority of the Bank/ IMAGE may deem fit.

- 3.74 The integrity of the personnel engaged by the contractor should be beyond doubt . The contractor shall verify and establish the character & antecedents of the personnel proposed to deploy on duty.
- 3.75 If as a result of post payment audit or otherwise any overpayment is detected in respect of any work done by the contractor or alleged to have been done by the contractor under the contract , it shall be recovered by IMAGE from the contractor.
- 3.76 The contractor shall ensure full compliance with tax laws of India and shall be solely responsible for the same. The contractor shall submit copies of acknowledgements, evidencing filling of returns every year and shall keep the IMAGE fully indemnified against Liability of tax , interest penalty etc of the contractor in respect thereof which may arise.
- 3.77 The contractor should be fully prepared to work at short notice in case of any emergency. In case of any emergency work after office hours and on holidays, the contractor shall be contacted over phone or in person . in such circumstances he has to mobilise men and material to render the housekeeping & catering services at the earliest.
- 3.78 Any place inside the premises of the IMAGE will be treated as a delivery place and no dispute will arise related to service.
- 3.79 The workmen getting salary more than at present Rs 21000/- (Rs Twenty one Thousand) who are not covered under ESI will be covered under Group insurance. The premium of the group insurance will be borne by the contractor.

3.80 Exit Requirement:

In the event, the Agreement between the Bank and the Contractor comes to an end on account of termination or by the expiry of the term / renewed term or otherwise, the Contractor shall render all reasonable assistance and help to the Bank and to any new Contractor engaged by the Bank, for the smooth switch over and continuity of the Services.

3.81 Settlement of Disputes:

- a. If any dispute or difference of any kind whatsoever shall arise between the Bank and the Contractor in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.

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- b. If the parties fail to resolve their disputes or difference by such mutual consultation within a period of 30 days, then either the Bank or the Contractor may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given.

Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this clause shall be finally settled by arbitration. Arbitration may be commenced prior to or after delivery of the goods under the contract. Arbitration proceedings shall be conducted in accordance with the following rules of procedure.

The dispute resolution mechanism to be applied shall be as follows:

- a) In case of dispute or difference arising between the Bank and Contractor relating to any matter arising out of or connected with the agreement, such dispute or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. The arbitral tribunal shall consist of 3 arbitrators one each to be appointed by the Purchaser and the Supplier; the third Arbitrator shall be chosen by the two Arbitrators so appointed by the Parties and shall act as Presiding Arbitrator. In case of failure of the two arbitrators appointed by the parties to reach upon a consensus within a period of 30 days from the appointment of the presiding Arbitrator, the Presiding Arbitrator shall be appointed by the Indian Banks' Association, India which shall be final and binding on the parties.
- b) If one of the parties fails to appoint its arbitrator within 30 days after receipt of the notice of the appointment of its Arbitrator by the other party, then the Indian Banks' Association shall appoint the Arbitrator. A certified copy of the order of the Indian Banks' Association making such an appointment shall be furnished to each of the parties.
- c) Arbitration proceedings shall be held at Chennai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.
- d) The decision of the majority of arbitrators shall be final and binding upon both parties. The cost and expenses of Arbitration proceedings will be paid as determined by the Arbitral Tribunal. However, the expenses incurred by each party in connection with the preparation, presentation etc. of its proceedings as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself.
- e) Where the value of the contract is Rs. 10 million and below, the disputes or differences arising shall be referred to the Sole Arbitrator. The Sole Arbitrator shall be appointed by agreement between the parties; failing such agreement, by the appointing authority namely the Indian Banks' Association (IBA).
- f) Notwithstanding any reference to arbitration herein,
- c. the parties shall continue to perform their respective obligation under the contract unless they otherwise agree; and

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d. the Bank shall pay the supplier any monies due to the supplier.

Submitting to arbitration may be considered as an additional remedy and it does not preclude Parties to seek redressal / other legal recourse.

3.82 Audits:

Contractor agrees to co-operate with facilitate any audits that may be required by the Bank pursuant to any regulatory or statutory requirement with adequate advance notice to Contractor as the case may be.

Contractor shall, upon reasonable notice to allow Bank's managements, its auditors (both internal and external auditors), RBI and/or regulatory authorities or any other nominee of the bank, the opportunity of inspecting, examining and auditing the records relating to the services provided to the Bank hereunder.

Contractor shall co-operate with the Bank's internal or external auditor, RBI or any other regulatory authorities to assure a prompt and accurate audit. Contractor shall also co-operate in good faith with the Bank and /or its nominee to correct any practices, which are found to be deficient as a result of any such audit within a reasonable time after receipt of the Bank's report.

Reasonable access shall be provided to the Bank or, its representatives or nominated agencies to the Contractor's locations, facilities and materials to the extent relevant to the services under the contract.

3.83 Jurisdiction

The Contract shall be interpreted in accordance with the laws of India. Any dispute arising out of the contract will be under the jurisdiction of Courts of Law in Chennai. Compliance with labour and tax laws, etc. will be the sole responsibility of the Contractor at their cost.

3.84 Other terms and conditions:

(i) The relationship between the Bank and Contractor is on principal-to-principal basis. Nothing contained herein shall be deemed to create any association, partnership, joint venture or relationship or principal and agent or master and servant or employer and employee between the Bank and Contractor hereto or any affiliates or subsidiaries thereof or to provide any party with the right, power or authority, whether express or implied to create any such duty or obligation on behalf of the other party.

(ii) Contractor shall be the principal employer of the employees, agents, contractors, subcontractors etc., engaged by the Contractor and shall be vicariously liable for all the acts, deeds, matters or things, of such persons whether the same is within the scope of power or outside the scope of power, vested under the contract. No right of any employment in the Bank shall accrue or arise, by virtue of engagement of employees, agents, contractors, subcontractors etc., by the Contractor, for any assignment under the contract. All remuneration, claims, wages dues etc., of such employees, agents,

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contractors, subcontractors etc., of the Contractor shall be paid by the Contractor alone and the Bank shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of the Contractor's employees, agents, contractors, subcontractors etc. The Contractor shall agree to hold the Bank, its successors, assigns and administrators fully indemnified, and harmless against loss or liability, claims, actions or proceedings, if any, whatsoever nature that may arise or caused to the Bank through the action of Contractor's employees, agents, contractors, subcontractors etc.

(iii) The cost of preparing the proposal, including visits to the Bank by the bidder, is not reimbursable.

(i) All pages of the Bid Document, Clarifications/Amendments if any should be signed by the Authorized Signatory (Power of Attorney (POA) proof to be submitted). A certificate of authorization should also be attached along with the bid.

(v) The Bank is not bound to accept any of the proposals submitted and the Bank has the right to reject any/all proposal/s or cancel the tender without assigning any reason therefore.

(vi) Any additional or different terms and conditions proposed by the bidder would deem to be rejected unless expressly assented to in writing by the bank.

(vii) Bank reserves the absolute right to reject any bid if the same is not in accordance with its requirements and no further correspondence, whatsoever, will be entertained by the Bank in the matter.

(viii) To assist in the scrutiny, evaluation and comparison of offers Bank may, at its discretion, seek clarification from the bidder. The request for clarification and the response shall be in writing/through e-mail and no change in the price or substance of the bid shall be sought, offered or permitted.

(ix) In the event of any claim asserted by the third party, the Contractor shall act expeditiously to extinguish such claims. If the bidder fails to comply and Bank is required to pay compensation to a third party resulting from such claim, the Contractor shall be responsible for the compensation including all expenses, court costs and lawyer fees. Bank will give notice to the Contractor of such claims, if it is made, without delay by hand/e-mail/registered post.

(x) In case the Contractor has any other business relationship with the Bank, no right of set-off, counter-claim and cross-claim and or otherwise will be available under the agreement to the said Contractor for any payments receivable under and in accordance with that business.

(xi) Any publicity by the Contractor in which the name of the Bank is to be used should be done only with the explicit written permission of the Bank.

3.85 Severability



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If any provision herein becomes invalid, illegal or unenforceable under any law, the validity, legality and enforceability of the remaining provisions and this RFP shall not be affected or impaired.

