



***Zonal Office: Premises, Expenditure
and Estate Department, New Delhi***

**Tender for providing
Deep Cleaning of Branch/Office Premises of
Indian Bank in NCT of Delhi**

TECHNICAL BID

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This tender document contains 28 Pages



Part 1 NOTICE INVITING TENDER

Indian Bank proposes to outsource for the Deep Cleaning of Branch/Office Premises in NCT of Delhi for which sealed bids are being called for in 2 parts viz. Technical Bid and Financial Bid, from reputed Contractors fulfilling the criteria stipulated in the Tender – Part 3, Pre-Qualification Criteria/Document. The document may be downloaded from our website www.indianbank.co.in.

Start date of issue (downloading tender)	20.05.2017
Last date of downloading tender	16.06.2017
Pre-Bid Meeting	16.06.2017
Earnest Money Deposit	Rs. 1.25 lakhs by crossed Demand Draft payable at New Delhi and drawn in favour of Indian Bank, Zonal Office New Delhi (or) Bank Guarantee as per format given in Annexure II.
Contract Period	1 year. No escalation of the quoted rate would be payable on any grounds whatsoever during the contract period.
Time & Last Date of submission	17.06.2017 upto 03:00 PM
Time & Date of opening of Technical Bid	19.06.2017 at 03:30 PM
Time & Date of opening of Financial Bid	To be intimated only to the Tenderers qualifying in Technical bids

1. Sealed tenders are invited from reputed Contractors fulfilling the eligibility criteria stipulated in Tender – Part 3, Pre-Qualification Criteria/Document for providing Deep Cleaning of Branch/Office premises in NCT of Delhi.
2. The period of contract shall be 1 year, from the date of awarding the work.
3. Tenders are to be submitted in the prescribed form which can be downloaded from our Bank's website www.indianbank.in/tenders. An amount of **Rs.1000/-** (non-refundable) by crossed Demand Draft payable at New Delhi and drawn in favour of "Indian Bank, Zonal Office, New Delhi" towards the **cost of tender can be submitted along with Technical bid.**
4. Tenderers are required to submit the bid in 2 parts namely **Technical bid** and **Financial bid**. The Technical bid containing Notice Inviting tenderers, Pre-Qualification Criteria/Documents, Specification & Periodicity of work, Terms & conditions, Annexure I & II are to be submitted in a sealed cover **along with EMD and cost of tender**. The Financial bid shall be submitted in a separate sealed cover. The Technical and Financial bids are to be put in a master envelope and wax sealed and super-scribed '**Tender for Deep Cleaning of Branch/Office Premises of Indian Bank in NCT of Delhi**' and addressed to the Assistant General Manager, Indian Bank, Zonal Office : Premises, Expenditure and Estate



Dept., World Trade Centre, Babar Road, New Delhi 110001. Bids not following the above procedure will be liable for rejection.

5. Earnest money deposited will not carry any interest.
6. Conditional tenders, late tenders, tenders without EMD and application fee or EMD and application fee not enclosed with Technical Bids will summarily be rejected. Any tender received open, late or not meeting all the tender condition / Bids not filled up in Pen are liable to be rejected.
7. The Bank is not bound to accept the lowest tender and reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever at any stage of the contract.
8. Bank reserves the right to terminate the services of the contractor at any point of time by giving three month notice, if the services are not found to be satisfactory.
9. Submission of a tender by a tenderer implies that he has read this notice and other contract / tender documents and has made himself aware of the scope, specifications, conditions, liabilities and duties bearing on the execution of the contract.
10. The bidders are requested to visit the site, before quoting their rates for the work.
11. Clarifications, if any, pertaining to this tender may be referred to Indian Bank, CO: Premises, Expenditure and Estate Dept., on telephone no.23412095, 23413956

