



**REQUEST FOR PROPOSAL (RFP)**  
**for**  
**Housekeeping & Maintenance of Premises at Indian**  
**Bank Staff Training Centre, Patna**

RFP Reference No.	<b>GEM/2025/B/5962219</b>
RFP Issuance Date	<b>19.02.2025</b>
Last Date of request for Queries/ Clarifications	<b>26.02.2025 5:00 PM</b>
Date and time of Pre-Bid Meeting	<b>27.02.2025 4:00 PM</b>
Last Date for receipt of bids	<b>13.03.2025 3:00 PM</b>
Date and time of opening of Technical bids	<b>18.03.2025 3:30 PM</b>

**Issued by:**

**INDIAN BANK STAFF TRAINING CENTRE, PATNA**  
**4<sup>th</sup> & 5<sup>th</sup> FLOOR, MADHURI CHANDRA COMMERCIAL COMPLEX,**  
**OPPOSITE PILLAR NO 17, RAJA BAZAR FLYOVER,**  
**KHAJPURA, PATNA, BIHAR- 800 014**

Phone: 0612-2599332 / 2951853  
Email: [stc.patna@indianbank.co.in](mailto:stc.patna@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	<b>Issuance Date of RFP</b> (Date of RFP Issuance)	<b>19.02.2025</b>
2	<b>Last Date of request for Queries/ Clarifications</b> (Last Date of Receiving request for queries / clarifications before the Pre-bid Meeting)	<b>26.02.2025</b> up to 5:00 PM Format for seeking clarification is enclosed as Annexure-15. Mode of Submitting Queries / Clarification is through email : <b>stc.patna@indianbank.co.in</b>
3	<b>Pre-bid Meeting Date and Venue Details</b>	<b>27.02.2025 at 4:00 PM</b> through virtual mode. Bidders willing to participate in pre-bid meeting need to submit their details at <b>stc.patna@indianbank.co.in</b> on or before <b>26.02.2025 @ 5:00 PM</b> . Details of virtual/ physical pre-bid meeting would be ported in Banks website.
4	<b>Last Date of Submission / Closing Date in Online Mode</b> (Last Date of Submission of RFP Response)	<b>13.03.2025 up to 3:00 PM</b> for online bid submissions. For Offline submission of necessary documents in Original listed in Sl. No. 9 below, the sealed envelope shall be addressed to the Bank and to be delivered to the address below.  The Principal / FIC, Indian Bank Staff Training Centre, Patna 4 <sup>th</sup> Floor, Madhuri Chandra Commercial Complex, Opp. Pillar No 17, Bailey Road, Khajpura, Patna, Bihar – 800 014 Tele.: 0612- 2599332, 2951853
5	<b>Eligibility cum Technical Bid Opening Date</b>	<b>18.03.2025 at 3:30 PM</b>
6	<b>Date, time and venue of presentation/ demo/visit by the bidders satisfying Eligibility Criteria prescribed in para 9.1 of Section II of this RFP</b>	At Staff Training Centre Patna, <b>By Online Mode</b>
7	<b>Opening of Commercial Bids</b>	The commercial bids of only those bidders will be opened who satisfy the eligibility criteria and qualify in technical evaluation.  The date for commercial bid opening would be communicated via e-mail to the technically eligible

		Bidders.
8	<b>Online Bid Submission Details</b>	This RFP will follow e-Procurement (e-Tendering) process and the same will be conducted through Government e-Market Place (GeM) portal.  The documents listed below in Sl. No 9 only to be submitted in offline physical mode.
9	<b>Documents to be submitted physically by Bidders (Offline Mode)</b>	Bid Security (EMD) for Rs. 1.25 Lakh to be submitted in the form of DD/ Fixed Deposit Receipts issued by any nationalised / scheduled commercial Bank located in India in favour of "Staff Training Centre, Patna" payable at Patna.
10	<b>RFP Coordinator</b>	Mr. RAKAM SINGH <a href="mailto:stc.patna@indianbank.co.in">stc.patna@indianbank.co.in</a> Contact: 0612-2599332, 2951853

**The RFP document can also be downloaded from:**

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

**and**

**Government e- Market Place (GeM) portal**

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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. 9 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 authorized signatory of Bidder and it must be submitted along with the Technical Bid as an evidence of having read and understood the contents of 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 / FIC,  
INDIAN BANK Staff Training Centre, Patna  
4<sup>th</sup> Floor, Madhuri Chandra Commercial Complex, Opposite Pillar No 17,  
Bailey Road, Khajpura, Patna-800014  
Tele.: 0612- 2599332, 2951853

## SCHEDULE [B]

### GLOSSARY OF TERMS

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

1. Bank refers to “Indian Bank (IB) / Staff Training Centre, Patna”.
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 “Staff Training Centre, Patna”.
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.*

## **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/ Staff Training Centre, Patna 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



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.

## **SCHEDULE [D]**

### **GENERAL INFORMATION**

Indian Bank Staff Training Centre Patna (hereinafter called the “Bank”/ “Purchaser”) is floating Request for Proposal (RFP) for identification of a Bidder (Contractor / Service Provider) for Housekeeping Services including Caretaking, Sweeping, Cleaning, Sanitization & Maintenance of Premises, Electrical Installation, Plumbing, gardening etc. at Staff Training Centre (STC) located in Patna.

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](http://www.indianbank.in).**

## **SCHEDULE [E]**

### **OVERVIEW OF STAFF TRAINING CENTRE (STC), PATNA**

Indian Bank Staff Training Centre, Patna is one of the prestigious training centre located at Patna (Bihar). The Centre caters to the training needs for the employees of Indian Bank and other members/employees of the banking fraternity. The Infrastructure facilities are also available on payment of stipulated fees to select group of corporate companies and other bodies.

The Centre stands at a quiet, peaceful and prominent locality of Bailey Road, Patna, India in a sprawling complex, with modern amenities like air-conditioned Class Rooms, air-conditioned Residential Rooms for participants and Library.

Training at Staff Training Centre, Patna 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.

**For further details, please visit Bank's website**

**<https://www.indianbank.in/departments/units-of-image/>**

## SECTION – I

### REQUEST FOR PROPOSAL (RFP)

**STAFF TRAINING CENTRE (STC)**, PATNA is one of Indian Bank's training Centre established at 4<sup>th</sup> & 5<sup>th</sup> Floor, Madhuri Chandra Commercial Complex, Opposite Pillar No 17, Khajpura, Bailey Road, Patna (Bihar) 800 014.

The Bank is interested in identifying vendor for providing Housekeeping & Maintenance of Premises at Staff Training Centre (STC), Patna.

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 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 Housekeeping Services including Caretaking, Sweeping, Cleaning, Sanitization & Maintenance of Premises, Electrical Installation (As & when required), Plumbing (As & when required), gardening (As & when required) etc. at STC, Patna**, 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.
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 have to submit a declaration as per Annexure-12.
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 split-able, 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.