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Annexure 1 (B)

MAINTENANCE OF AUDITORIUM BLOCK

1. Daily sweeping and mopping of entire area in all floors, rooms, fountain area, dining halls, conference halls, toilets, staircases, out side balcony of the Auditorium block, doors, door frames, window frames, window grills, glass, Chajjah tops etc.
2. Special care must be taken for the best upkeep of the entire block of auditorium including the stage, seats, electrical and electronic equipments and toilets before and after every engagement/ event.
3. The entire area & fittings in auditorium / conference halls, dining halls, kitchen including the places under the chairs, tables and all corners etc. should be thoroughly cleaned before and after every function and to be maintained in an orderly and neat manner. **If any damage / loss is caused by the hirers, the same should be reported immediately for recovery from the users. In case of failure to do so, the loss will have to be borne by the Contractor.**
4. The Contractor shall ensure posting of a supervisor (name of the supervisor should be informed to admin deptt) in the auditorium block to supervise cleaning and maintenance operations. The supervisor should be present on program days till end of the program and shall ensure that the entire premises is cleaned immediately. The supervisor should ensure that the left over food and other items are put in bags and carried to the collection boxes kept inside the premises and the left over items are not thrown in the gutter or road.
5. The Contractor shall ensure the presence of lift operators in both the lifts on all the occasions when the Auditorium is put to use.
6. Suitable disinfectants, sprays to be applied in the halls, rooms and wash rooms.
7. The Contractor shall ensure that no posters / stickers, advertisements are pasted on the walls or the chairs of the auditorium unless otherwise permitted in writing by Bank.

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Annexure 1 (C)

SCHEDULE OF WORKS TO BE CARRIED OUT FOR MAINTENANCE OF ELECTRICAL INSTALLATIONS, GENERATORS ETC.

1. To carry out regular operations and maintenance of 11 KV sub-station, 4 pole structure and 2 nos. transformer, AB switches, MCCBS, tightness checking etc.
2. To carry out maintenance of earth pits and neutral / body earth of sub-station, M V Panel, Generators measurement of earth pit resistivity periodically and their routine maintenance and to maintain a logbook in this regard.
3. To carry out routine operation, periodical maintenance of AB switches on every quarter for safety / regular operations to avoid breakdown and raising mains, floor panels, UPS panels, floor DBs (LDB, PDB, UPSDB) etc., In view of the saline atmosphere, special care has to be taken.
4. To carry out operation and general maintenance of electrical installation, Generator, lighting switch boards, lifts etc. at various blocks and routine inspection for preventive maintenance.
5. To carry out operation and general maintenance of 1 No. 625 KVA and 1 No. 380 KVA DG set and any other generator set that shall be installed in future and routine maintenance as per manufacturer's specifications.
6. To carry out the operation of stage lighting at auditorium, conference halls, seminar rooms etc.
7. To maintain all electrical installations like light fittings, ceiling fans, plugs, geysers etc. and other office equipments in the entire IMAGE complex.
8. To attend breakdown calls at all switch boards, lighting / power switch boards.
9. To maintain necessary registers / logbooks for breakdown calls, stock maintenance etc.
10. To maintain necessary logbook for generator, diesel etc. as a part of ISO Audit requirements.
11. General maintenance of all lifts, electrical switches etc. existing and to be installed in future.
12. Contractor's staff should also receive breakdown calls for various types of AC units / water coolers / inter-com / telephones etc. and coordinate with the concerned Agencies for restoration of service.
13. The Contractor should station Two Supervisor ("C" License Holder) and 4 electricians ("B" License Holders) on all days.
14. The Contractor should provide necessary technical staff for day-to-day maintenance
15. The Contractor should also provide staff during leave vacancies of the above staff.

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16. The Supervisor and the electricians should be available during the Annual Inspection by Central Electricity Authorities.

17. The Contractor should provide necessary technical staff for electrical, generator, sub-station, MV panels etc. until the meetings, conferences, functions in auditorium etc. are complete. For extra hours of operation if any, over time charges will be paid by the Contractor to his employees. Both the Supervisor and the electricians should be available when the auditorium is in function till the function in the auditorium etc is over.

18. The Contractor should maintain the installations as per statutory requirements (Indian Electricity Rules, TNEB Regulations and Central Electricity Authority's Regulations) and strictly follow all safety rules.

19. All the installation rooms should be cleaned periodically and kept neat and tidy. All preventive measures should be taken to keep the installations always in good working condition.

20. If any damage is caused to electrical installations / equipments / other ancillary equipments due to negligence / mishandling by Contractor's staff, the same should be made good at Contractor's cost.

21. The necessary stock of electrical spares etc. provided by the Bank shall be maintained properly by the Contractor and duly accounted for.

22. Necessary diesel / lube oil will be supplied for generator maintenance and the Contractor should arrange to transport diesel supplied from the nearest petrol bunk and transport charges will be reimbursed.

23. Periodical reports should be submitted for all preventive maintenance and maintain the 4 pole structure (Transformer) in good working condition.

24. Monthly cleaning to be made for all the light fittings including streetlights, fans etc.

25. Being in touch with the Officials / men of TNEB and arrange for their visit for rectifying any defects immediately.

26. Contractor should water wash the rooftop solar panels above IMAGE auditorium roof on weekly basis following safety protocols during execution.

27. Maintenance of Lightning arresters.

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Annexure 1 (D)

CONDITIONS FOR MAINTENANCE OF RESIDENTIAL / EXECUTIVE QUARTERS/EXECUTIVE SUITS

1. Operation of pump for water supply and ensuring adequate water supply in the overhead tanks.
2. To carry out general maintenance of rotating machinery viz., pumps / motors by cleaning / lubricating periodically for VRF Air-Conditioning System / water system etc. / Fire fighting plant etc. oil and lubrication under contractor scope.
3. Cleaning of overhead tanks and sumps once a month or as and when required by Bank.
4. Attending electrical and plumbing works.
5. Removing cobwebs once in fifteen days
6. Cleaning the fans and tubes and other electrical installations once in a month
7. Cleaning common areas daily and moping the area, applying cleaning machine once a month in the common areas.
8. Do necessary wiring in the Suites or Executives quarters as per the requirement.

EXECUTIVE QUARTERS

Duplex type quarters –Four numbers

- a) Daily inside cleaning of quarters
- b) Deep cleaning of quarters once in a month including toilets, furniture, vertical blinds, curtains, sofas, fan, etc.,
- c) All 12 numbers of Executive suites to be thoroughly cleaned at periodical intervals. Suite Nos 1 and 2 to be deep cleaned as and when required by IMAGE management or at least once in a week, along with approved quality materials.

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Annexure 1 (E)

MAINTENANCE OF LAWNS AND GARDENS

3. The Contractor shall provide the services of experienced gardeners for watering and maintaining the lawns / gardens / landscape/ Terrace Garden, potted plants, receptacles and gaskets.
4. Bank shall reimburse the cost of fertilizers / seeds / plants / pesticides etc. and such expenditure shall be incurred only with the prior approval of the Bank. Necessary vouchers / bills supporting the expenditure shall be submitted to the Bank for reimbursement.
5. The Contractor at his cost shall ensure inspection of lawns, gardens etc. by a Horticulturist as and when required by the Bank for proper maintenance thereof.
6. In case of leave of the gardener alternate arrangements should be provided by vendor.

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Annexure 1 (F)

CONDITIONS FOR CATERING

The menu for catering will be decided on a weekly basis. There will be no repetition for next 15 days of the menu. The stock should be maintained for minimum 15 days.

1. The illustrative North Indian Menu follows:

Time	Service	Items
6.00 a.m	Coffee/ Tea/ Milk to be Prepared and provided in flask by the Contractor to respective rooms in all floors	Coffee / Tea / Milk(150 ml) with quality Biscuits as approved by IMAGE
8.00 – 9.00 a.m.	Breakfast All Days	Plain Paratta/ Stuffed Paratta, Bread, Butter, Jam, Omlette / boiled egg Milk, cut fruit, Honey, Corn Flakes, AND Anyone of the following items with chutney (2 types) and sambar a. Idly & Vada or b. Uthappam & Vada c. Pongal & Vada or d. Poha Upma, Kitchadi e. Pooiri with Potato Masala/ channa masala f. Dosa & Upma g. Coffee, Tea/Milk /Fresh Juice(150 ml)
10.45 a.m.	Mid-morning Coffee	Coffee, Tea/Milk (150 ml) with quality Biscuits as approved by IMAGE
1.00 – 2.30 p.m.	Lunch	Green Salad or Raitha, 2 chutney Phulka or Pooiri/Tandhoori roti/Naan 1 North Indian side dish 1 North Indian vegetable 1 South Indian vegetable 1 Variety Daal 1 Variety rice, Plain rice, Rasam, Pappad, Pickle Curd *, 1 Non-veg dish – weekly once fish and weekly once mutton (150 gms)* and once chicken biriyani and on other days Chicken(150 gms)*1 Sweet / Ice cream (70 ml)*
3.45 p.m.	Mid evening Coffee	Coffee, Tea /Milk(150 ml) with quality Biscuits as approved by IMAGE

