



**Tender No: ZO/KOLK/SECY/EH/2024-25/01**

**TENDER DOCUMENT**

**FOR**

**REGION WISE EMPANELMENT OF VENDORS FOR CONDUCTING  
ELECTRICAL HYGIENE UNDER RATE CONTRACT AT THE  
BRANCHES AND OFFICES OF KOLKATA ZONE**

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## NOTICE INVITING TENDER

Tender No: ZO/KOLK/SECY/EH/2024-25/01

Central Bank of India, a body corporate constituted in India under the Banking Companies (Requisition and Transfer of Undertaking) Act 1970 having its Head Office at Chander Mukhi, Nariman Point, Mumbai – 400021, and its Zonal Office at 33 NS Road, Kolkata -700001 hereinafter called "Bank" invites tenders from eligible bidders for the **Region Wise Empanelment of Vendors for Conducting Electrical Hygiene Under Rate Contract at the Branches and Offices of Kolkata Zone**. For complete description of the requirement, please refer to the tender document.

Tendering shall be conducted in accordance with Open Tender procedures of the Bank. Technical and Financial bids has to be submitted (upload online, detailed instruction at Annexure VII) in separate by the bidder. Prospective bidders must take note of the qualification requirements as specified in the tender document. Technical eligibility criteria are elaborated in Annexure I of tender document. Bids must be accompanied by Earnest Money Deposit (EMD) of Rs.10,000/- as Demand Draft in favour of Central Bank of India payable at Kolkata. EMD shall be submitted at Zonal Office before opening of Financial Bid. Any tender not accompanied with uploaded copy of the EMD shall be rejected. Tender document can be downloaded from our website

[www.centralbankofindia.co.in/en/active-tender](http://www.centralbankofindia.co.in/en/active-tender)  
or <https://centralbank.abcprocure.com/EPROC>

### **Important Dates:**

Date of commencement of tender	19 July 2024.
Pre Bid Meeting	06 Aug 2024 at 3:00 PM
Last Date and Time for submission of bids	13 Aug 2024 at 3:00 PM
Time and Date of Opening of Technical bids	13 Aug 2024 at 3:30 PM
Time and Date of Opening of Financial bids	as intimated to bidders qualified in technical bid

Tender offers will be opened as per the schedule of tender. Technical specifications, Terms and Conditions, and various formats for submitting the tender offer are described in the tender document. Further “Addendum” (if any) shall be issued on Bank’s website only and bidder has to refer the same before final submission of the Tender. For any clarifications, contact below email id.

The Bank is not bound to accept any particular tender received in response to this invitation and reserves the right to reject all tenders and cancel the tendering process at any time without any liability to any party whatsoever.

**Zonal Head**  
**Central Bank of India Kolkata South Region**  
**6th Floor, 33 NS Road, Kolkata-700 001**  
**email: securitykolkzo@centralbank.co.in**  
Contact no.7603025111



## 1.0 OBJECTIVE OF TENDER

- 1.1 Central Bank of India, a body corporate constituted in India under the Banking Companies (Requisition and Transfer of Undertaking) Act 1970 having its Head Office at Chander Mukhi, Nariman Point, Mumbai – 400021 and its Zonal Office at 33, N.S. Road Kolkata-700001 hereinafter called "Bank" invites Tenders from eligible “Service Provider (SP)” or “Respondents” or “Vendors” for the **Region wise Empanelment of Vendors for Conducting Electrical Hygiene Under Rate Contract at the Branches and Offices under Kolkata Zone. The Kolkata Zone consists of West Bengal, and Sikkim States and Andman & Nicobar UT. Period is 01 year for completion of task and may renewed upto 03 years based on satisfactory performance on same terms and conditions.** There are Seven Regions managing 328 Branches through our Administrative Offices at each region under above States and UT. Regional Offices with their area are at below **Table no: 1** for reference.

**Table no.1**

Sr,	Rgion(Branches)	Area/ Districts	State
I.	Kolkata North (51)	Kolkata, North 24 Parganas, Nadia	West Bengal
II.	Kolkata South (60)	Kolkata, South 24 Parganas, Hooghly, Port Blair, Howrah	West Bengal/ Adman Nicobar
III.	Durgapur (45)	Purba Bardhman, Pascim Bardhman, Birbhum, Murshidabad	West Bengal
IV.	Bankura (32)	Bankura, Purba Midnapur, Paschim Midnapur, Jhargram, Purulia	West Bengal
V.	Jalpaiguri (39)	Jalpaiguri, North Sikim, South Sikim, West Skim	West Bengal/ Sikim
VI.	Siliguri (51)	Darjeeling, Kalimpong, North Dinajpur, South Dinajpur, Malda	West Bengal
VII.	Coochbehar (50)	Alipurduar, Coochbehar	West Bengal

- 1.2 The Current Tender is for Frame work Agreement (Fixation of Rate and Service Provider for particular Region and Offices) for
- 1.3 All offers of the Service provider shall be unconditional and once accepted whether with or without modifications by the Bank shall be binding between the Bank and such Service provider.
- 1.4 The Document may be obtained from the URL: <https://centralbank.abcpocure.com/EPROC> or can be downloaded from Bank's Website [www.Centralbankofindia.co.in](http://www.Centralbankofindia.co.in) and the response should be submitted at the online only given at URL.

## **GENERAL CONDITIONS OF CONTRACT**

### **2.0 AWARD OF TENDER**

2.1 L-1/lowest bidder will be decided on the lowest rate per Branch/Office under particular Region.

2.2. The Bank reserves its right for splitting scope of work between two service providers. The splitting of the order will be in 60:40 ratios amongst L1 and L2 service providers respectively, provided the L2 service provider agrees to match the rates quoted by L1 service provider and agrees for all the terms and conditions. In case the L2 service provider is not willing to match L1 rates, the entire quantity will be awarded to L1. However decision as to split the work (or not) shall be at the sole discretion of the Bank. Allocation of branches/offices/Regions to L1 & L2 service providers is at the sole discretion of the Bank.

