



**TENDER FOR RENDERING
HOUSEKEEPING & FACILITY
MANAGEMENT SERVICES AT HEAD
OFFICE,
PUNJAB & SIND BANK, NEW DELHI**

Tender reference no: - PSB/HO/GA/HKFMS-1/2017

IMPORTANT DATES	
DATE OF ISSUE OF TENDER	21.07.2017 from 11.00 hrs.
LAST DATE OF SUBMISSION OF QUERIES	31.07.2017 up to 17.00 hrs
DATE OF PRE-BID MEETING	02.08.2017 at 15.00 hrs.
LAST DATE OF SUBMISSION OF TENDER	11.08.2017 up to 14.00 hrs.
DATE OF OPENING OF TENDER	11.08.2017 at 15.00 hrs.

**HO GA DEPARTMENT
2nd FLOOR, Bank House
21, Rajendra Place
New Delhi
Ph. No. 011-25862474
E-mail: ho.ga@psb.co.in**

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Notice Inviting Tender for providing Housekeeping & Facility Management Services at Office premises of Bank's Head Office Building at Plot No: 21, Rajendra Place, New Delhi – 110008.

- a) Bank invites offers from professional agencies, for Rendering Housekeeping & Facility Management services at Head Office, Punjab & Sind Bank, New Delhi having one Basement, Ground & Eight floors.
- b) The building is having a Built Up Area(BUA) of approximately 59,000 sq. ft and has electrical equipments like DG Sets, Electrical Panels, Air-conditioning system, Lifts etc.
- c) Sealed tenders are invited in Two Bid Systems i.e. Technical Bid & Commercial Bid.
- d) Agencies having minimum five years experience of providing similar House Keeping & Facility Management Services Agencies for Commercial Banks, Pvt. Banks, Government /Public Sector/ Private organizations of repute/ large hotels, Commercial Complexes, autonomous bodies etc. shall be considered for pre-qualifications.
- e) The services are required on contractual basis for a period of Two Years.
- f) The Tender Documents can be downloaded from Bank's Website: www.psbindia.com and such downloaded form should be accompanied by a non-refundable bank draft/banker's cheque of Rs.5000/- (Rs. Five Thousand only) issued in favour of "PUNJAB & SIND BANK" payable at Delhi with the Technical Bid as cost of the Tender form.
- g) Tender documents are available on Punjab & Sind bank website <http://www.psbindia.com>
- h) Key dates for the tender is as follows:

Start of sale of Tender Documents	21.07.2017 from 11.00 hrs.
Last date for Submission of Queries	31.07.2017 up to 17.00 hrs
Pre Bid Conference	02.08.2017 at 15.00 hrs.
Last date and time for Submission of Bid	11.08.2017 up to 14.00 hrs.
Date of opening of Technical Bids	11.08.2017 at 15.00 hrs.

- i) The service providers are requested to go through the tender enquiry document carefully and submit the tenders in separate sealed covers, duly signed super scribed as follows:

Cover No –1	Technical Bid
Cover No –2	Commercial Bid
Cover No –3	For keeping EMD

- j) The Technical Bid means this tender document, excluding Commercial Bids.
- k) The Bank will open the bids, in the presence of Service providers' representative who choose to attend, at the time and date mentioned in Bid document at the address mentioned below

Punjab & Sind Bank
HO G.A Deptt., 2nd Floor, Bank House Building
21, Rajendra Place,
New Delhi-110 008.

11.08.2017 at 3.00 p.m

- l) Commercial Bid should only indicate prices filled as per Annexure L provided in the tender documents along with commercial terms and conditions.
- m) The service providers are expected to furnish all the information asked for, **sign all the pages and submit the tender** i.e. Technical Bid and the Commercial Bid in separate envelopes and super scribing on the envelope details of the services offered.

DEPUTY GENERAL MANAGER (GA)



1. INTRODUCTION

Punjab & Sind Bank (PSB) invites sealed bids from reputed/eligible Service providers for rendering Housekeeping and Facility Management services at Head Office, Punjab & Sind Bank, New Delhi. The building is having one Basement, Ground & Eight floors with a Built Up Area(BUA) of approximately 59,000 sq. ft and has electrical equipments like DG Sets, Electrical Panels, Air-conditioning system, Lifts etc.

Consortium/outsourcing/sub-contracting of any job or activity as per the Bank's Tender form is not allowed. The Firm/company or any of its partners should not have been declared as defaulter with any organization.

2. ELIGIBILITY CRITERIA FOR THE SERVICE PROVIDERS

The invitation of bids is open to all service providers, provided they fulfill the following eligibility criteria.

CRITERIA	DOCUMENTS REQUIRED
a) The Service Provider may be a Government Organization / PSU / PSE / Private / Public Limited Indian Company and Partnership Firm under Indian Laws.	The Service Provider shall submit the Certificate of Incorporation, Memorandum of Association and Articles of Association. In case of Public Ltd Company, Certificate of Commencement of Business will additionally be required and in case of Partnership firm, Registered Partnership deed will be additionally required.
a) The bidder should have at least 3 years satisfactory experience in providing housekeeping and facility management services in reputed Commercial Banks, Pvt. Banks, Government /Public Sector/ large hotels (above 3 star), autonomous bodies located in Delhi/NCR.	Work order and satisfactory completion certificate (on the letter head of service recipient with complete address and telephone no.) in having executed similar category contract/s (in the city under consideration only) during the last 3 years(minimum) ending 31.03.2017 and one of the which must be presently running, should be provided. The scope of works carried out (including area and facilities managed), period of contract, Staff employed and value of work should be clearly defined. (Similar work means both Housekeeping and Facility Management in buildings like reputed training institutions/PSU/Central/State Government/ large hotels (above 3 star).)
b) The bidder should have the following experience for having executed similar contracts during last three years:- At least One(1) work of value of Rs.50 Lacs or Two(2) works of value Rs.25 Lacs or Three (3) works of value Rs.15 Lacs.	
c) The firm should be a profit making company and must have an average Annual Turnover of Rs.50 Lakhs by way of providing services during the last 3 years in similar contracts i.e. both the housekeeping and facility management, in Delhi/New Delhi ending 31.03.2017.	Audited Profit & Loss A/c and Balance Sheet for 31.03.2015, 31.03.2016 and 31.03.2017.