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Annexure 1 (F)

CONDITIONS FOR CATERING FOR HOSTEL

The menu for catering will be decided on a weekly basis. There will be no repetition for next 15 days of the menu

2. The illustrative catering services for the trainees / inmates of the hostel are as follows:

Time	Service	Items
6.00 a.m	Coffee/Tea to be Prepared and provided in flask by the Contractor to respective rooms in all floors	Coffee, Tea /Milk(150 ml with quality Biscuits as approved by IMAGE.
8.00 – 9.00 a.m.	Breakfast All Days	Plain Paratta/Stuffed Paratta, Bread, Butter, Jam, Omlette / boiled egg Milk, cut fruit, Honey ,Corn Flakes, AND Anyone of the following items with chutney (2 types) and sambar h. Idly & Vada or i. uthappam & Vada j. Pongal & Vada or k. Poha Upma, Kitchadi l. Poori with Potato Masala/channa masala m. Dosa & Upma Coffee, Tea/Milk /Fresh Juice(150 ml)
10.45 a.m.	Mid morning Coffee	Coffee, Tea/Milk (150 ml) with good quality Biscuits
1.00 – 2.30 p.m.	Lunch	Green Salad or Raitha, 2 chutney Phulka or Poori/Tandhoori roti/Naan 1 North Indian side dish 1 North Indian vegetable 1 South Indian vegetable 1 Variety Daal. 1 Variety rice, Plain rice, Rasam, Pappad, Pickle Curd * 1 Non-veg dish – weekly once fish and weekly once mutton (150 gms)* and once chicken biriyani and on other days Chicken(150 gms)*1 Sweet / Ice cream (70 ml)*

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3.45 p.m.	Mid evening Coffee	Coffee, Tea /Milk(150 ml) with quality Biscuits as approved by IMAGE
5.15 p.m.	Evening Snacks – Each day of the week should be different item	Any one of the following: Keera Vadai / Mysore Bonda / Veg Bonda / Sundal / Sandwich /Kara Sev / Omapudi / Mixture/Samosa / Cutlet* AND Coffee, Tea /Milk(150 ml)
8.00 p.m. – 9.30	Dinner These items should not repeat in the week On alternate days	Green Salad Either Phulka or Stuffed Paratha on alternate day Dhal 2 chutney One South Indian Tiffin (Idiyappam& Coconut Milk/Oothappam-Plain or Onion Oothappam with Sambar and Chutney) Plain Rice with Sambar / Vatha Kozhumbu / More Kozhumbu /Milagu Kozhumbu/ Khadi Rasam. (These items should not repeat in the week) 1 South Indian vegetable 1 North Indian vegetable Pappad, Pickle Curd*, 1 Sweet* 1 Banana / Cut fruits* Milk (150 ml) 1 Egg preparation

* Limited serving

** Non-veg items should be on rotation basis.

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CONDITIONS FOR CATERING FOR GUEST HOUSE

The catering services for the inmates of the Guest House are as follows:

Time	Service	Items
6.00 a.m	Bed Coffee	Coffee, Tea (150 ml) with quality Biscuits as approved by IMAGE
8.00 – 10.00 a.m.	Breakfast	Plain/stuffed Paratha Bread, Butter, Jam, Omlette Corn Flakes and milk Fruit juice (120 ml) & seasonal fruit AND Anyone of the following items with chutney and sambar a. Idly & Vada or b. uthappam & Vada c. Pongal & Vada or d. curd & Kitchadi e. Poori with Potato Masala/channa masala f. Dosa & Upma Coffee, Tea/Milk (150 ml)
12.30 – 2.00 p.m.	Lunch	Soup Green Salad or Raitha Phulka or Poori 1 North Indian side dish 1 North Indian vegetable 1 South Indian vegetable 1 Variety Daal 1 Variety rice, Plain rice, Rasam, Pappad, Pickle Curd * 1 Non-veg dish – weekly once fish and weekly once mutton (150 gms)** and once chicken biriyani and on other days Chicken(150 gms)* 1 Sweet / Ice cream (70 ml)*

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5.00 – 6.00 p.m.	Evening Snacks	Any one of the following: Keera vadai / Mysore Bonda / Veg Bonda / Sundal / Sandwich /Kara Sav / Omapudi /Mixture/ Samosa / Cutlet* AND Coffee, Tea/Milk (150 ml)
7.30 – 9.30 p.m.	Dinner	Soup Green Salad Phulka or Stuffed Paratha Dhal One South Indian Tiffin (Idiyappam & Coconut Milk/Oothappam-Plain or Onion with Sambar and Chutney) One north Indian Tiffin (Puri /paratha, vegetable, curd ,Pickle) Plain Rice with Sambar / Vatha Kozhumbu/ Mor Kozhumbu / Khadi /Rasam, 1 South Indian dish 1 North Indian dish Curd, Pappad, Pickle 1 Sweet* 1 Banana / Cut fruits* Milk (150 ml) 1 Non-veg dish (150 gm)*

* Limited serving

** on rotation basis

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OTHER TERMS & CONDITIONS FOR CATERING

1. Coffee / Tea / Fruit Juice to be served to the guest as desired. In addition, any item ordered by the guests should be prepared and served to the guests at extra at mutually agreed rates.
2. Good Quality branded sunflower oil or refined ground nut oil should be used as cooking medium. For tamarind rice and lemon rice good quality branded gingelly oil should be used. For Pongal and sweets, ghee or refined vegetable oil should be used. Palm oil or Dalda should not be used at all for any purpose. Oil used on a day should not be carried over for cooking the next day.
3. The Contractor should use only milk and milk products of Aavin/Heritage / Hatsun /Nandini / Amul for all purposes.
4. Good Quality cooking ingredients should be used at all times. Branded atta should be used for making chapathis / poories. Maida should not be used for making chapathis / poories. Officials of Bank at IMAGE have the right to inspect the store, fridge and freezer to verify the quality of ingredients used. Any substandard material found in the store shall have to be removed from the premises immediately. Repetition of the same on more than one occasion shall attract penalty of Rs.1000/- per occasion.
5. Meat/chicken/fish should be purchased fresh daily. NV items should not be carried over to the next day by keeping in the fridge or freezer.
6. Curd served should be fresh and should not be old or sour.
7. Cooked food should not be kept in the freezer for using for the next occasion or next day. Only milk, curd and idly/dosa mix can be kept inside the fridge/freezer.
8. The details of the actual daily menu for breakfast, lunch, evening snacks and dinner will be given by Bank which shall be changed from time to time.
9. If any of the items supplied for the breakfast, lunch, evening snacks, dinner etc. are in the opinion of the Bank, substandard and/or inadequate, the Bank reserves the right to refuse payment in full or in part thereof. The Bank's decision on these matters is final.
10. Any eatable prepared for one occasion should not be carried over and served during the next occasion.
11. The Contractor should arrange at his own cost standard quality of cooking vessels, choppers, juicers, cutters, pans, buffet serving containers, heating system, additional Gas Burners required for cooking and serving food and things acceptable to the Bank for

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rendering catering service, (minimum stock) as given in Annexure. The Contractor is expected to procure and store any other items that may be required for carrying out maintenance and catering at IMAGE.

12. The following minimum quantity is to be made available at any time keeping the requirement and volume at IMAGE:

Bone China ware cups for serving tea/coffee in the Rooms	200
Bone China ware cups for serving tea/coffee in the dining hall	300
Bone China ware cup and saucer for the use of VIPs	150
Good quality small flasks for serving hot tea/coffee	300
Soup bowl and saucer with spoons	150 sets
Good quality spoons for dining purpose	500
Good quality spoons for mixing tea/coffee	300
Stainless steel plates for lunch (with partition)	250
Stainless steel plates for tiffen	250
Good quality melamine ware round plates for lunch purpose (big size)...	150
Good quality bone china round plates for serving food to VIPS on Important occasions	100
Quarter plates melamine ware round	200
Bowels, cups, katories etc for serving food/dishes	Sufficient numbers
Stainless Steel Spoons for serving food	-do-
Small size flasks for serving coffee/tea in the rooms, office etc	200
Big Size Stainless steel hot packs	6
Medium and small size stainless steel hot packs	10 each
Water jugs for dining halls	50

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	Stainless steel trays for serving	12
	Table cloths	Required quantity