### **1.0 EMD & SECURITY DEPOSIT**

2.1 An EMD of Rs 10,000/- (Rs. Ten Thousand only) shall be submitted with the offer. This EMD shall carry no interest and shall be retained by the bank. EMDs of bidders other than L1 & L2 bidders will be returned after finalization of the contract. EMD of L2 bidder will be returned if not agreeing to match L1 rates after finalization of the contract.

2.2 The EMD may be forfeited:

(a) If a Bidder

(i) Withdraws its tender during the period of tender validity; or

(ii) Does not accept the correction of arithmetic errors

(b) In case of a successful Bidder, if the Bidder fails to sign the Contract

2.3 EMD of the vendor who enters into contract with the Bank will be retained as security deposit for one region till the end of the contract. Vendor successful for multiple regions is required to submit same amount (per region) for other regions before award of work. No interest is payable on the security deposit. The Security Deposit is required from the successful vendor before award of work order.

2.4 The Security Deposit, either in whole or in part thereof, shall be forfeited in the event of the Agency's failure to observe any terms of this tender document or subsequent agreement / or noncompliance with the conditions of the contract or refusal to do the work after issuance of work order.

2.5 Earnest Money Deposit is exempted for the Applicants registered with National Small Industries Corporation Ltd (NSIC), with specific exemptions permitted by NSIC. Necessary proof shall be submitted along with the tender in the Technical bid. (However, those who have exemption certificate from NSIC/Similar Government authorities as per provision of MSME Act will be exempted from submission of EMD subject to the submission of valid document/certificate to that effect.)

## **2.0 TERMS OF EXECUTION OF WORK, PERIOD OF VALIDITY AND RENEWAL OF CONTRACT**

3.1 If at any point of time, vendor is found to be rendering inferior services not confirming the prescribed Technical Specification and unsatisfactory services in terms of the provisions of the tender, Bank shall initiate steps for blacklisting of firm with information to all PSU Banks /RBI / IBA.

3.2 The rate contract shall be for a period of one years which may be renewed upto 03 years based on the performance and it will be at the sole discretion of the unless terminated by the Bank at its own convenience by giving a prior notice of 30 days in writing to the firms without assigning any reason(s) and without any cost(s) or compensation therefore Bank,

## **4.0 FALL CLAUSE**

4.1 At any point of time if it is observed that the vendor is providing same services of Conducting Similar type of services to other Regions/Zones of the Bank at a lower rates than offered to Central Bank of India, Zonal Office, Kolkata, then the vendor shall have to compensate the Central Bank of India by paying the difference amount and downward revise the rate of respective services with immediate effect.

## **5.0 SUBMISSION AND WITHDRAWAL OF TENDER DOCUMENTS**

5.1 The tender shall be processed in two bid system. First “Technical bid” and the second “Financial bid”. Vendors financial bid should be in separate and the Central Bank of India”. **EMD shall be verified with Technical Bid and must be submitted before opening of financial bid at our office.** Any tender not accompanied with the EMD shall be rejected.

5.2 Tenders may be withdrawn before the time and date of opening of Technical Bids without any charges.

## **6.0 TECHNICAL BID**

6.1 The Technical Bid envelope should contain following:-

- a) Earnest Money Deposit as DD in favour of Central Bank of India payable at Kolkata
- b) Technical eligibility in prescribed format with all supporting documents (numbered as per serial number against which they are submitted) mentioned against each serial number (Annexure-I).
- c) Offer Letter in vendor’s letter head (Annexure-II).
- d) Bidders Information (Annexure-III)

## **7.0 FINANCIAL BID**

7.1 Financial bid should be as per Annexure V. Financial bid has to be submitted by the bidder fully understanding the content and Region.

7.2 Bidder may be asked to submit the Price Break up of Price Bid at the time of tender and during currency of contract.

## **8.0 VALIDITY PERIOD OF THE OFFER**

8.1 The offer should remain valid for 90 days from the date of opening of Technical Bid.

## **9.0 OPENING OF BIDS**

9.1 Financial Bids of only the bidders who qualified in Technical Bid will be opened.

9.2 Bank reserves the right to reject a tender under any of the following circumstances:-

- (i) If EMD as specified is not provided.
- (ii) If submitted Documents are incomplete and /or not accompanied by all supporting documents.
- (iii) If any of the terms and conditions and mandatory declarations are not accepted.
- (iv) If the bidder have been blacklisted from any bank/financial institutions/RBI.

## **10.0 NO COMMITMENT TO ACCEPT ANY TENDER**

10.1 The Bank shall be under no obligation to accept the lowest or any other offer received in Response to this tender and shall be entitled to reject any or all offers at any stage without assigning any reasons whatsoever.

## **11.0 PAYMENT TERMS**

11.1 The Supplier's request(s) for payment shall be made to the Purchaser in writing, accompanied by an invoice describing, as appropriate, the Goods delivered and the Services performed, and by documents, submitted pursuant to the delivery clause, and upon fulfillment of other obligations stipulated in the contract. Detailed payment terms are elaborated in SCC.

## **12.0 STANDARDS**

12.1 The services supplied under this Contract shall conform to the standards mentioned in the SCC and when no applicable standard is mentioned; to the authoritative standard appropriate to the Goods and Services in the country of origin and such standards shall be the latest issued by the concerned institution. In India, the official standard shall be as prescribed by the Bureau of Indian Standards.

## **13.0 WARRANTY**

13.1 The Supplier warrants that the any Goods supplied under the Contract are new, unused, of the most recent or current models. The Supplier further warrants that all Goods supplied under the Contract shall have no defect arising from design, materials or workmanship or from any act or omission of the Supplier that may develop under normal use of the supplied Goods in the usage conditions prevailing in India. This warranty shall remain valid for **12 months** after the Goods or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the Contract.

## **14.0 CHANGE ORDER**

14.1 The Purchaser may at any time, by written order given to the Supplier, make changes within the general scope of the Contract in any one or more of the following: (a) drawings, designs, or specifications, where Goods to be furnished under the Contract are to be specifically manufactured for the Purchaser; (b) the method of shipping or packing; (c) the place of delivery; and/or (d) the Services to be provided by the Supplier.

