



निविदा प्रपत्र
सेंट्रल बैंक ऑफ इंडिया के
317 एम जी मार्ग, पुणे स्थित
आंचलिक कार्यालय भवन के
दैनंदिन सफाई और रखरखाव हेतु सेवा प्रदाता की नियुक्ति हेतु

निविदाकार का नाम :- _____

निविदा प्रस्तुत करने की अंतिम तिथि: 23/02/2022 दोपहर 03:00 बजे तक

निविदा खोलने की तिथि (केवल प्रि-क्वालीफिकेशन/टेकनिकल निविदा) : 23/02/2022 दोपहर 03:30 बजे

निविदा शुल्क: डिमांड ड्राफ्ट के रूप में ₹1,000.00 (₹ एक हजार मात्र) अप्रतिदेय

बयाना जमा राशि: डिमांड ड्राफ्ट के रूप में ₹ 12,000.00 (₹ बारह हजार मात्र)

सेंट्रल बैंक ऑफ इंडिया,
व्यवसाय सहायता विभाग
पहिली मंजिल आंचलिक कार्यालय
317 एम जी मार्ग, कैंप
पुणे 411001
दूरभाष:- 020-26131611-14



Tender Document

For

Maintenance contract for daily cleaning and housekeeping of Bank's Buildings at 317, M G Road, Camp, Pune 411001

Name of the Tenderer: - _____

Last Date of Submission: 23/02/2022 at 3.00 PM

Date of Opening of Pre-Qualification/Technical bid: 23/02/2022 at 3.30 PM

Tender fee : ₹ 1,000.00 non-refundable in the form of DD

Earnest Money Deposit: ₹ 12000.00 DD in favor of Central Bank of India, Payable at Pune

CENTRAL BANK OF INDIA,
General Administration Department,
1st floor, Zonal Office,
317, M G Road, Camp,
Pune 411001
Ph:- 020-26131611-14

NOTICE INVITING TENDER

To,

Reputed firms / companies and contractors in the field of providing housekeeping services

Dear Sir,

Reg Housekeeping services for the entire building of Central Bank of India, 317, MG Road, Camp, Pune 411001.

1. Sealed tender are invited from the reputed firms / companies / contractors in the field of providing housekeeping services for providing housekeeping services at Zonal Office, Central Bank of India, Pune. Tender documents shall be collected from Business Support Department, Zonal Office, Central bank of India, Pune against the nonrefundable tender fees of ₹ 1,000.00 by way of demand draft in favour of Central Bank of India payable at Pune. Alternatively the tender can be downloaded from the website and the tender fee shall be deposited with Bank at the time of depositing the tender.

1.1 **Submission of Tender:**

- 1.1.1 Due date of submission of Tenders is 23/02/2022 (**date of submission**) before 3:00 p.m. The tenders are to be submitted in two separate envelopes each sealed and clearly identified as to envelope number and contents as indicated below. All the two envelope shall be contained in a large envelope super scribed "Tender for housekeeping services at Central Bank of India, Zonal Office, Pune"

1.1.2 **Envelope No.1**

- 1.1.2 Envelope No.1 shall contain tender documents signed by tenderer on each page along with supporting documents for technical qualification and Earnest Money Deposit in the form of crossed demand draft of **Rs. 12,000/-** (Rs. twelve thousand only) in favour of Central Bank of India, payable at Pune. This envelope shall be super scribed "Envelope No. 1 – Technical Bid for housekeeping services at Central Bank of India, Zonal Office, Pune."

1.1.3 **Envelope No.2**

Envelope No.2 shall contain financial bid, duly signed and stamped by the tenderer.

- 1.1.3 This envelope shall be super scribed "Envelope –2 Financial bid Documents for housekeeping services at Central Bank of India, Zonal Office, Pune."

- 1.2 Sealed tenders as above will be received by the Central Bank of India, Business Support Department, Zonal Office, Pune up to 3:00 p.m. on 23/02/2022 and technical bids will be opened on the same day at 3.30 p.m.
- 1.3 Tenders received late on account of any reason whatsoever and telegraphic tenders will not be entertained.
- 1.4 The Earnest Money Deposit by Demand Draft payable at Pune must accompany each tender and the tenders not accompanied by the Earnest Money Deposit by Demand Draft are liable to be rejected as NON-RESPONSIVE.
- 1.5 The tender shall be valid for a period of not less than 90 days after the date of opening of Tender.
- 1.6 For any further information on the tender, Central Bank of India, Business Support Department, Zonal Office, Pune may be contacted. Contact Numbers 020-26131611-14
- 1.7 The Bank will not be bound to accept the lowest tender and reserves the right to accept or reject any or all tenders.