13. Any other utensils that may be required for cooking/serving. Damaged /broken cups/plates etc. should be replaced immediately. All the cutleries should be changed once in 6 months
14. Any additional food items shall be arranged by the Contractor at a mutually agreed rate.
15. The Contractor should effect a reduction in the bill for the participants where skip sheets are given in advance.
16. The Contractor should give a break-up of the cost of Bed Coffee / Tea / Milk Breakfast, Mid-morning / Mid-evening Coffee / Tea / Milk, Lunch, Snacks and Dinner. Cost will be deducted (as per the break-up) for the items not served.
17. The kitchen, dining hall, utensils, utensils cleaning area etc. should always be kept clean and hygienic.
18. The left over food in the plates/cooking vessels should be completely removed before leaving the same in the Cleaning area. The removed left over items should be emptied in waste bags(not in banned plastic bags) and should be carried to the garbage collection boxes kept outside the building but within the Campus.
19. In the hostel, room service should be given to the trainees for bed Coffee / Tea only. For non-trainee guests, room service may be given for other items also on request with the approval of Bank. In the guesthouse, room service should be given throughout.
20. The Contractor should ensure that courteous and efficient service is rendered through his workforce.
21. In a period of 12 months, normally training programs are conducted for 11 months covering an estimated number of 10000 trainees during that period. The estimated number of trainees is notional for the purpose of evaluation of the bid and it may vary either way substantially. The actual number may vary depending upon the programs conducted. But the rate quoted against each item shall remain firm for any quantity during the currency of the contract. Contractor is not entitled for any claim for any increase or decrease in the number of trainees.
22. Notice will be given for the period when no training programs are planned. However, during such period, the catering requirements of guests shall be duly met by the Contractor. The catering requirements of the trainees of programs arranged in short notice during such periods also have to be taken care by the Contractor.
23. Where the number of trainees per day is less than 15 , the boarding charges for 15

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trainees will be paid to the Contractor to take care of the Contractor's overheads.

24. The Contractor may with the prior permission of the Bank, undertake catering service to others who use the infrastructure of IMAGE in which event, the Contractor shall pay a lump sum amount of 10% of such catering bill amount to Bank. In such cases, the Contractor should engage separate set of cooks, serving boys etc. and should not utilize the services of persons working in Bank. The Contractor shall provide the details of catering done for others with copies of bills at the end of every month.
25. While undertaking the jobs as mentioned above, the Contractor shall ensure that the quality of service rendered to Bank does not suffer.
26. Any additional food items shall be arranged by the Contractor at a mutually agreed rate.
27. The Contractor should effect a reduction in the bill for the participants where skip sheets are given in advance.
28. The responsibility of maintenance of the premises and infrastructure will be that of the Contractor even in cases where the other caterers are engaged on specific occasions either by the Bank or others.
29. The Bank shall provide free of charge the following items/facilities:
- Two Gas Burners and necessary equipments for running gas supply. However the Contractor shall arrange to procure gas at his own cost, but the deposit for cylinders will be made by the Bank.
 - Electricity for normal consumption. It will be the responsibility of the Contractor to ensure electricity is switched off when not required. However if he uses air conditioners in the space allotted to him for running his office, electricity charges will be borne by the Contractor.
 - Tables, Chairs, warmer, freezers.
30. Other terms:
- High quality, standard and approved brand of items should be used for cooking.
 - Defective broken/soiled crockeries & cutleries, flasks etc. to be replaced immediately.
 - All the dining tables should be provided with water jugs, tumblers, salt and pepper.
 - Non-vegetarian and vegetarian food to be cooked separately.
 - Non-vegetarian items should be kept sufficiently away from the vegetarian items, to make them distinct.
31. Staff members of Bank, Program Guests, Office Guests and Service Provider Guests like TNEB, Water & Sewerage Board, Police, Fire & Rescue Service will be charged at a subsidized rate of 25% of the Boarding Charges.
32. Any items other than normally provided in hostel and suite like fruit baskets, bouquet, mineral water, bath kit, shaving kit, special non- vegetarian items, special snacks, tender



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coconuts, fruit juices etc., prior sanction is required regarding the prices of the items served.



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Annexure 1 (G)

DEPLOYMENT OF CONTRACT LABOUR

Name of post	No. of persons to be engaged	Wages (not less than the minimum wages under the Minimum Wages Act 1948)

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Annexure 2

SCHEDULE OF MAINTENANCE CHARGES

Amount inclusive of GST

Maintenance charges (Including wages, materials and service charges etc.)	Amount per month (Rs.)	Quantity in months	Total amount (Rs.)	Total amount in words
1. Guest House Complex Annexure 1 (A)		24		
2. Hostel & College Block Annexure 1 (A)		24		
3. Auditorium Block Annexure 1 (B)		24		
4. Basement Floor Electrical installation, Generators etc. Annexure 1 (C)		24		
5. Residential Quarters Annexure 1 (D)		24		
6. Lawns and Garden Annexure 1 (E)		24		

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Annexure 3

SCHEDULE OF CATERING RATES

Amount inclusive of GST

Catering as per Annexure 1 (F)	Rate per Day (Rs.)	Estimated quantity (man-days)	Total value (Rs.)	Total value in words
1.Charges per head per day for catering for Hostel		48000		
2. Charges per head per day for catering for Guesthouse		2400		



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Annexure 4

AGREEMENT FOR MAINTENANCE & CATERING CONTRACT FOR IMAGE, MRC NAGAR, RA PURAM, CHENNAI 600 028

This Maintenance, Catering & House Keeping Agreement executed on between Indian Bank, a body corporate constituted under Banking Companies (Acquisition & transfer of undertakings) Act, 1970 having its Corporate Office at 254-260 Avvai Shanmugham Salai , Royapettah , Chennai 600 014 and its Apex Training College viz. Indian Bank Management Academy for Growth & Excellence (IMAGE) situated at MRC Nagar, R A Puram, Chennai. 600 028 with College Block, Guest House Block, Residential Quarters, Hostel Block rooms, Dining halls, Conference Halls, Auditorium Block etc. hereinafter called the Bank on the one part, which term shall mean and include its successors and assignees and ----- represented by ----- hereinafter called the Contractor on the other part, which term shall mean and include its successors and assignees

WHEREAS the Bank is running Indian Bank Management Academy for Growth & Excellence that is “IMAGE” at the above said premises.

WHEREAS the Bank floated RFP Ref..... dated for selection of a contractor for providing Catering Arrangements, Housekeeping & Maintenance of Premises at IMAGE (herein after referred to as “RFP”).

AND WHEREAS the Contractor has been selected on the basis of its bid under said RFP process.

AND WHEREAS the Bank and the contractor have decided to enter into a Maintenance & Catering and Housekeeping contract and that they intend to reduce to writing the terms and conditions of the said contract.

Now, this deed of agreement witnesseth that in consideration of the above premises, the parties hereby covenant with each other to observe and perform and adhere to the following terms and conditions that is to say:

- a) The contractor shall provide Maintenance, Catering & Housekeeping Services as per the general conditions mentioned in Annexure 1 (A) to 1(G) of the RFP.
- b) The contractor agrees to provide Maintenance Services for the Auditorium Block etc (Conference Halls, VIP Rooms, Store Rooms, Kitchen and other Rooms and

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Dining Halls) as per the conditions mentioned in the Annexure 1 (B) of the RFP.

- c) The contractor agrees to provide the maintenance services for the electrical installations, electrical sub-stations, operations / maintenance of generators, operation of lifts, operation of stage lighting at Auditorium, Conference halls, Class rooms, etc as per the terms and conditions mentioned in Annexure 1 (C) of the RFP.
- d) The contractor agrees to provide Maintenance Services for the Residential Quarters as per the conditions mentioned in the Annexure 1 (D) of the RFP.
- e) The contractor agrees to maintain the lawns and gardens as per the conditions mentioned in Annexure 1 (E) of the RFP.
- f) The contractor agrees to do catering as per the conditions mentioned in the Annexure 1 (F) of the RFP.
- g) The Bank agrees to provide certain items and facilities as per Annexure 1 (A), Section-III of the RFP.
- h) The Bank agrees to pay the contractor as per the schedule of rates in Annexure 2 and 3 of the RFP, on performance of the work to the satisfaction of the Bank. In case of reduction of Area earmarked for maintenance due to unforeseen developments in future the maintenance charges will be reduced respectively on the pro rata basis for the remaining period of the contract.
- i) The contractor is liable for the following:
 - a. The contractor shall indemnify the Bank against any claims, damages, loss or penalty including the costs thereof arising out of any breach or violation of any of the terms of the contract or any provisions of laws including the labour laws as applicable from time to time governing the employees employed by the Contractor or any of his representatives.
 - b. Fully indemnify the Bank for any default or non- observance by the contractor or any of his representatives of any terms of this contract and any other provisions of the applicable enactments and the rules / notifications framed there under.
 - c. The contractor shall, whenever required by the Bank, produce for inspection of all forms, registers and other records required to be maintained under various statutes.