14.2 If any such change causes an increase or decrease in the cost of, or the time required for, the Supplier's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the Supplier for adjustment under this clause must be asserted within thirty (30) days from the date of the Supplier's receipt of the Purchaser's change order.

## **15.0 AGREEMENT.**

15.1 The service provider shall be required to enter into an agreement with bank, based on terms and conditions mentioned in the tender document within 15 days of issuance of acceptance order of tender.

## **16.0 TERMINATION FOR INSOLVENCY**

16.1 The Purchaser may at any time terminate the Contract by giving written notice to the Supplier, if the Supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Purchaser.

## **17.0. FORCE MAJEURE**

17.1 Notwithstanding the provisions of Clauses on Delays, Liquidated Damages and Termination for Default, the Supplier shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

17.2 For purposes of this Clause, "Force Majeure" means an event beyond the control of the Supplier and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the Purchaser either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes. If a Force Majeure situation arises, the Supplier shall promptly notify the Purchaser in writing of such conditions and the cause thereof. Unless otherwise directed by the Purchaser in writing, the Supplier shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.



## **18.0 TERMINATION FOR CONVENIENCE**

18.1 The Purchaser, by written notice sent to the Supplier, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the Supplier under the Contract is terminated, and the date upon which such termination becomes effective.

## **19.0 LAW, JURISDICTION AND DISPUTE RESOLUTION**

19.1 The provisions of this Agreement shall be governed by and, construed in accordance with the Indian law and the courts in Kolkata shall have the exclusive jurisdiction to deal with any issue arising out of this Agreement.

## **20.0 ARBITRATION**

20.1 Bank and the successful bidder shall make every effort to resolve amicably, by direct

informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after 30 days from the commencement of such informal negotiations, Bank and the successful bidder have been unable to resolve amicably a contract dispute; either party may require that the dispute be referred for resolution by formal arbitration.

20.2 The dispute, controversy or claims arising out of or in connection with the Agreement shall be referred to sole arbitrator to be appointed by bank. Bank shall suggest two names of the arbitrators, out of which the vendor can select one.

20.3 The place of arbitration shall be at Kolkata.

20.4 The arbitral procedure shall be conducted in the English language and any award or awards shall be rendered in English. The procedural law of the arbitration shall be the Indian law.

20.5 The award of the arbitrator shall be final and conclusive and binding upon the parties, and the parties shall be entitled (but not obliged) to enter judgment thereon in any one or more of the highest courts having jurisdiction. The parties further agree that such enforcement shall be subject to the provisions of the Indian Arbitration and Conciliation Act, 1996 and neither Party shall seek to resist the enforcement of any award in India on the basis that award is not subject to such provisions.

20.6 The rights and obligations of the parties under or pursuant to this Clause, including the arbitration agreement in this clause, shall be under the exclusive jurisdiction of the courts located at Kolkata/ District of Respective Office.

## **21.0 AUDIT**

21.1 Zonal Office, Central Bank of India reserves the right to conduct an audit / ongoing audit of the services provided by the successful bidder.

## **22.0 VICARIOUS LIABILITY**

22.1 The Vendor shall be the principal employer of the employees, agents, contractors, subcontractors, etc., if any, engaged by the vendor and shall be vicariously liable for all the acts, deeds, matters or things, whether the same is within the scope of power or outside the scope of power, vested under the contract. No right of any employment in the Bank shall accrue or arise, by virtue of engagement of employees, agents, contractors, subcontractors etc., by the vendor for any assignment under the contract.

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

## **24.0 PENALTY CLAUSE**

24.1 Delay in providing service or supply will attract penalty and the decision to further continue/ discontinue the contract with the service provider lies fully with the Bank.

## **25.0 INDEMNITY BOND**

25.1 Contractor shall sign an Indemnity Bond in Bank's approved format before starting the work, indemnifying the Bank from any damages, prosecution, other legal suits and claims arising out of any mishaps occurring at the site due to faulty work, non-fulfilling safety precautions, faulty construction and for violating any statutory rules and regulations for which the contractor shall be solely responsible.

## **SPECIAL CONDITIONS OF CONTRACT**

The following Special Conditions of Contract (SCC) shall supplement the General Conditions of Contract (GCC). Whenever there is conflict, the provisions herein shall prevail over those in GCC.

1. Firms should have Fully Functional Office with sufficient resource and workshops at locations (under applied region/nearby region) where vendors are going apply for price bid. The Site Visit may be conducted during technical evaluation. The Cost of Visit will be borne by Vendors if any.
2. The Zonal Office will undertake allotment of Regions and Offices to successful bidders. The indicative order will be issued for the Offices/ Regional Offices by the zone. If allotted vendor refuse/ does not attend the region and office as per indicative order, then order will be given to next successful vendor based price match conformation. No compensation will be given after refusal in allotment of other regions/ offices.
3. The successful Service provider should convey their acceptance within 7 days of intimation from the Bank to this effect and enter into an agreement with the Bank on terms and conditions indicated therein. SLA will be executed at Zonal Office on applicable stamp paper.
4. On the basis of indicative order, the Regional Office/ Office will further place work order to the Service Provider assigned by Zonal Office for their Branches with Total work requirement and payment method.
5. All administrative functions will be conducted and steered by Regional office. The Regional Security Officer is the Nodal Officer including payment and any deductions in the bills after services. The Firm required to contact Regional Security Officer/ Officials of Region for issue of work order and other requirement to commence work within 07 Days. The Regional Office will give additional orders within work scope for specific operational requirement without altering the SLA or Agreed Rates.
6. If any items/ spare parts rates which are not covered under this order may be approved by Administrative Offices under prevailing policies and properly documented for future audit.
7. The firm should inform the Bank Manager/Office In-Charge for visit one day in advance. The costs of all visits by the Technician to the Branches/Offices have to be borne by the service provider. All such visits have to be made in the working hours of the Branch/Office.
8. The list of Branches and Offices given by respective Regional Office. The contract will cover all existing and future premises of the Bank under Kolkata Zonal Office at the discretion of the Bank.
9. All Reports, Compiled Report of all Branches/ Offices has to be submitted in duplicate to respective Regional Office. Also, the soft copy (editable and PDF) of these has to be submitted.
10. All reports shall be in printed / typed format. Hand written copies or photocopies are not acceptable.
11. The Work Orders for conducting Electrical Hygiene in a Region will be issued by respective Regional Office
12. The terms of payment are as under:-
  - a) No advance payment against work order.
  - b) Payment will be made by respective Regional Office against submission of Invoice along with Reports mentioned in work scope, documents as

prescribed in scope of work and certificate from Branch Manager / Office In-Charge.

c) Deduction of TDS will be as per rules.