**New Delhi,
Date : 20.05.2017**

**ASSISTANT GENERAL MANAGER
ZO : Premises, Expenditure and Estate Dept.**

Part 2 - Instruction to Tenderers

1. The Tenderer should quote the rates and amounts in figures as well as in words. All rates shall be quoted in the proper form of the tender only, else tenders will be rejected at any stage of the contract.
2. The Schedule of personnel required given in the tender document are meant to indicate the broad scope of the works and to provide uniform basis for bidding.
3. All tenders wherein any of the prescribed conditions are not fulfilled or are incomplete in any respect are liable to be rejected. The acceptance of a tender will rest with Indian Bank which does not bind itself to accept the lowest tender, and reserves to itself the authority to reject any or all of the tenders received without assigning any reason.
4. The tender shall be a rate contract covering all charges/ expenses as stipulated in the bid document. The lowest tender (L1) will depend on the rate quoted per sqft for one month for the Deep Cleaning Service and this shall be the accepted value of the work.
5. The Contractor shall give a list of his relatives working with Indian Bank along with their designations and addresses.
6. The conditions for Deep Cleaning are given in Part 5. The Contractors may inspect the buildings on working days from **22.05.2017 to 31.05.2017 between 10.00 a.m. & 5.00 p.m.** with the prior permission from the department concerned.
7. The Tenderer, whose tender is accepted will be required to furnish **within 14 days** from the date of communication of the award of contract,
 - A **security deposit** in the form of a crossed Demand Draft payable at New Delhi and drawn in favour of Indian Bank, Zonal Office, New Delhi or Bank Guarantee for an amount equivalent to 10% of the annual value of the contract. Upon receipt of security deposit, the EMD will be returned to the successful bidder.
8. The return of EMD of remaining tenderers who were unsuccessful in the tender process will be done within a reasonable time say not exceeding 30 days from the date of acceptance of tender/tenders by bank. Earnest money will not carry any interest.
9. The EMD of Tenderer whose tender is accepted, shall be forfeited in case he / they did not submit the Security Deposit within the stipulated period.
10. The Tenderer shall be bound to perform the work during the contract period at the rates and amounts quoted.
11. On acceptance of the tender, the name of the authorized representative of the Contractor who would be responsible for taking instructions from the Bank shall be communicated to the Bank.



12. Sales Tax or any other tax on material or on finished works in respect of this contract shall be payable by the Contractor only and the Bank will not entertain any claim whatsoever in this respect except the Service tax, which will be paid by bank. Tenderers should have applicable tax registrations (PAN, TIN, VAT, CST etc. supported by documentary evidences.
13. No former employee of Indian Bank is allowed to work as a Contractor or as an employee of the Contractor within two years 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.
14. The tender shall remain valid for acceptance for a period of **90 days** from the date of its opening. If any Contractor withdraws his tender before the said period, then the Bank shall be at liberty to forfeit the Earnest Money Deposit.
15. It will be obligatory on the part of the Tenderer to sign on all pages of the tender documents for all the component parts and that after the work is awarded, he will have to enter into an agreement with the competent authority in the Bank on a duly stamped paper.
16. Canvassing in connection with tender is prohibited and the tenders submitted by the Contractors who resort to canvassing will be liable for rejection.
17. The rates quoted shall inclusive of all taxes, duties, levies etc. However, in case of any revision in the tax structure during the currency of the contract, the contractor can raise the bill for the increased tax component, with necessary proof for the same.

Part 3 - Pre-qualification Criteria/ Documents:

Pre-qualification criteria for contractors who have the requisite qualifying experience in Deep Cleaning of Branch/Office works is as specified below:

1. Work Experience during the last **5** years ending 31.03.2017 in carrying out Deep Cleaning works in any one of the PSBs/PSUs/Govt./Semi Govt. Organizations and who fulfill the following pre-qualification criteria.

a. Three works each costing not less than Rs. 25.20 lakh per annum.

(OR)

b. Two works each costing not less than Rs. 31.50 lakh per annum

(OR)

c. One work costing not less than Rs. 50.40 lakh per annum.

2. The proprietary Concern / Firm in partnership / Limited Company or Corporation should be registered / incorporated in India.

3. The proprietary Concern / Firm in partnership / Limited Company or Corporation should have been a profit making during the last 3 years ending 31.03.2017.

4. Should have an office at Delhi/New Delhi (**Telephone No. and address to be furnished**) with at least 125 people on its rolls of which at least 75 should be on permanent rolls based at Delhi/New Delhi.

5. Attested copies of performance certificate issued by the clients of the Tenderer should be enclosed, in support of their experience.

6. The Tenderer must have an annual **turnover of Rs. 63.00 lakh** each during the last three years.

7. Should possess valid, ESI, PF, Registration Certificate (Remittance challans for the past 6 months should be enclosed along with the technical bid).

8. The Tenderer should be registered with Service Tax Department.

9. Should be income tax assessee (copy of PAN to be enclosed).

10. Valid ISO certification for Mechanized / Semi-Mechanized Housekeeping services, if available, may be mentioned and attested copies of certificates to be enclosed.