ASST. GENERAL MANAGER
ZONAL OFFICE, PUNE

Form of Tender

Asst. General Manager,
Central Bank of India,
Zonal Office,
317, MG Road, Pune
411001

Dear Sir,

Reg Maintenance contract for providing housekeeping services for cleaning of entire office building including workstations, cabins of officers, common area, washrooms, toilets, lifts, stair case etc. at office premises for initial period one year, extendable for another two years subject to satisfactory performance.

Having examined the requirements, conditions and schedule of quantities relating to the captioned work and having visited and examined the site of the works and also having acquired the requisite information relating thereto as affecting the tender, We hereby offer to take up the maintenance contract for providing housekeeping services cleaning of office including workstations, cabins of officers, common area, washrooms, toilets, and lobbies in front of washrooms and lift, stair case etc. at the Central Bank of India, Zonal Office, Pune premises in accordance with the conditions of the tender and conditions of contract attached hereto.

Should this tender be accepted, we hereby agree to fulfill the terms and provisions of the said conditions of the contract and work as per the rate accepted by the Bank.

Signature and seal of the contractor / authorised person

Date: _____

Place: _____

Landline /Mobile No. _____

ANNUAL MAINTENANCE CONTRACT FOR PROVIDING HOUSEKEEPING SERVICES FOR CLEANING OF ENTIRE OFFICE BUILDING INCLUDING WORKSTATIONS, CABINS OF OFFICERS, COMMON AREA, WASHROOMS, TOILETS, LIFTS, STAIR CASE ETC. AT OFFICE PREMISES FOR INITIAL PERIOD OF ONE YEAR EXTENDABLE FOR ANOTHER TWO YEARS SUBJECT TO SATISFACTORY PERFORMANCE.

GENERAL INSTRUCTIONS

1. Central Bank of India, zonal Office, Pune invites tenders from firms/companies for providing Housekeeping services for cleaning of entire office building including workstations, cabins of officers, common area, washrooms, toilets, lifts, stair case etc. at its Main Office premises for an initial period of twelve months (extendable for another two years) as per laid down contractual obligations. The contract can be extended for another two years subject to satisfactory performance of the house keeping/cleaning services provided and adherence to contractual obligations by the concerned firm/company.

The Bank reserves the right to increase or decrease the number of persons to be deployed by the firm/company before awarding the work or at any time during the currency of contract, if required. Currently it is mandatory for the firm / contractor to deploy at least three personnel in the morning shift and also to ensure that at least two numbers of personnel are always present at the office at normal working time as specified by the Bank. The Bank also reserves the right to award the work to one firm/company or separately to different firms/ companies.

2 Scope of Work

Cleaning of office building including workstations, cabins, common area, washrooms, toilets, lifts, stair cases, doors and windows etc complete at its Office premises

High standard cleanliness should be maintained by using ultramodern equipment and materials. The Contractor shall decide the frequency of the cleaning based on the usage of washrooms with the prior approval of the Bank. The normal working hours would be from 09:00 A.M. to 05:30 P.M. with ½ hour lunch break.

- 2.1 Cleaning of fans, lighting fixtures exhaust fans etc.
- 2.2 Cleaning of walls, ceilings, curtains, blinds, dirt, stains, etc.
- 2.3 Cleaning of workstations, partitions, tables, chairs, cupboards, storage units shelves etc., dusting of office equipment such as computers, printers, etc.
- 2.4 Cleaning of windows, window panes, grills, doors, ventilators etc.
- 2.5 Cleaning, sweeping and mopping of staircase, lift and hand rails etc.
- 2.6 Sweeping and mopping of floors in the office premises.
- 2.7 Cleaning of platform and toilet pots, seats/urinal pots, sink, wash basins, tiles, racks, glass mirrors etc.
- 2.8 Thorough sweeping, washing, mopping and scrubbing of floors and wall dado inside the toilets, plumbing and sanitary fittings & fixtures, glazed ventilators etc.

