



HRM DEPARTMENT

**INDIAN BANK ZONAL OFFICE
BARDHAMAN
POLICE LINE BAZAR, 3RD FLOOR,
S.R.COMPLEX, P.O.SRIPALLY, PURBA
BARDHAMAN
WEST BENGAL-713103
E- Mail : zobarddhaman@indianbank.co.in**

TENDER NOTICE FOR CLEANING, HOUSEKEEPING, AND MAINTENANCE SERVICES

START DATE: 25.07.2018

CLOSE DATE: 31.07.2018

Applications are invited on the prescribed format from reputed agencies / contractors engaged in the business of cleaning, house-keeping, and maintenance services for tender for the above job at our various office buildings/ branches situated under West Bengal and Sikkim.

The tender forms can be obtained from the above address from 25.07.2018 to 31.07.2018 on payment of Rs.250 (non refundable) by way of DD favoring INDIAN BANK, ZONAL OFFICE, Barddhaman. Last date for submission of bids – 31.07.2018.

The interested bidders, fulfilling the minimum eligibility criteria may apply in prescribed format which may be downloaded from the Bank's website www.indianbank.in

INSTRUCTIONS FOR TENDERERS

Details are provided in the following Annexure:-

(i) Annexure-A (Scope of work- schedule-I&II)

(ii) Annexure-B (General & Special terms & conditions)

(iii) Annexure-C (declaration regarding near relatives of INDIAN BANK employees)

(iv) Annexure-D (Technical Bid form)

(v) Annexure- E (Price-Bid form)

Annexure-A

1. SCOPE OF WORK:-

(Schedule-I)

PERIODICITY OF CLEANING, HOUSE-KEEPING AND MAINTENANCE SERVICES IN BARDDHAMAN ZONE

Nature of Job	Periodicity	Description
HOUSE KEEPING	DAILY	<ul style="list-style-type: none">● Maintainace of record● Other housekeeping work etc.
SWEEP CLEAN	DAILY	<ul style="list-style-type: none">● Sweep clean all floors.● Damp mopping of tiles, vitrified floors, staircase, elevators, floor, sidewalls and podium entrance areas.● Floor shall be free of dirt, mud, sand, footprints, liquid spills and other debris.● Chairs, trash, receptacles and easily movable items shall be moved to clean underneath.● During inclement weather, the frequency, may higher. When completed, the floors and halls shall have a uniform appearance with no streaks, smears, swirl marks, detergent residue, or any evidence of dirt remaining or standing water.● <i>After sweeping all vitrified floors, areas would be machine scrub cleaned</i>● Sweep clean of debris from walkways and driveways and hose clean them during appropriate climatic and water use condition.
VACUUMING	DAILY	<ul style="list-style-type: none">● Vacuuming all carpets runners and carpet protectors so that they are free of dirt, mud etc.● Heavy industrial type vacuum cleaner would be used to ensure adequate cleaning. When completed, the area shall be free of all litter, lint, loose soil and debris.● Any chair, trash receptacles and easily movables

		items shall be moved to vacuum underneath, and then replaced in the original position.
WASH ROOM CLEANING	DAILY	<ul style="list-style-type: none"> ● Thorough cleaning and sanitization of toilets, wash basins and shower facilities, using suitable non abrasive cleaners and disinfectants. ● All surfaces shall be free of grime, soap mud and smudges. ● Cleaning of mirrors, glass doors, glass windows etc. ● Supply of paper towels, toilets papers, and liquid soap dispenser with liquid soap solution,
TRASH REMOVAL	DAILY	<ul style="list-style-type: none"> ● Emptying all waste paper baskets, ashtrays (if applicable) from all floor areas and washing or wiping them clean with damp cloth, replacing plastic waste paper basket linings and returning items where they were located ● All waste from waste paper baskets will be collected and deposited in the building's waste containers ● Dry and wet garbage would be segregated and dumped into designated area within premises. ● Disposal of all garbage/waste shall be the responsibility of contractor to arrange.
GLASS SURFACE CLEANING	DAILY	<ul style="list-style-type: none"> ● All glasses at entrance doors of the premises would be cleaned using damp and dry method. ● Glass table tops, cabin doors, cabin partitions and glass accessories would also be cleaned. ● Removal of grease marks or fingerprints glass counters and partitions. This cleaning is done using approved all purpose cleaner and lint free cloth of paper towels.
DAMP & DRY CLEANING	DAILY	<ul style="list-style-type: none"> ● Wipe clean all white boards of meeting branch / department , conference branch / department , workstations etc. ● Wipe clean all table tops of workstations, cubicles and other furniture and fixtures.
DEEP CLEANING	WEEKLY	<ul style="list-style-type: none"> ● Stairways, surrounding common areas, terrace, car parking etc. ● Ceiling, walls, partitions etc. ● Toilet and Wash branch / department
WINDOW GLASS CLEANING	WEEKLY	<ul style="list-style-type: none"> ● Interior and exterior glasses will be cleaned on both sides, throughout the building. ● Exterior cleaning of the glasses where accessible. ● Dusting window sills and blinds.
SANITIZING	WEEKLY	<ul style="list-style-type: none"> ● Office desk paper bins would be cleaned and sanitized. ● All branches / departments dustbins would be thoroughly cleaned and sanitize.