d) The service provider should not be declared by any Public Organization, to be ineligible to participate for corrupt, fraudulent or any other unethical business practice and Blacklisted by Public Organization.	A Self- declaration certificate that the service provider has not been declared by any Public Organization to be ineligible to participate for corrupt, fraudulent or any other unethical business practice and Blacklisted by Public Organization.
e) The service provider should have registered with the following statutory authorities :- E.S.I.C., E.P.F, Income Tax, Service Tax, Sales Tax Act/VAT, GST, registration certificate under Contract labor (R& A) Act 1970 and Central Rules 1971 etc.	Photocopies of valid registrations/license and latest Challans should be furnished with the Tender. Breakup of Labour rates in compliance of minimum wages as per Government of India, Minsitry of Labour & Employment, Chief Labour Commissioner.
f) The service provider should have at least 50 Nos of captive manpower on his payroll, specifically trained for the housekeeping and facility management service, on the day of filling the tender. (Both skilled and unskilled workers).	Full list of employees viz. Name, age, employee code, designation, experience in the field etc as per Annexure F Should be attached.
g) The service provider should have E.S.I.C., P.F. registration etc located in Delhi for all employees (both skilled and unskilled workers).	The documents in supports of Service tax or GST, ESI, EPF for the employees (both skilled and unskilled workers) should in attached.
h) The service provider must meet requirement of Resources i.e. manpower, equipments etc. provided in the tender.	The compliance statement as per Annexure H must be duly sealed and signed.

3. SCOPE OF WORK

Agency should be experienced and have capability to maintain the high quality interiors, furniture fixtures, electrical equipments like DG Sets, Electrical Panels, Air-conditioning system, Lifts etc in the building. The scope of work would involve cleaning & wet mopping of floors, dusting of work stations, collecting and disposing of waste in municipal bins, cleaning of toilets & toilet fixtures, window glass (both from inside & outside), entrance glass canopy, removal of stagnant water from terrace & canopies and external drainage cleaning, cleaning telephones, lifts, walls, stairs, carpets, sofas, chairs, pedestal fans, venetian blinds, polishing of brass items, removing of cobwebs from ceilings, open terrace/terrace cleaning, pest control etc. The work also includes engaging the services of personnel for miscellaneous office works (i.e. like shifting of files, furniture, etc.).

The service provider is also required to provide the following facility management services.

- Maintenance and servicing of all doors, floor springs/door closures, furniture, attending day to day miscellaneous carpentry works.
- Replacement of taps, jet spray, valves, flush tanks, bottle traps, soap dispensers, waste pipes etc or any other miscellaneous plumbing works.
- Replacement of switches, sockets (power/telephone/data), indoor/external light fitting, lift lights including chokes, capacitors, fuse lamps, Distribution Board fittings viz. MCB/ELCB/MCCB (all capacities) for internal lightings etc. or any other miscellaneous electrical works.



- d) Operation of DG set and all ancillary / peripherals / auxiliary systems like pumps, panels, pipings, ventilation, etc. as per O & M Manual of the manufacturer and / or the original installation service providers.
- e) Operation of Fire Alarm and Fire Fighting system including all routine maintenance and inspection as per the schedules.
- f) Operation and Maintenance of LT & HT Panel, Transformers, EPABX and other Electrical Panels of the building.

(Log books for the maintenance/operation of the above facilities should be maintained)

4. TENDER PURCHASE AND BID SUBMISSION

- a) Bids are invited from service providers located in Delhi/New Delhi who are eligible to do housekeeping and facility management business in India under relevant Indian Laws as in force at the time of bidding.
- b) The Tender can be downloaded from the Bank's website, i.e., www.psbindia.co.in However; the service provider shall have to submit a Demand Draft / Pay Order as mentioned above along with the bid.
- c) The service provider will be given permission to inspect the site, with prior appointment and up to one day prior to the last date of submission of the tender.
- d) The Bank shall not consider any request for date-extension for bid-submission on account of late receiving / downloading of Tender by any prospective service provider.
- e) The Bank also reserves the right to amend the tender prior to the last date for bid-submission. The Bank may at its discretion, extend the last date for bid-submission on any justified ground.
- f) The bids not accompanied by the Demand Draft / Pay Order of requisite amount shall be out rightly rejected.
- g) The Service provider shall bear all the costs associated with the preparation and submission of bid and Punjab & Sind Bank will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.
- h) Technical Bids and Commercial Bids are to be submitted in separate sealed covers, duly signed and super scribed as:
“TECHNICAL BID/COMMERCIAL BID FOR HOUSEKEEPING & FACILITY MANAGEMENT SERVICES FOR PUNJAB AND SIND BANK, HEAD OFFICE BUILDING 21, RAJENDRA PLACE, NEW DELHI – 110008.”.
- i) The name and address of the service provider shall necessarily be written on all the covers. Bids duly sealed, addressed to the Deputy General Manager (GA) should be dropped in the tender box on or before 11.08.2017 up to 2.00 P.M at the following address.

**PUNJAB & SIND BANK,
HEAD OFFICE GA DEPARTMENT,
2nd FLOOR, BANK HOUSE,
21 RAJENDRA PLACE,
NEW DELHI.
Tel: 011-25782928, 25862474
Fax: 011-25812827
E-mail: ho.ga@psb.org.in**



- j) In the event of the specified date for bid-submission being declared a holiday for the Bank, the bids will be received up to the appointed time on the next working day.
- k) Any bid received by the Bank after the last date/time for bid-submission will be rejected and returned unopened to the service provider.

5. AUTHORITY TO SUBMIT BIDS:

- a) Only authorized personnel of the firm or organization shall sign the bid.
- b) The proposal must be accompanied with an undertaking letter duly signed by the designated personnel providing a Bid commitment. The letter should also indicate the complete name and designation of the personnel.
- c) In case the principal service providers authorize their business partners to bid on their behalf, a separate authorization letter as per format (Letter of Authorization to bid) enclosed, along with a commitment to fulfill the terms of tender should be submitted.
- d) The certified photocopy of Resolutions/Authority/ Power of Attorney having authority to authorize the person to submit Bid documents on behalf of the company shall be enclosed.

6. BID CONTENTS

6.1 TECHNICAL OFFER:

- a) The Technical Offer (T.O.) should be completed in all respects and contain full information required in the documents.
- b) It should not contain any price information. It is mandatory to submit the technical details in the prescribed format duly filled in along with the offer.
- c) In case of non-submission or partial submission of technical details, the Bank at its discretion may not evaluate the offer.
- d) The T.O. must be submitted in an organized and structured manner.