**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 Housekeeping and Maintenance works are given in **Annexure 1 (A) to 1 (C)**. The bidders are welcome to inspect Staff Training Centre, Patna on working days from **19.02.2025 to 26.02.2025 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 / Microsoft teams / Web-ex on **27.02.2025 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 **26.02.2025 at 5:00 PM**
- d.

Email ids: <b>stc.patna@indianbank.co.in</b>
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- e. The site visit for the bidders will be allowed from 19.02.2025 to 26.02.2025, during Office Hours (10.00 AM to 4.00 PM)

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, STAFF TRAINING CENTRE, PATNA**  
**4TH FLOOR, MADHURI CHANDRA COMPLEX,**  
**BAILEY ROAD, KHAJPURA, PATNA-800014.**

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. The price submitted by Bidders in GeM system will be treated as the final offer of that bidder and bid will be evaluated accordingly.
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 is 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/ Fixed Deposit Receipts issued by any nationalised / scheduled commercial Bank located in India in favour of "Staff Training Centre, Patna" payable at Patna, in the form provided in the Bidding Documents (Annexure-18) for a sum of **Rs. 1.25 Lakh (Rupees One Lakh and Twenty-Five Thousand Only)**, from the last date for submission of Bid. 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

- 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 **Housekeeping Services including Caretaking, Sweeping, Cleaning, Sanitization & Maintenance of Premises, Electrical Installation (As & when required), Plumbing (As & when required), gardening (As & when required) etc. at STAFF TRAINING CENTRE, PATNA.** 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 and maintenance works during the last 02 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 period, type of services being done, name and address /contact number of the organization etc.
2.	Bidder should have a solvency of Rs. 10.00 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. 100.00 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 Patna.	Name, Address & Telephone number to be mentioned and documentary proof of address to be submitted.
6.	The bidder should have applicable and valid registrations with  A. Income Tax (PAN) B. Goods & Service Tax (GSTN)	A copy of valid certificate to be submitted.

	<p>C. Labour License under section 12 (1) of the Contract Labour regulation and Abolition) Act, 1970</p> <p>D. Employees Provident Fund Organization (EPF)</p> <p>E. Employees State Insurance Corporation (ESIC)</p>	
7.	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-13 to be submitted.

**Note:**

- a) Bidder must comply with all above-mentioned criteria. Non-compliance of any of the criteria will entail rejection of the offer summarily.
- b) Photocopies of relevant documents/ certificates should be submitted as proof in support of the claims made. Indian Bank / Staff Training Centre, Patna 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 / Staff Training Centre, Patna in this regard shall be final, conclusive and binding upon the bidders.
- c) Once the bidders qualify the eligibility criteria, they will be eligible for the Technical Bid Evaluation. Offers received from the bidders who do not fulfill all or any of the above eligibility criteria are liable to be rejected.
- d) It is the responsibility of the bidders to ensure payment of minimum wages to the staff / labour as per the notifications of Bihar 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.
- e) The contractors should have credible supervisory infrastructure and network for carrying out the tendered works.
- f) 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 19.
- 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 3 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 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-10.
- Address proof for having established a regular office setup in Patna.
- 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.
- 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 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**

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.

## SECTION – III

### CONDITIONS OF CONTRACT

#### Broad Scope of Work

STAFF TRAINING CENTRE, PATNA a one of the Indian Bank's Staff training Centre established at 4th FLOOR, MADHURI CHANDRA COMPLEX, BAILEY ROAD, KHAJPURA, PATNA-800014 invites sealed tenders in 2 bid method (Technical bid & Financial Bid) from reputed contractors for carrying out the following work:

S NO		Details
01	Name of the work	Housekeeping Services including Caretaking, Sweeping, Cleaning, Sanitization & Maintenance of Premises, Electrical Installation (As & when required), Plumbing (As & when required), gardening (As & when required) etc. consisting of <ol style="list-style-type: none"><li>1. Entrance lobby, Stairs - Ground Floor to Fifth Floor, Lift Area, and entire 4th &amp; 5th Floor.</li><li>2. Ground Floor – Building Entrance lobby, Lift Area &amp; Stairs leading to various floors</li><li>3. Fourth Floor – Reception lobby, Lecture Rooms, Library, Dining Hall/ Kitchen Area, Common Toilets, Office, Faculty Room, Principal/FIC Chamber, Executive Rooms, corridor and covered space.</li><li>4. Fifth Floor- Hostel Rooms with attached bathrooms/toilets: 14 and Common Corridor.</li><li>5. Roof- In exclusive use of Training Centre.</li><li>6. Side Approach Road and Parking Space</li><li>7. Hostel Size – 14 Rooms for residents and two Executive Rooms.</li></ol>
02	Location	Indian Bank Staff Training Centre, Patna 4 <sup>th</sup> & 5 <sup>th</sup> Floor, Madhuri Chandra Complex, Bailey Road, Khajpura, Patna (Bihar).
03	Contact details	Phone No: 0612-2599332 / 2951853
04	Period of contract	24 Months
05	Earnest Money Deposit	Rs. 1.25 Lakh to be submitted in the form of DD/ Fixed Deposit Receipts issued by any nationalized / scheduled commercial Bank located in India in favor of "Staff Training Centre, Patna" payable at Patna. 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	10% of the annual cost of tender (Contract Value)

		to be submitted within 15 days, of which 100% by the way of Fixed Deposit Receipts issued by any nationalized / scheduled commercial Bank located in India in favor of "Staff Training Centre, Patna" payable at Patna.
07	Date of commencement	Within 10 days from the date of issue of work Order.
08	Tender submitted to	The Principal / FIC, Indian Bank Staff Training Centre, Patna 4 <sup>th</sup> Floor, Madhuri Chandra Commercial Complex, Opp. Pillar No 17, Bailey Road, Khajpura, Patna, Bihar – 800 014 Tele.: 0612- 2599332, 2951853

### **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 10% of the Annual Tendered Cost (Contract Value) within 15 days from the date of communication of the award of contract- 100% of the Annual Tendered Cost by way of Fixed Deposit Receipts issued by any nationalized / scheduled commercial Bank located in India in favor of "Staff Training Centre, Patna" payable at Patna.
4. The fixed deposit receipt duly discharged on revenue stamp should be handed over to Bank along with a Covering letter discharging the receipt in favor of STAFF TRAINING CENTRE, PATNA.
5. The EMD of Tenderer, whose tender is accepted, shall be forfeited in case he/she fails to remit the Security Deposit equivalent to 10% of the Tendered Cost within the stipulated period.
6. 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.
7. 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.
8. 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.