		<ul style="list-style-type: none"> ● All telephone instruments, computer/laptop keyboards would be sanitized using disinfectants. ● Waste bins from Pantry and Cafeteria areas would also be thoroughly cleaned and sanitized with disinfectants. ● Thorough washing of all walls and doors of all toilets with appropriate detergent and disinfectants.
DUSTING AND WIPING	FORTNI GHTLY	<ul style="list-style-type: none"> ● Dusting and wiping light fixtures, to free it from dirt, grime, dust and marks. ● Dusting and wiping computers, printers and other electronic instruments ● Applying metal polishes to accessories or door handles, hand railings, lift walls etc. where applicable.
SCRUBBING	FORTNI GHTLY	<ul style="list-style-type: none"> ● Scrubbing of all floor areas with scrubbing machines.
WATER TANKS & WATER SUPPLY	FORTNI GHTLY	<ul style="list-style-type: none"> ● Operations and maintenance of water pumps, cleaning of overhead tanks. ● Contractor will arrange uninterrupted water supply within the premises. He will ensure cleaning of over head water tanks and drinking water, underground reservoir with potassium per magnate. The scope of maintenance of water pumps, pipes and overhead tanks and underground reservoir shall include the component of operation, minor maintenance, labour functions etc.
COMPLAINTS	FORTNI GHTLY	<ul style="list-style-type: none"> ● The contractor will be responsible to attend all the complaints/requirements within the purview of the contract and such complaints and requirements will be attended by the contractor immediately.

SCHEDULE- II

PERIODICITY OF CLEANING ,HOUSE KEEPING, PLUMBING AND MAINTENANCE SERVICES

Sr. No	Nature of work	Periodicity of House keeping
1.	Sweeping & mopping ground floor and all floors,Lobbies & corridors, Staircase, Open terrace, road/ pavement, parking space, lawn, garden, generator room	Twice a day & as and when required.
2.	Dusting of furniture/wall padding/paneling	Once a day
3.	Vacuum cleaning of carpet/curtains/sofa	Once a week
4.	Cleaning of toilets/ wash basins/mirror cleaning/urinals& water closets/ bathroom room fittings(Taps, soap dispenser/towel rod/flush tank etc.	Twice a day
5.	Cleaning of buckets/mugs with detergents	Once a week
6.	Cleaning window panes/door panes/wall paneling	Once in fortnight
7.	Cleaning of fans/switch boards/wall tube lights/wall hanging	Once a month
8.	Cleaning of paper room/security room/stationery room	Fortnightly
9.	Cleaning of dustbin/disposal of garbage of the premises	Once a day & as and when required.
10.	Pest Control/ rodent control	Once a quarter/ fortnightly & as and when required
11.	Cleaning of overhead tank	Fortnightly
12.	Draining of water from the campus in the rainy season / heavy	Twice a year or as and when

	down pour	required
13.	Sweeping and mopping: all interiors of branch / department premises including lobbies and corridors, dining hall etc	Once a day & as and when required.
14.	Cleaning of waste and garbage from branch / department , lobbies open space in building	Twice a day & as and when required
15.	Cleaning of refrigerators	Once a week
16.	Placing of disinfectants in wash basin/ urinal pots etc.	Once a week
17.	Cob-web cleaning/ spit stains removal	As per requirement
18.	Sweeping of roads	Twice daily
19.	External drainage cleaning	Fortnightly
20.	Removal of stagnant water along road side	As per requirement
21.	Outside fencing gates/ grills/ signage to be cleaned	Fortnightly
22.	The rolling shutters fitted in the building should be cleaned/ greased properly so that these can be opened and closed with normal effort	As per requirement

Note:- (a) Other support activities like operation of water pump, switching on/off lights in the premises and common area etc.

(b) A monthly report to be submitted to the Local Authority of the Bank on areas of improvement in House-keeping/ Cleaning/Pest Control/Maintenance.

© In column of 'Frequency' we have mentioned the minimum requirement.

This can be increased/ decreased as prescribed by location head and also as per requirement of the particular area

ELIGIBILITY CRITERIA:-

Only those contractors/ bidders who possess the following eligibility criteria should apply. Applicants shall submit documentary proof of eligibility criteria along with the application format, duly filled in. Applications not meeting the eligibility criteria will be summarily rejected.