6.2 COMMERCIAL OFFER:

- a) The Price quoted should be only in Indian Rupees.
- b) The rates quoted in the Bid shall be inclusive of all labour, cleaning material, taxes and duties such as Sales Tax, Surcharge on Sales Tax, Excise Duty, Service Tax, Octroi, Turn Over Tax and Work Contract Tax and also delivery and cost of material at site, VAT or any other taxes applicable or GST. The loading and unloading charges if any shall also be included in the quoted rates. Further rates shall be inclusive of labour charges, uniform for labour, tools and materials required for cleaning, transportation, scaffolding, insurance premium covering any risk to labour etc.
- c) The Bids with correction and or overwriting, if not authenticated, will be **liable for rejection.**

6.3 EARNEST MONEY

- a) Earnest money deposit of **Rs.1 Lac** in the form of Demand Draft by Public Sector Bank in India favoring “Punjab & Sind Bank ” payable at New Delhi must be submitted along with the technical bid.
- b) No interest would be payable on the earnest money deposit amount.
- c) This amount would be forfeited if the service provider withdraws his bids during the period of bid validity.
- d) The earnest money must be submitted along with technical offers.
- e) In the event of non-submission of earnest money deposit, the proposal would be rejected.



- f) EMD would be released to the unsuccessful bidders after signing of the contract agreement by the L1 bidder.
- g) EMD of the successful bidder shall be released after submission of the Performance Bank Guarantee.
- h) The EMD shall be from any scheduled commercial Bank in India other than Punjab & Sind Bank.

7. BID FEATURES

- a) All bids and supporting documentation shall be submitted in English only.
- b) All costs and charges related to the bid shall be expressed in Indian Rupees (in INR) only.
- c) The Bids shall be valid for a period of 03 months from the date of submission of bids. A bid valid for a shorter period shall be rejected by the Bank as non responsive.
- d) Each tender shall be made in the legal name of the Service provider and shall be signed and duly stamped by the Service provider or a person duly authorized to sign on behalf of the Service provider.

8. BID ESSENTIALS - CONTENTS OF DOCUMENT TO BE SUBMITTED

The service provider shall submit the following:

- a) The Bank in case of non-adherence to the Format or partial submission of bid will not evaluate the bid.
- b) Each page of it shall be serially numbered, signed and duly stamped by the service provider or a duly authorized person to sign on behalf of the Service provider,
- c) Any interlineations, erasure or overwriting shall be valid only if these are initialed by the person(s) signing the bid.

TECHNICAL BID.

- a) Service Provider's Profile (Annexure D)
- b) All pages of bid document must be signed and stamped.
- c) Tender Fee of Rs.1000/-
- d) Earnest Monet Deposit of Rs.1 Lac
- e) Copy of satisfactory performance certificate - Minimum 3 Nos, 1 satisfactory performance certificate for each year out of which 1 must be of presently running.
- f) Audited Profit and Loss Account and Balance sheet for the year ending on 31.03.2014, 31.03.2017 and 31.03.2017.
- g) Letter of Authorization to Bid.
- h) Power of Attorney (if any).
- i) Details of work executed in the last 3 years. (Annexure E).
- j) Past Performance (Annexure F).
- k) Organizational Setup - Details of Key skilled, semi-skilled and unskilled workers employed (Annexure G)
- l) Details of Litigation/Arbitration (Annexure H)
- m) List of Equipment and Machineries (Annexure I).
- n) Latest I.T.R.
- o) Copy of Certificate of Incorporation
- p) Copy of Memorandum & Article of Association
- q) Copy of VAT/Sales Tax Registration & receipts/challan thereof (latest Sales Tax Return copies)
- r) Copy of Service Tax/ GST Registration
- s) Copy of PAN Card
- t) Copy of PF Registration



- u) Copy of ESI Registration
- v) A Self- declaration certificate that the service provider has not been declared by any Public/Private Organization to be ineligible to participate for corrupt, fraudulent or any other unethical business practice and Blacklisted by Public/Private Organization.
- w) Other information -Any other relevant information, which is necessary to be furnished, must be provided.

COMMERCIAL BID.

- a) Covering Letter.
- b) Commercial Bid as per Annexure K.

Note: bank reserves the right to accept/reject the tender in the instance service provider fails to furnish any of the above pointed documents.

9. PRE-BID MEETING:

A pre-bid meeting will be held on 02.08.2017 at 11.00 hrs at the following address to clarify doubts or queries if any, of the service providers.

**Punjab & Sind Bank
HO G.A Department,
21, Rajendra Place,
New Delhi -110 008.**

Dated: 02.08.2017

Time: 11:00 A.M

The service providers shall give in writing the points on which clarifications are required by them, sufficiently in advance. Clarifications/ details furnished by the Bank in writing alone shall be binding and shall form part of the tender document.

Clarifications are to be requested by prospective service providers in the following format (in word document) through e-mail ho.ga@psb.co.in and the hardcopy through courier/hand delivery. The last date of submission of queries is **31.07.2017 up to 17.00 hrs.**

SNo	TENDER Clause No/Page No	TENDER Term	Service providers Request for following Clarifications

Changes if any made in the tender conditions, consequent to the pre-bid meeting will be informed to the service providers participated in the pre-bid meeting besides uploading the corrigendum in Bank’s website. However, newspaper advertisement notifying the corrigendum will not be published. Hence the Service providers/Service providers shall visit/see the Bank’s website for changes made, if any, in the tender document consequent to Pre-bid meeting.



10. BID OPENING

- a) The Bank will open the bids, in the presence of Service providers' representative who choose to attend, at the time and date mentioned in Bid document at the address mentioned below

**Punjab & Sind Bank
HO G.A Department,
21, Rajendra Place,
New Delhi-110 008.**

Dated: 11.08.2017

Time: 3:00PM

- b) The service providers' representatives who are present shall sign register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday for Bank, the bids shall be opened at the appointed time and place on next working day.
- c) The commercial bid shall be opened in the presence of Service providers' representative, whose bids are considered as responsive as per the technical and other qualification criteria as underlined in the bid document. The Bank will prepare the minutes of bid opening.
- d) No offer can be modified or withdrawn by a Service provider after submission of Bid/s.
- e) If any of the Service providers or all the Service providers, who submitted Bids, are not present during the specified date and time of opening, the Bank will proceed further with opening of the Bids in their absence.

11. BID EVALUATION

- a) The tenders received within the due date and time only will be considered for evaluation.
- b) The Technical bids shall be opened and the bid/s received will be scrutinized to determine whether they are complete in all respects as per the requirement of tender and subsequent clarifications, whether the documents have been properly signed and whether items are offered as per this tender requirements.
- c) The Bank will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required information have been provided as underlined in the bid document, whether the documents have been properly signed, and whether bids are generally in order.
- d) Technical bids of the service providers meeting the minimum pre-qualification criteria will be evaluated for compliance of other terms and conditions.
- e) Based on the evaluation results, the bank will shortlist the service provider who are considered to be suitable. The decision of the Bank regarding the short-listing of the service provider shall be final and binding on the bidder.
- f) The commercial bids of only the successfully qualified bidders whose Technical bids are found acceptable will be opened subsequently on the date that will be conveyed to them.
- g) Arithmetical errors will be rectified on the following basis. If there is a discrepancy between unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and total price shall be corrected. If the supplier does not accept the correction of the errors, its bid will be rejected.
- h) If there is discrepancy between words and figures, the amount in the words will prevail.
- i) The L1 bidder will be determined on the basis of the evaluation method as detailed in the next clause.