- 2.9 Provide garbage bags in all dustbins
- 2.10 Cleaning of accessories provided in the wash rooms like buckets/mugs/soap cases etc.
- 2.11 To ensure on a daily basis all the equipment in the toilets/washrooms like Taps /Sinks /Geyser/Flush /Shower /Soap container etc. are in working condition and if not report to Care Taker/Estate Cell. Complaints regarding civil, electrical, plumbing etc. observed in the toilets, wash rooms etc. must be immediately brought to the notice of concerned department.
- 2.12 Refilling of liquid soap for hand wash, air fresheners etc. as and when required.
- 2.13 All the cleaning material and equipment to be provided by the service provider/contractor/firm.
- 2.14 The cleaning material used will be of standard quality to avoid damage to CP fixture/ tiles/flooring etc.
- 2.15 The contractor should use following approved/ any other equivalent cleaning material preferably non-toxic & eco-friendly as approved by Bank:
 - 2.15.1 Cleaning material – Harpic / Sanifresh for toilets
 - 2.15.2 Lizol (Perfumed) for floor cleaning.
 - 2.15.3 Domex (Perfumed) for floor cleaning.
 - 2.15.4 Colin for cleaning of window panes /fans/ mirror etc.
 - 2.15.5 Use of toilet fresheners – Godrej aer, odonil etc.
 - 2.15.6 Permanent kind of stains inside the washrooms can be cleaned with the help of stain removers like “Easy Off Bang”
 - 2.15.7 Refilling of liquid soap for hand wash & air fresheners of approved manufacture.
 - 2.15.8 Use of branded floor cleaning materials for respective floor finishes (Ceramic / vitrified / granite).
- 2.16 Contractor should keep / provide stock of cleaning materials / machines for use to ensure state of the art cleaning such as scrubbing machines / dusters/mops / detergents/ washing powder, rooms, sponges, garbage sacks, polish, phenyl acid, ladder, vacuum cleaner, different types of brushes for dusting, liquid items cleaning, oil stain remover, bleaching liquid, bleaching powder, cleaning acid etc.
- 2.17 Proper disposal of garbage as per the extant norms of authorities
- 3 The Firm / Contractor will have to deploy sufficient persons (not less than the number specified above for the purpose of cleaning. The Office normally remains closed on Sundays and Bank Holidays and if any work is required to be done, the same shall be carried out on those days with prior permission.

Eligibility Criteria

The tenderers should satisfy the following conditions and are requested to enclose the following documents in Part I (Technical bid) for examining their credentials. Opening of Part II (Commercial Bid) will be subject to satisfying the prescribed eligibility criteria:

1. Should have minimum 5 years of experience of executing similar works (Housekeeping) during the last 5 years ending March 31, 2021. Applicant should furnish their client list showing the details of work carried out during the last 5 years. The list shall include details such as name of the Client, value of work executed, Date of Start and Finish of the

- work. The applicant should submit documentary evidence in support of minimum experience of 5 years.
2. Produce the copies of Work orders from clients for executing similar works during the last three years.
 3. The contractor/tenderer must have experience of successfully completed similar works (housekeeping) during last 5 years ending March 31, 2021 within the criteria given below:
 - 3.1 Three similar completed works each costing not less than the amount equal to ₹ 2.40 lakh per annum . **OR**
 - 3.2 Two similar completed works each costing not less than the amount equal to ₹ 3.60 lakh per annum. **OR**
 - 3.3 One similar work costing not less than the amount equal to ₹ 4.80 lakh per annum.
 - 4 IT returns certificates of last three consecutive years duly certified by a Chartered Accountant.
 - 5 Tenderers should have applicable tax registrations (PAN, GST etc.) supported by documentary evidence.
 - 6 Tenderers should have their own office / branch preferably in Pune.
 - 7 Tendering firms/companies should have current account in scheduled banks and should give an undertaking that they are ready to receive the payments through Electronic Clearing Service (ECS)/NEFT.
 - 8 Should be a registered firm / company under State Govt. or Central Govt. laws / rules. Good market reputation in the field is preferred.
 - 9 Rates quoted by the agency should be in accordance with the Contract Labour Act 1970 / Minimum Wages Act. Tender having quoted rates below the prescribed rates will be rejected. The rates should be inclusive of all taxes, charges etc.
 - 10 Should furnish solvency certificate issued by the Bank (Applicant's banker), specifically for the purpose of the work for amount ₹ 5.00 lakhs.
 - 11 Interested Firms / Agencies shall submit the tenders in prescribed form in two parts as stated in the tender above.
 - 11.1 Both the sealed covers should further be sealed in another envelope and addressed to Asst. General Manager (Officer-in-Charge), Central Bank of India, Zonal Office, 317, MG Road, Pune and submitted to the Bank on or before 3:00 p.m on 21/02/2022 in the manner enumerated in the tender form.

Security Deposit –

At the time of submission of tender the applicant has to submit Security Deposit of ₹ 12,000.00 (₹ twelve thousand) with the Bank by means of Demand Draft drawn on any scheduled bank in favour of "CENTRAL BANK OF INDIA" payable at Pune for due fulfillment of the Contract which will be refunded on expiry of the same. This will be forfeited in case of noncompliance of the terms & conditions of the contract. This amount will not bear any interest. This security deposit shall be refunded to the contractor on expiry of the Contract.