9. On acceptance of the tender, the name of the authorized representative of the Contractor who would be responsible for taking instructions from Bank shall have to be communicated.
10. 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.
11. The Contractor shall give a list of his relatives working with Indian Bank along with their designations and addresses.
12. 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.
13. 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.
14. 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-3 on stamp paper of applicable rate.
15. Canvassing in connection with tender is prohibited and the tenders submitted by the Contractors who resort to canvassing will be rejected summarily.
16. 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.
17. Nothing in this document shall be construed to create a partnership or joint venture between the STAFF TRAINING CENTRE, PATNA / 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.

## **Annexure 1 (A)**

### **BROAD SCOPE OF WORK FOR HOUSEKEEPING & MAINTENANCE OF PREMISES:**

Scope of work envisaged in the contract is for the Housekeeping Services including Caretaking, Sweeping, Cleaning, Sanitization & Maintenance of Premises, Electrical Installation (As & when required), Plumbing (As & when required), Gardening (As & when required) etc. at STAFF TRAINING CENTRE, PATNA, BIHAR 800 014

#### **1. PART A: Housekeeping / General Maintenance.**

Infrastructure of STAFF TRAINING CENTRE, PATNA consists of the following:

- Entrance lobby, Stairs-Ground Floor to Fifth Floor, Lift Area, and entire 4th & 5th Floor
- Ground Floor – Building Entrance lobby, Lift Area & Stairs leading to various floors
- Fourth Floor – Reception lobby, Lecture Rooms, Library, Dining Hall/ Kitchen Area, Common Toilets, Office, Faculty Room, Principal/FIC Chamber, Executive Rooms, corridor and covered space.
- Fifth Floor- Hostel Rooms with attached bathrooms/toilets: 14 and Common Corridor.
- Roof- In exclusive use of Training Centre.
- Side Approach Road and Parking Space
- Hostel Size–14 Rooms for residents and 02 Executive Rooms.

#### **The Scope for Housekeeping and Maintenance works includes the following:**

1. House Keeping contract will include all covered as well as open areas of the Training Centre, Patna, comprising of 4<sup>th</sup> & 5<sup>th</sup> FLOOR, MADHURI CHANDRA COMPLEX, BAILEY ROAD, KHAJPURA, PATNA-800014 including parking space precincts, streets, etc.
2. All the daily services relating to Training Centre, Patna, premises will be accomplished before office hours, i.e. by 9.00 a.m., unless specially advised otherwise. Even on Sundays and Holidays all jobs relating to housekeeping will be completed.
3. The Contractor will provide a team of adequate number of personnel, not below 4 (four) every day.
4. The staff deployed should be trained in House Keeping / Management Services, bear good conduct/ behavior without any criminal background and fit for the work.
5. All the workers will wear the uniform in clean condition while attending to their duties and display their photo identity cards prominently. The Contractor will provide summer/winter uniform, shoes, etc. to their employees as per specification of the Bank, failing which they will be provided uniform, etc. by the Bank out of the payment receivable by the Contractor.
6. The Contractor will ensure desired level of cleanliness in the entire complex of the Training Centre, Patna. For this purpose, all materials, Instruments, Tools, Brushes, Brooms, Wipers, Spongers, Mops etc. will be provided by the Contractor. The Contractor shall provide following machineries: Industrial Heavy Duty Wet & Dry Vacuum Cleaner, Shampooing Machine, Glass cutter, Injector Machining for Sofa/Chair Cleaning, Jet Pressure Cleaning Machine, Floor Scrubbing, Cleaning, polishing machine, Cutting/Drilling Machines etc. Over and above this, the other equipment which are required for Housekeeping Maintenance services are to be provided by the Contractor. The supervisor of the Contractor will attend to complaints on urgent basis round the clock.
7. Cleaning materials in sufficient quantity and of good quality (as decided by the Bank) to be procured/ arranged at Contractor's cost.



- (a) Hand wash, Odonil, Naphthalene any other brand product in toilets.
  - (b) Detergents, phenyl, harpic etc.
  - (c) Glass/kitchen cleaners
  - (d) Liquids/ Braso/Silvo/ Polishing Material etc.
8. Specialized maintenance/cleaning of all hostel rooms and bathrooms along with furniture/ fixtures, mattresses, bathroom/ hostel room / office room/ class room, linen, electrical fittings, PCs and Laptops, bathroom fittings, buckets, sanitary wares, racks etc. will be ensured at the cost of bank.
  9. Bathroom and bedroom linens will be changed at least twice in a week i.e. on every Sunday and mid-week during training week and at commencement of every new program, or as may be decided by the Bank. The Contractor at his own cost will arrange hygienic Machine washing of all Linen, Curtains, Towels, Hand Towels, Pillow Covers, Blankets, etc.
  10. Water tanks will be cleaned thoroughly using Bleaching Powder/ Detergent/ Cleaning chemicals at least once in a Quarter or need based in a year. Pest Control measures at regular intervals and/or need based has to be ensured.
  11. The Contractor shall make beds and clean all rooms daily. All rooms are to be cleaned with high quality disinfectants as approved by STAFF TRAINING CENTRE, PATNA. 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.
  12. Towel, Bedsheet, Pillows should be replaced on regular basis preferably after 3 days or immediately after leaving the room whichever is earlier.
  13. The contractor shall maintain high standards of cleanliness and hygiene throughout the premises of the Bank.

## **1.1 CLEANING**

### **1.1.1 DAILY SERVICES (including Sundays & all Holidays)**

- a. Removal of waste material / garbage from the dustbins / room buckets, mugs, collecting of garbage from the rooms and entire premises including the toilets, open areas etc.
- b. Dusting and vacuum cleaning of furniture, cup-boards telephone instruments, doors, computers/laptops, windows, ventilators, blinds and glass partition using glass cleaning chemicals to keep all such articles dust free, to be done during the morning time.
- c. Acid cleaning and scrubbing of toilets, washbasins, sanitary fittings using detergents, cleaning agents, deodorants and disinfectants, at least twice a day.
- d. Cleaning/sweeping of premises /mopping of floor area, lobby/corridor/staircase by detergents, disinfectants, etc. in the morning or as and when required, during the day.
- e. Vacuum cleaning / washing of carpets, wherever provided at the institute.
- f. Check water purifier/ RO/ in order to ensure uninterrupted water supply availability for drinking and cooking, round the clock.

- g. Dusting & Cleaning of office furniture.
- h. Provide Work Schedule of Daily Services, which will be authenticated at the end of the day by the Bank officials.

### **1.1.2 WEEKLY SERVICES**

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

### **1.2 PLUMBING & ELECTRICAL MAINTENANCE:**

- i. The entire electrical and plumbing maintenance at STAFF TRAINING CENTRE, PATNA shall be in the scope of the contract.
- ii. 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.
- iii. 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
- iv. The contractor shall deploy competent and technically qualified / skilled personnel and helping hands to attend to maintenance works in the related areas.
- v. In addition to preventive maintenance, the contractor shall attend to complaints in plumbing/Electrical maintenance by occupants.