Any incomplete or ambiguous terms/conditions/quotes will disqualify the offer.



11.1 CLARIFICATIONS OF BIDS

To assist in the examination, evaluation and comparison of bids the Bank may, at its discretion, ask the service provider for clarification and response shall be in writing and no change in the price or substances of the bid shall be sought, offered or permitted.

12. NOTIFICATION OF AWARD

The acceptance of a tender, subject to contract, commercial considerations & compliance with all the terms and conditions will be communicated in writing by means of placing order at the address supplied by the service provider in the tender response. Any change of address of the Service provider, should therefore be promptly notified to The Deputy General Manager (G.A), Punjab & Sind Bank, HO G.A Department, 2nd Floor, Bank House, 21, Rajendra Place, New Delhi-110008 and written confirmation of such notification obtained.

13. SIGNING OF CONTRACT

The successful service provider(s) shall be required to enter into a contract with PSB within 15 days of the award of the tender/ Letter of Intent or within such extended period as may be specified by The Deputy General Manager (G.A), Punjab & Sind Bank, HO G.A Department, 21, Rajendra Place, New Delhi-110 008.



TERMS & CONDITIONS OF CONTRACT

1. ACCEPTANCE OF WORK

- a) The order shall be placed to lowest quoted (L1) service provider. On acceptance of tender, the Bank shall issue a Letter of Intent (LOI) to the successful service provider.
- b) The Service provider shall give an unconditional letter of acceptance of LOI, within a period of 7 days.
- c) On the contrary, Bank has a right to cancel the order and forfeit the EMD.
- d) The service provider shall then provide the security deposit and enter into an Agreement with the Bank as per the format (enclosed as Annexure M) within 15 days of the date of letter of intent failing which the Bank reserves the right to forfeit the Earnest Money Deposit.
- e) Firm work order will be placed by the Bank, only after the successful service provider signs the Agreement.

2. COMMENCEMENT OF WORK

- a) The date of commencement shall be the date on which work is actually taken up at site after physical procurement of all machines/ equipments and material at site immediately on commencement of work.
- b) The Service provider shall have to arrange the required cleaning equipment/ machines/ chemicals etc. for House Keeping & Facility Management Services at site within 7 days from the date of acceptance of letter of intent.
- c) If the service provider fails to do so, the Bank shall forfeit the Security deposit, submitted by the service provider.

3. WORK PERFORMANCE

Time is the essence of Contract .Performance of the Contract shall be made by the service provider strictly in accordance with the time schedule specified by the Bank.

4. SECURITY DEPOSIT

- a) On receipt of the Letter of Intent, the service provider will deposit a consolidated sum @ 5% of the **contract value**.
- b) The amount can be furnished in the form of **Bank** Guarantee issued from any scheduled Bank except Punjab and Sind Bank.
- c) This security deposit will be refundable after 03 months after expiry of the contract or after the termination of the contract, subject to adjustment of amounts dues to the bank or on account of any statutory liability under the Contract Labour Act or such other Acts.
- d) The release of such security deposit will not prejudice the right of the bank against the service provider to get reimbursed any amount or claim that is paid or met by the bank which is otherwise payable by the service provider.
- e) It is agreed that the bank shall have the right to retain or refuse to pay the amount as mentioned hereinabove in full or in proportion thereof in the event of the service provider committing any breach or failure to comply with the any of terms and conditions of the agreement. The bank shall be the sole judge as to any breach or failure and extent of such breach or failure committed by the service provider and the amount retainable in respect thereof and the decision of the bank in this regard shall be final and binding on the service provider.



5. PERIOD OF RATE CONTRACT

- a) The rates quoted by the service provider shall hold good till the expiry of the contract period for 2 years and no enhancement in the agreed rates are allowed during the contract period.
- b) However, in case there is a Revision of Minimum wages of manpower as per rule of Govt. Of India, Minimum Wages Act, and Ministry of Labour & Employment, the revision will be considered for enhancement in the agreed rates of the manpower only.

6. SPECIAL TERMS AND CONDITIONS

- a) The Service provider shall attend to all emergency calls relating to assigned works promptly and in time bound manner. The cleaning will have to be done as per frequency mentioned in scope of work. If required, the cleaning will have to be done more frequently for proper House Keeping and Facility Management Services on the instruction of the officer in charge/Care Taker of Bank for which no extra payment shall be paid.
- b) Bidder has to visit the site and assess manpower, material, equipment, machinery, etc. strictly as per requirement of site irrespective of the area indicated or any variation thereof.
- c) The Service provider will have to work in close coordination with the Bank's Officials working in various Departments related to House Keeping & Facility Management Services work and they (Bank's Official) may modify working schedule/time as per the convenience of the Bank, if required. No extra claim whatsoever on this account shall be entertained.
- d) The Service provider will have to bring cleaning materials, chemicals and equipment, required for cleaning in advance for each month at his own cost at the site and keep it in their safe custody. The chemical /material to be used must be eco-friendly & biodegradable manufactured by reputed firms as indicated in the tender above. In case, it is observed the cleaning material used is of inferior quality or insufficient in quantity, the Bank shall reserve the right to purchase the same itself and deduct the cost thereof out of the monthly bill payable to the Successful Bidder.
- e) The Service provider shall be responsible for the safety and security of all the internal items such as furniture, equipment, fixtures etc. The Bank will recover the cost of any damage to the Bank's property from Successful Bidder's Security Deposit.
- f) The Housekeeping supervisor shall maintain the following documentation and produce the same whenever requested for by the Bank.
 - Organizational structure and line of authority
 - Housekeeping manual and all SOP (Standard Operating Procedures)
 - List of equipment used
 - Description for each category of housekeeping
 - Maintaining records / details of a) Complaint Book b) Duty Roster / Deployment Sheet of Housekeeping Staff c) Inventory of Stores d) Accident / theft Register e) Weekly Checklist for Housekeeping services f) Toilets Checklist g) Site Inspection Report
- g) The Housekeeping supervisor shall submit the records/details as mentioned above along with the bills every month while claiming the payment for the contract.

7. WORKFORCE ENGAGED BY THE SERVICE PROVIDER

- a) The service provider shall deploy sufficient personnel and shall maintain the minimum staff strength defined at Annexure C, for carrying out all types of services/works strictly as per stipulated frequency/time mentioned in the detailed scope of works at Annexure A.