Opening of tender

Part-I of the tenders will be opened at 3.30 PM on 23/02/2022 in the presence of the tenderers or authorized representative of the tenderers who choose to be present. Part-II of the tender of only those tenderers which meet the requirement of the Bank will be opened on the date under advice to the tenderers.

The tender form must be filled in **English or Hindi** and all entries must be made by hand and written in ink. If any of the documents is missing or unsigned, the tender may be considered invalid by the Bank at its discretion.

Rates should be quoted on per month basis both in figures and words in columns specified. All erasures and alterations made while filling the tender must be authenticated by initials of the tenderer. Overwriting of figures is not permitted.

Failure to comply with either of these conditions will render the tender void at the Bank's option. No advice whatsoever, especially on change in rate, specifications after opening of Part II of the tender, will be entertained.

Each of the Tender Documents should be signed by the person or persons submitting the tender in token of his/their having acquainted himself/ themselves with the conditions of contract, etc. as laid down. Any tender with any of the documents not so signed will be rejected.

The tender submitted on behalf of the firm shall be signed by all the partners of the firm or by a partner who has the necessary authority on behalf of the firm to enter into the proposed contract or by a person holding the power of attorney in the case of a company. Otherwise the tender may be rejected by the Bank.

The Central Bank of India does not bind itself to accept the lowest or any tender and reserves to itself the right to accept or reject any or all the tenders, either in whole or in part, without assigning any reasons for doing so.

If awarded, the Contractor shall not assign the contract. He shall not sublet any portion of the contract except with the written consent of the Bank. In case of breach of these conditions, the Bank may serve a notice in writing on the Contractor; rescinding the contract.

The tenderer must obtain for himself on his own responsibility and at his own expense all the information which may be necessary for the purpose of making the tender and for entering into a contract and must inspect the site of the work, acquaint himself with all local conditions, means of access to the work, nature of the work and all matters appertaining thereto.

The tenderer should submit the reports on past performance of his firm/company from his clients and bankers along with the Part I of the tender. If any tenderer is not found to possess the required eligibility for participating in the tendering process at any point of time and/or his performance reports received from his clients and/or his bankers are found not satisfactory, the

Bank reserves the right to reject his offer even after opening of Part I of the tender. The Bank is not bound to assign any reason for rejecting the tender.

After prima facie scrutiny, if any of the contractors is found not satisfying the required eligibility criteria, the tender submitted by him will not be processed further.

Tenders shall remain valid for acceptance by the Bank for a period of three months from the date of opening of the tender, which period may be extended by mutual agreement and the tenderer shall not cancel or withdraw the tender during this period.

The tenderer must use only the tender forms prescribed by the Bank and downloaded from the site to fill in the rates. Any addition/alteration in the text of the tender form made by the tenderer shall not be valid and shall be treated as null and void.

The charges quoted will cover the cost of manpower deployed, material used and machinery/equipment deployed for efficient rendering of services and shall be payable on monthly basis subject to submission of invoice. The payment thereon will be made after the same is duly certified by the Bank's Officers that the services have been provided satisfactorily and after deducting all statutory dues/taxes, etc.

The quoted charges will be firm throughout the contract and not subject to labour conditions, exchange variations or any other condition whatsoever. The firm/ agency will be bound to pay statutory minimum wages to the workforce employed by him / them, therefore rate should be quoted keeping this in mind. Tenders having 'quoted rates' below the minimum wages are bound to be rejected.

The quoted charges shall also include Service Tax, Insurance charges, Work Contract tax, and any other tax and duty or other levy whether existing or future, levied by the Central Government or any State or Local Authority, if applicable. However, GST shall be quoted separately.

The successful bidder/contractor shall depute required numbers of workers and supervisors to render the cleaning services. The successful bidder/contractor shall commence the work after furnishing to the Bank the following documents, as applicable

- i. Labour License
- ii. Provident Fund code Number
- iii. E S I Code Number – Insurance Policy
- iv. Registration Number
- v. Maintenance Register of workers

The successful bidder/contractor shall

1. Ensure that he/she deploys only adult, trained and competent persons who are physically fit and are not suffering from any chronic or contagious diseases for carrying out the maintenance works.