Applications are invited under the following three categories:-

A. The applicant for tender must be a Registered/Licensed Organization in nature of Private Ltd Co / Partnership firm/Sole proprietor/Limited Liability Partnership.

B. The applicant (i) must have PAN No. (ii) must be registered under Shops and Establishment Act in West Bengal (iii) must be licensed under Contract and Labour Regulation Act (iv) must have GSTIN number (v) must be registered with EPFO (vi) must be registered with ESIC. The Shops and Establishment license should be issued by Government of West Bengal.

C. The applicant must have a proven track record of providing cleaning, house-keeping and maintenance services during last 3 financial years in Government Sector/Public Sector Banks/ Public Sector Undertakings/highly reputed private sector Companies. The certificates to be attached.

D. Certified copy of latest Income Tax clearance certificate for last 3 years to be enclosed.

E. Total average annual revenue received by the contractor for House-keeping jobs, electrical, plumbing, maintenance etc. during the last three completed ending 31st March of the previous year should be at least 30% of the maximum annual work value i.e for category (a) minimum Rs.9 lakh, for category (b) minimum Rs.15 lakh & for category (c) minimum Rs.40 lacs. Tenderer has to produce sufficient proof in the form of TDS certificates duly attested and Bank statement for last 3 years. (Audited Profit& Loss, Audited Balance sheet must be enclosed.

F. The applicant should not have abandoned any work or rescinded any part of their contract or been disqualified by the client during the last 5 years .

G. The tender papers must be signed in all papers by the prop./ all partners of the firm/company or by a person holding a power of attorney authorizing him/her to do so. Such power of attorney should be produced along with the tender documents. A copy of certificate

of registration / certificate of incorporation should be attached with the application. All corrections shall be duly signed in and stamped..

I. The contractors should have in hand or satisfactorily completed house-keeping / facility management jobs, maintenance etc. in Central govt./ State Govt./ PSUs/ very reputed Private sectors which should have been completed / undertaken in last three financial years.

J. To show that the contractor undertakes such job on regular basis, he should own the adequate cleaning equipments (List to be given) as well as adequate no. of employees on the pay-roll (sufficient proof to be given).

2. PROCEDURE FOR SUBMISSION OF TENDERS:-

(i) A sealed tender documents duly completed in all respects shall be submitted to the Assistant General Manager, Indian Bank, POLICE LINE BAZAR, 3RD FLOOR, S.R.COMPLEX, P.O.SRIPALLY, PURBA BARDHAMAN WEST BENGAL-713103 E- Mail : zobarddhaman@indianbank.co.in , either in person or by post so as to reach the Bank on or before 31.07.2018. The Bank will not be responsible for any postal delay /loss/non receipt thereof. No consideration will be given to a tender received after the date specified above and such tenders are deemed to be rejected

(ii) The Earnest money as well as the security deposit will be given by the tenderer as per requisite demand by the Bank.

(iii) Conditional tenders are not acceptable. In case of any deviation, a separate detailed deviation statement may be enclosed. If no deviation statement is enclosed, then it will be deemed that the tenderers has accepted all our terms and conditions.

3. Signing of Contract Documents

The successful tenderer shall be bound to implement the contract by signing an agreement and conditions of contract attached herewith within 15 days from the receipt of intimation of acceptance of his tender by the Bank. However, the written acceptance of the tender by the Bank will constitute a binding agreement between the Bank and successful tenderer irrespective of whether such formal agreement is subsequently entered into or not.

4. Validity of Tender

Tenders shall remain valid and open for acceptance for a period of 6 (six) months from the last date of submission of Bid. If the tenderer withdraws his/her offer during the validity period or

makes modifications in his/her original offer which are not acceptable to the Bank, the Bank shall be at liberty to forfeit the EMD without prejudice to any other right or remedy.

ANNEXURE- B

I. GENERAL TERMS & CONDITIONS

1. The applicant must produce relevant documentary evidence along with the Technical Bid form. Non-disclosure of relevant information or furnishing of incorrect information/ documents will suffer disqualification under Technical Bid.
2. The applicant must not have been prosecuted or suffered any penalty for violation of any labour laws by any Labour Authority/Competent Court. In such cases, Bank reserves its right to take final call subject to its satisfaction.
3. The applicant should not have rescinded / abandoned any contract awarded by any of his client before the expiry of prescribed period of contract. In such cases, Bank reserves its right to take a final call on the eligibility of the applicant, subject to its satisfaction.
4. The applicant must not sub-let the contract awarded to any other person.
5. The applicant must have complied with all labour laws and obtained all licenses/approvals/permissions to carry on the business of housekeeping, Plumbing & maintenance and catering services.
6. The applicant should not have suffered disqualification at any time in the past in rendering services like cleaning, maintenance and horticulture services in respect of matters enumerated herein.
7. The applicant must furnish appropriate declarations in respect of acceptance of the terms and conditions mentioned herein along with his Technical Bid forms.
8. The Bank, in any manner, is not responsible for the postal delay/loss/non-receipt of tender application/documents.
9. The Bank reserves the right to reject all or any of the tender documents without assigning any reason there for.
10. The contract shall be for a period of two years from the date of commencement of the Agreement, subject to review at the expiry of every 12 months period, and extendable for one more year provided the contractor has license and/or renewed license and renders satisfactory

services. Upon expiry of the three years period, the contract may be renewed for another term of three years on mutually acceptable conditions at discretion of Bank.