- b) The personnel deployed shall be of good health and moral character, well behaved, obedient, experienced and skilful in their tasks.
- c) The personnel employed by the Service provider shall compulsorily wear uniform prescribed by the Bank while on duty and shall always carry his / her Identity Cards.
- d) The cost of the uniform and the Identity Cards for the Staff deployed shall be borne by the service provider.
- e) The supervisor shall co-ordinate and report to the concern officer in charge or Care Taker of the Bank and shall be available in Punjab & Sind Bank office premises at all times from the time of commencement of work (i.e. 7:00 am) till completion of all the works on that day as per the requirement of office/contract/Bank and shall be in uniform provided by the Agency.
- f) The Service provider shall be responsible for the payment of wages / dues to its employees. All liabilities arising out of violation of any local and Central Laws shall be the responsibility of the Service provider without encroaching upon the rights and liabilities upon the Bank in any manner.
- g) The Service provider shall furnish a detailed duty chart of the employees to be employed by him for various works enumerated in the scope of work and the same shall be approved by Bank at the beginning contract and shall maintain the same for every month thereafter.
- h) The Service provider shall not make any changes in duty chart without prior permission from the Bank during course of contract.
- i) The workmen of the Service provider should be conversant in Local Language/Hindi. The Supervisor shall have full control over the employees engaged. It shall be his duty to give necessary guidance and directions to the workmen to carry out the jobs assigned to them effectively.
- j) Depending upon the exigencies and the requirements of the Bank the working hours and days of the workmen engaged by the Service provider will be suitably adjusted. In case of absenteeism on day by the personnel engaged, the Bank reserves the right to deploy any other person to get the work done. The amount to be deducted as penalty under such event for non completion of each/frequency of service are given above in the scope of work.
- k) The Bank reserves the right to reject any particular workmen/staff placed/employed under the contract with the Bank without assigning any reason. In case Service provider fails to take action against the defaulter, the Bank reserves the right to take suitable/legal action against the Service provider and the workmen staff concerned.
- l) In case of theft of any material takes place from the office on account of the negligence on the part of the personnel deployed by the Service provider. Amount for loss/theft will be recovered from the Service provider while settling the bill.
- m) Permanent addresses of all staff members along with references about their conduct from two persons residing in his/her area of living shall be produced by the Service provider to the Bank, before deployment so as to enable the Bank to locate them as and when required.
- n) The Service provider shall conduct his work so as not to interfere with or hinder with the operations of the Bank.
- o) The Service provider or its representative/s shall meet the Bank's representative/s regularly to take feedback regarding the Housekeeping services.
- p) The Service provider will also maintain a suggestion book and a complaint register to be produced to the designated Bank's official on weekly basis



8. HEALTH & SAFETY MEASURES

- a) The service provider shall ensure the Health & Safety measures of the employees.
- b) For external cleaning works viz. Cleaning of window Glass Panes, Sunshades, Entrance Glass Canopy etc, the Service provider should make adequate safety arrangements including safety belts, ropes and helmets etc. for the person working on site. The Service provider and his staff shall not cause disturbance to the customer/staff of the bank.

9. LICENSES AND REGISTRATIONS

- a) The Service provider should possess the requisite license under Contract Labour (R&A) Act issued by the Central Labour Commissioner for running the establishment at its own cost. The Bank shall not be responsible in any way for any breach by the Service provider of the rules and regulations governing the running of such establishments.
- b) The Service provider shall register with the Registrar of concerned Central Labour Commissioner, Government of India (Ministry of Labour). Service provider shall follow all rules and regulations and other Statutory Acts/Regulations relevant to this contract including Works Contract Act, Minimum Wages Act, Provident Fund Act, ESIC etc.
- c) The Service provider must comply with all the legal direction and orders of the central /local / public authority or municipality and abide by their rules and regulations and pay all fees and charges for which they may be liable.
- d) Service provider shall, without fail, cover all the men deployed by him on this work with all risk policy, workmen compensation insurance and comprehensive third party insurance etc. Such insurance policies shall be in joint names of the Bank the Service provider and copy of the same will have to be submitted to the Bank before taking up the work. The Service provider shall arrange and pay for the policy under the Public Liability Insurance Act, 1991.
- e) The Service provider shall obtain adequate Insurance Policy in respect of his workmen engaged for the service toward meeting the liability of compensation arising out of death, injury/ disablement at work etc. and shall regularly and punctually pay each and every premium as and when the same shall become due during the currency of these presents.

10. TENANCY RIGHTS

- a) The Service provider shall be given a suitable place during the contract period for storing the material required to provide the service to the Bank as per the contract. The place so provided should be used only for the performance of the duties under the contract and not for any other purpose and only for the period till the contract is in force. The place should be vacated at once when the Contract is terminated / ended. Storage of materials at site would be at Successful Bidder's risk.
- b) Nothing herein contained shall be construed to create any tenancy in Successful Bidder's favour of the Premises at the Bank Offices and other service areas at the Bank. On termination of this Housekeeping and Facility Management Services contract, Bank can re-enter and retake possession of the Premises serviced by the Service provider under this contract. The Service provider shall not assign or transfer howsoever the benefit or burden of the Housekeeping and Facility Management Services contract to any person or concern workers/ labourers / Housekeeping and Facility Management Services.



11. SETTLEMENT OF BILLS

- a) The Bank will enter into a contract with the lowest quoted bidder and release monthly payment to the vendor after completion of Housekeeping and Facility Management Services work satisfactorily based on rates contracted.
- b) The rate contracted is inclusive of all the types of services and their frequencies (i.e. irrespective of types of services and their frequencies which may be daily/monthly/Quarterly/etc.). No separate payment will be made for any type of the services and frequencies indicated in scope of work i.e. Carpet Cleaning, Window glass cleaning, cleaning of driveway and parking outside the premises, etc.
- c) The rates contracted shall include all statutory taxes, minimum wages(as per Central Labour Wages Act), transportation, insurance, cleaning material, profit & overheads, etc.
- d) The Housekeeping and Facility Management Services supervisor shall maintain daily log sheets/periodical log sheets as per scope of work & frequencies and produce the same along with the bills every month while claiming the payment for the contract.
- e) While submitting the bill for the next month, the services provider must file a certificate certifying the following
 - i. Wages of workers were credited to their bank accounts on _____ (Acknowledgment by bank enclosed).
 - ii. ESI Contribution relating to workers amounting to Rs. _____ was deposited on _____ (Copy of Challan enclosed with contribution sheet)
 - iii. EPF Contribution relating to workers amounting to Rs. _____ was deposited on _____ (copy of the Challan enclosed with contribution sheet)
 - iv. We are complying with all statutory Labour Laws including Minimum Wage Act. The payment would be made on monthly basis on verification of attendance sheets, wage register, monthly ESIC/EPF/Service Tax/GST challan /Deployment sheets/ Duty Roster/Satisfaction Report duly signed by Bank Officer in-charge of the concerned area.
- f) While making such payment the Bank shall make the following deductions.
 - i. Tax deduction, if any, as applicable as per the Government rules.
 - ii. The amount equivalent to any damages/loss etc. caused to the Bank by the workmen/employees of the service provider.
 - iii. Any other charges, penalties and other deduction etc.
 - iv. The Bank reserves right to correct arithmetical errors or other errors in the matter in which the Bank consider suitable and deem fit. This adjustment shall be acceptable to and binding upon the Successful Bidder.