13. The service provider shall be bound by all applicable laws of the state in which work is undertaken and shall comply with all laws, ordinances, rules, regulations, bye-laws, decrees and orders whether of Government or other authority or agency having jurisdiction. Service provider shall be responsible for obtaining and maintaining all licenses, permits, clearances, certifications and authorizations which are necessary for the performance of his obligation under scope of work as mentioned in tender document.
14. Bank is not responsible for accidental injury of any of the operating personnel involving in the audit procedure. Personnel should be well trained and should have adequate knowledge in electrical safety aspects and handling of electrical equipment. The equipment supplied to personnel should meet the related IS Standards/International standards as per the prevailing Rules of Central/State Govt.
15. Any damage to the Bank's property, equipment under testing and measurement during the work will be charged to the service provider.
16. During the course of evaluation of bids, if Bank requires any documentary evidence required for evaluation, the same shall be intimated and bidder is expected to submit within reasonable time period. In case the documentary evidence could not be submitted within stipulated time period, Bank may discard the proposal submitted by the Bidder.
17. Technical eligibility criteria is elaborated in Annexure I.
18. All relevant Environment, Health and Safety precautions are to be taken by the bidder / electric technician while executing the work at all locations. The bidder shall be responsible for any injuries to the work or workmen, to persons, animals or things and for all damages to the structural and /or decorative part of property which may arise from the operations or negligence of himself / their employees.
19. Number of days within which the work has to be completed will be specified in the work order that shall be issued by respective Regional Office under the rate contract. Indicative period for work completion is 15 days for 1 to 10 Branches/Offices and 45 days for 11 to 65 Branches/Offices under a Region from date of acceptance of Region's work order. Additional 15 days per 10 branches or fraction thereof for remaining branches.
20. Delay in providing service or supply will attract penalty of Rs.500 per day of delay and in a month, up to a maximum amount equivalent to the security deposit. In case of further delay, the decision to further continue/ discontinue the contract with the service provider lies fully with the Bank.
21. Submission of Consolidated Report on works to be undertaken for compliance, estimation of major repair works required at site & preparation of detailed BoQ to be included in this report is an important part of the Electrical Hygiene.

## **WORK SCOPE OF ELECTRICAL HYGIENE**

1. Physical inspections of Branches/offices/premises for open wiring, naked wires, joints, loose hanging wires, cables not dressed properly and arrest/rectifying these areas on the spot. Footage/ photos before and after with geotag/ location tag are to be submitted.
2. Identification of Branch electrical circuit about availability of separate circuit of UPS, server, ACs and other essential equipment. A consolidated report on Branches is to be submitted on this regard.
3. Physical inspection of all electrical panels, distribution boards and electrical network to identify Circuit Breaker/change over switch/Starter for Marking it with stickers for the purpose of switching off the supply during off working hour expect supply to UPS, Server, e-surveillance and other essential equipment. Sticker format will be provided by the Zonal Office. The cost of stickers is to be included in the Price Bid by bidder.
4. These switches and markings must be demonstrated (location and switching off procedure) to Branch Staff. Footage/ photos before and after with geotag/ location tag are to be submitted.
5. 05 Electrical Safety stickers required to be pasted at panel and last exit of the Branch for switching off the supply. The cost of stickers is to be included in the Price Bid by bidder. Format will be approved the Zonal office.
6. Checking of earthling wire connection with existing DBs and UPS. If found loose/ Broken, rectification to be done at spot.

**TECHNICAL ELIGIBILITY CRITERIA**

**The mandatory requirements from bidders are as follows:**

<b>SI No.</b>	<b>Eligibility Criteria</b>	<b>Documents Required</b>
1.	Firms should have Fully Functional Office with sufficient resource and workshops at locations (under applied region/nearby region)	Any one Proof of Address like Registration Certificate, Electricity Bill, Telephone Bill, Payrolls, EPF, ESI etc as applicable
	The bidder should have minimum 3 years of experience in the field Electrical Work.	Relevant order copies
3.	The bidder must have an average annual turnover of at least Rs. 10 lakhs during any three of last five years.	Audited balance sheets of minimum 3 years, not older than 5 years
4.	The bidder must have experience of carrying out at least one contract of Electrical work in Banks, Financial Institutions, Retail Chains or similar institutions across a minimum of 20 Branches or amount of Rupees 2 lakh or above for single order. Work Orders for Electrical work at several sites from State/Central Electricity Boards/Distribution Companies will be given due consideration	Relevant Work Order
5.	The firm must be a registered company or firm in India and shall be in the business in India from the last 5 years. The company/ firm/bidder should have valid GST No., and should be registered under all applicable statutory legislations of the land such as Acts relating to Income Tax, Contract Labour, EPF, ESI etc. as applicable.	Registration Certificates as applicable
6.	Should have valid Govt License to undertake such job.	Valid Electrical contractor certificate/ BEE registered engineers by appropriate statutory authority in name of firm/company/person applying in tender. Agreement with others (license holder) will not be entertained.

**All supporting documents should be numbered as per the serial number above against which they are submitted**

(To be typed on the Service providers letter head)

**OFFER LETTER**

Letter No.