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- d. In the event of cessation of the contract due to any reason whatsoever, the security deposit will be refunded only after due satisfaction of the Bank about the full compliance by the contractor of the contractual, statutory and other legal obligations.
- e. The contractor shall provide their workmen with necessary safety appliances at his own cost.
- f. The contract will be in force for a period of 24 months from the date specified by the Bank. The agreement can be terminated by either party by giving not less than three months' notice in writing to the other party. Notwithstanding anything contained in any other clause, the Bank can terminate the contract forthwith, without assigning any reasons
- g. On expiry / termination of the contract, the contractor shall handover the assets of the Bank, subject to normal wear and tear, peacefully and obtain acknowledgement from the Bank
- h. All other terms and conditions of RFP, not specifically provided in this agreement shall be deemed to be incorporated herein by reference

IN WITNESS WHEREOF the parties hereto have hereunto set their hands the day and year first above written.

Signed and delivered by the hands of

Signed and delivered by the hands of

Shri _____ its
and _____

Shri _____
partner of in the presence of:

constituted attorney in the presence of:

1.

1.

2.

2.

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Annexure 5

PHYSICAL DATA OF IMAGE, CHENNAI - 600 028
AREA OF IMAGE AS PER CORPORATION / CMDA SANCTION

BLOCK	AREA OF	IN SQ.FT.
Basement		9397.00
Guest House Block		
	Car Porch	135.00
	Ground Floor	6586.00
	First Floor	6586.00
	Second Floor	6586.00
	Third Floor	6530.00
	Terrace	279.00
	<i>Total</i>	26702.00
Hostel Block		
	Ground Floor	14204.00
	First Floor	9331.00
	Second Floor	11138.00
	Third Floor	11138.00
	Terrace	225.00
	<i>Total</i>	46036.00
College Block		
	Ground Floor	8927.00
	First Floor	6185.00
	Second Floor	9136.00
	Third Floor	7217.00
	Terrace	188.00
	<i>Total</i>	31653.00
Auditorium Block		
	Ground Floor	20918.00
	First Floor	19363.00
	Second Floor	9169.00
	Terrace	550.00
	<i>Total</i>	50000.00
Executive Quarters		
	Area- 4 quarters-duplex	4000.00

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ABSTRACT OF AREA

Area	In sq.ft.
Basement	9397.00
Guest House Block	26702.00
Hostel Block	46036.00
College Block	31653.00
Auditorium	50000.00
Executive quarters	4000.00
Total	167788.00

The IMAGE complex consists of a Guest House of 12 suites, 1 Board room, 1 V.I.P. Dining hall, 1 V I P Lounge, 1 V.I.P. Rest Room, Executive Toilets, 4 Executive Duplex, 67 Hostel rooms, Gym Room, indoor court ,Yoga & Library, Kitchens, Dining halls, 7 Class rooms, 4 Computer labs, 8 Faculty rooms, VIP Lounge, 3 Conference Halls, 1 Video Conference Room, 1 Auditorium, HT electrical installations, AC plants, Generators, Lifts, Fountains, Lawns, Water treatment plant and gardens, roof top garden and inside roads etc.

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Annexure 6

MINIMUM STAFF REQUIREMENT FOR CARRYING OUT MAINTENANCE AND CATERING WORK AT IMAGE

General		10
01	Manager (should be available round the clock)	1
02	Asst. Manager	1
03	Head Cook (Knowing North Indian and South Indian preparations) for General Kitchen	1+1*
04	Head Cook (Knowing North Indian and South Indian preparations) for Guest House	1
05	Asst. Cook for General Kitchen	2
06	Chapathi/Tandoori master	2
07	Tea Master	1
For Hostel Block		20
08	Receptionist for hostel reception on rotation basis	3
09	Dining Hall Supervisor / Hostel Block Supervisor	2
10	Dish Washer (ladies) for hostel mess	4
11	Room Boys for hostel on each floor	3
12	House keeping for hostel (ladies)	3
13	Dining Hall attendants / kitchen / cleaning (ladies and boys)	5
For Guest House		8
14	Supervisor for Guest House / external areas	1
15	Receptionist for Guest House	2
16	Guest House Room boys	2
17	Cleaning persons for guest house (ladies)	2
18	Asst Cook at Guest House	1
For College Block		10
19	Supervisor for College Block & IBLA	1+1
20	House keeper for college block (ladies)	2
21	Office boys one on each floor	3
22	Technical person – computers and accessories	2
23	Assistant for Principal room	1
For Auditorium Block		6
24	Supervisor for Auditorium	1
25	House keeper for Auditorium (ladies)	4
26	Lift Operator	1
OTHERS		20
27	Electrician B	4
28	Electrician C/Generator set Operator	2
29	Gardener	1
30	Plumber	3
31	External areas/gutters/roads etc cleaner	2
32	Garden cleaner	2
33	Qualified Librarian	2
34	Lift Operator	2



Indian Bank Management Academy for Growth & Excellence
3, Thandavarayan Street, MRC Nagar,
RA Puram, Chennai- 600 028

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35	Carpenter	1
36	Office boys	1+1
TOTAL		75

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Annexure 7

Details of Skilled, Semi-skilled & Unskilled manpower

Sr No	Description	No. of employee Per Day (A)	Total No. of Man days per year B= A*365	Rate per employee per day (C)	Total Amount (D)= B*C
Housekeeping					
1	Skilled				
2.	Semi-skilled				
3.	Unskilled				
Catering					
1	Skilled				
2.	Semi-skilled				
3.	Unskilled				

- Vendor will ensure that the allocated manpower will be utilized for the respective purposes.
- Separate allocation of duty will be ensured by the vendor and there will be no intermingling.
- In addition to above 75 manpower vendor will submit the name of additional 5 to 10 person name & will be treated as pool which will be utilized in case of leave absence of the worker. The total strength will be 75 at any point of time.

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Annexure 8

LIST OF INDICATIVE BRANDS OF ITEMS TO BE USED IN CATERING

1	Milk	Aavin/Heritage / Hatsun /Nandini / Amul
2	Bread	Modern/Britannia/Spencers
3	Butter	Amul/Aavin/Hatsun pasturised butter
4	Jam	Kissan/SIL or other similar quality
5	Tomato Sauce	Kissan/Maggi
6	Chilli Sauce	Kissan/Maggi
7	Tea/Tea bags	Taj Mahal/Three Roses/Tetley
8	Filter Coffee	Leo/Narasus/Coffee day
9	Refined Oil	Fortune/Gold Winner/ Saffola
10	Rice	Good quality*
11	Sugar	Good Quality (sulphur less)
12	Atta	Ashirwad/ Pilsbury
13	Pulses and other ingredients	Good Quality*
14	Ice Cream	Kwality Walls / Arun/ Hatsun

***Rice & pulses quality is to be discussed on a monthly basis before procuring. Stock statement of catering material to be submitted to Admin department on weekly basis for verification.**

Room Maintenance / Service :- Disinfectants

- Detailed items Room Service Hand Wash

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Annexure 9

DETAILS OF MAINTENANCE WORK TO BE EXECUTED

(Certificate to be enclosed along with maintenance bill every month)

S.No	Item of	Frequency at which it is required to be carried out	When actually carried
1	Sweeping and moping of entire floor area in all	Daily (log book will be maintained)	
2	Cleaning/wiping of furniture items in class Rooms /lecture halls /Conference halls / waiting halls / Principal's room and all office rooms/faculty rooms in the	Daily (log book will be maintained)	
3	Cleaning of aluminum glassed doors / windows /doors/door frames	Twice in a week	
4	Dusting/wiping blinds	Twice in a week	
5	Cleaning / washing of toilets (floor and wall upto dado height) and sanitary installations like wash	Twice in a day	
6	Cleaning the carpets with vacuum cleaner	Once in a week	
7	Removing of cob webs	Once in a week	
8	Cleaning of all fan blades and electrical installations in the rooms/office and	Once in a month	
9	General Cleaning around the building outer area	Daily (log book will be maintained)	
10	Moping the floor of all rooms/halls etc	Daily (log book will be maintained)	
11	Cleaning terrace of the building	Twice in a month	
12	Cleaning water sumps and all over head tanks	Once in a month	
13	Deep cleaning of 4 nos Executives Duplex type quarters	Once in a month	
14	Laundering curtains in all the hostel rooms and guest house suites	Once in three months	
15	Laundering woolen blankets	Once in three months	

Logbook to be maintained & signed by the supervisor.