12. LIQUIDATED DAMAGES:

Whenever and wherever it is found that the cleanliness is not up to the mark, it will be brought to the notice of the supervisory staff of the Service provider to the Bank official/Department- in – Charge and if no action is taken within ONE hour, liquidated damages @ Rs.1000/- per complaint shall be imposed. The decision of Bank shall be final in this regard.



13. PENALTY

Penalty shall be levied on the Service provider under the following circumstances.

- a) In the event of failure of the Service provider to provide services in the frequency of as mentioned in this tender, the penalties will be levied as mentioned at Annexure A
- b) The Service provider shall be responsible for the safety and security of all the internal items such as furniture, equipment, fixtures etc. The Bank will recover penalty @ Rs.500/- per damage or the actual cost of any damage to the Bank's property, whichever is higher, from the service provider's monthly bill.
- c) In case of theft of any material takes place from the office on account of the negligence on the part of the personnel deployed by the Service provider, Bank will recover penalty @ Rs.500/- for the theft or the actual Amount for loss/theft will be recovered from the Service provider whichever is higher, from the service provider's monthly bill. Additionally Bank reserves the right to reject any particular workmen/staff placed/employed under the contract with the Bank without assigning any reason. In case Service provider fails to take action against the defaulter, the Bank reserves the right to take suitable/legal action against the Service provider and the workmen staff concerned
- d) The service provider's failure to maintain adequate minimum number of manpower as per Annexure will also attract a penalty of @Rs. 1000/- per worker per day. This will be deducted from the monthly bill.
- e) Any deviation in the house keeping tools quality & quantity and other resources as mentioned in Annexure will invoke penalty. Deduction @ 0.2% per day, on the total monthly bill amount will be made. In case the service provider has not provided the sufficient amount of equipment's, tools and tackles and requisite materials even after levy of penalty, the Bank shall invoke the risk clause.

14. TERMINATION

- a) The Bank is entitled to terminate the contract before its expiry by serving one month's notice in writing in the event of the Service provider committing breach of any of the terms and conditions stipulated in it or if the Housekeeping and facility management services are found unsatisfactory.
- b) In that event, can affect the Risk Purchase. The said risk purchase will be adopted at the cost, risk and responsibilities of Service provider. The risk purchase will be made by inviting short term quotations. The excess expenditure incurred on account of this will be recovered from the Service provider's Security Deposit or pending bills or Earnest Money Deposit or through Court of Law or by raising a separate recovery claim. This procedure will be adopted after serving a Registered Notice to the vendor to seek his explanations within 07 days & if vendor fails to reply or is unable to explain upto the satisfaction of the bank.
- c) In case of such termination, Service provider shall not be entitled to any compensation by the Bank. During the currency of the contract, no fresh demand will be made by the Service provider on the Bank. The Service provider is also entitled to terminate the Contract before its expiry by giving two months notice in writing to the Bank.
- d) On expiry or earlier termination of this agreement, the service provider including his staff and supervisors shall vacate the premises, provided however, he shall be entitled to remove only the machines/articles, belonging to the Service provider without in any way causing any damage to the said premises and the Bank's property thereon.



- e) The service provider agrees that if its service is not found acceptable to the bank or has violated any of the terms and conditions of this agreement, the Bank shall in its own discretion can debar/ black list the service provider and in such an event, the service provider shall be disqualified for participating in any future tenders floated by the Bank for any of its offices and subsidiaries.

15. INDEMNITY

Service provider shall indemnify, protect and save Punjab & Sind Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc or under the provisions of Payment of Wages Act 1936, Minimum Wages Act 1948, Employer's Liability Act 1938, the Workmen Compensation Act 1923, Industrial Disputes Act 1947, Maternity Benefit Act 1961, Payment of Bonus Act 1965 or such other statutory infringements in respect of the services provided by him.

The service provider shall execute and furnish to Punjab & Sind Bank, a deed of indemnity in favour of the Punjab & Sind Bank in a form and manner, as given in Annexure-I, indemnifying the Bank its directors, employees, agents, its affiliates, subsidiaries, successors, assigns and representatives from and against any costs, loss, damages, expense, claims, litigations, suits, actions, judgments, and or otherwise including but not limited to those from third parties or liabilities of any kind howsoever suffered, arising out of or incurred inter alia during and after the Contract period. The provisions under this clause shall survive the termination of the Contract.

16. PUBLICITY

Any publicity by the service provider in which the name of Punjab & Sind Bank is to be used should be done only with the explicit written permission of Punjab & Sind Bank.

17. FORCE MAJEURE

The service provider shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the Service provider and not involving the service provider's fault or negligence and not foreseeable. Such events may include, but are not limited to, Acts of god or of public enemy, acts of Government of India in their sovereign capacity, acts of war, acts of Punjab & Sind Bank either in fires, floods, strikes, lock-outs and freight embargoes.

If a Force Majeure situation arises, the Service provider shall promptly notify Punjab & Sind Bank in writing of such conditions and the cause thereof within **twenty calendar days**. Unless otherwise directed by Punjab & Sind Bank in writing, the Service provider shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

In such a case, the time for performance shall be extended by a period not less than the duration of delay. If the duration of delay continues beyond a period of three months Punjab & Sind Bank and the service provider shall hold consultations with each other in an endeavor to find a solution to the problem notwithstanding the above the decision of Punjab & Sind Bank shall be final and binding on the service provider.



18. JURISDICTION

The court at Delhi only shall have jurisdiction to deal with and decide any legal matter whatsoever arising out of the contract in the event of placement of order.

19. BRIBES AND GIFTS

Any bribe, commission, gift or advantages given, promised or offered by or on behalf of the service provider or his parties, agents or servant or anyone his or their behalf to any officer, servant, representatives or agent of the Bank or any other person on his or their behalf in relation to the obtaining or to the execution of this contract with the Bank shall in addition to any criminal liability which the service provider that may incur, will also be subject to the cancellation of this and all other contracts with the Bank and also to payment of any loss or damage resulting from any such cancellation thereof. Any question or dispute as to the commission of any offence under the present clause shall be settled by the Bank in such manner and on such evidence or information as the Bank may think fit and sufficient and the Bank's decision shall be final and conclusive.