- vi. 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.
- vii. Electrical maintenance (As & when required) shall include repairs to electrical installations in the buildings, lightings in surrounding areas, ceiling fans, water heaters etc., within Premises / 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.
- viii. The contractor shall provide fuse-off call service on all days.
- ix. Contractor has to make his own transport for men to carry out the works as per the requirement in STAFF TRAINING CENTRE, PATNA campus.
- x. All the safety precautionary measures should be taken scrupulously while carrying out the works mentioned above. The Contractors should have close rapport with BSEB and get the services of their men for attending to faults on emergency basis whenever required.
- xi. The contractor has to make his own arrangement for the required tools, instruments etc.
- xii. Contractor has to deploy qualified/licensed technicians for carrying out the works.
- xiii. 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.
- xiv. If Contractor failed to rectify the defects within a reasonable period of time, an amount of Rs.500/- per day subject to a maximum of 10% of the service charges shall be deducted from monthly bills.
- xv. The Contractor shall ensure that services of electricians and plumbers are available, whenever required / on call.

### **1.3 LAUNDRY SERVICES**

- i. The Contractor shall provide all management, manpower and systems for efficient and timely laundry services for the hostel and Executive Rooms.
- ii. Bed linen, towels, blankets, napkins, curtains in the 14 hostel rooms, 02 Executive Rooms, curtains and sofa covers in Principal / FIC room, Faculty Room, 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 STC Patna.

- iii. Bank shall provide water and electricity along with adequate space.
- iv. 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.

#### **1.4 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.

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 Executive Rooms 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.

#### **2. Additional Terms & Conditions:**

- 2.1 The Contractor shall undertake to render the Housekeeping and maintenance service at STAFF TRAINING CENTRE, PATNA as per its requirements and to the satisfaction of Bank.
- 2.2 The Contractor shall visit the establishment at least once in week and contact the Bank's authorized representatives.
- 2.3 Child labour is strictly prohibited and if there is any violation, the contract will be terminated.
- 2.4 There is no employer and employee relationship between Bank and the Contractors or its employees.
- 2.5 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.
- 2.6 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.**

- 2.7 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
- 2.8 The Contractor shall devote his full attention to the work of Housekeeping and Maintenance and shall discharge his obligations under this agreement most diligently and honestly to the full satisfaction of the Bank. The Contractor shall ensure the availability of a Supervisor round the clock in STAFF TRAINING CENTRE, PATNA Complex who is competent to supervise the functioning of all contract labour and fulfil the requirements of Bank.
- 2.9 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.
- 2.10 The Contractor shall provide to STAFF TRAINING CENTRE, PATNA the list of the employees deployed by the vendor at STAFF TRAINING CENTRE, PATNA along with their photo identity. No person other than the persons mentioned in the list furnished to STAFF TRAINING CENTRE, PATNA shall be permitted to work. As and when new persons are employed, their details along with photo identity should be furnished before employing them.
- 2.11 No person other than those actually deployed at STAFF TRAINING CENTRE, PATNA by Contractors (as per list furnished by the Contractor) shall stay in the dormitory at STAFF TRAINING CENTRE, PATNA. 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 STAFF TRAINING CENTRE, PATNA. 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.
- 2.12 The Contractor shall carry out all the instructions which may be given by STAFF TRAINING CENTRE, PATNA concerning any aspect of Housekeeping and maintenance services.
- 2.13 The contract requires deployment of adequate number of personnel not below 04 (four) persons everyday trained in Housekeeping and Maintenance services bearing good conduct/ behaviour without any criminal background and fit for the work as detailed in Annexure 5.
- 2.14 The Contractor shall keep and maintain proper books of accounts, supported by vouchers, for inspection by any authorized person of the Bank.
- 2.15 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 STAFF TRAINING CENTRE, PATNA.
- 2.16 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.

- 2.17 All questions relating to the performance of the obligations under this agreement 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 thereof shall be decided by the Bank. The Contractor shall be bound by the decision of the Bank.
- 2.18 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.
- 2.19 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.
- 2.20 **Security Deposit:** The Contractor shall deposit with the Bank a sum equivalent to 10% of the Annual Tendered Cost (100% by way of Fixed Deposit Receipts issued by any nationalized / scheduled commercial Bank located in India) in favor of "Staff Training Centre, Patna" payable at Patna.
- 2.21 Pledge of Fixed Deposits Receipts as Security Deposit for securing proper maintenance, room services 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.
- 2.22 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.
- 2.23 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.
- 2.24 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 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.

- 2.25 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.
- 2.26 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.
- 2.27 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.
- 2.28 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.
- 2.29 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.
- 2.30 The Guest Registers will be maintained by the contractor as specified by the Bank.
- 2.31 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 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 equipment.
  - e) Spares and replacements to all equipment and furniture
  - f) Electricity
  - g) Water
- 2.32 In case of inadequate supply of water from Patna Municipal Corporation, the Contractor shall coordinate with the water supplier approved by the 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.
- 2.33 Annual Maintenance Contract for AC plants, generators, lifts etc. will be at the Bank's cost.
- 2.34 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 equipment, the Contractor is solely responsible.
- 2.35 The Contractor has to make available the services of the carpenters (As & When required) for all maintenance works and the charges for materials are payable by Bank.

- 2.36 Pest control treatment to be done every quarter in the entire STAFF TRAINING CENTRE, PATNA complex to control cockroaches and other insects including necessary pesticide which does not harm human beings.
- 2.37 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.
- 2.38 In the executive rooms, laundered bed sheets, pillow covers and towels to be provided every alternate day or earlier whenever any occupant vacates the room. Vacated rooms should be kept ready for occupation immediately after vacating.
- 2.39 Curtains must be laundered washed once in Three months, and woolen blankets should be washed once in 3 months. Curtains are available in 14 hostel rooms and 02 executive rooms.
- 2.40 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.
- 2.41 Fans, AC units, water coolers and refrigerators are to be cleaned once a month.
- 2.42 Water tanks to be cleaned once a Quarter using cleaning materials and chlorine.
- 2.43 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.
- 2.44 Making proper arrangements for disposal of waste and refuse as per guidelines of State Government of Bihar. 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 STAFF TRAINING CENTRE, PATNA complex. Solid waste shall be segregated and removed before letting out wastewater from work area/kitchen to the drain.
- 2.45 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 / FIC rooms, Office room, Faculty rooms, Library etc. on days of use.
  - e) Cleaning of all furniture like tables, chairs and side racks in Principal's / FIC Room, 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) 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.
- k) 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.

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

2.47 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 STAFF TRAINING CENTRE, PATNA. Cost of maintenance of the scooter and fuel expenses shall be borne by the Contractor.