Date:

To,

**The Zonal Head****Kolkata****Central Bank of India****Kolkata- 700 001.**Ref: Tender Notice No: **ZO/KOLK/SECY/EH/2024-25/01** of Central Bank of India

Sir,

With reference to the above tender notice, having examined and understood the instructions, terms and conditions forming part of the tender forms, we hereby enclose our offer for region wise Empanelment of Vendors for Conducting Electrical Hygiene under Rate Contract at the Branches and Offices of Kolkata Zone as mentioned in your above referred tender notice for following Region/ Regions.

<b>Description of work: Electrical Hygiene at Branches/Offices mentioned in tender document</b>		
<b>S.No</b>	<b>Name of Region</b>	<b>Yes/ No</b>
<b>1.</b>	<b>Kolkata South</b>	
<b>2.</b>	<b>Kolkata North</b>	
<b>3.</b>	<b>Bankura</b>	
<b>4.</b>	<b>Durgapur</b>	
<b>5.</b>	<b>Siliguri</b>	
<b>6.</b>	<b>Jalpaiguri</b>	
<b>7.</b>	<b>Coochbehar</b>	

I/We am/are aware that in the event of getting a contract, I/We agree to honor the obligation with due diligence and efficiency as required by the Central Bank of India.

**We confirm that we have not been disqualified / blacklisted by any Govt. Deptt. / RBI / Bank/ Financial Services or any other organization for Electrical Work. We also agree that in case any poor performance report is received from any of our clients our Bid will be rejected / disqualified.**

We further confirm that the offer is in conformity with the terms and conditions as mentioned in the tender form. We also confirm that the offer shall remain valid for 90 days from the date of opening of Technical bid. We understand that the Bank is not bound to accept the offer

either in part or in full and that the Bank has the right to reject the offer in full or in part without assigning any reason whatsoever.

We certify that ..... (Name of Agency) is not owned or controlled by any Director or serving Officer/Employees of Central Bank of India or their relatives having the same meaning as assigned under section 6 of the Companies Act, 1956

.I/We agree to all the terms and conditions of the Tender Documents.

Yours faithfully,

Authorised Signatories

(Name & Designation, seal of the firm)

**E-Mail address.**

**Contact No.**



1. Name of Company

2. Office Address with Telephone & Fax Nos.

3. Year of Establishment

4. No. of years in business/service of Electrical work

5. Status of the service provider (Whether Pvt. Ltd. Company / Public Ltd. Company / Partnership service provider / Proprietorship service provider)

6. Name of Directors / Partners / Proprietor

**Authorised Signatory**

(Name & Designation, seal of the service provider)

Date:-

Place:-

**DRAFT ARTICLES OF AGREEMENT**

(Bank reserves the right to further modify/revise/change the content of the agreement)

ARTICLES OF AGREEMENT made on the ..... day of..... Between **Central Bank of India**, a body Corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970, having its Head Office at Chandermukhi, Nariman Point, Mumbai having **Zonal Office at 33 NS Road, Kolakata-700001** (hereinafter called "the Bank") of the one part and ..... (Hereinafter called "the Contractor") of the other part.

WHEREAS the Bank is desirous of taking up the ' Region wise Empanelment of Vendors for Conducting Electrical Hygien under Rate Contract at the Branches and Offices under Kolkata Zone'

WHEREAS the Bank had floated the Tender No: ZO/KOLK/SECY/EH/2024-25/01 inviting tenders from eligible bidders for Region wise Empanelment of Vendors for Conducting Electrical Hygiene under Rate Contract at the Branches and Offices of Kolkata Zone.

WHEREAS in response to the aforesaid Notice Inviting Tender, Bank had inter alia received quotation No. \_\_\_\_\_ dated \_\_\_\_\_ from the Contractor for Region. After scrutiny, evaluation and comparison of the offers received by the Bank and based upon the offer dated \_\_\_\_\_ of the service provider submitted, the Bank has accepted the offer and issued Sanction Letter No. \_\_\_\_\_ Dated \_\_\_\_\_ .

AND WHEREAS the Contractor has agreed to execute, subject to the conditions set forth herein and in the correspondence attached hereto and to the Conditions set forth in the Special Conditions of the Contract and General Conditions of the Contract (all of which are collectively herein after referred to as "the said Conditions") the works described in the said Specifications and included in the said Financial Bid Form at the respective rates therein set forth amounting to the sum as therein arrived or such other sum as shall become payable there under (herein after referred to as "the said Contract Amount").

NOW IT IS HEREBY AGREED AS FOLLOWS:-

1. In consideration herein mentioned the Contractor will, subject to the conditions annexed, carry out the work shown in the Contract.
2. The Bank shall pay the Contractor the said Contract Amount, or such other sum as shall become payable, at the times and in the same manner specified in the said Conditions.
3. The said conditions and Annexure thereto and the correspondence attached hereto shall be read and construed as forming part of this Agreement and the parties hereto shall respectively abide by, submit themselves to the said conditions and the correspondence and perform the agreements on their part respectively in the said Conditions and the correspondence contained.
4. The plan, agreement and documents mentioned herein shall form the basis of this contract.
5. The Bank reserves to itself the right of altering the items to be executed by adding to or omitting any items without prejudice to this contract.

6. Time shall be considered as the essence of this Contract and the Contractor is required to conduct maintenance activities, Supply and Installation as per the schedule mentioned in Special Conditions of the Contract.
7. That the several parts of this Contract have been read by the Contractor and fully understood by the Contractor.
8. This agreement shall/ be deemed to have come into effect from w.e.f

**For the Bank**

For Central Bank of India  
For & on behalf of Zonal Office,

**For the Contractor**

For & on behalf of

Name :

Designation :

Date :

Name :

Designation :

Date :

**FINANCIAL BID FOR REGIONWISE EMPANELMENT OF VENDORS FOR  
CONDUCTING ELECTRICAL HYGIENE UNDER RATE CONTRACT AT THE  
BRANCHES AND OFFICES**

1. All quoted rates should be exclusive of GST. GST is payable additionally as per prevailing rules during payment.
2. Bidder has to apply for regions where he wants to carry out the Electrical Hygiene work after fully understanding the Area/ location of the Branches under the Region. Bidder may opt for one Region/ more than one Region subject to fulfillment of eligibility criteria for that region.