20. RESOLUTION OF DISPUTE

Punjab & Sind Bank and the service provider 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, Punjab & Sind Bank and the service provider are unable to resolve amicably a contract dispute; either party may require that the dispute be referred for resolution by formal arbitration.

All disputes, differences, claims and questions whatsoever arising from this Agreement between the parties and/or their respective representatives touching these presents or any clause or thing contained therein or otherwise in any manner relating to or arising from these presents shall be referred to the sole arbitration of a person appointed by the CMD of the bank.

It will be no objection to any appointment that the Arbitrator so appointed is a General Manager of the Bank and that he had to deal with the matter to which the Contract relates and that in course of his duties he had expressed in all or any of the matters, in dispute or difference, and / or retainer counsel of the bank or any other Advocate the Bank may choose who may have dealt with the bank or with the matter in any manner. If the Arbitrator to whom the matter is originally referred, is transferred, retire, neglects or is unable to act on account of any reasons; the CMD of the Bank; shall appoint another person to act as Arbitrator in accordance with the terms of the contract and the substituted Arbitrator shall be entitled to proceed at the stage at which it was left by his predecessor.

Any party desirous of making a reference to the Arbitrator shall give fifteen days Registered Acknowledgement Due notice of his intention to do so to the other party at his usual place of business or residence or of the place of their last notified address and the notice shall be deemed to have been served when it would ordinarily have been served when it would ordinarily have been sent by post. The notice sent by the arbitrator to the parties by Registered Post at the addresses mentioned in the Agreement will be considered sufficient service on the parties whether such notice is received by them or not is refused, or is returned undelivered.

Authorized Signatories
(Name and Designation, seal of the firm)



ANNEXURE A
TENDER OFFER

Deputy General Manager,
Punjab & Sind Bank,
Head Office, General Administration Department
2nd Floor, Bank House Building,
21 Rajendra Place
Delhi – 110008

Dear Sir,

1. Having visited the site and examined the conditions of contract, General terms & conditions and nature of the job, schedule of quantities for the above named works, we submit our offer for the above job in terms the conditions of contract, specifications for the sum stated in this Tender Document or such other sum as may be ascertained in accordance with the said conditions of contract.
2. We have independently considered the amount of penalty to be levied in case of loss of any kind due to laxity on our parts as per general terms & condition hereto and agree that it represents our estimate of the loss likely to be suffered by us.
3. If this tender is accepted, we undertake to enter into and execute at our cost, when called upon by the Bank to do so, a contract agreement in the prescribed form. Unless and until a formal agreement is prepared and executed this tender together with your written acceptance thereof, shall constitute a binding contract between us.
4. We understand that if our tender is accepted, we are to be jointly and severally responsible for the due performance of the contract.

Signature of the Bidder with Seal



ANNEXURE B
DETAILED SCOPE OF WORK

All open and covered area within the boundary of the Punjab & Sind Bank, Head Office, 21 Rajendra Place, Delhi – 8 will be in the scope of housekeeping services to be provided by the service provider.

Bank has provided high quality interiors, furniture fixtures, electrical equipments like DG Sets, Electrical Panels, Air-conditioning system, Lifts etc in the building. Agency should be experienced and have capability to maintain them. The scope of work would involve Cleaning & Wet Mopping of Floors, Dusting of Work Stations, Collecting And Disposing of Waste In Municipal Bins, Cleaning of Toilets & Toilet Fixtures, Window Glass (Both From Inside & Outside), Entrance Glass Canopy, Removal of Stagnant Water From Terrace & Canopies And External Drainage Cleaning, Cleaning Telephones, Lifts, Walls, Stairs, Carpets, Sofas, Chairs, Pedestal Fans, Venetian Blinds, Polishing of Brass Items, Removing of Cobwebs From Ceilings, Open Terrace/Terrace Cleaning, Shaft cleaning etc. The work also includes engaging the services of personnel for miscellaneous office works (i.e. like shifting of files, furniture, etc.). Types of services and frequency of works are as follows:-

A. WORKS TO BE COMPLETED BY 9.30 AM ON ALL WORKING DAYS (EXCEPT SUNDAY AND BANK HOLIDAYS):-				
SNo.	Description of the Service required	Frequency of Service	Method	Penalties for Non completion/Unsatisfactory work
1.	Sweeping & wet mopping of all floors i.e. Basement, Ground, 1st to 8th Floors, including lift lobbies, corridors, workstation area, cabin enclosures, other working/office areas etc.	Daily Once	Manually/Mechanized	Rs. 500/- per floor per day
2.	Collecting of waste from the waste paper basket and storage at common place, at Basement. Thereafter, segregation of waste & disposing off the same outside office premises as per DDA guidelines/rules.	Daily Once	Manually	Rs. 5,000/- per day
3.	Dusting & wiping of all open work stations along with computers and their accessories like printers, monitors, keyboards, fax machine and photocopiers etc, telephone instrument, pedestal/wall fans, cabins including desk chairs, tables, side-units, sofas & other furniture on the floors.	Daily Once	Manually using dry & wet cloth as per requirement	Rs. 500/- per floor per day
4.	Glass cleaning in passages and corridors and of cabins from inside & outside.	Daily Once	Manually using dry & wet cloth using spray liquid Cologne.	Rs. 500/- per floor per day
5.	Sweeping of internal stairs, fire stairs (Basement to 8th Floors & Terrace), Parking Area and Compound area around the Office premises.	Daily Once	Manually/ Mechanized	Rs. 1,000/- per Day