11. The Tenderer should provide a Banker's **Solvency Certificate for Rs. 25.20 lakh** issued by a scheduled Bank **on or after 01.04.2017**.

12. Bids containing inadequate information/documents will be liable for rejection.

13. Pre-qualification criteria as stated above shall be scrutinized against supporting documents.

14. The Tenderer would be liable for disqualification if it is found at any stage of the bid process that



- (a) Misleading or false representations have been made or deliberately suppressed any relevant information in the forms, statements and enclosures required in the pre-qualification document.
- (b) Record of poor performance such as, abandoning work, not properly completing the contract, or financial failures / weaknesses, etc.

Those who are technically qualified after opening of Technical Bids, will be short listed and their financial bids will only be opened. Applicants who do not satisfy the above conditions will not be considered.

Bank reserves the right to reject any or all applications without assigning any reason whatsoever.



IMPORTANT INSTRUCTIONS TO APPLICANTS WHO DOWNLOAD THE Tender DOCUMENT FROM WEBSITE/WEBSITE OF INDIAN BANK

The applicants who have downloaded the tender from the website, should read the following important instructions carefully before submitting the tender documents:-

- a) The applicants should see carefully & ensure that the **complete tender document** contains 28 pages in total which includes 6 forms (A-F), Annexure I and Annexure II.
- b) The printout of tender document should be taken on 'A 4' size paper only & the printer settings etc. are such that document is printed as appearing in the website & there is no change in formatting, number of pages etc.
- c) The applicant should ensure that no page in the down-loaded tender document is missing.
- d) The applicant should ensure that all pages in the down-loaded tender document are legible, clear & are printed on a good quality paper.
- e) The applicant should ensure that every page of the down-loaded tender document is signed by applicant with stamp (seal).**
- f) The applicant should ensure that the down-loaded tender document is properly bound and sealed before submitting the same.
- g) In case of any correction / addition / alteration / omission in the tender document by the applicant, it shall be treated as non – authenticated and is not acceptable.
- h) The applicant shall furnish a declaration to the effect that no addition deletion / corrections have been made in the tender document submitted and it is identical to the tender document appearing on Website.
- i) The applicant should read carefully & sign the declaration before submitting the tender document.
- j) In case of any doubt in the downloaded tender document, the same should be got clarified from ZO: Premises, Expenditure and Estate Department of Indian Bank World Trade Centre, Babar Road, New Delhi 110001, Ph No: 23413956, 23412095, before submitting the tender document.



LETTER OF TRANSMITTAL (In the Contractor's Letter Head)

To
Assistant General Manager,
Premises, Expenditure & Estate Department,
Indian Bank, Zonal Office,
World Trade Centre,
Babar Road,
New Delhi 110001

**Sub: Tender document for Deep Cleaning contract of Branch/Office premises
Indian Bank in NCT of Delhi**

Sir,

Having examined the details given in pre-qualification document for the above work, I/we hereby submit the tender documents (downloaded from website) and other relevant information.

1. I/We hereby certify that all the statements made and information supplied in the enclosed forms A to F and accompanying statements are true and correct.
2. I/We have furnished all information and details necessary for pre-qualification and have no further pertinent information to supply.
3. I/We also authorize Officials of Indian Bank to approach individuals, employers, firms and corporation to verify our competence and general reputation.
4. I/We also submit prescribed declaration in respect of downloaded tender document.(Applicable only in case of application on downloaded tender document)
5. I/We submit the following certificates in support of our suitability, technical know-how & capability for having successfully completed the following works

Sl. No.	Name of Work	Certificate from

Enclosures:

Seal of applicant
Date of submission

Signature(s) of applicant(s)



(TO BE GIVEN BY THE APPLICANT WHO HAVE DOWNLOADED THE TENDER DOCUMENT FROM THE WEBSITE/WEBSITE OF INDIAN BANK)

It is to certify that

- 1) I / We have submitted the tender document in the proforma as **down-loaded directly from the website & there is no change in formatting, number of pages etc.**
- 2) I / We have submitted tender document which **are same / identical** as available in the website.
- 3.) I / We have **not made any modification / corrections / additions etc** in the tender documents downloaded from website by me / us.
- 4) I / We have checked that **no page is missing** and all pages as per the index are available & that all pages of tender document submitted by us are **clear & legible.**
- 5) I / We have **signed (with stamp) all the pages** of the tender document before submitting the same.
- 6) I / We have **sealed** the tender documents properly before submitting the same.
- 7) I / We have submitted the cost of tender document.
- 8) I /We have read carefully & understood the instructions to all the applicants & to the applicants who have down-loaded the tender document from the website.
- 9) In case at any stage later, it is found that there is difference in our downloaded tender documents from the original, BANK shall have the absolute right to take any action as deemed fit without any prior intimation to me / us.