Date:

CONTRACTOR

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Date: 05.08.2024

Annexure 10

LIST OF HOUSING MATERIALS REQUIRED TO BE PROCURED BY CONTRACTOR AT OWN COST AND STORED IN SUFFICIENT QUANTITY FOR MAINTENANCE WORK AT IMAGE

01	Scented Phenyl Concentrated
02	Soap Oil for cleaning the floors/toilets etc
03	Harpic Liquid toilet cleaner
04	Coconut brooms
05	Hill Brooms
06	Urinal Cubes
07	Naphthalene balls white (big)
08	Toilet Brushes
09	Hand Brush
10	Colin Mirror Cleaner
11	Room Spray
12	Air Freshener (Flora, Odonil)
13	Bleaching powder (ISI Brand)
14	Mop with stick
15	Checked cloth
16	Yellow Cloth
17	Cob web remover stick
18	Dust bins
19	Lizol/Floor cleaner/disinfectant
20	Spades, Savadu for cleaning garden/gutters etc.
21	Tissue Papers

The list is only indicative, and the Contractor is required to procure and store any other item that may be required for maintenance work. All items should be procured and stored in sufficient quantities as per the requirement. The materials should be stored in a separate room and is subject to inspection of the Officials of Bank at IMAGE. A copy of the bill procuring the above items should be enclosed along with the monthly maintenance bill of the subsequent month.



Ref: BID NO: GEM/2024/B/5251133

Date: 05.08.2024

Annexure 11

CERTIFICATE REGARDING PAYMENT OF BONUS

To,

The Principal
Indian Bank Management Academy for Growth and Excellence (IMAGE)
M R C Nagar Chennai.

Dear Sir,

1. This is to certify that we have disbursed the salary for the month of.....(Previous month) as per Minimum Wages Act to all the employees as per the copy of Attendance register submitted to you.
2. We also enclose copy of the receipts for payment of EPF and ESI made for our employees.
3. We have also paid bonus to the eligible employees.

Company Seal & Signature of the Authorised Representative

Ref: BID NO: GEM/2024/B/5251133

Date: 05.08.2024

Annexure 12

STOCK POSITION OF LINEN IN THE HOSTEL

Month:Year:.....

AS AT THE BEGINNING OF THE WEEK DETAILS OF CHANGE OF ITEMS

		Bed sheets	Pillow Covers	Towels	Blankets
01	Used in the beds in the rooms				
02	To be given for washing				
03	Stock with the dhobi				
04	Washed stock				
05	Total				

Log book is to be maintained by vendor on weekly basis & to be produced to admin department as & when asked

AS AT THE CLOSE OF THE WEEK

		Bed sheets	Pillow Covers	Towels	Blankets
01	Used in the beds in the rooms				
02	To be given for washing				
03	Stock with the dhobi				
04	Washed stock				
05	Total				

The vendor will ensure that beds, pillows, and towels are changed every 3 days or whenever participants leave the hostel, whichever occurs earlier.

Date:

MANAGER

This statement should accompany the maintenance bill every month

Ref: BID NO: GEM/2024/B/5251133

Date: 05.08.2024

Annexure 13

STOCK POSITION OF LINEN IN THE GUEST HOUSE

Month:Year:.....

AS AT THE BEGINNING OF MONTH

		Bed sheets	Pillow Covers	Towels	Blankets
01	Used in the beds in the rooms				
02	To be given for washing				
03	Stock with the dhobi				
04	Washed stock				
05	Total				

Log book is to be maintained by vendor on monthly basis & to be produced to admin department as & when asked

AS AT THE CLOSE OF THE MONTH

		Bed sheets	Pillow Covers	Towels	Blankets
01	Used in the beds in the rooms				
02	To be given for washing				
03	Stock with the dhobi				
04	Washed stock				
05	Total				

Date:

MANAGER

This statement should accompany the maintenance bill every month

Ref: BID NO: GEM/2024/B/5251133

Date: 05.08.2024

Annexure 14

(Declaration to be submitted by the bidders in their Letter Head)

I / We have read and examined the RFP Ref No:Dated, schedules, specifications applicable, Conditions of contract and other documents and rules referred to in the conditions of contract and all other contents in the tender documents for the work.

I / We hereby submit my / our bid for the execution of the work specified for Indian Bank's Training Centre at IMAGE, Chennai-600 028, within the time specified in Schedule and in accordance in all respects with the specifications and instructions in writing and with such materials as are provided for, by, and in all respects in accordance with such conditions so far as applicable.

I / We agree that the bid submitted by me /us shall be valid for One hundred and Twenty (120) days from the date of the opening of Technical Bid thereof and not to make any modifications in its terms and conditions. A sum of Rs. 15.00 Lakh (Rs. Fifteen lakh only) is enclosed in the form of demand draft / BG towards EMD.

If I / We fail to furnish the Security Deposit equivalent to 5% of the Tendered Cost of which 50% by way of Fixed Deposit & 50% by way of Bank Guarantee or 100% of the Tendered Cost by way of Bank Guarantee as mentioned elsewhere within prescribed period, I / we agree that Indian Bank shall, without prejudice to any other right or remedy, be at liberty to forfeit the said earnest money absolutely.

Further, if I/we fail to commence work as specified, I/we agree that Indian Bank shall without prejudice to any other right or remedy available in law, be at liberty to forfeit the said earnest money and the security deposit. Further I / we agree that in case of forfeiture of earnest money I / we shall be debarred from participation in the re-tendering process of the work.

I/We hereby declare that we do not have any former employee of Indian Bank who has retired in less than 1 year before the date of submission of this tender and none of my relatives are employed in Indian Bank as of tender submission.

I/We hereby declare that my/our Firm/Company has not been blacklisted or otherwise debarred during the last five years by Indian Bank or by any other Public Sector Undertaking or by any Government for any failure to comply with the terms and conditions of any contract or for violation of any Statute, Rule or Administrative Instructions.

I/We hereby declare that no contract entered into by my/our Firm/Company with Indian Bank or with any other Public Sector Undertaking or with any Government has been terminated before the expiry of the contract period at any point of time during the last five years.

I/We hereby declare that I/We have not been convicted at any time by a Court of Law of an offence and sentenced to imprisonment.



Ref: BID NO: GEM/2024/B/5251133

Date: 05.08.2024

I/we hereby declare that I/we shall treat the tender documents and other records connected with the work as secret / confidential documents and shall not communicate the information derived there from to any person other than a person to whom I/we am / are authorized to communicate the same or use the information in any manner prejudicial to the safety of the State.

Date

Signature of Contractor

Postal Address



Ref: BID NO: GEM/2024/B/5251133

Date: 05.08.2024

Annexure 15

Self-Declaration – Blacklisting

The Principal IMAGE
3, Thandavarayan Street, MRC Nagar,
RA Puram, Chennai- 600 028

Dear Sir,

Sub: Request for Proposal for Catering Arrangements, Housekeeping & Maintenance of Premises at IMAGE

Ref: Your RFP No. GEM/2024/B/5251133 Dated 05.08.2024

We hereby certify that, we have not been disqualified / debarred / blacklisted from any Governments, Semi-governments, PSUs, Banks, Financial Institutions etc in last 5 year as on tender issue date.

Signature of Authorized Official

Name and Designation with Office Seal

Place:

Date:

Ref: BID NO: GEM/2024/B/5251133

Date: 05.08.2024

SECTION – IV

INSTRUCTIONS TO BIDDERS FOR ONLINE TENDER THROUGH GeM PORTAL

1.1. SUBMISSION OF BIDS THROUGH GeM PORTAL

The Bid documents, to be uploaded as part of online bid submission, are as follows:

- a. Eligibility Criteria, along with all supporting documents required.
- b. All Annexures as per this tender on Bidder's letter head with authorizing person's signature and Bidder seal on all pages.
- c. All supporting documents and product literature in support of Technical/ Functional specifications.
- d. Relevant brochures
- f. Compliance to Technical/ Functional Specifications as per Technical Bid.
- g. Any other information sought by the Bank with relevant to this tender.

Bidder should upload all the copies of relevant documents without fail in support of their bid and as per the instructions given in tender documents. If the files to be uploaded are in PDF format, ensure to upload it in "Searchable" PDF Format. After filling data in predefined forms bidders need to click on final submission link to submit their encrypted bid.

Please take care to scan documents so that total size of documents to be uploaded remains minimum. Unless specified in this RFP, **every document submitted online to the Bank shall be in PDF Format. The Scanned Documents shall be OCR enabled for facilitating "search" on the scanned document.** Utmost care may be taken to name the files/documents to be uploaded on e-tendering portal.