**2.48 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:**

- 2.48.1 Any Staff of contractor found in drunken condition / indulging in bad conduct.
- 2.48.2 Improper maintenance and defacement Staff Training Centre, Patna property.
- 2.48.3 Inadequate Staffing.
- 2.48.4 Any staff of the contractor found without uniform and ID Card and/or found creating nuisance on duty.
- 2.48.5 Housekeeping and Maintenance staff suffering from contagious disease or staff working in the premises of STAFF TRAINING CENTRE, PATNA without police verifications. Non submission of police verification of staff within 2 months from the date of contract, the competent authority directs the contractor to remove the staff with immediate effect.
- 2.48.6 Failure on control of insects & bedbugs poor washing of bed sheets, etc.
- 2.48.7 Not Following the instructions issued by STAFF TRAINING CENTRE, PATNA authorities from time to time.

**2.49 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.**

2.50 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.

- 2.51 **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.**
- 2.52 The Bank reserves the right to terminate the contract at any time without giving any prior notice and without assigning any reason therefor.
- 2.53 The rates quoted by the Contractor shall be firm during the period of the contract.
- 2.54 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.
- 2.55 All litigations in respect of this contract are subject to the jurisdiction of the Courts in Patna only.
- 2.56 The maintenance bills will be paid by the Bank monthly and the maintenance bills after the completion of the respective programs. The vendor will submit certificate that all compliance as per agreement fulfilled/performed on monthly basis.
- 2.57 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.
- 2.58 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.
- 2.59 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.
- 2.60 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.
- 2.61 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 the department of STAFF TRAINING CENTRE, PATNA
- 2.62 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.
- 2.63 Contractor shall ensure that inside STAFF TRAINING CENTRE, PATNA 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.

- 2.64 The Contractor has to comply with the directions of Central Govt. & State Government of Bihar, Local Authorities on usage of plastic / Health advisories/ ESG guidelines etc issued from time to time.
- 2.65 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.
- 2.66 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.
- 2.67 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.

**2.68 Confidentiality:**

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

**2.69 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 STAFF TRAINING CENTRE, PATNA, STAFF TRAINING CENTRE, PATNA 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 STAFF TRAINING CENTRE, PATNA may have against the contractor.

**2.70 Non-Performance of Contract:**

In case of termination of the contract by STAFF TRAINING CENTRE, PATNA 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/ STAFF TRAINING CENTRE, PATNA may deem fit.

2.71 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.

2.72 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 STAFF TRAINING CENTRE, PATNA from the contractor.

2.73 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 STAFF TRAINING CENTRE, PATNA fully indemnified against Liability of tax, interest penalty etc. of the contractor in respect thereof which may arise.

2.74 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 mobilize men and material to render the housekeeping & maintenance services at the earliest.

2.75 Any place inside the premises of the STAFF TRAINING CENTRE, PATNA will be treated as a delivery place and no dispute will arise related to service.

**2.76 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.

**2.77 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.
- 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 Patna, Bihar, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be Hindi or 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

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.

#### **2.78 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.

#### **2.79 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 Patna.

Compliance with labour and tax laws, etc. will be the sole responsibility of the Contractor at their cost.

## 2.80 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, 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.

#### **2.81 Severability**

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.

## **Annexure 1 (B)**

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

1. To carry out regular operations and maintenance of AB switches, MCCBS, tightness checking etc.
2. 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.
3. To carry out operation and general maintenance of electrical installation, lighting switch boards, lifts etc. at various blocks and routine inspection for preventive maintenance.
4. To maintain all electrical installations like light fittings, ceiling fans, plugs, geysers etc. and other office equipment in the entire STAFF TRAINING CENTRE, PATNA complex.
5. To attend breakdown calls at all switch boards, lighting / power switch boards.
6. To maintain necessary registers / logbooks for breakdown calls, stock maintenance etc.
7. To maintain necessary logbook for generator, diesel etc., if installed as a part of ISO Audit requirements.
8. General maintenance of all electrical switches etc. existing and to be installed in future.
9. 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.
10. The Contractor should provide Supervisor ("C" License Holder) and Electricians ("B" License Holders), As & when required.
11. The Contractor should provide necessary technical staff for maintenance, if required.
12. The Contractor should also provide staff during leave vacancies of the above staff.
13. The Supervisor should be available during the Annual Inspection by Central Electricity Authorities.
14. The Contractor should maintain the installations as per statutory requirements (Indian Electricity Rules, BSEB Regulations and Central Electricity Authority's Regulations) and strictly follow all safety rules.
15. 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.
16. If any damage is caused to electrical installations / equipment / other ancillary equipment due to negligence / mishandling by Contractor's staff, the same should be made good at Contractor's cost.



17. The necessary stock of electrical spares etc. provided by the Bank shall be maintained properly by the Contractor and duly accounted for.
18. Periodical reports should be submitted for all preventive maintenance.
19. Monthly cleaning to be made for all the light fittings including Ac's, fans etc.
20. Being in touch with the Officials / men of BSEB and arrange for their visit for rectifying any defects immediately.

**Annexure 1 (C)**

**DEPLOYMENT OF CONTRACT LABOUR**

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

## 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.Executive Rooms (2 Nos) Annexure 1 (A)		24		
2.Hostel & Rooms (14 Nos) Annexure 1 (A)		24		
3. Principal / FIC & Faculty Rooms, Library Annexure 1 (A)		24		
4.Floor Electrical installation, Generators etc. Annexure 1 (C)		24		

### Annexure 3

#### AGREEMENT FOR HOUSE KEEPING & MAINTENANCE SERVICES

This agreement is executed at Patna on \_\_\_\_\_ between \_\_\_\_\_ (carrying on the business of House-keeping & Maintenance services hereinafter called and referred to as "Contractor" which term shall include his / their successors / assigns) of the First Part and INDIAN BANK, a body Corporate constituted under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970, having its Corporate Office at 254-260, Avvai Shanmugam Salai, Royapettah, Chennai- 600 014 represented by INDIAN BANK Staff Training Centre, Patna, having its office at 4th FLOOR, MADHURI CHANDRA COMPLEX, BAILEY ROAD, OPPOSITE PILLAR NO 17, KHAJPURA, PATNA – 800 014, Patna (hereinafter referred to as "Bank" which term shall include its successors/ assigns) of the Second Part.

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

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

NOW THIS AGREEMENT WITNESSETH:

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

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

Contractor, their management, control, duty rosters, administration, etc. will be dealt with and decided exclusively by the Contractor being their employer and engaged by them.

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

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

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

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

22. The employees of the Contractor, their management, control, duty rosters, administration, etc. will be dealt with and decided by the contractor being their employer and engaged by them.
23. The agreement shall be deemed to have come in to force only for a period of **twenty-four months** with effect from \_\_\_\_\_ and shall remain valid up to \_\_\_\_\_ and it may be extended for such other extended period for future and on such terms and conditions as may be mutually agreed upon by the parties hereto. On expiry of the tenure of the agreement or on termination of the contract for any reason whatsoever as per the terms and conditions, the

Contractor shall deliver the articles or other equipment or any other property of the Bank in its / his possession in good condition.