Dated:

Signature(s) of applicant(s)

Part 4 – SPECIFICATION AND PERIODICITY OF WORK

- (a) Sweeping, mopping, cleaning & dusting of internal and external area of the premises of Branch/Office, common area (lobbies & corridors), internal roads, parking area, staircase, lifts, rooftops and surrounding areas, ATMs, Gardening etc., in all floors where ever applicable.
- (b) Sweeping, mopping, cleaning and dusting of doors, windows, walls, ceilings, cupboards/cabinets furniture & fixtures, computers, desktop tables, window glasses, polishing metal surfaces, glasses, metallic engraving, logos, sign names, lounges, all furniture & fixtures etc. in the entire premises of branches/offices and in the ATM/e-Lounge premises attached to the branch (on site ATMs/e-Lounge) by using branded cleansing materials/disinfectants, at his cost.
- (c) Dusting by mechanized means with vacuum cleaner of carpeted floor/area of Branches/offices.
- (d) Mopping of tiles, floors inside the corridors and general floor including lift, lobby and basement floor, cleaning and mopping of main entrance lobby, marble floors and front steps.
- (e) Maintenance of sewage system, inspection chambers, open drain etc. by using bleaching powder, mosquito oil, disinfectants and other items of branded make necessary for warding off flies, mosquitoes, insects etc., at his/their cost.
- (f) Cleaning of all toilet floors, walls, ceilings, urinals, washbasins, mirrors etc. installed in the branch/office premises using branded cleansing and disinfectants, at his/their cost.
- (g) Shampoo cleaning of Sofas and Executive chairs in cabins, conference room and enclosures.
- (h) Any type of other work similar to the nature of un-skilled labour.

PERIODICITY OF JOB

NAME OF ZONE BIDDED FOR _____

Sl.No.	JOB DESCRIPTION	PERIODICITY
a	Deep Cleaning through sweeping and dusting of common/open area, parking area, internal roads around the boundary walls Sweeping of parking areas in Basement floors of the building, if there is basement floor(s).	Once in a month
b	Deep Cleaning through sweeping, dusting and mopping of all floors areas, corridors, lobby, including lift and all stairs of the building with cleansing materials of branded quality.	Once in a month
c	Mopping, cleaning and dusting of doors, windows, ceilings, cupboards, cabinets, furniture & fixtures, desktop tables, window glasses, computers, and its accessories, desktop, tables, polishing of metal surfaces, glasses, metallic engraving, logos, sign names, lounges etc. placed/installed in each floor of the entire building including basement and roof with cleaning materials/disinfectants of branded make.	Once in a month
d	Dusting by vacuum cleaner of carpeted floor.	Once in a month
e	Cleaning of all toilets, urinals, washbasins, mirrors, etc by using naphthalene balls, phenyl, liquid hand wash and other cleansing materials of branded make.	Once in a month
f	Watering & cleaning with detergent of Steps leading to the building, lifts and all lift lobbies.	Once in a month
g	Dusting of vertical blinds, curtains including mending of blinds damaged due to wear and tear or otherwise with change/replacement of pulling cords and beads, weight plates at the bottom of the blinds, cleaning of channel, terrace area, replacement of pulley etc.	Once in a month
h	Preventive pest control measures	Quarterly
i.	Shampoo cleaning of sofas and chairs	Quarterly