1.2. BID RELATED INFORMATION

Bidders must ensure that all documents uploaded on e-tendering portal as files or zipped folders, contain valid files and are not corrupt or damaged due to any processing at bidder PC system like zipping etc. It shall be the responsibility of bidder themselves for proper extractability of uploaded zipped files.

Any error/virus creeping into files/folder from client end PC system cannot be monitored by e-tender software/server and will be bidder's responsibility only.



Ref: BID NO: GEM/2024/B/5251133

Date: 05.08.2024

1.3. OFFLINE SUBMISSIONS

In addition to uploading the documents in our e-Tendering portal, Bidders should also submit the following in a sealed envelope, super scribing with the tender Reference number, last date and time of bid submission , Name of the Bidder, etc.

- a) Bid Security (EMD) in the form of DD/ Fund transfer/ Bank Guarantee (issued by a nationalised / scheduled commercial Bank (other than Indian Bank) in favour of “Indian Bank” payable at Chennai.
- b) Pre-Contract Integrity Pact

Note: Companies registered as Micro/Small Units under MSE/NSIC should submit documentary proof for claiming exemption from Cost of Bid document.

The bidder is requested to submit the original documents in a Sealed Envelope on or before 27.08.2024 up to 3:00 PM to the address mentioned under point no. 4 of [A] (Important Dates and Information on RFP Submission) of schedule of this tender. The envelope shall be super scribed as “**Request for Proposal for Catering Arrangements, Housekeeping & Maintenance of Premises at IMAGE**” and the words ‘**DO NOT OPEN BEFORE (27.08.2024 up to 3:30 PM)**’.

1.4. OTHER INSTRUCTIONS

For further instructions like system requirements and manuals, the bidder should visit GeM portal or banks Website.

Ref: BID NO: GEM/2024/B/5251133

Date: 05.08.2024

ANNEXURE 16

Pre-Contract Integrity Pact

(To be submitted on Non - Judicial Stamp Paper)

PRE-CONTRACT INTEGRITY PACT

Between

Indian Bank hereinafter referred to as “The Bank”

and

..... hereinafter referred to as “The Bidder/Contractor”

Preamble

The Bank intends to award, under laid down organizational procedures, contract/s for Catering Arrangements, Housekeeping & Maintenance of Premises at IMAGE. The Bank values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness / transparency in its relations with its Bidder(s) and / or Contractor(s).

In order to achieve these goals, the Bank will appoint an Independent External Monitor/s (IEM), who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1 – Commitments of the Bank

1. The Bank commits itself to take all measures necessary to prevent corruption and to observe the following principles:

- a) No employee of the Bank, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
- b) The Bank will, during the tender process treat all Bidder(s) with equity and reason. The Bank will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
- c) The Bank will exclude from the process all known prejudiced persons.

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Date: 05.08.2024

2. If the Bank obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Bank will inform the Chief Vigilance Officer(CVO) and in addition can initiate disciplinary actions.

Section 2 – Commitment of the Bidder(s)/ Contractor(s)

1. The Bidder(s) / Contractor(s) commit themselves to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution.

- a. The Bidder(s) / Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Bank's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
- b. The Bidder(s) / Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
- c. The Bidder(s) / Contractor(s) will not commit any offence under the relevant IPC/PC Act: further, the Bidder (s) / Contractor (s) will not use improperly, for purpose of competition or personal gain, or pass on to others, any information or documents provided by the Bank as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
- d. The Bidder (s) / Contractor (s) of foreign origin shall disclose the name and address of the Agents/Representatives in India, if any. Similarly, the Bidder(s)/Contractor (s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further, as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" shall be disclosed by the Bidder (s) / Contractor (s). Further as mentioned in the Guidelines, all the payments made to the Indian Agent/Representative have to be in Indian Rupees only. Copy of the "Guidelines on Indian Agents of Foreign Suppliers" is placed at Annexure.
- e. The Bidder (s) / Contractor (s) will, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.

2. The Bidder (s) / Contractor (s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

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Date: 05.08.2024

Section 3– Disqualification from tender process and exclusion from future contracts

If the Bidder(s) / Contractor(s), before award or during execution has committed a transgression through a violation of Section 2, above or any other form such as to put his reliability or creditability in question, the Bank is entitled to disqualify the Bidder(s) / Contractor(s) from the tender process.

Section 4 – Compensation for Damages

1. If the Bank has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Bank is entitled to demand and recover the damages equivalent to Bid Security and this bid security will be forfeited.
2. If the Bank has terminated the contract according to Section 3, or if the Bank is entitled to terminate the contract according to Section 3, the Bank shall be entitled to demand and recover from the Contractor the liquidated damages equivalent to the amount of the contract value.

Section 5 – Previous Transgression

1. The Bidders declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any other Public Sector Enterprises in India that could justify his exclusion from the tender process.
2. The Bidder agrees that if he makes incorrect statement on this subject, bidder is liable to be disqualified from the tender process or the contract, if already awarded, is liable to be terminated for such reason.
3. The imposition and duration of the execution of the bidder will be determined by the bidder based on the severity of transgression.
4. The Bidder/Contractor acknowledges and undertakes to respect and uphold the Bank absolute right to resort to and impose such exclusion.
5. Apart from the above, the Bank may take action for banning of business dealings/holiday listing of the Bidder/ Contractor as deemed fit by the Bank.
6. If the Bidder/Contractor can prove that he has resorted/recouped the damage caused by him and has implemented a suitable corruption prevention system, the Bank may, at its own discretion, as per laid down organizational procedures, revoke the exclusion prematurely.

Section 6 – Equal treatment of all Bidders/ Contractors/ Sub-Contractors

1. The Bidder(s)/Contractor(s) undertake(s) to demand from all sub-contractors a commitment in conformity with this Pre-Contract Integrity Pact, and to submit it to the Bank before contract signing. The Bidder(s)/Contractor(s)

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Date: 05.08.2024

shall be responsible for any violation(s) of the principles laid down in this agreement/Pact by any of its Sub-contractors/Sub-vendors.

2. The Bank will enter into agreement with identical conditions as this one with all Bidders/Contractors.
3. The Bank will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Section 7 – Criminal charges against violating Bidder(s) /Contractor(s) /Sub contractor(s)

If the Bank obtains knowledge of conduct of a Bidder, Contractor or Sub-contractor or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or of the Bank has substantive suspicion in this regard, the Bank will inform the same to the Chief Vigilance Officer.

Section 8 – Independent External Monitor / Monitors

1. The Bank appoints competent and credible Independent External Monitor for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
2. The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. It will be obligatory for him to treat the information and documents of the Bidders/Contractors as confidential. He reports to the Authority designated by the Bank.
3. The Bidder(s)/Contractor(s) accept that the Monitor has the right to access without restriction to all Project documentations of the Bank including that provided by the Contractor. The Contractor will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor is under contractual obligation to treat the information and documents of the Bidders)/Contractors(s)/Subcontractors(s) with confidentiality.
4. The Bank will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Bank and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
5. As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Bank and request the Management to discontinue or take corrective action, or to take other relevant action. The Monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
6. The Monitor will submit a written report to the Authority designated by the Bank, within 8 to 10 weeks from the date of reference or intimation to him by the Bank

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and, should the occasion arise submit proposals for correcting problematic situations.

7. If the Monitor has reported to Authority designated by the Bank, a substantiated suspicion of an offence under relevant IPC/PC Act, and the Authority designated by the Bank has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
8. The word '**Monitor**' would include both singular and plural.

Section 9 – Pact Duration

This pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded on whomsoever it may be.

If any claim is made/lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged/determined by the Bank.

Section 10 – Examination of Books of Accounts

In case of any allegation of, violation of any provisions of this Pre-Contract Integrity Pact or payment of commission, the Bank or its agencies shall be entitled to examine the Books of Accounts of the Bidder and the Bidder shall provide necessary information of the relevant financial documents in English and shall extend all possible help for the purpose of such examination.

Section 11 – Other provisions

1. This agreement is subject to Indian Law, Place of performance and jurisdiction is the Corporate Office of the Bank, i.e. Chennai.
2. Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
3. If the Contractor is a partnership or a Consortium, this agreement must be signed by all partners or Consortium members. In case of a Company, the Pact must be signed by a representative duly authorized by Board resolution.
4. Should one or several provisions of this agreement turn out to be invalid, the reminder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
5. In the event of any contradiction between the Pre-Contract Integrity Pact and its Annexure, the Clause in the Pre-Contract Integrity Pact will prevail.
6. Parties signing this Pact shall not approach the courts while representing the matters to Independent External Monitors and he/she will await their decision in the matter.