11.Pre-qualification under Technical Bid will be on the basis of meeting the minimum eligibility criteria. The shortlisted bidders will be eligible for participation in Price Bid.

12.The contractor shall bear all the cost and expenses in respect of all charges, stamp duty etc. of the agreement.

13.In terms of the provision of the contract labour (R&A) Act, 1970 and rules 72 and 73 framed there under, the contractor shall disburse the minimum wages to its personnel. The contractor shall be liable for any violation of the aforesaid provision of the labour laws.

14.The Courts in Bardhaman (West Bengal) alone shall have the jurisdiction in respect of any or all matters/dispute relating to or connected with the tender.

15.The Tenderer must obtain for himself at his own responsibility and expenses, all the necessary information/documents including approvals, permissions, risks, contingencies and other circumstances to enable him to make a proper tender and to enter into contract with the Bank, he must examine the specifications, conditions and seek whatever clarification he desires before submitting the Tender documents.

16.Omission, neglect or failure on the part of the tenderer in obtaining requisite, reliable and full information on any matter affecting his tender, the contract and supply, shall not relieve the tenderer whose tender is accepted from any liability under the contract.

17.If any tenderer withdraws his tender after submission or makes any modifications to the tender after its submission, the tender will be treated as having been rejected by the Bank and it will not be processed further.

18.Final award of the contract for cleaning, maintenance and horticulture services will be subject to the approval of the Competent Authority.

19.The Bank does not bind itself to accept the lowest tender and reserves the right to reject any or all the tenders received without assigning any reason.

20.The successful tenderer, after the work is awarded, shall have to execute an Agreement with the Bank on a stamped paper.

21.The contractor shall not assign or sub-contract the benefits of this to any other person

(II) CLEANING, PLUMBING, MAINTENANCE AND HOUSE-KEEPING SERVICES :

22. The contractor shall engage sufficient number of able, trained, efficient, neat & clean (viz., with trim hair cut, moustache, nail cut) healthy, honest, well behaved and skilled persons including supervisor (s), for upkeep and maintenance of entire premises/ departments/ branches including terrace, open area in the above mentioned buildings and up to 5 feet outside the buildings.

23. The contractor shall arrange daily cleaning and other services of the entire premises/ departments/ branches area as specified in Annexure - A(II) as mentioned in scope of work. This should be strictly adhered to without fail.

24. The contractor shall arrange daily cleaning of all toilets in the premises/ departments/ branches with first grade phenyl and detergents, soap, toilet paper and other materials as specified in Annexure - A(II), which shall be provided by the Bank.

25. The contractor shall maintain electrical installations and plumbing work as and when required by qualified electrician, plumber and carpenter, equipped with proper tools. The replacement of items which are irreparable shall be arranged by the Bank.

26. The contractor shall provide pest control of flies, mosquitoes, cockroaches, lizards etc. by carrying out spray work with good quality repellants such as Finit and/or Baygon etc. spray in the entire buildings at regular intervals. The materials of pest control will be provided by Bank.

27. Specialized machines for wet scrubbing, wet mopping, wet/dry & vacuum cleaning and machine for cleaning water bodies/water tanks will be deployed by the contractor at his cost.

28. In case of any breakage, pilferage of any fixture and / or furniture, equipment etc. the responsibility shall be of the contractor.

29. The contractor will be responsible to attend to all complaints within the purview of the contract. He will also be responsible to communicate immediately any complaint of sickness, mishap, accident etc. to The Competent Authority assigned by the Bank.

30. The contractor shall work in close co-ordination with Indian Bank officials working in various establishments related to which the work has been awarded and modified working schedule if required as per user convenience. No claim whatsoever on this account shall be entertained.

31. The Bank shall provide site office for storage of machines, materials and chemicals, in each ward, with minimum required infrastructure like electricity, water supply etc., for which no rental will be recoverable. However no extra payment shall be admissible for carriage/ shifting etc. After execution of the agreement, the contractor shall store the cleaning material and equipment in proper and organized manner at site. The materials used for cleaning, maintenance & Housekeeping will be provided by Bank.