Part 5 - TERMS AND CONDITIONS

1. The Contractor shall arrange for the services as per the Specification of Work. He shall adhere to the Schedule as to the time and work to be performed as mentioned in the Specification of Work and Price Bid Form more specifically described here under.
2. **The contract is for providing the 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.
3. The contractor shall engage serviceable adult persons only.
4. The contractor shall arrange working hours of the workmen in such a way that he fulfill his obligation with the fully satisfaction of the Bank.
5. The contractor shall always have on his active rolls the services of sufficient number of able, efficient, clean, healthy, honest, well- behaved persons.
6. The contractor has to provide the required personnel to newly opened branches, in any branch, during the agreement period at the request of the Bank. Payment of charges for providing service to newly opened branches, opened during the agreement period is subject to prevailing rates as per the rates agreed.
7. The contractor shall strictly comply with all Labour and such other statutory Laws in relation to the services to be provided and the personnel engaged by the contractor and he shall be solely responsible for all acts of the said personnel so enrolled and there shall and will not be any privity of contract for any purpose and to any intent between the Bank and the said personnel so engaged by the contractor. The Bank shall not be liable nor answerable in respect of any claims or demands in respect of any matter or on any account which may be raised by the said personnel so engaged by the contractor and it shall be the sole responsibility and liability of the contractor to answer all such claims or demands of the said personnel so engaged, under any law for the time being in force.
8. The contractor shall be responsible for the training, allotment of duties, hours of work and timings to the engaged personnel for the purpose. The contractor shall alone have the right to exercise control, give directions and, manage the personnel engaged for the purposes.
9. The Contractor will have to provide **Uniform with stitched logo of Contractor firm**. Further, the worker shall have to pin up identity card to be issued by the Contractor. The contractor shall provide proper uniform to all the personnel and ensure their cleanliness and upkeep.
11. The contractor shall ensure excellent standard of Deep Cleaning and also ensure that the entire premises are kept hygienic and clean. Preventive pest control



measures will also have to be done by the contractor. The cleansing materials, equipment's should be arranged by the contractor at his own cost.

12. The contractor shall discharge his obligations under these presents most diligently, efficiently and honestly.
14. The contractor shall bear all costs and expenses and stamp duty in respect of all agreements that may be entered into with the Bank to give effect to this arrangement.
15. The contractor shall alone bear all taxes, rates, charges, levies or claims whatsoever as may be imposed or levied by the State/Central Government(s) or any local body or authority for and in connection with the rendering services.
16. The contractor will be obligated to meet the said authorized officer once in a month for assessing and monitoring the quality of deep cleaning services rendered. The contractor shall comply with such observations/feedback made and furnished by the Bank for improvement of the services by him/her. However, the continuance of the contract shall be subject to the review of the performance from time to time and in case the performance is not found to be satisfactory by the Bank for any period under such review, the Bank at its discretion, reserves its right to terminate these presents under due notice to the contractor without incurring any further liability therefore.
17. The agreement shall come into force and be effective for a period of One year, from the date of awarding the contract. This agreement shall be terminated by efflux of time or earlier by three month's notice at the option of the Bank in the event of unsatisfactory performance or on breach of any of the stipulated conditions or qualitative dimensions of the various services agreed upon by the contractor under these presents. The contractor may, after giving four month's notice to the Bank terminate the contract, if he so desires at any time during the course of the currency of this agreement. In case of unsatisfactory services noticed at any Branch/Office under the Zone, the respective Branch/Office Heads are empowered to terminate the services of the Contractor for that Branch/Office after giving three months notice and in such circumstances, contract for remaining branches/offices will be continued.
18. The contractor shall deposit a sum stipulated in the tender, as SECURITY DEPOSIT with the Bank for due fulfillment and performance of the contract. The security deposit will be returned to the contractor after three months from the date of expiry of the contract provided that there are no defects or loss or damage caused to the Bank.
19. The contractor undertakes, accepts and admits absolute and complete responsibility for the service conditions, claims, damages and other compensation's of the personnel enrolled by him and will be liable for and unequivocally assume responsibility for due compliance with all the requirements of all statutory obligations, duties and liabilities (including insurance) and to pay all such claims, costs, damages, expenses, fines, penalties and compensation which may arise out of any claim, suit or prosecution for contravention thereof. The contractor shall indemnify and keep the Bank indemnified from and against



all such claims, demands, costs, charges, fines, or penalties and compensation etc. if any as aforesaid.