Ref: BID NO: GEM/2024/B/5251133

Date: 05.08.2024

7. Any dispute or difference arising between the parties with regard to the terms of this Agreement/Pact, any action taken by the Bank in accordance with this Agreement/Pact or interpretation thereof shall not be subject to arbitration.

The parties hereby sign this Pre-Contract Integrity Pact aton
.....

(For & On behalf of the Bank)
Bidder/Contractor)

(For & On behalf of

(Office Seal)

(Office Seal)

Place _____

Place _____

Date _____

Date _____

Witness 1:

Witness 1:

(Name & Address) _____

(Name & Address)

Witness 2:

Witness 2:

(Name & Address) _____

(Name & Address)



Ref: BID NO: GEM/2024/B/5251133

Date: 05.08.2024

ANNEXURE 17

Declaration For MSE Benefits

(To be submitted on the letter head of the bidder signed by Director/Company Secretary)

To,
The Principal
IMAGE

Dear Sir,

Sub: Request for Proposal for Catering Arrangements, Housekeeping & Maintenance of Premises at IMAGE

Ref: Your RFP No.: GEM/2024/B/5251133 Dated 05.08.2024

Dear Sir,

This has reference to our bid submitted in response to your Request for Proposal (RFP) Ref. No. RFP No. GEM/2024/B/5251133 Dated 05.08.2024 floated for the **Catering Arrangements, Housekeeping & Maintenance of Premises at IMAGE**. We have carefully gone through the contents of the above referred RFP and hereby undertake and confirm that, as per the Govt. Of India guidelines, we are eligible to avail the following MSE benefits in response to your RFP floated, as referred above.

a) Exemption on submission of bid security

In case, at any later stage, it is found or established that, the above undertaking is not true then the Bank may take any suitable actions against us viz. Legal action, Cancellation of Notification of Award/contract (if issued any), Blacklisting & debarment from future tender/s etc.

Yours Sincerely

For M/s _____

Signature

Name:

Designation: Director/Company Secretary

Place:

Date:

Seal & Stamp



Ref: BID NO: GEM/2024/B/5251133

Date: 05.08.2024

ANNEXURE 18

Pre-Bid Query Format

(to be provided in MS-Excel format)

Ref: RFP No: GEM/2024/B/5251133 Dated 05.08.2024

Bidder's Name:

S.No	Page No	Para No.	Description	Query details

Signature of Authorized Signatory

Name:

Designation:

Seal:

Date:

Ref: BID NO: GEM/2024/B/5251133

Date: 05.08.2024

ANNEXURE 19

Experience Details

Ref: RFP No. GEM/2024/B/5251133 Dated 05.08.2024

(Submit photocopies of Purchase Orders as supporting documents for each item as per eligibility & evaluation criteria separately)

S.No.	Name of Organization for whom services rendered	Nature of Work	Team size	Project Details		
				Period (No. of Months)	Start Date	Date of Completion/ expected completion

Signature of Authorized Signatory

Name:

Designation:

Seal:

Date:



Ref: BID NO: GEM/2024/B/5251133

Date: 05.08.2024

ANNEXURE 20

Turnover, Net Worth and P&L Details

(Bidders have to submit photocopies of Audited Balance Sheet / P&L)

Ref: RFP No: GEM/2024/B/5251133 Dated 05.08.2024

(Amount in Rs.)

F Y	Turnover	Net Profit and Loss	Net worth

Signature of Authorized Signatory

Name:

Designation:

Seal:

Date:



Ref: BID NO: GEM/2024/B/5251133

Date: 05.08.2024

ANNEXURE 21

BID SECURITY FORM

Whereas..... (Hereinafter called "the Bidder") who intends to submit its bid..... for the supply of (name and/or description of the goods) (Hereinafter called "the Bid") in terms of RFP Ref.....dated.....

In compliance with the terms of said RFP, the Bidder is required to provide Bid Security of Rs..... which may also be provided in the form of Bank Guarantee from a

KNOW ALL PEOPLE by these presents that We..... (name of bank) of (name of country), having our registered office at (address of bank) (hereinafter called "the Bank" which term shall include its successors and permitted assigns), are bound unto Indian Bank (hereinafter referred as " the Purchaser" which term shall include its successors and permitted assigns) in the sum of Rs. _____ for which payment well and truly to be made to the Purchaser, the Bank guarantees said payment and binds itself, its successors, and assigns by these presents. Sealed with the seal of the Bank this ____ day of _____.

THE CONDITIONS of this obligation are:

1. If the Bidder
 - (a) withdraws its Bid during the period of bid validity specified by the Bidder on the Bid Form; or
 - (b) does not accept the correction of errors in accordance with the terms of RFP; or
2. If the Bidder, having been notified of the acceptance of its bid by the Bank during the period of bid validity:
 - (a) fails or refuses to execute the Contract Form, if required; or
 - (b) fails or refuses to furnish the performance security, in accordance with the terms of RFP.

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand without any demur, cavil or protest and without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it, owing to the occurrence of one or more of the conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including forty-five (45) days after the period of the bid validity i.e. upto..... and any demand in respect thereof should reach the Bank not later than the above date.

(Signature of the Bank)

- NOTE:**
1. Bidder should ensure that the seal and CODE No. of the signatory is put by the bankers, before submission of the bank guarantee.
 2. Bank Guarantee to be issued by banks located in India and shall be on a Non-Judicial Stamp Paper of requisite value

Ref: BID NO: GEM/2024/B/5251133

Date: 05.08.2024

Annexure 22

STRUCTURE AND ORGANISATION

01	Name of the Applicant / Organization — Shri / M/s.	
02	Address & Telephone / Mobile / Fax Nos. / E-mail Id	
03	Year of Establishment	
04	Constitution (Proprietary concern/ Partnership firm / Pvt Ltd / Limited Company).	
05	Name/s of Directors / Partners / Proprietor, their address and Phone Nos.	
06	Whether registered with the Registrar of Companies / Registrar of Firms. If so, mention No. & date	
07	(a) Name and address of bankers (b) Tel numbers	
08	Whether an assessee of Income Tax? If so, mention Permanent Account Number and submit copies of latest IT returns.	
09	Whether registered with GST? If so mention GST number	
10	Has the applicant or any constituent partner in case of partnership firm / company ever been debarred / blacklisted for tendering in any organization at any time?. If so give details.	

Ref: BID NO: GEM/2024/B/5251133

Date: 05.08.2024

11	Has the applicant or any constituent partner in case of partnership firm, or any directors in case of a company ever been convicted by a court of law? Or any criminal proceedings presently pending?. If so give details.	
12	If you are registered in the panel of other organizations, furnish their names, category, addresses, telephone numbers and date of registration. (details may be furnished in a separate sheet if the list is long)	
13	Apart from catering and maintenance / house keeping, are you engaged in any other business? If so, give details.	
14	<ol style="list-style-type: none"> Detailed description and value of works done (Catering and Housekeeping and Maintenance works) for others (other than Indian Bank) in the past. Detailed description and value of similar (Catering and Housekeeping and Maintenance works) works done for Indian Bank. 	
15	Specify the maximum value of similar work executed in a year (Catering and Housekeeping and Maintenance works)	
16	Furnish the names and telephone number/mobile number & e-mail ID of three responsible persons / organization who will be in a position to certify about the quality of your organization.	<ol style="list-style-type: none">

Note: Where copies are required to be furnished, copies certified by the concerned agencies or a Government officer or self-attested Photostat copies are to be furnished.

Place:

Signature:

Date:

Seal:

Ref: BID NO: GEM/2024/B/5251133

Date: 05.08.2024

Annexure 23

Check List

S.No	Document to be enclosed	Yes / No
1	Audited Balance Sheet for 5 years	Yes / No
2	Income Tax returns for 5 Years	Yes / No
3	Copy of FSSAI certification	Yes / No
4	Copy of ISO Certification	Yes / No
5	Copy of Certificate from EPF Organization	Yes / No
6	Copy of Certificate registered with the Govt. under Contract Labour (Regulation & Abolition) Act 1970.	Yes / No
7	Copy of Certificate of Registration issued by the Registrar of Companies or Registrar of Firms or letter of Proprietorship	Yes / No
8	Copy of Registration under Shops & Establishment Act	Yes / No
9	Copy of Certificate from ESI Corporation	Yes / No
10	Copy of Certificate registered with appropriate authority for GST	Yes / No
11	Copy of PAN card.	Yes / No
12	Solvency Certificate for Rs. 50 lakhs.	Yes / No
13	Demand Draft / BG for Rs.15.00 lakhs favoring IMAGE towards EMD	Yes / No
15	Ensure filling in the Financial Bid in full	Yes / No
16	Ensure filling up declaration form	Yes / No
17	Bonus Certificate	Yes / No