32. Under no circumstances, the contractor shall dispose off garbage, malwa, rubbish & other waste materials within Bank premises and the surrounding premises. If, however during the time of disposing the garbage to notified dumping ground if any penalty imposed by statutory authorities like police or Municipality corporation etc due to violation of statutory rules, The Bank shall not have any liabilities and the penalties so imposed will be borne by the contractor.

33. The standard of sanitation / cleanliness shall always be to the satisfaction of the authorized representative of the officer concerned of the Bank whose decision in this regard shall be final and binding to the contractor.

34. The work in general shall be carried out in accordance with the scope of work and instruction issued from time to time. The contractor and their workers too follow strictly all safety precautions required for handling machines, electrical power/ work on heights etc. and the Bank will not be responsible for any losses.

35. The contractor shall execute the work in such a manner that no damage is made to the existing structure. The contractor shall ensure quality work in planned and time bound manner. Any substandard material / work beyond set out tolerance limit shall be summarily rejected by the Indian Bank incharge and Bank reserves the right to terminate the agreement.

36. The contractor shall conduct his work so as not to interfere with or hinder with the operation of other contractors, or he shall arrange his work with that of the others in an acceptable and co-ordinate manner and shall perform it in the proper sequence to the complete satisfaction of Indian Bank in charge.

37. The existing drains, pipes, cables, overhead wires, saber lines, water lines and other services encountered in the course of the execution of the work shall be protected against damage by the contractor at his own cost. The contractor shall not store materials or otherwise occupy any part of the site in a manner likely to hinder the operation of such services.

38. No payment shall be made for any damage caused by natural calamities.

39. The contractor will have to maintain account with Indian Bank and have to quote their Indian Bank account no. while submitting bills for credit of bill proceeds. The payment of bill will be reimbursed after submission of statutory obligations viz. PF, ESIC challans.

40. The contract is for providing services and is not for supply of contract labour and that the persons employed by him for providing the services more fully described in specification of work shall be the employees of the contractor and not of the Bank.

41. All questions relating to the performance of the obligations under this agreement and to the quality of the materials used in respect of the services and all the disputes and differences which shall arise either during or after the agreement period or other matters arising out of or relating to this agreement or payment to be made in pursuance thereof shall be referred to AGM & CM in the Bank, whose decision shall be final, conclusive and bindings on the contractor.

42. The Contractor shall engage the services of sufficient number of able, trained efficient, neat, healthy, honest, well-behaved persons for cleaning, house-keeping and maintenance services in departments/ premises/ branches etc. The contractor will be responsible for the good conduct and performance on their part and the contractor shall be deemed, for all legal and contractual purposes, as the employer of the said persons and such persons will not have any claim for employment in the Bank now or at a future date. The person engaged by the contractor to perform the work in the Bank shall have no claim of whatsoever nature from the Bank.

43. The contractor would get the police verification of all his employees hired for the Bank's building(own/rented) done, a copy of which will be submitted to the Bank. List of employees with their Name, Photograph, Permanent address, Local address, contact number will be kept with the Bank.

44. The contractor shall have full control over the employees engaged by him. The contractor shall give necessary guidance and directions to his employees to carry out the jobs assigned to them. The contractor shall also be responsible for the payment of their wages and / or dues to his employees, to which they are entitled under the applicable laws. All liabilities arising out of violation of local laws and / or central laws shall be contractor's responsibility. He will remove any person (s) / employee (s) who may, in the opinion of the Bank be unsuitable or incompetent or who may misconduct and such a person shall not be again employed or allowed in the work/campus without the permission of the Officer-in-charge of the Bank.

45. The contractor will pay rates and wages as per Minimum Wages Act and observe hours of work and conditions of employment as per existing rules, Agreement and applicable laws. They

shall be responsible if so required under the relevant law to register himself and obtain a valid license under the Contract Labour (Regulation and Abolition) Act, 1970 and rules there under and they must comply with and carry out all the provisions and obligations under the said Act and Rules and furnish all information to the Indian Bank officer in charge as may be required by the Act/Rules and shall indemnify Bank against any penalties/claims from any default on their part, and the said obligation shall survive even after the termination of the Agreement. Bank may undertake a review of the changes payable after every 6 months on account of revision in minimum wages payable as per Government directives. GST is payable by the Bank as per applicable rate. TDS will be deducted from the bill amount as per extant norms.

46. It will be contractor's responsibility to ensure that the obligations under the contracts are duly performed and observed. The contractor shall also designate supervisor(s) by name who will personally check the working of their staff every day. The contractor shall maintain the 'Daily Report register' of services every day and made available for inspection by the Indian Bank officer in charge

47. The contractor shall ensure a very high standard of housekeeping and maintenance of the entire departments/ premises/ branches etc. at all times, with due regard to hygiene & cleanliness. Disposal of all garbage shall be the responsibility of contractor. The black plastic bag shall be provided by the contractor for the dust bins of branch/offices at his costs.