2. Be responsible for and arrange to bear costs of such equipment, materials and other paraphernalia as considered necessary by the Bank for effectively rendering the services.
3. Be responsible and liable for payment of salaries, statutory minimum wages and other legal dues to the persons who are employed by him/her for the purpose of rendering the services required by the Bank under this tender. Written records for having made these payments will be submitted to the Bank, if so desired, for its verification.
4. Maintain neatly, completely and legibly registers, records, reports and returns for inspection by various authorities at short notice.
5. provide information as required in respect of all his employees to enable the Bank to monitor compliance of P.F., ESI, etc., as applicable and if so desired by Bank
6. Ensure that all persons employed by him/her, for the purposes of rendering the services required by the Bank, are insured with Government of India recognized insurance companies, for which no extra payment will be made by the Bank. The contractor shall be responsible for any injury or damages to any persons, animals or any other things employed / used by him/her.
7. ensure that his/her employees, while on the premises of Bank or while carrying out their obligations, observe the standards of cleanliness, decorum, security, safety, good behavior and general discipline laid down by the Bank or its authorized agents and the Bank shall be the sole judge as to whether or not the contractor and /or his employees have observed the same.
8. personally and exclusively supervise or employ sufficient supervisory personnel, exclusively to supervise the work of his/her employees so as to ensure that the services rendered are carried out to the satisfaction of the Bank.
9. ensure that no employee of the contractor will enter or remain on the Bank's premises beyond the specified time limits unless absolutely necessary for fulfilling contractors obligations and with Bank's permission.
10. be liable for any damage caused to the Bank or its premises or any part thereof or to any fixtures or fittings thereof or to any property of the Bank and therein by any act, omission, default or negligence of the contractor or his employees or agents.
11. provide identity cards to his/her employees or agents who shall be doing the subjected job at the Bank's premises. All the employees and agents should display the identity card in their person for all the times they are working in Bank's premises.
12. provide distinct uniform to his/her employees or agents different from the Bank's employees. The uniform should have logo of the contractor's firm/company and should be kept neat, tidy and in a wearable condition.
13. obtain Police Verification Report on character and antecedents of its personnel and other details relating to age, educational qualification, name and permanent address to be provided under this contract along with their passport size photographs before engaging them for duty in the Bank's premises. Only able bodied, physically fit, well trained, literate, disciplined and honest personnel preferably between the age of 21 and 45 years shall be deployed.
14. The cleaning material used will be of standard quality to avoid damage to CP fixture/ tiles/flooring etc.

The Bank will not provide accommodation to the contractor in the Bank's premises except for storing of materials / tools and equipment.

In the event of termination of the contract for any reason whatsoever, the contractor or persons employed by him or his agents shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.

The contractor shall ensure payment of minimum wages to the workmen employed by him/her and shall maintain a register of wages and shall issue a wage slip to every workman employed by him/her and obtain their signature or thumb impression on the wage slips. In addition, he/she will provide essential amenities like drinking water, first aid facility etc. to the employees as per Contract Labour Act 1970. The agency / contractor will give undertaking on Non Judicial Stamp Paper of applicable value before the award of work that he undertakes to actually pay wages to all the labour of all descriptions to be engaged by him/her for completion of that particular job/work at the rate which is not less than the one prescribed under minimum wages under the Contract Labour(Regulation & Abolition) Act and also keep the Principal Employer indemnified against all the actions that may be initiated against the Principal Employer by the Statutory Authorities for his failure to pay such wages and provide the essential amenities.

The contractor shall obtain a license as contemplated under Contract Labour Act 1970 or any other law as applicable, failing which he alone would be responsible for actions/ proceedings ensuing thereto. The Bank shall not be held responsible for acts, commissions or omissions of the contractor and shall in no way be made liable to the labourers engaged by him/her in terms of this contract.

The contractor shall indemnify and keep indemnified the Bank against all losses and claims, damages or compensation for breach of any provision of the Payment of Wages Act, 1936, Minimum Wages Act, 1948, Contract Labour (Regulation and Abolition) Act, 1970 or any other labour law/statute in force in this regard. The contractor alone shall be responsible for liabilities, if any, in this regard.

The contractor shall abide by all local and other acts, rules and regulations applicable for carrying out this kind of activity.

The contract could be considered for further renewal on the same terms and conditions provided the Bank finds the services of the Contractor satisfactory and if the Bank so desires. The decision of the Bank in this regard shall be final.

The successful contractor shall execute an Agreement with the Bank in this regard in the enclosed format, in duplicate, on receipt of intimation from the Bank of the acceptance of his/her tenders.

The Contractor shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure / systems/ equipment etc. which may come to the possession or knowledge of the Contractor during the course of discharging contractual obligations in connection with this agreement, to any third party, and shall at all times hold the same in strictest confidence. The Contractor shall treat the details of the contract as private and confidential,

except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Contractor shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Employer. The Contractor shall indemnify the Employer for any loss suffered by him as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Contractor and the Employer shall be entitled to claim damages and pursue legal remedies. The Contractor shall take all appropriate actions with respect to his/her employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The Contractor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.

The Quantity of work prescribed in the Bill (BOQ) is only indicative and shall be subject to change at the Bank's discretion. Payment shall be made based on the actual quantum of work executed.