24. The agreement shall be terminated as provided in clauses above (without notice) or by the efflux of time or earlier by **one month's notice** or at the discretion / at the option of the STC, PATNA as the case may be. The Contractor shall also have the option to terminate the agreement after giving three months' notice to the STC, PATNA.
25. On termination of the contract by the STC, PATNA for any reason whatsoever, the STC, PATNA shall be entitled to engage the services of any other person, agency or Contractor to meet its requirement, without prejudice to its rights including claim for damages against the Contractor.
26. The day to day cleanliness and maintenance of the premises will be the exclusive responsibility of the Contractor. Minimum number of persons to be employed should not be less than 4 (four) per day. Timings in respect of services etc. indicated above shall be decided by the Principal from time to time and conveyed to the Contractor accordingly.
27. Nothing contained in this agreement is intended to be nor shall be construed to be a grant, demise or assignment in the law of premises or any part thereof by the STC, PATNA to the Contractor or his employees and the contractor and his employees shall vacate the same and handover all the Bank's furniture, fixtures, goods, materials, etc. in good condition on the termination of the agreement period either by efflux of time or otherwise.
28. The STC, PATNA shall have the right to withhold reasonable sums from the amounts payable to the contractor under this contract or the security deposit or the proceeds of guarantee if the contractor commits breach of any of the terms and conditions of this agreement or fails to produce sufficient proof to the satisfaction of the STC, PATNA, of payment of all statutory and other dues or compliance with other obligations.
29. The Schedules I, II and III to this agreement shall form part of and be read as part of this agreement. In witness where of the parties hereto have executed those on the day month and year above mentioned.



## **SCHEDULE – 1**

### **SCOPE OF WORK IN SPECILIZED HOUSE KEEPING TO BE ENSURED BY THE CONTRACTOR**

#### **GENERAL**

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

Machine washing of all Linen, Curtains, Towels, Hand Towels, Pillow Covers, Blankets, etc.

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

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

### **DAILY SERVICES (including Sundays & all Holidays)**

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

### **WEEKLY SERVICES**

- a. Mechanical washing and scrubbing of floor area with detergents, dust removing chemicals and polishing of the floor areas, etc.
- b. Removal of cobwebs, dusts, termites, pests, etc.
- c. Windows sponging and cleaning with Jet Pressure Machine.
- d. Keeping ceiling and table / pedestal fans, air – conditioning grills dust free.
- e. Cleaning of dustbins and buckets with detergents.
- f. Up keep of partition glasses and panes with utmost care and by application of glass cleaning chemicals.
- g. Acid/Harpic cleaning of sanitary wares.
- h. Polishing & oiling of door closers, door handles, and other brass fittings with Silvo / Brasso / lubricants. Dusting & cleaning of Murals, Sceneries, Photo-frames, idols, etc.

- i. Polishing of taps and other steel fittings in the toilets with Silvo / Brasso.
- j. To spray Finit etc. in hostel rooms, class rooms, office rooms, auditorium, conference hall, dining room etc. to keep all such areas insects/mosquito free. The contractor will provide the Finit pump and the spraying material at his own cost. Provide Pest control services for cockroaches, bed bugs and other insects of the entire building on weekly basis at contractor's own cost.
- k. Shampooing / Spraying / Disinfecting all Carpets/ Chairs/Sofas with Injector machine, Wet/Dry Vacuum Cleaner.
- l. Provide Work Schedule of Weekly Services, which will be authenticated at the end of the day by the Bank officials.
- m. Cleaning of Kitchen / Water tanks on Quarterly basis.

## **SCHEDULE – II**

### **TERMS & CONDITIONS**

1. In consideration of services to be rendered by the Contractor, the monthly charges for Housekeeping as agreed shall be paid on monthly basis, subject to production of bills/vouchers etc. to the satisfaction of the Training Centre, Patna, 4<sup>th</sup> FLOOR, MADHURI CHANDRA COMPLEX, BAILEY ROAD, KHAJPURA, PATNA-800014. The charges / payments shall be made at the rate as agreed upon (inclusive of Service Charges of the Contractor excluding GST, as applicable, which will be paid extra on actual basis).
2. The period of contract will be for (02) two year which may be reviewed thereafter, for further renewal or otherwise on mutually agreeable terms.
3. The Contractor shall obtain necessary license, permit, consent, sanction, etc. from the competent authority as may be required or called for by local or any other authority for doing such work. The Contractor shall comply with all applicable laws, rules and regulations in force.
4. The Contractor shall bear all taxes, rates, charges, fees, levies or claims, whatsoever, as may be imposed by the State, Central Government or any local body or authority. The Contractor shall furnish such proof of payment of compliance or the obligations including registration certificates, receipts, licenses, clearance certificates etc., as may be required by the Staff Training Centre, Patna, 4<sup>th</sup> FLOOR, MADHURI CHANDRA COMPLEX, BAILEY ROAD, KHAJPURA, PATNA-800014 from time to time.
5. The Contractor shall keep the Bank indemnified against all the claims and liabilities or any legal requirements. The Contractor shall comply with all applicable laws, rules & responsibilities in force from time to time.
6. The Contractor shall devote his full attention to the work of Housekeeping and Caretaking etc. purchases, installation and repairs and shall discharge his duties / obligations under this agreement most diligently and honestly.
7. The Contractor shall provide summer and winter uniforms, shoes, gloves, apron etc. to his staff engaged for the above services, as per Bank's specification at his own cost and expenses and all the staff will wear the same in clean condition while on duty. The Contractor shall further ensure that the employees are in uniform, whenever in service and in case of default in this regard, a penalty of Rs.100/- per occasion would be imposed on the Contractor. The Contractor shall engage the services of only able, efficient, healthy, honest, and well behaved persons for Reception, Caretaking, cleaning, Plumbing, Electrical Maintenance, gardening etc., at his/her cost and responsibility in the conduct of Housekeeping services, who shall be considered, for all legal and contractual purpose, as the employees of the Contractor himself. The Contractor will provide necessary identity & address proof for the staff engaged to fulfil the govt. norms.
8. The Contractor will pay salary, allowances, compensation, etc. to his/her employees as per rule under Minimum Wages Act under Labour Law/Bonus/PF etc. as applicable at his/her end. The Contractor has to ensure to register the employees under NPS and ensure deposit of EPF, ESI etc. As per extant labour laws and keep a record of it for the checking / inspection by any of the Government Agency, Inspector, Bank Official or any Authority as and when required. The Bank will nowhere be responsible for lapses found, if any, and the Bank will not be responsible for payment of anything to the employee of the caretaker / Contractor.
9. In case the Contractor or any of his employees fail to fulfil his/their obligations for any day or any number of days to the satisfaction of the Training Centre, Patna, 4<sup>th</sup> FLOOR, MADHURI CHANDRA COMPLEX, BAILEY ROAD, KHAJPURA, PATNA-800014 for any reason whatsoever, the Contractor shall pay by way of liquidated damages to be decided by the Bank for the entire number of such days and the Training Centre, Patna, 4<sup>th</sup> FLOOR, MADHURI CHANDRA COMPLEX, BAILEY ROAD, KHAJPURA, PATNA-800014, without