48. The contractor shall carry out improvements as may be necessary for ensuring satisfactory service and shall take due notice of complaints made by the Bank's Executive or Officer-in-charge of the Bank. The contractor shall submit the Complaint Register to Bank's Executive or Officer-in-charge of the Bank at fortnightly interval or as and when required for further putting up to the Competent Authority.

49. The contractor shall be responsible for any loss due to theft/pilferage of / damage to the Bank's property, including any portion of the building under the Contractor's occupation, or the fittings, fixtures or other equipment entrusted in their charge, or any property belonging to the Bank's Executives, when such loss / damage is in the Bank's opinion, caused due to negligence or carelessness or any fault on contractor's part or that of his representative or any of his employee, he shall be liable to pay to the Bank such amount in respect of such damage as may be assessed by Bank. Accordingly, the Contractor shall ensure that the character and antecedents of the personnel to be engaged has been verified through the appropriate authority and they have unblemished past records. It is the sole responsibility of the contractor to supervise the work of the person engaged by him. The person engaged by the contractor to perform work under the contract shall never claim absorption/ regularization from the Bank.

50. The contractor shall not permit any portion thereof or any other area in the complex to be used for residential purpose by him and /or any of his employee, except the room/area specifically permitted by the Bank.

51. The contractor shall be liable to comply with all rules and regulations in respect of all the labour laws and statutory requirements, including fire safety regulations and other regulations, which are in vogue or will become applicable in future.

52. The contractor shall accept and bear full and exclusive liability for the payment of any or all taxes etc., now in force or hereafter imposed, increased and revised from time to time by the Central or State Government or by any other authority with respect to or covered by wages, salaries, or other compensations paid or payable to persons employed by the contractor.

53. The contractor shall fully comply with all the applicable laws, rules and regulations relating to P.F. Act including the payment of P.F. contributions, Payment of Bonus Act, Minimum Wages Act, Workmen's Compensation Act, ESI, Shops and Establishment Act, CL (R&A) Act, Essential Commodities Act, Migrant Labour Act and / or such other Acts or Laws or regulations passed by the Central, State, Municipal and Local Government agency or authority, including T.D.S. as per I.T. Act, applicable from time to time.

54. The contractor shall be responsible for proper maintenance of all Registers, Records and Accounts so far as these relate to the compliance or any statutory provisions/obligations. The contractor shall be responsible for maintaining record pertaining to payment of Wages Act and also for depositing the P.F. contributions, if required, with authorities concerned.

55. The contractor binds himself executor or administrator and agrees to indemnify the Bank, in respect of this contract, including all claims, damages proceedings costs, charges and / or any expenses whatsoever which may be imposed, enforced or brought against the Bank or any of its directors, officers or employees for reasons of or consequent upon any breach or default on the part of contract in respect of violation of any of the provisions of Law / Act / Rules or regulations having *authority in respect of the workmen or any one employee/engaged by the contractor / sub-contractor in connection with this contract. This indemnity shall survive even after termination of the contract.* the force of law or if any award of decision by any competent tribunal, court or

56. The contractor shall obtain adequate insurance policy in respect of his employees to be engaged for the work, towards meeting the liability of compensation arising out of death/injury/disablement at work etc.

57. The contractor shall provide weekly off/holidays to his employees as per labour laws but it will be his responsibility to ensure uninterrupted services on all days at no extra cost.

58. The contract shall be terminated at one month's notice at the option of the Bank without assigning any reason thereof. If during the currency of the contract, any Government notification prohibits employment of contract labour for any of these services, the contract shall come to an end forthwith and no compensation shall be paid to the contractor. Besides, if the contract is terminated as stated above, the contractor shall be entitled to payment up to the date of termination for the work already performed.

59. In case the contractor or any of his employees, fails to fulfill his obligations as per his scope of work for any day or any number of days, to the satisfaction of the Bank, for any reason whatsoever, he shall pay by way of liquidated damages up to a sum of Rs.1,000/- per day for the entire number of such days and the Bank shall without prejudice to his other rights and remedies, be entitled to deduct such damages from the amount, if any, payable to the contractor.

60. The contractor shall bear all the costs and expenses in respect of all charges, stamp duties etc. for executing the agreement with the Bank.

61. The contractor shall be paid at monthly intervals upon presenting their bill(s).to the Department for reimbursement. The contractors will have to maintain account with Indian Bank and have to quote their Indian Bank account number while submitting bills for the credit of bill proceeds.

62. All services are to be provided in such a way that the Bank's officers are not disturbed in any manner.

63. The contractor shall arrange for periodical cleaning and disinfection of underground and overhead water storage tanks at his cost, at least once in a month and shall write with Enamel paint, the date of cleaning on these tanks.