<b>Description of work:</b> Electrical Hygiene at Branches/Offices as mentioned in tender work scope		
<b>S.No</b>	<b>Name of Region</b>	<b>Rate per Branch/ Office(Rs.)</b>
<b>1.</b>	<b>Kolkata South</b>	
<b>2.</b>	<b>Kolkata North</b>	
<b>3.</b>	<b>Bankura</b>	
<b>4.</b>	<b>Durgapur</b>	
<b>5.</b>	<b>Siliguri</b>	
<b>6.</b>	<b>Jalpaiguri</b>	
<b>7.</b>	<b>Coochbehar</b>	

**Authorized Signatory**

(Name & Designation, Seal of the Service Provider)

Date:

Place:

**CERTIFICATE FROM BRANCH MANAGER / OFFICE IN-CHARGE**

This is to certify that Mr./Mrs/Ms. \_\_\_\_\_ representing M/s \_\_\_\_\_ visited \_\_\_\_\_ Branch / Office and conducted Electrical Hygiene work from \_\_\_\_\_ Hours to \_\_\_\_\_ Hours on \_\_\_\_\_ (date).

Following undertaken:

1. Physical inspections of Branches/offices/premises for open wiring, naked wires, joints, loose hanging wires, cables not dressed properly and arrest/rectifying these areas on the spot. Footage/ photos before and after with geotag/ location tag are to be submitted.
2. Identification of Branch electrical circuit about availability of separate circuit of UPS, server, ACs and other essential equipment. A consolidated report on Branches is to be submitted on this regard.
3. Physical inspection of all electrical panels, distribution boards and electrical network to identify Circuit Breaker/change over switch/Starter for Marking it with stickers for the purpose of switching off the supply during off working hour expect supply to UPS, Server, e-surveillance and other essential equipment. Sticker format will be provided by the Zonal Office. The cost of stickers is to be included in the Price Bid by bidder.
4. These switches and markings must be demonstrated (location and switching off procedure) to Branch Staff. Footage/ photos before and after with geotag/ location tag are to be submitted.
5. 05 Electrical Safety stickers required to be pasted at panel and last exit of the Branch for switching off the supply. The cost of stickers is to be included in the Price Bid by bidder. Format will be approved the Zonal office.
6. Checking of earthling wire connection with existing DBs and UPS. If found loose/ Broken, rectification to be done at spot.

Date:  
Place:

Name:  
Employee ID:  
Designation:

Office Seal

**1. Instructions to Bidders-e tendering**

The Bidders participating through e-Tendering for the first time, for Central Bank of India will have to complete the Online Registration Process on the portal. All the bidders interested in participating in the online e-Tendering process are required to procure Class II or Class III Digital e-Token having -2- certificates inside it, one for Signing/Verification purpose and another for Encryption/Decryption purpose. The tender should be prepared & submitted online using the bidder's authorized individual's (Individual certificate is allowed for proprietorship firms) Digital e- Token. If any assistance is required regarding e-Tendering (registration/upload/download/ Bid Preparation / Bid Submission), please contact on the support numbers given in the support details.

**2. Registration Process for Bidders**

- a) Open the URL: <https://centralbank.abcprocure.com/EPROC/>
- b) On Right hand side. Click and save the Manual "**Bidder Manual for Bidders to participate on e-tender**"
- c) Register yourself with all the required details properly.
- d) TRAINING: Agency appointed by the Bank will provide user manual and demo/ training for the prospective bidders
- e) LOG IN NAME & PASSWORD: Each Vendor/ Bidder will be assigned a Unique User Name & Password by the agency appointed by the Bank. The Bidders are requested to change the Password and edit the information in the Registration Page after the receipt of initial Password from the agency appointed by the Bank.

GENERAL TERMS & CONDITIONS: Bidders are required to read the "Terms and Conditions" section of the portal (of the agency concerned, using the Login IDs and passwords given to them.

Bid Submission Mode.	<a href="https://centralbank.abcprocure.com/EPROC">https://centralbank.abcprocure.com/EPROC</a> Through e-tendering portal (Class II or Class III Digital Certificate with both Signing & Encryption is required for tender participation)
Support person and phone number for e-tender service provider for any help in accessing the website and uploading Mr. Sujith Nair: 079 68136857 <a href="mailto:sujith@eptl.in">sujith@eptl.in</a> the tender documents or any other related queries.	e-Procurement Technologies Limited <b>Technical Support Team</b> Mr. Sujith Nair: 079 68136857 <a href="mailto:sujith@eptl.in">sujith@eptl.in</a> Ms. Geeta : 079 90334460 <a href="mailto:geeta@auctiontiger.net">geeta@auctiontiger.net</a> Ms. Khushboo: 09510813528 <a href="mailto:khushboo.mehta@eptl.in">khushboo.mehta@eptl.in</a> Ms. Pooja : 09328931942 <a href="mailto:pooja.shah@eptl.in">pooja.shah@eptl.in</a> Ms. Komal 07904407997 <a href="mailto:komal.d@eptl.in">komal.d@eptl.in</a> Mr Nandan Valera: 9081000427 <a href="mailto:nandan.v@eptl.in">nandan.v@eptl.in</a> Ms Vrusha Soni: 9904407997 <a href="mailto:vrusha@eptl.in">vrusha@eptl.in</a> Mobile Numbers: +91-9904407997) 9081000427

Note: please note Support team will be contacting through email and whenever required through phone call as well. Depending on nature of assistance support team will contact on the priority basis. It will be very convenient for bidder to schedule their online demo in advance with support team to avoid last minute rush.

- f) All bids made from the Login ID given to the bidder will be deemed to have been made by the bidder.
- g) BIDS PLACED BY BIDDER: The bid of the bidder will be taken to be an offer to sell. Bids once made by the bidder cannot be cancelled. The bidder is bound to sell the material as mentioned above at the price that they bid.

## **Preparation & Submission of Bids**

The Bids (Eligibility Cum Technical as well as Commercial) shall have to be prepared and subsequently submitted online only. Bids not submitted "ON LINE" shall be summarily rejected. No other form of submission shall be permitted.