- prejudice to its other rights and remedies, shall be entitled to deduct such damages from the moneys, if any, payable by it to the Contractor.
10. The Contractor will maintain its gadgets & equipment, machines etc. in good working condition with all safety measures at his own cost and expenses.
  11. The Contractor shall return all articles, gadgets & equipment etc. provided by the Bank, in similar condition as received, on expiry of the contract (by completion of the contract period or termination of the same due to any reason whatsoever).
  12. The Contractor shall not assign or sub-contract the contract to other parties. In case of violation/contravention of any of the terms and conditions mentioned herein, the Bank reserves the right to terminate this agreement forthwith without giving any notice to the Contractor and without prejudice to its right to recover damages and other charges / cost to the Bank from amount payable to him or otherwise.
  13. The Contractor shall pay a security deposit equivalent to 10% of the annual approximate cost of contract as approved. or a performance guarantee for a similar amount, in lieu thereof, from a bank acceptable to the Bank prior to commencement of service under this agreement. The Bank shall be entitled to adjust or appropriate, said security deposit or the proceeds of guarantee towards loss or damage caused by the Contractor or his employees or the amount of value of shortage or breakage or damage in the implements / equipment and any other item entrusted to or caused to other assets of the Bank by the Contractor or his employees or any other liability of the Contractor. The security deposit that may be made with the Staff Training Centre, Patna, 4th FLOOR, MADHURI CHANDRA COMPLEX, BAILEY ROAD, KHAJPURA, PATNA-800014, Patna shall not carry any interest.
  14. The day-to-day cleanliness and maintenance of the premises will be the exclusive responsibility of the Contractor. The number of persons to be provided by the Contractor per day should not be less than 4 (Four). In case of emergency/eventuality the Contractor should arrange additional/ replacement manpower. In case it is found that the workers including the Contractor engaged, are less than 4 on any day, a penalty of Rs.200/- per day per worker would be imposed and deducted from the amount payable to the Contractor and the Principal, Staff Training Centre, Patna, 4th FLOOR, MADHURI CHANDRA COMPLEX, BAILEY ROAD, KHAJPURA, PATNA-800014, Patna shall be the exclusive authority in the matter.
  15. The staff deployed will be trained in caretaking technique; bear good conduct and shall be physically fit for the work. The Contractor's employees will be allowed entry into the specified areas of the premises of the Training Centre, Patna, 4th FLOOR, MADHURI CHANDRA COMPLEX, BAILEY ROAD, KHAJPURA, PATNA-800014 with the specific permission of the Principal or any officer authorized in this behalf and with valid photo identity card issued by the Contractor and displayed prominently.
  16. Miscellaneous
    - a. The bank reserves the right to alter any of the above terms & conditions or terminate this agreement/contract at any time by giving one month notice in writing.
    - b. The bank shall not be liable / responsible for any incident/ occurrence/ casualty/death/ injury/damage caused to the person/deployed by the Contractor for rendering services as per this agreement due to the negligence or any reason whatsoever.
    - c. The Contractor shall indemnify the Bank for any incident/ occurrence/ injury/ damage/loss etc., caused to the employees of the Bank/Participants/ Faculties etc., due to negligence on the part of the Contractor or his employees/ persons/ agents etc.

### SCHEDULE – III

#### TERMS OF PAYMENTS

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

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 _____	Shri _____
And _____	And _____
constituted attorney in the presence of:	constituted attorney in the presence of::
1.	1.
2.	2.

## Annexure 4

<b>PHYSICAL DATA OF STAFF TRAINING CENTRE, PATNA 800 014</b>
<b>ABSTRACT AREA OF STAFF TRAINING CENTRE, PATNA</b>

Rough estimate as to the size of operations and some details of last 3-4 years:

- 1.1 Approximate Area: Entrance lobby, Stairs-Ground Floor to Fifth Floor, Lift Area, and entire 4th & 5th Floor carpet Area
  - a) Ground Floor – Building Entrance lobby, Lift Area & Stairs leading to various floors
  - b) Fourth Floor – Reception lobby, Lecture Rooms, Library, Dining Hall/ Kitchen Area, Common Toilets, Office, Faculty Room, Principal/FIC Chamber, 02 Executive Rooms, corridor and covered space: Approx. area: 4500 Sq. Ft
  - c) Fifth Floor- Hostel Rooms with attached bathrooms/toilets: 14 and Common Corridor. Approx. area: 4500 Sq. Ft.
  - d) Roof- In exclusive use of Training Centre. Approx. area: 4500 Sq. ft.
  - e) Side Approach Road and Parking Space
- 1.2 Hostel Size–14 Rooms for residents and Two Executive Rooms.
- 1.3 Number of weeks when regular trainings will be conducted – Past trend shows 40 weeks of 6/5 days each, in a year. During the rest of the 12 weeks only sporadic schedules may run.
- 1.4 Capacity utilization during the last 2 years – 80% average. (Ranging from as low as 20 participants in many weeks).

## **Annexure 5**

### **MINIMUM STAFF REQUIREMENT FOR CARRYING OUT HOUSEKEEPING AND MAINTENANCE WORK AT STAFF TRAINING CENTRE, PATNA**

- The Contractor will provide a team of adequate number of personnel, not below 4 (four) every day.
- The staff deployed should be trained in House Keeping / Management Services, bear good conduct/ behaviour without any criminal background and fit for the work.
- All the workers will wear the uniform in clean condition while attending to their duties and display their photo identity cards prominently. The Contractor will provide summer/winter uniform, shoes, etc. to their employees as per specification of the Bank, failing which they will be provided uniform, etc.



## Annexure 6

### Details of 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
<b>Housekeeping and Maintenance</b>					
1.	<b>Semi-skilled</b>				
2.	<b>Unskilled</b>				

- 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 manpower vendor will submit the name of additional 2 to 3 Person name & will be treated as pool which will be utilized in case of leave absence of the worker. The total strength will be 04 at any point of time.

## Annexure 7

### LIST OF INDICATIVE ITEMS TO BE USED IN HOUSEKEEPING AND MAINTENANCE WORK

- The Contractor will ensure desired level of cleanliness in the entire complex of the Training Centre, Patna. For this purpose, all materials, Instruments, Tools, Brushes, Brooms, Wipers, Spongers, Mops etc. will be provided by the Contractor. The Contractor shall provide following machineries: Industrial Heavy Duty Wet & Dry Vacuum Cleaner, Shampooing Machine, Glass cutter, Injector Machining for Sofa/Chair Cleaning, Jet Pressure Cleaning Machine, Floor Scrubbing, Cleaning, polishing machine, Cutting/Drilling Machines etc. Over and above this, the other equipment which are required for Housekeeping Maintenance services are to be provided by the Contractor. The supervisor of the Contractor will attend to complaints on urgent basis round the clock.
- Cleaning materials in sufficient quantity and of good quality (as decided by the Bank) to be procured/ arranged at Contractor's cost. Confirmation of the items having been procured and actually used to be submitted along with the monthly maintenance bill
  - (a) Hand wash, Odonil, Naphthalene any other brand product in toilets.
  - (b) Detergents, phenyl, harpic etc.
  - (c) Glass/kitchen cleaners
  - (d) Liquids/ Braso/Silvo/ Polishing Material etc.