20. The contractor shall obtain adequate Insurance Policy in respect of his workmen engaged for the service, towards meeting the Liability of Compensation arising out of the death, injury/disablement at work etc. and shall regularly and punctually pay each and every premium as and when the same shall become due during the currency of these presents.
21. In case the contractors fails to fulfill his obligations for any day or any number of days to the satisfaction of the Bank, for any reason whatsoever, he shall pay proportionate amount of contract value by way of liquidated damages per day for the entire number of such days and the Bank shall without prejudice to their rights and remedies including the termination of the contract, be entitled to deduct such damages from the money, if any, payable by them to the contractor.
22. All questions relating to the performance of the obligations under this agreement and to the quality of 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 in the Bank, whose decision shall be final, conclusive and binding on the contractor.
23. All the taxes which the Bank may be liable to deduct or called upon to so deduct, during the currency of the arrangement which are liable to be payable by the contractor under the law but not so paid, shall be set off against the bills raised by the contractor and paid to the respective government departments or authorities as may be required under law and the contractor shall have no claim against the Bank in respect of any or all such payments.
24. The contractor should possess, for the entire duration of these presents, all licenses and registrations as may be required under any law and shall be responsible to register himself and obtain a valid license under Contract Labour (Regulation and Abolition) Act, 1970 and rules, 1971 there under. The contractor shall comply with all rules and regulations in force under the said Act and rules. The contractor shall comply with all applicable laws, rules and regulations regarding to Provident Fund, Payment of Bonus, Minimum Wages or any other Statutory/Regulatory requirements. Any dispute regarding such dues shall and be dealt with and settled by the contractor.
25. The contractor shall not assign or sublet the benefits of this contract to any person or entity and in the event of any breach or violation thereof, the Bank may at its discretion but without prejudice to its other rights and remedies terminate this contract.
26. If during the currency of the contract, any Statute, rules/Govt. notification prohibit employment of Contract Labour for the services envisaged under this Agreement or otherwise, the contract shall come to an end forthwith and no compensation shall be payable to the contractor or his workmen/employees.
27. The Contractor shall have to do the work for all existing and future offices/branches within the geographical area of the Zone – irrespective of

reasons of remote area, non-availability of workers etc. However, the Bank reserves its right to exclude/remove/discontinue or add/reinstate, at initial stage or during the contract term, any particular branch/office located in the Zone from/for the scope of the work of the Contractor for whatsoever reason and the decision of Head of the Zone of the Bank will be final in this regard.

28. It will be Contractor's responsibility to ensure that each obligation under this contract is duly performed and observed. The Contractor shall also designate one supervisor or such number of supervisors as required for proper supervision of the services to be rendered by the contractor and/or through its employees/labourers.
29. All material and equipments required for the deep cleaning will be provided by the Contractor in sufficient quantity and these shall be of best quality as approved by the Bank. All expenses for cleansing materials shall be borne by the contractor.
30. The Contractor shall be liable to comply with all applicable laws, 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.
31. The Contractor shall accept and bear full and exclusive liability for the payments of any or all taxes etc. now in force or hereafter imposed, increased and revised from time to time by the Central or State Govt. or by any other authority with respect to or covered by wages, salaries, or other compensations paid or payable to persons engaged by the Contractor.
32. The Contractor shall fully comply with all the applicable laws, rules and regulations relating to Contract Labour (Regulation and Abolition) Act 1970 and Contract Labour (R&A) Central Rule 1971, Provident Fund Act including the payment of P.F contribution, Payment of Bonus Act, Minimum Wages Act, Workmen's Compensation Act, ESI Act, Essential Commodities Act, Migrant Labour Act and/or such other Act or laws or regulations passed by the Central, State, Municipal and Local Government agency or authority including TDS as per I.T. Act, applicable from time to time.
33. The Contractor shall be responsible for proper maintenance of all Registers, Records and Accounts so far as these relate to the compliance of any statutory provision/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.
34. The Contractor shall bind himself/executor or administrator or successors and shall indemnify and hold harmless 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 the contractor in respect of violation of any of the provisions of Laws/Acts/Rules or regulations having the force of law or any award or decision by any competent tribunal, court of authority in respect of the



workmen or any one, employed/engaged by the contractor in connection with this contract.