### **Dos and Don'ts for Bidder**

- Registration process for new Bidder's should be completed at the earliest
- The e-Procurement portal is open for upload of documents with immediate effect Hence Bidders are advised to start the process of upload of bid documents well in advance.
- Bidder has to prepare for submission of their bid documents online well in advance as the upload process of soft copy of the bid documents requires encryption (large files take longer time to encrypt) and upload of these files to e-procurement portal depends upon bidder's infrastructure and connectivity.
- To avoid last minute rush for upload bidder is required to start the upload for all the documents required for online submission of bid one week in advance.
- Bidder to initiate few documents uploads during the start of the RFP submission and help required for uploading the documents/ understanding the system should be taken up with e-procurement bidder well in advance.
- Bidder should not raise request for extension of time on the last day of submission due to non-submission of their Bids on time as Bank will not be in a position to provide any support at the last minute as the portal is managed by e-procurement service provider.
- Bidder should not raise request for offline submission or late submission since only online e-Procurement submission is accepted.
- Part submission of bids by the Bidder's will not be processed and will be rejected.

### **Terms & Conditions of Online Submission**

1. Bank has decided to determine L1 through bids submitted on Bank's E-Tendering website <https://centralbank.abcpurchase.com/EPROC>. Bidders shall bear the cost of registration on the Bank's e-tendering portal Rules for web portal access are as follows:
2. Bidder should be in possession of CLASS II or CLASS III-Digital Certificate in the name of company/bidder with capability of signing and encryption for participating in the e-tender. Bidders are advised to verify their digital certificates with the service provider at least two days before due date of submission and confirm back to Bank
3. Bidders at their own responsibility are advised to conduct a mock drill by coordinating with the e-tender service provider before the submission of the technical bids.
4. E-Tendering will be conducted on a specific web portal as detailed in (schedule of bidding process) of this RFP meant for this purpose with the help of the Service Provider identified by the Bank as detailed in (schedule of bidding process) of this RFP.
5. Bidders will be participating in E-Tendering event from their own office / place of their choice. Internet connectivity /browser settings and other paraphernalia requirements shall have to be ensured by Bidder themselves.
6. In the event of failure of their internet connectivity (due may be) the service provider or Bank is not responsible.
7. In order to ward-off such contingent situation, Bidders are advised to make all the necessary arrangements / alternatives such as back-up power supply, connectivity whatever required so that they are able to circumvent such situation and still be able to participate in the E-Tendering Auction successfully.

8. However, the vendors are requested to not to wait till the last moment to quote their bids to avoid any such complex situations.
9. Failure of power at the premises of bidders during the E-Tendering cannot be the cause for not participating in the E-Tendering.
10. On account of this, the time for the E-Tendering cannot be extended and BANK is not responsible for such eventualities.
11. Bank and/or Service Provider will not have any liability to Bidders for any interruption or delay in access to site of E-Tendering irrespective of the cause.
12. Bank's e-tendering website will not allow any bids to be submitted after the deadline for submission of bids. In the event of the specified date and time for the submission of bids, being declared a holiday for the Bank, e-tendering website will receive the bids up to the appointed time on the next working day. Extension/ advancement of submission date and time will be at the sole discretion of the Bank.
13. During the submission of bid, if any bidder faces technical issues and is unable to submit the bid, in such case the Bank reserves its right at its sole discretion but is not obliged to grant extension for bid submission by verifying the merits of the case and after checking necessary details from Service provider.
14. Utmost care has been taken to reduce discrepancy between the information contained in e-tendering portal and this tender document. However, in event of any such discrepancy, the terms and conditions contained in this tender document shall take precedence.
15. Bidders are suggested to attach all eligibility criteria documents with the Annexures in the technical bid.

### **3 Guidelines to Contractors on the operations of Electronic Tendering System of Central Bank of India**

#### **3.1 Pre-requisites to participate in the Tenders**

Registration of Bidders on Electronic Tendering System on Portal of CBI: The Bidders Non Registered in Central Bank of India and interested in participating in the e-Tendering process of CBI shall be required to enroll on the Electronic Tendering System. To enroll Bidder has to generate User ID and password on the "<https://centralbank.abcprocure.com/> EPROC"

Registration of New bidders:

<https://centralbank.abcprocure.com/EPROC/bidderregistration>

The Bidders may obtain the necessary information on the process of Enrollment either from Helpdesk Support Team: 079-68136815, 9879996111 or may download User Manual from Electronic Tendering System for CBI. i.e. <https://centralbank.abcprocure.com/EPROC>

#### **3.2 Preparation of Bid & Guidelines of Digital Certificate**

The Bid Data that is prepared online is required to be encrypted and the hash value of the Bid Data is required to be signed electronically using a Digital Certificate (Class - II or Class-III). This is required to maintain the security of the Bid Data and also to establish the identity of the Bidder transacting on the System. This Digital Certificate should be having Two Pair (1. Sign Verification 2. Encryption/Decryption)

The Digital Certificates are issued by an approved Certifying Authority authorized by the Controller of Certifying Authorities of Government of India through their Authorized Representatives upon receipt of documents required to obtain a Digital Certificate.

Bid data / information for a particular Tender may be submitted only using the Digital Certificate. Certificate which is used to encrypt the data/information and Signing Digital Certificate to sign the hash value during the Online Submission of Tender stage. In case, during the process of preparing



and submitting a Bid for a particular Tender, the Bidder loses his/ her Digital Signature Certificate (ie. due to virus attack, hardware problem, operating system problem); he/she may not be able to submit the Bid online. Hence, the Users are advised to store his/her Digital Certificate securely and if possible, keep a backup at safe place under adequate security to be used in case of need.

In case of online tendering, if the Digital Certificate issued to an Authorized User of a Partnership Firm is used for signing and submitting a bid, it will be considered equivalent to a no objection certificate / power of attorney to that User to submit the bid on behalf of the Partnership Firm. The Partnership Firm has to authorize a specific individual via an authorization certificate signed by a partner of the firm (and in case the applicant is a partner, another partner in the same form is required to authorize) to use the digital certificate as per Indian Information Technology Act, 2000 and subsequent amendment.