The intending tenderers are advised to inspect the site with the prior permission from the Bank and ascertain the exactness of the area to be maintained and the work to be executed before quoting their rates.

I/We hereby declare that I/We have read and understood all the above instructions/conditions and the same will remain binding upon me/us in case the above mentioned Annual Cleaning Contract is entrusted to me/us.

I/we also note that this letter will form part of the contract document and that the contents of this letter shall be supplemental to the conditions in the tender and not in derogation thereof except to the extent specifically provided herein.

Signature and seal of contractor/s

Date : _____

Place: _____

Articles of Agreement

This Agreement made on this _____ day of _____ 2022 between Central Bank of India, having its CENTRAL BANK OF INDIA, having its Head Office/ Registered Office at Chander Mukhi, Nariman Point, Mumbai, and Zonal Office at 317, MG Road, Pune (hereinafter referred to as the "**Bank**") which expression shall, unless it is repugnant to the context or meaning thereof be deemed to include its affiliates, successors and assigns of the ONE part and M/s _____, having its Office at _____

_____ (hereinafter referred to as the "**Contractor**") which expression shall, unless it is repugnant to the context or meaning thereof, be deemed to include his heirs, representatives, administrators and assigns of the OTHER part.

Whereas the contractor is carrying on the business of providing personnel for and cleaning services and has adequate experience in such jobs for rendering such services.

And whereas the Bank is desirous of availing services of the contractor for the purposes as indicated in its Letter No. _____ dated _____

And whereas the parties are desirous of recording the terms and conditions under or upon which the said services are to be rendered by the contractor.

NOW IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES HERETO AS FOLLOWS

1. This agreement will be assumed to have come into effect from __/__/____ and will remain in force up to __/__/____ or until it is terminated as per the terms hereinafter contained.
2. The quoted charges of ₹ _____ per month covering the cost of manpower deployed, material and machinery/equipment used, for efficient rendering of services shall be payable on monthly basis subject to submission of invoice. The payment thereon will be made after the same is duly certified by the Bank's officials to the effect that the services have been provided satisfactorily and after deducting all statutory dues/taxes, etc.
3. The above charges are firm throughout the contact and not subject to labour conditions, exchange variations or any other condition whatsoever.
4. The above charges also include Service Tax, Insurance charges and any other tax and duty or other levy, whether existing or levied in future by the Central Government or any State Government or any Local Authority.
5. All requisite cleaning articles/equipment and material will be provided by the contractor.

6. The contractor shall be responsible for providing services on regular basis as per the terms and conditions of the tender.
7. The scope of work will be as under:

High standard cleanliness should be maintained by using ultramodern equipment and materials. The Contractor shall decide the frequency of the cleaning based on the usage of washrooms with the prior approval of the Bank. The normal working hours would be from 09:00 A.M. to 05:30 P.M. with ½ hour lunch break.

- 7.1 Cleaning of fans, lighting fixtures exhaust fans etc.
- 7.2 Cleaning of walls, ceilings, curtains, blinds, dirt, stains, etc.
- 7.3 Cleaning of workstations, partitions, tables, chairs, cupboards, storage units shelves etc., dusting of office equipment such as computers, printers, etc.
- 7.4 Cleaning of windows, window panes, grills, doors, ventilators etc.
- 7.5 Cleaning, sweeping and mopping of staircase, lift and hand rails etc.
- 7.6 Sweeping and mopping of floors in the office premises.
- 7.7 Cleaning of platform and toilet pots, seats/urinal pots, sink, wash basins, tiles, racks, glass mirrors etc.
- 7.8 Thorough sweeping, washing, mopping and scrubbing of floors and wall dado inside the toilets, plumbing and sanitary fittings & fixtures, glazed ventilators etc.
- 7.9 Provide garbage bags in all dustbins
- 7.10 Cleaning of accessories provided in the wash rooms like buckets/mugs/soap cases etc.
- 7.11 To ensure on a daily basis all the equipment in the toilets/washrooms like Taps /Sinks /Geyser/Flush /Shower /Soap container etc. are in working condition and if not report to Care Taker/Estate Cell. Complaints regarding civil, electrical, plumbing etc. observed in the toilets, wash rooms etc. must be resolved by reporting to Care Taker/AMC persons /Estate Cell.
- 7.12 Refilling of liquid soap for hand wash, air fresheners etc. as and when required.
- 7.13 All the cleaning material and equipment to be provided by the service provider/contractor/firm.
- 7.14 The cleaning material used will be of standard quality to avoid damage to CP fixture/ tiles/flooring etc.
- 7.15 The contractor should use following approved/ any other equivalent cleaning material preferably non-toxic & eco-friendly as approved by Bank:
 - 7.15.1 Cleaning material – Harpic / Sanifresh for toilets
 - 7.15.2 Lizol (Perfumed) for floor cleaning.
 - 7.15.3 Domex (Perfumed) for floor cleaning. U
 - 7.15.4 Use of toilet fresheners – Godrej aer, odonil etc.
 - 7.15.5 Colin for cleaning of window panes /fans/ mirror etc.
 - 7.15.6 Permanent kind of stains inside the washrooms can be cleaned with the help of stain removers like “Easy Off Bang”
 - 7.15.7 Refilling of liquid soap for hand wash & air fresheners of approved manufacture.
 - 7.15.8 Use of branded floor cleaning materials for respective floor finishes (Ceramic / vitrified / granite).
- 7.16 Contractor should keep / provide stock of cleaning materials / machines for use to ensure state of the art cleaning such as scrubbing machines/ dusters/ mops/ detergents/ washing