64. The contractor shall be responsible for any loss due to theft/pilferage and/or damage to the Bank's property, when such damage in the opinion of the Bank, caused due to negligence/carelessness or any fault on the part of the contractor or his personnel/employee the quantum of loss arrived by the Bank will be final and we recovered from the contractor. The contractor shall ensure that the antecedents of the personnel engaged by him are duly verified in such agreement.

65. Any indulgence, forbearance or waiver granted or shown or made on the part of the Bank will not prejudice its right under the contract/agreement.

66. The court in Bardhaman shall have the jurisdiction in respect of any or all matters relating to or connected with the tender.

67. Bank reserves the right to accept or reject any of the tenders without assigning any reason, what so ever.

68. The Bank will reimburse the contractor as per minimum wages guidelines issued by Ministry of Labour & Employment, Govt. of India, as per area classified by Central Government on production of proof of payment of PF, ESIC, Bonus etc. of each month. The Bank will not be liable for any payment on account of fines/ penalties etc arising on account of late/non timely compliances. The bidder should quote a uniform service charge @ 10% for category B area and @9% for category- C area as notified by Central Government on the total billing amount (except Bonus). Quoting the service charge less than 10%(ten percent) leads to disqualification of their bid. While deciding upon the selection of the contractors to award / allocation of house keeping works for the Bank's premises (rental/own building), emphasis will be given on ability, work experience, satisfactory report from clients and competence of applicants to do good quality works. The Bank is not bound to assign any reason for its decisions.

69. For cleaning, maintenance and house-keeping of departments/ premises/ branches etc., the number of labour is subject to revision considering the future requirement, review of the scope of work, area of the work and review of their performance at the existing terms & conditions.

70. The Contractor requires the following machines for performing the maintenance work:
Commercial Vacuum Cleaner High pressure jet Scrubber machine Single Disk

71. The contractor shall take at his own cost, if required, necessary insurance cover in respect of staff and other person to be employed or engaged by him in connection with the mentioned services to be rendered to Indian Bank and shall comply with all relevant labour laws and other laws as applicable for the purpose to the area as existing or as may be mentioned during the contract period and shall indemnify Indian Bank against all acts of omission, fault, breaches and or any claim or demand, loss, injury and expenses to which Indian Bank may be party or involved as a result of the contractors failure to comply the obligation under the relevant Act, law which the contractor is to follow.

72. The contractor shall supply the workers with sufficient sets of uniforms so that they wear them during work time and keep them clean.

73. Indian Bank shall not be responsible for any loss of material of the contractor at site. All the initial work must be completed before 9.30 A.M every day.

74. No payment shall be made for any damage caused by rain, snowfall, flood or any other natural calamity, whatsoever during the execution of the work.

75. The applicant should not be near relative of Bank's staff as defined by the BANK viz spouse, father (including step father), mother (including step mother), son (including step son) and/or his wife, his grandson, daughter (including stepdaughter) and/or her husband, brother (including step brother) and/or his wife sister and/or her husband are barred. (The applicant firm has to make proper declaration in Annexure-F)

76. I / we agree to abide by the above mentioned terms and conditions.

Dated

Signature of Contractor

Encl: Annexure –A,B,C,D,E,F &G

Address and seal of firm

Date

Place

Signature of applicant with seal

ANNEXURE- D

APPLICATION FORM (4 PAGES)

**CONTRACT FOR CLEANING, HOUSEKEEPING, PLUMBING, PEST CONTROL AND MAINTENANCE
SERVICES (TO BE SIGNED ON ALL PAGES)**

1	Name of the Individual / Company / Firm /Organization: Postal Address (with landline number, mobile number):	
	Email ID Fax no.	
2	Name of the Contact Person, designation, Mob. No. :	
3	Status of the firm whether Proprietary / company / firm:	
4	Whether registered with the Registrar of Companies / firms. If so, mention number and date (Enclose copy):	
5	Name of the Proprietor / Partners /Directors together with technical qualifications & contact details :	
6	Year of establishment (Enclose documentary evidence):	

7	Whether an Income Tax Assessee? If ye , Permanent Account Number: (Enclose a copy of PAN Card and Assessment Order for las t three	
8	Financials years . GST Registration No. (Enclose copy of certificate):	
9	Contract Labour Regulation Act (Central) License No: (Enclose copy of license)	
10	EPF Regn.(Enclose copy of certificate) :	
11	ESI Regn.(Enclose copy of certificate) :	
12	. Registration No. under Shops & Establishment Act (Enclose copy of certificate):	

13. Past Experience during last 3 years (01.04.2015 to 31.03.2017) (Enclose supporting papers viz, work orders, performance certificates, etc):