Unless the Digital Certificate is revoked, it will be assumed to represent adequate authority of the Authority User to bid on behalf of the Firm for the Tenders processed on the Electronic Tender Management System of Central Bank of India as per Indian Information Technology Act, 2000 and subsequent amendment. The Digital Signature of this Authorized User will be binding on the Firm. It shall be the responsibility of Partners of the Firm to inform the Certifying Authority or Sub

Certifying Authority, if the Authorized User changes, and apply for a fresh Digital Signature Certificate. The procedure for application of a Digital Signature Certificate will remain the same for the new Authorized User

The same procedure holds true for the Authorized Users in a Private / Public Limited Company. In this case, the Authorization Certificate will have to be signed by the Director of the Company or the Reporting Authority of the Applicant.

The bidder should Ensure while procuring new digital certificate that they procure a pair of certificates (two certificates) one for the purpose of Digital Signature, Non-Repudiation and another for Key Encryption.

### **3.3 Recommended Hardware and Internet Connectivity**

To operate on the Electronic Tendering System, the Bidder are recommended to use Computer System with at least 1 GB of RAM and broadband connectivity with minimum 512 kbps bandwidth. However, Computer Systems with latest i3/i5 Intel Processors and 3G connection is recommended for better performance.

Operating System Requirement: Windows 7 and above Browser Requirement (Compulsory): Internet Explorer Version 9 (32 bit) and above and System Access with Administrator Rights.

#### **Toolbar / Add on / Pop up blocker**

Users should ensure that there is no software installed on the computers which are to be used for using the website that might interfere with the normal operation of their Internet browser. Users have to ensure that they do not use any pop-up blockers, such as those provided by Internet Explorer and complementary software, like for example the Google tool bar. This might, in certain cases depending on users' settings, prevent the access of the EAS application

### **3.4 Online viewing of Detailed Notice Inviting Tenders**

The Bidders can view the Detailed Tender Notice along with the Time Schedule (Key Dates) for all the Live Tenders released by CBI on the home page of CBI e-Tendering Portal on <https://centralbank.abeprocure.com/FPROC>

### 3.5 Download of Tender Documents:

The Pre-qualification / Main Bidding Documents are available for free downloading. However, to participate in the online tender, the bidder must purchase the bidding documents via Demand Draft mode by filling the cost of tender form fee.

### 3.6 Online Submission of Tender

Submission of Bids will be preceded by Online Submission of Tender with digitally signed Bid Hashes (Seals) within the Tender Time Schedule (Key dates) published in the Detailed Notice Inviting Tender. The Bid Data is to be prepared in the templates provided by the Tendering Authority of CBI. The templates may be form based, extensible tables and/or unloadable documents. In the form based type of templates and extensible table type of templates, the Bidders are required to enter the data and encrypt the data/documents using the Digital Certificate/Encryption Tool.

In case Unloadable document type of templates, the Bidders are required to select the relevant document / compressed file (containing multiple documents) already uploaded in the briefcase.

#### Notes:

- a) The Bidders upload a single documents unloadable option.
- b) The Bid hash values are digitally signed using valid class II or Class - III Digital Certificate issued any Certifying Authority. The Bidders are required to obtain Digital Certificate in advance.
- c) The bidder may modify bids before the deadline for Online Submission of Tender as per Time Schedule mentioned in the Tender documents.
- d) This stage will be applicable during both. Pre-bid/ Pre-qualification and Financial Bidding Processes.

The documents submitted by bidders must be encrypted using document encryption tool which available for download under Download section on

<https://centralbank.abeprocure.com/EPROC>

Steps to encrypt and upload a document:

- Select Action: Encryption-> Tender ID: (enter desired tender ID) -> Envelope: (Technical/Price Bid)-> Add File: (Select desired document to be encrypted)- > Save File(s) to: (select desired location for encrypted file to save).
- After successful encryption, format of encrypted file will change to .enc which is required to be uploaded by bidders.
- After encryption bidders are required to upload document as per the mandatory list mentioned in the envelope i.e. Technical/ Commercial.

Note: Bank and e-Procurement Technologies Limited shall not be liable & responsible in any manner whatsoever for my/our failure to access & bid on the e-tender platform due to loss of internet connectivity, electricity failure, virus attack, problems with the PC, any other unforeseen circumstances etc. before or during the event. Bidders are advised to ensure system availability and prepare their bid well before time to avoid last minute rush Bidder can fix a call with support team members in case guidance is required by calling on below mentioned numbers.

Bidders need to take extra care while mentioning tender ID, entering incorrect ID will not allow Bank to decrypt document.

### **3.7 Close for Bidding:**

After the expiry of the cut-off time of Online Submission of Tender stage to be completed by the Bidders has lapsed, the Tender will be closed by the Tender Authority.

### **3.8 Online Final Confirmation:**

After submitting all the documents bidders need to click on "Final Submission" tab. System will give pop up "You have successfully completed your submission" that assures submission completion

### **3.9 Short listing of Bidders for Financial Bidding Process:**

The Tendering Authority will first open the Technical Bid documents of all Bidders and after scrutinizing these documents will shortlist the Bidders who are eligible for Financial Bidding Process. The short listed Bidders will be intimated by email.

### **3.10 Opening of the Financial Bids:**

The Bidders may join online for tender Opening at the time of opening of Financial Bids Tendering Portal after the completion of opening process. However, the results of the Financial Bids of all Bidders shall be available on the e-tendering Portal after the completion of opening process.

### **3.11 Tender Schedule (Key Dates):**

1. The Bidders are strictly advised to follow the Dates and Times as indicated in the Time Schedule in the detailed tender Notice for the Tender: All the online activities are time tracked and the electronic Tendering System enforces time-locks that ensure that no activity or transaction can take place outside the Start and End Dates and time of the stage as defined in the Tender Schedule.

At the sole discretion of the tender Authority, the time schedule of the Tender stages may be extended.