35. The cost of such stamp paper etc. shall be borne by the Contractor.
36. The Contractor shall be responsible for all the claims for its employees/labourers and the said employees/labourers of the Contractor shall not make any claims whatsoever against the Bank. The Contractor's workmen will not have any right whatsoever to get absorbed in the Bank.
37. All type of taxes, except service tax applicable now or made applicable in future for the materials, equipments and services etc. will have to be borne by the contractor and the Bank shall not make any extra payment. The Bank shall make statutory deductions from source as applicable.
38. The near relations or employees of the Bank are prohibited from participation in this tender.
39. All the price bids quoted for the amount lower than what is payable as per the Minimum Wages Act to the Minimum Staff Strength indicated, per month will be treated as invalid price Bids. The remaining Bids will be ranked as L1, L2, L3 from the lowest Bid.
40. For any reason, if the L1 (Lowest) Bidder backs out or does not agree to perform under the Contract if work order is issued, the Bank reserves the right to reject/cancel the tender/contract.
41. The Contractor must maintain the following registers:-
 1. Attendance Register on form XVI (16).
 2. Wages Register on form XVII (17)
 3. Leave Register.
 4. Overtime Register on form XXIII
 5. Register of fines on form XXI (21)
 6. Register of advances on form XXII (22)
 7. Register of deductions on account of damage or loss caused to the employees on form XX.
 8. Register for Contract employees on form 13.
 9. Register of overtime in form XXIII (23) ; and

any other register(s) as required from time to time.

42. Contractor shall issue a wage slip on form XXIX (29) his at least 1 day prior to disbursement of wages

43. "In the event of any dispute or difference relating to interpretation and application of provisions of the contract and all disputes/claims whatsoever which shall either during the continuance of the contract or afterwards either between the parties to the contract or the respective representatives touching the application of any provision/clause mentioned in the contract or any account or liability between the parties to the contract or as to any act or deed or omission of any party to the contract, in any way relating to these presents, shall be first at the discretion of the



Bank attempted to be resolved in good faith by mutual discussion within 30 days of the dispute or question being raised failing which the same shall be settled by arbitration in accordance with provisions of Indian arbitration and Conciliation act 1996.

The Parties concerned shall designate an arbitrator on mutual consent/consensus. In the event of no consensus being arrived, an Arbitral Tribunal shall be constituted comprising three Arbitrators, each party appointed one arbitrator and a third arbitrator to be appointed by the two arbitrators so appointed by the parties. The venue of the arbitration shall be exclusively at **New Delhi** and any award passed by arbitrator or the arbitral Tribunal shall be final, conclusive and binding upon the parties and shall be deemed to have been made between parties themselves. The parties to the dispute shall share equally the cost of arbitration as intimated by the arbitrator”.

FINANCIAL INFORMATION

Copies of audited balance sheet of the Company including Profit and Loss Account for the last 3 years ended 31.03.2017

i.e.

2014-15

2015-16

2016-17

Please note : The Company should have been a profit making during the last 3 years ending 31.03.2017

If balance sheet as on 31.03.2017 is not available, the balance sheet as on 31.03.2014 may be submitted.

SIGNATURE OF APPLICANT(S)

FORM 'B

**DETAILS OF ALL WORKS OF SIMILAR CLASS CONTRACTS DURING THE LAST FIVE YEARS
ENDED 31.03.2017**

SL NO	Name of Organization & location	Contact person for reference, if any	Area of premises and other details	Scope of work	Cost of Contract (Rs. in lakh)	Date of commencement as per contract	Period of contract	Whether renewed during subsequent periods	Litigation/ Arbitration pending / In progress with details	Any other information
1	2	3	4	5	6	7	8	9	10	11



***PLEASE NOTE : Details to pertaining to the Maintenance and House keeping services / contracts works to be furnished.**

Signature of Applicant(s)

FORM C
DETAILS OF OTHER MAINTENANCE / HOUSE KEEPING CONTRACTS IN HAND

SL NO	Name of Organization & location	Contact person for reference, if any	Area of premises and other details	Scope of work	Cost of Contract (Rs. in lakh)	Date of commencement as per contract	Period of contract	Litigation/ Arbitration pending / In progress with details	Any other information
1	2	3	4	5	6	7	8	9	10

Signature of Applicant(s)

PERFORMANCE REPORT FOR WORKS REFERRED TO IN FORM 'B' & 'C'

1. Name of the work & Location.

2. Contract cost

3. Contract period (From/ to)

4. Performance report based on Quality of Work,
Time Management, Technical competency
and Resourcefulness

: Very Good / Good / Fair /
Not satisfactory

DATE :

Authorized Signatory :