powder, brooms, sponges, garbage sacks, polish, phenyl acid, ladder, vacuum cleaner, different types of brushes for dusting, liquid items cleaning, oil stain remover, bleaching liquid, bleaching powder, cleaning acid etc.

7.17 Proper disposal of garbage as per the extant norms of authorities

8. SERVICES TO BE RENDERED BY CONTRACTOR

The contractor shall:

- 8.1 ensure that he/she deploys only adult, trained and competent persons who are physically fit and are not suffering from any chronic or contagious diseases for carrying out the maintenance works.
- 8.2 be responsible for and arrange to bear costs of such equipment, materials and other paraphernalia as considered necessary by the Bank for effectively rendering the services.
- 8.3 be responsible and liable for payment of salaries, statutory minimum wages and other legal dues to the persons who are employed by him/her for the purpose of rendering the services required by the Bank under this tender. Written records for having made these payments will be submitted to the Bank, if so desired, for its verification.
- 8.4 maintain neatly, completely and legibly registers, records, reports and returns for inspection by various authorities at short notice.
- 8.5 provide information as required in respect of all his employees to enable the Bank to monitor compliance of P.F., ESI, etc. if so desired.
- 8.6 ensure that all persons employed by him/her, for the purposes for rendering the services required by the Bank, are insured with Government of India recognized insurance companies, for which no extra payment will be made by the Bank. The contractor shall be responsible for any injury or damages to any persons, animals or any other things employed / used by him/her.
- 8.7 ensure that his/her employees, while on the premises of Bank or while carrying out their obligations, observe the standards of cleanliness, decorum, security, safety, good behavior and general discipline laid down by the Bank or its authorized agents and the Bank shall be the sole judge as to whether or not the contractor and /or his employees have observed the same.
- 8.8 personally and exclusively supervise or employ sufficient supervisory personnel, exclusively to supervise the work of his/her employees so as to ensure that the services rendered are carried out to the satisfaction of the Bank.
- 8.9 ensure that no employee of the contractor will enter or remain on the Bank's premises beyond the specified time limits unless absolutely necessary for fulfilling contractor's obligations and with Bank's permission.
- 8.10 be liable for any damage caused to the Bank or its premises or any part thereof or to any fixtures or fittings thereof or to any property of the Bank and therein by any act, omission, default or negligence of the contractor or his employees or agents.
- 8.11 provide identity cards to his/her employees or agents who shall be doing the subject job at the Bank's premises. All the employees and agents should display the identity card in their person for all the times they are working in Bank's premises.

- 8.12 provide distinct uniform to his/her employees or agents different from the Bank's employees. The uniform should have logo of the contractor's firm/company and should be kept neat, tidy and in a wearable condition.
- 8.13 obtain Police Verification Report on character and antecedents of its personnel and other details relating to age, educational qualification, name and permanent address to be provided under this contract along with their passport size photographs before engaging them for duty in the Bank's premises. Only able bodied, physically fit, well trained, literate, disciplined and honest personnel preferably between the age of 21 and 45 years shall be deployed.
- 8.14 The cleaning material used will be of standard quality to avoid damage to CP fixture/tiles/flooring etc.

9. STAMP DUTY

The contractor shall bear the stamp duty on the original of this agreement, which shall be executed in duplicate. The Bank shall retain the original and the Contractor shall retain the duplicate.