(ONLY THREE HIGH VALUE WORKS EXECUTED TO BE MENTIONED)

Period of contract		Name & address of concerned serviced	Nature of contract undertaken	Value of contract per month excluding	Remarks, if any
From	To				

(You can use additional sheets, if required)

14.	If you are registered in the panel of any Govt. /Semi Govt./ Banks /Insurance, furnish their names, category with monetary ceilings and date of registration	
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15. Annual turnover (Enclose copies of financial statements of last three financial years):

Financial year	2014-15	2015-16	2016-17
Turnover (Rs. In Lacs)			

16.	Name & addresses of the persons who will be in a position to Certify about the quality as well as performance of your organization:	
17.	Whether willing to work anywhere in the State of West Bengal & Sikkim or mention places where you are willing to work:	
18.	Whether the applicant has abandoned any contract or been Blacklisted by a client	
19.	Those Declaration :regarding near relatives working in the Bank (of Annexure	
20.	I/III) hereby confirm that all information, particulars, copies of certificates and testimonials in connection with my empanelment are correct and genuine. I am, therefore, liable to face appropriate actions as deemed fit by the Bank in the event of any of the information, particulars, copies of certificates and testimonials are not found correct and genuine.	
21.	Whether all documents, listed below, have been enclosed (Yes/No): i. Valid Certificate of Incorporation, Articles & Memorandum of Association.* / Partnership Deed etc.as applicable ii. Valid Copy of PAN Card iii. Valid Certificate of licensing under Contract Labour Act. iv. Valid Certificate of Registration under GST,	

<p>v. Valid Certificate of Registration under Shops & Establishment Act,</p> <p>vi. Valid Certificate of Registration with EPFO</p> <p>vii. Valid Certificate of Registration with ESIC</p> <p>Viii. Valid Certificate of Pest Control Registration.</p> <p>ix. ISO Certificate 9001;2008</p> <p>x. Financial Statements (P&L and Balance Sheet) for the last three financial Years (2014-15,15-16 & 16-17).</p> <p>xi. Copies of Income Tax Return submitted and settled for the financial years (FY 2014-15, 15-16,16-17& 17-18).</p> <p>xii. Performance certificate obtained from previous & present clients for eligible services rendered during last 3 years (01.04.2016 to 31.03.2018) .</p> <p>xiii. A declaration on letter head that the firm has not abandoned any work or rescinded any contract or been disqualified by a client during the last 5 years</p> <p>xiv. Solvency certificate Rs.100 lacs or any other certificate acceptable to the Bank.</p> <p>xv. Past record of compliance on Labour Laws etc</p>
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Note:- Xerox copy of all the documents mentioned above to be enclosed.

Date :

Signature of the bidder with seal

ANNEXURE-C

DECLARATION REGARDING NEAR RELATIVES OF INDIAN BANK EMPLOYEES

I / WeS/O D/O W/O

..... residing at

.....hereby certify that none of our relatives (s)* is/are employed in Indian Bank . In case at any stage, it is found that the information given by me is false/incorrect, Indian Bank shall have the absolute right to take any action as deemed fit , without any prior information to me.

The near relatives are members of HUF/husband and wife/the one related to the other

- in the manner as father, mother, son(s) and son's wife (daughter in laws), daughter(s) and daughter's husband (son in law) , brother(s) and brother's wife, sister(s) and sister's husband (brother in law)

Place :

Date :

signature with seal ;

Name in Block Letters :

Designation :

Address: :

ANNEXURE-E

(Draft letter from vendor to the authority calling the price bid)

PRICE BID FORM (Please fill up before submission)

The
Indian Bank

With reference to your letter No.dt.....inviting price bid, we submit our price bid as under :

(Branchwise/office wise basis of calculation enclosed)

Sl. No,	Branches under Barddhaman Zone (West Bengal and Sikkim)	(Rs.)	(Rupees in Words)

Place
Date

Signature

.....

BASIC OF CALCULATION
(To be submitted with price bid)
(If basic of calculation is not furnished, the tender/Bid will be rejected)

#Name of Branch/Office _____

*The salary of staff, EPF/ESI and other statutory payments thereon must comply with the existing rate Confirming to Central Labour Laws.

SI No.	Particulars	Amount (In INR)
1	Staff (At least one for each 2000 sq. ft. or part thereof)*	
2	EPF	
3	ESI	
4	Other Statutory Payment (If any, give details)	
5	Cost of minor repair	
6	Housekeeping, Plumbing & Pest Control not below amounting amounting Rs.2500/- (for 2000/- sq. Ft. or part thereof)	
7	Any other cost including Service Charge (Give details)	
8	Supply & Maintenance of potted indoor Plants 10 pcs per branch	
TOTAL		

Signature of Contractor/Vendor/Service Provider