STRUCTURE AND ORGANISATION

1. Name and address of the applicant
2. Telephone No./Fax No/E-Mail address.
3. Legal Status (attach copies of original Document defining the legal status)
 - (a) A proprietary Concern
 - (b) A Firm in partnership
 - (c) A Limited Company or Corporation.
4. Particulars of registration with various Government bodies (Attach attested photo-copy)
 - a) Registration Number.
 - b) Organization / Place of registration
5. Names and Titles of Directors and officers with designation to be concerned with this work with Designation of individuals authorized to act for the organization.
6. Has the applicant or any constituent partner in case of partnership firm/ Company, ever abandoned the awarded work before its completion? If so, give the name of the project and give reasons thereof.
8. Has the applicant or any constituent partner in case of partnership firm / Company, ever been debarred/black listed for tendering in any organization at any time? If so, give details:
9. Has the applicant or any constituent partner in case of partnership Firm or any Director in case of a Company or any criminal proceedings presently pending, ever been convicted by a court of law? If so, give details.
10. In which field of Housekeeping / maintenance works, you can claim specialization and interest
11. Any other information considered necessary but not included above.

SIGNATURE OF APPLICANT(S)

FORM F
DETAILS OF KEY TECHNICAL AND ADMINISTRATIVE PERSONNEL EMPLOYED BY THE FIRM / COMPANY

SL NO	Designation	Total Number	Names	Qualification Professional Experience	Length of continuous service with employer
1	2	3	4	5	6
					7

Note : additional information about Technical personnel , if any , may be submitted on separate sheet.

Signature of Applicant(s)



Annexure – I

Approximate area details of branches/offices

S.No.	Description Carpet Area (Approx.)	No. of branches/offices
1	Less than 2000 sqft	54
2	From 2000sqft to 4000sqft	10
3	Above 4000 sqft	4



BANK GUARANTEE FORMAT

To

The Indian Bank,
Zonal Office, Estate Department,
World Trade Centre,
Babar Road
New Delhi 110001

Dear Sirs,

WHEREAS, THE INDIAN BANK, having its Zonal Office at above address (hereinafter called **“the Employer”**) have issued bid documents for **Deep Cleaning of Branch/Office Premises of Indian Bank Zonal Office in NCT of Delhi**, and whereas _____ is one of the Tenderer (hereafter called **“the Tenderer”**).

AND WHEREAS under the terms and conditions of the said bid documents, the Tenderer is required and has undertaken to furnish a Bank Guarantee of **Rs. _____** as Earnest Money Deposit as contained in the said tender document.

We, -----, having registered office at ----- and branch office at ----- (hereinafter called **“the Bank”**) hereby unconditionally and irrevocably undertake to pay to the Employer immediately upon receipt of the first written demand such amount or amounts as may be demanded by the Employer from us under this Guarantee not exceeding a sum of **Rs. (Rupees)** in aggregate without demur or reference to the Tenderer and agree that the Employer’s demand shall be final and binding on the Bank under all circumstances.

We hereby affirm that we are the Guarantor and responsible to you on behalf of the Tenderer up to an aggregate sum of **(Rupees)** such sum or sums being payable in Indian currency and we undertake to pay on your first written demand and without any demur and/or condition, and sum or sums with the aggregate limit of Rs..... **(Rupees)**

We agree that no change or addition to or modification of the terms of the tender or of the works is to be performed there under or of any of the tender documents which may be made between you and the Tenderer shall in any way release the Bank from any liability under this Guarantee, and we hereby waive notice of any such change, addition or modification.

We further agree that the Employer shall have the right to invoke a claim up to the last date of the validity of this Bank Guarantee and that the Employer shall remain the sole judge of the validity of the claim and the Bank agrees not to contest any claim.



We further agree that any change in the Tenderer's constitution or their liquidation or dissolution shall not discharge the Bank's liability under this Guarantee.

We further agree that the right of the Employer to make a claim shall not be vitiated by any dispute raised or pending with any Statutory Authority, arbitrator, tribunal or any other body or person.

It is agreed that the Employer's claim shall remain valid even if the Employer has not issued a prior notice or has not proceeded against a Contractor before making such claim.

This Guarantee is confirmed and irrevocable and shall remain valid upto and including ----- and shall remain valid upto such extended period which may be mutually agreed to.

Unless a demand or claim under this Guarantee is made on the Bank in writing on or before ----- or such extended period the Bank shall be discharged from all liability under this Guarantee.

Notwithstanding anything contained herein

- Our liability under this Bank Guarantee shall not exceed Rs..... (Rupees Only).
- This Bank Gurantee shall be valid uptoand
- We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim on or before (Date of expiry of Guarantee) and failing which all our liabilities under at last para.