## Annexure 8

### 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 basin, water closets etc. with	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 head tanks	Once in a Quarter	
13	Laundering curtains in all the hostel rooms and Executive Rooms	Once in three months	
14	Laundering woolen blankets	Once in three months	

Logbook to be maintained & signed by the supervisor.

Date:

CONTRACTOR

## Annexure 9

### LIST OF CLEANING MATERIALS REQUIRED TO BE PROCURED BY CONTRACTOR AT OWN COST AND STORED IN SUFFICIENT QUANTITY FOR MAINTENANCE WORK AT STAFF TRAINING CENTRE, PATNA

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 STAFF TRAINING CENTRE, PATNA. A copy of the bill procuring the above items should be enclosed along with the monthly maintenance bill of the subsequent month.

## Annexure 10

### CERTIFICATE REGARDING PAYMENT OF BONUS

To,

The Principal  
STAFF TRAINING CENTRE,  
PATNA

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 Authorized Representative

## Annexure 11

### STOCK POSITION OF LINEN IN THE HOSTEL

Month: .....Year:.....

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

		<b>Bed sheets</b>	<b>Pillow Covers</b>	<b>Towels</b>	<b>Blankets</b>
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**

		<b>Bed sheets</b>	<b>Pillow Covers</b>	<b>Towels</b>	<b>Blankets</b>
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

## STOCK POSITION OF LINEN IN THE EXECUTIVE ROOMS

Month: .....Year:.....

### AS AT THE BEGINNING OF MONTH

		<b>Bed sheets</b>	<b>Pillow Covers</b>	<b>Towels</b>	<b>Blankets</b>
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

		<b>Bed sheets</b>	<b>Pillow Covers</b>	<b>Towels</b>	<b>Blankets</b>
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

## **Annexure 12**

### **(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 STAFF TRAINING CENTRE, PATNA 800 014, 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.1.25 Lakhs (One Lakh and Twenty-Five Thousand only) is enclosed in the form of demand draft / FDR towards EMD.

If I / We fail to furnish the Security Deposit equivalent to 10% of the Annual Tendered Cost by way of 100% of the Tendered Cost by way of Fixed Deposit Receipt 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.

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:



## Annexure 13

### Self-Declaration – Blacklisting

The Principal  
STAFF TRAINING CENTRE,  
PATNA 800 014

Dear Sir,

Sub: Request for Proposal for Housekeeping & Maintenance of Premises at STAFF TRAINING CENTRE, PATNA

Ref: Your RFP No. \_\_\_\_\_

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:

## 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.

### 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.

Bid Security (EMD) in the form of DD/ Fund transfer/ Fixed Deposit Receipts issued by a nationalised / scheduled commercial Bank in favour of “Indian Bank” payable at Patna.

**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 necessary documents in a Sealed Envelope on or before 13.03.2025 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 Housekeeping & Maintenance of Premises at STAFF TRAINING CENTRE, PATNA**” and the words ‘**DO NOT OPEN BEFORE (13.03.2025 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.

**ANNEXURE 14**

**Declaration For MSE Benefits**

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

To,  
The Principal / FIC  
Staff Training Centre  
Patna

Dear Sir,

**Sub: Request for Proposal for Housekeeping & Maintenance of Premises at STC Patna**

**Ref: Your RFP No.:** \_\_\_\_\_

Dear Sir,

This has reference to our bid submitted in response to your Request for Proposal (RFP) Ref. No. RFP No. \_\_\_\_\_ Dated \_\_\_\_\_ floated for the **Housekeeping & Maintenance of Premises at STC Patna**. 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

**ANNEXURE 15**

**Pre-Bid Query Format**

(to be provided in MS-Excel format)

**Ref: RFP No:** \_\_\_\_\_

Bidder's Name:

<b>S.No</b>	<b>Page No</b>	<b>Para No.</b>	<b>Description</b>	<b>Query details</b>

Signature of Authorized Signatory

Name:

Designation:

Seal:

Date:

**ANNEXURE 16**

**Experience Details**

**Ref: RFP No.** \_\_\_\_\_ **Dated** \_\_\_\_\_

(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:

**ANNEXURE 17**

**Turnover, Net Worth and P&L Details**

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

Ref: RFP No: \_\_\_\_\_ Dated \_\_\_\_\_

(Amount in Rs.)

<b><i>F Y</i></b>	<b><i>Turnover</i></b>	<b><i>Net Profit and Loss</i></b>	<b><i>Net worth</i></b>

Signature of Authorized Signatory

Name:

Designation:

Seal:

Date:

## ANNEXURE 18

### 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



## Annexure 19

### 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.	
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 Housekeeping and maintenance services, are you engaged in any other business? If so, give details.	
14	<ol style="list-style-type: none"> <li>1. Detailed description and value of works done <b>(Housekeeping and Maintenance works)</b> for others (other than Indian Bank) in the past.</li> <li>2. Detailed description and value of similar <b>(Housekeeping and Maintenance works)</b> works done for Indian Bank.</li> </ol>	
15	Specify the maximum value of similar work executed in a year <b>(Housekeeping and Maintenance works)</b>	
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"> <li>1.</li> <li>2.</li> <li>3.</li> </ol>

*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:**

## Annexure 20

### Check List

S. No	Document to be enclosed	Tick
1	Audited Balance Sheet for 5 years	Yes / No
2	Income Tax returns for 5 Years	Yes / No
3	Copy of Certificate from EPF Organization	Yes / No
4	Copy of Certificate registered with the Govt. under Contract Labor (Regulation & Abolition) Act 1970.	Yes / No
5	Copy of Certificate of Registration issued by the Registrar of Companies or Registrar of Firms or letter of Proprietorship	Yes / No
6	Copy of Registration under Shops & Establishment Act	Yes / No
7	Copy of Certificate from ESI Corporation	Yes / No
8	Copy of Certificate registered with appropriate authority for GST	Yes / No
9	Copy of PAN card.	Yes / No
10	Solvency Certificate for Rs. 10.00 lakhs.	Yes / No
11	Demand Draft for Rs. 1.25 lakhs favoring STC, Patna towards EMD	Yes / No
12	Ensure filling in the Financial Bid in full	Yes / No
13	Ensure filling up declaration form	Yes / No
14	Bonus Certificate	Yes / No