- 10. The contractor shall ensure payment of minimum wages to the workmen employed by him/her and shall maintain a register of wages and shall issue a wage slip to every workman employed by him/her and obtain their signature or thumb impression on the wage slips. In addition, he/she will provide essential amenities like drinking water, first aid facility etc. to the employees as per Contract Labour Act 1970. The agency/contractor will give undertaking on Non Judicial Stamp Paper of applicable value before the award of work that he undertakes to actually pay wages to all the labour of all descriptions to be engaged by him/her for completion of that particular job/work at the rate which is not less than the one prescribed under minimum wages under the Contract Labour(Regulation & Abolition) Act and also keep the Principal Employer indemnified against all the actions that may be initiated against the Principal Employer by the Statutory Authorities for his failure to pay such wages and provide the essential amenities.
- 11. The contractor shall obtain a license as contemplated under Contract Labour Act 1970 or any other law as applicable, failing which he alone would be responsible for actions/proceedings ensuing thereto. The Bank shall not be held responsible for acts, commissions or omissions of the contractor and shall in no way be made liable to the labourers engaged by him/her in terms of this contract.
- 12. The contractor shall indemnify and keep indemnified the Bank against all losses and claims, damages or compensation for breach of any provision of the Payment of Wages Act, 1936, Minimum Wages Act, 1948, Contract Labour (Regulation and Abolition) Act, 1970 or any other labour law/statute in force in this regard. The contractor alone shall be responsible for liabilities, if any, in this regard.
- 13. The Contractor shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure / systems/ equipment etc., which may come to the possession or knowledge of the Contractor during the course of discharging contractual

obligations in connection with this agreement, to any third party, and shall at all times hold the same in strictest confidence. The Contractor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Contractor shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Employer. The Contractor shall indemnify the Employer for any loss suffered by him as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Contractor and the Employer shall be entitled to claim damages and pursue legal remedies.

14. The Contractor shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The Contractor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.
15. The contractor shall abide by all local and other acts, rules and regulations applicable for carrying out this kind of activity.

16 **TERMINATION OF AGREEMENT**

Without prejudice to what is contained hereinabove, the Bank shall at its sole and absolute discretion, be entitled to terminate this agreement forthwith by written notice of one month with or without assigning any reason and without payment of any compensation, if

- 16.1 in the opinion of the Bank (which shall not be called in question by the contractor and shall be binding on the contractor) the contractor fails or refuses to implement this agreement to the Bank's satisfaction and/or
 - 16.2 the contractor commits a breach of any terms and conditions of this agreement and/or
 - 16.3 the contractor is adjudged an insolvent or a compromise is entered by him with his creditors or if distress or execution or other process is levied upon or receiver is appointed for any part of the assets or property of contractor and/or
 - 16.4 for any reason whatsoever, the contractor becomes disentitled in law to perform his obligations under this agreement and/or
 - 16.5 There is any variation in the ownership/partnership or management of the contractor or his business without the prior approval in writing of the Bank to such variation.
- 17 In the event of termination of this agreement for any reason whatsoever, the contractor/or persons employed by him or his agents shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.

18 **ARBITRATION**

If any dispute, difference or question, at any time, arises between the parties as to the construction of this Agreement or concerning anything herein contained or arising out of this Agreement or as to the rights, liabilities and duties of the said parties and binding, the same shall be referred to arbitration under the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification thereof and the decisions of the Arbitrator/Panel of Arbitrators shall be final and binding on both the parties. Further such disputes, difference or questions, if any, shall be deemed to have arisen at Pune and only courts in Pune, Maharashtra shall have jurisdiction to determine the same.

Signed and delivered by

Shri _____ (sign and seal of the company)

(Contractor)

Witnesses

1.

2.

Signed and delivered for and on behalf of Central Bank of India, Zonal Office, Pune
(sign and seal of the Bank)

Shri _____
its duly authorized officer in the presence of

1.

2.

PART II

ANNUAL MAINTENANCE CONTRACT FOR PROVIDING HOUSEKEEPING SERVICES FOR CLEANING OF ENTIRE OFFICE BUILDING INCLUDING WORKSTATIONS, CABINS OF OFFICERS, COMMON AREA, WASHROOMS, TOILETS, LIFTS, STAIR CASE ETC. AT OFFICE PREMISES FOR INITIAL PERIOD OF ONE YEAR EXTENDABLE FOR ANOTHER TWO YEARS SUBJECT TO SATISFACTORY PERFORMANCE.

Bill of Quantity (BOQ)

The scope of work will be as mentioned in technical bid

Sr. No.	Description of work	Quantity	Unit	Rate / unit	Amount in Rs.
1	Contract for Daily Specialized Cleaning & Upkeep at Central Bank of India, Zonal Office, Pune as mentioned in technical bid including labor and material At least 3 personnel in the morning shift and at least two numbers of personnel always present at the office at normal working time as specified by the Bank.	2000.00	SQ.M		
2	GST (As applicable)				
	Total				

Date: _____

Signature & Seal of the Contractor/s

Place: _____

The bidders shall satisfy themselves about the correctness of the quantity. Contractor may visit the site to access the quantum of work before submitting the tender.