6.	Cleaning of window glasses from inside as well as outside all around the building on Ground floor.	Daily Once	Manually using necessary tools and cleaning materials	Rs. 1,000/- per day
7.	Cleaning/Sweeping & Wet mopping all lift cars (Floors & Walls), Lift lobbies at all floors, etc.	Daily Twice (before 9.30 AM, & 2.30 PM)	Manually using necessary tools and cleaning materials	Rs. 500/- per day
WORK TO BE CARRIED OUT DAILY AT DIFFERENT INTERVALS (EXCLUDING SUNDAYS AND BANK HOLIDAYS)				
8.	Cleaning of Pantry and Toilets along with toilet fixtures such as Urinal, Washbasins, W.C., Mirror, Lights, Doors, Dustbins, Buckets, Mugs in the toilet etc. Removing of cobwebs from ceilings, Scrubbing of all walls and floor in the toilet thoroughly in the morning and thereafter every hour a check should be maintained to keep the toilet clean and dry. Soap containers, Naphthalene cubes, Toilet air freshener, paper rolls etc should be refilled every day .	Daily Thrice (before 9.30 AM, 12.30 PM & 3.30 PM) In addition to above as and when instructed by Care Taker of Bank	scrubbing/washing with appropriate cleaning material/machines, wet & dry wiping manually/mechanically with soap solution spray cologne	Rs. 200/- per service per toilet
WORK TO BE CARRIED OUT ON PERIODICAL BASIS				
9.	Cleaning of Sign Boards, Nameplates, Doors, Doorframes. Cabin glass etc.	Weekly Once	Manually/Mechanically using appropriate Shining material	Rs.1000/- per week
10.	Polishing Brass items (loose & fixed) by using Brasso	Weekly Once	Manually/Mechanically using appropriate Shining material	Rs.1000/- per week
11.	Cleaning, Sweeping of Terraces, Shaft areas and Basement etc.	Weekly Once	Manually/Mechanically as the circumstances may demand	Rs.2000/- per week
12.	Scrubbing and washing of stairs & Removing pan stains if any from the corners	Weekly Once	Manually/Mechanically as the circumstances may demand	Rs.2000/- per week
13.	Removing of cobwebs from the walls/ceiling etc. Daily check is to be maintained.	Weekly Once	Manually/Mechanically as the circumstances may demand	Rs.5000/- per week
14.	Shampoo Cleaning of all Carpets, Sofasets, Chairs, Executive on all floors and cabin enclosures using standard quality of shampoo meant for shampooing	Monthly Twice	Manually/Mechanically vacuuming and shampooing	Rs.5000/- per week



15.	Scrubbing & Cleaning of Granite surfaces in pantry on all floors, Pantry floors and walls (wherever tiles are cladded) of all floors, Entrance Lobby, Lift Lobbies on all floors, skirting of all floors, all floors.	Weekly Once	Manually/Mechanically as the circumstances may demand	Rs.5000/- per week
16.	Dusting, cleaning etc of roller/Vertical blinds to keep them in working condition throughout the year	Monthly Once	Manually using dry & wet cloth & liquid detergent	Rs.2000/- per week
17.	Removal of stagnant water from terrace and canopies and External drainage cleaning	As per requirement	Manually/Mechanically as the circumstances may demand	Rs.5000/- per week
18.	Pest & Rodent Control including disinfestations/deratting /Anti termite/Fogging treatment work.	Weekly Once	Manually/Mechanically as the circumstances may demand	Rs.2000/- per week
19.	Preventive and breakdown servicing of EPABX system installed in the building.	Weekly Once	Manually/Mechanically as the circumstances may demand	Rs.2000/- per week
	MISCELLANEOUS WORKS			
18.	Providing services to carry out misc. works such as filing, shifting of materials from one floor to another, messenger service etc. or any other assignment given by the Bank.	As And When Required		
19.	Lifting, carrying and disposing the dead birds, rats, insects etc. if found in and around the building.	As And When Required		

The service provider is required to provide the following facility management services also on daily basis.

- 1) Maintenance and servicing of all doors, floor springs/door closures, furnitures, attending day to day miscellaneous carpentry works.
- 2) Replacement of taps, jet spray, valves, flush tanks, bottle traps, soap dispensers, waste pipes etc or any other miscellaneous plumbing works.
- 3) Replacement of switches, sockets (power/telephone/data), indoor/external light fitting, lift lights including chokes, capacitors, fuse lamps, Distribution Board fittings viz. MCB/ELCB/MCCB (All capacities) for internal lightings etc. or any other miscellaneous electrical works.
- 4) Operation the DG set and all ancillary / peripherals / auxiliary systems like pumps, panels, pipings, ventilation, etc. as per O & M Manual of the manufacturer and / or the original installation service providers.
- 5) Operation of Fire Alarm and Fire Fighting system including all routine maintenance and inspection as per the schedules should be carried out.

(Log books for the maintenance/operation of the above facilities should be maintained)



Types of Facility Management services and frequency of works are as follows:-

1. FOR FIRE FIGHTING AND FIRE ALARM SYSTEM

I. Maintenance procedure for Fire sprinkler, Stand Pipe, Hydrant & Hose Reel Systems			
a) Sprinkler System			
SNo.	Description of the Service Required	What to Check/Inspect/Maintain	Frequency of Service
1.	Water Motor Alarm Gong	Observe for the normal sound of Water Motor Gong.	Weekly
2.	Water Flow Detector	Observe for system operation indication on Fire Alarm Panel.	Weekly
3.	Pump	Main pump and Jockey pump - Observe for system operation, Pump suction, Piping leaks, Pressure Gauge reading, Check for damages in piping, control valves.	
b) Fire Stand Pipe, Hydrant & Hose Reel System			
3.	Hydrant Hose Connections	Check for damages, Check valve Handles/Wrenches, Valve leaking, Visible obstruction	Weekly
4.	Piping	Check for damages in piping, control valves	Weekly
5.	Hose	The hose including gaskets shall be removed and inspected. Check for Mildew, cuts, abrasions and evident deteriorations.	Weekly
6.	Hoze Nozzle	Operation of hose nozzle should be smooth.	Weekly
7.	Hose Storage Device and Cabinets	Check for damages and evident deteriorations.	Weekly
c) Fire Extinguishers			
9.	Fire Extinguishers	Located in Designated place, Easily Accessible, Operating Instructions visible, Safety seals and tampers not broken or missing, Weighing the fullness, Examine for physical damage, corrosion, leakage or clogged nozzle, Pressure gauge indicator operable.	Monthly
d) Fire Pumps			
10)	Fire Pumps	Pump house/system conditions, Pump suction, Piping leaks, Pressure Gauge reading, Check for damages in piping, control valves.	

(Note:

a) Except for the items mentioned under consumables, the bills for the materials etc. procured by the agency for carrying out the minor electrical, plumbing, carpentry, intercom/telephone line repair



works shall be verified from the Bank. These verified bills shall be settled by the Bank at the time of settlement of bill. The agency shall provide discounted rates for such materials procured.

- b) The agency to keep minimum staff on Sundays and Bank Holidays to carryout Housekeeping works at any of the floors as per requirement, which are part of daily routine works & no extra payment shall be made in this regard.)*

Signature of the Bidder with Seal



ANNEXURE C
RESOURCE MANAGEMENT

MINIMUM REQUIREMENT OF EQUIPMENTS TO BE USED

SNo	Machine Type	Function
1.	Scrubbing Machine (Small & Big)	Scrubbing, Drying of Floors at Passage, Reception area, Waiting area, Passage, Offices, Cabins, meeting rooms, Toilets etc.
2.	Wet/Dry Vacuum Cleaner	Wet/Dry Vacuuming at store, , Reception desk, Window channels, Computers Telephone, Sofas, Executive Chairs etc
3.	High Pressure Water Jet Machine	Toilet Cleaning for Urinals & Commodes
4.	Steam Jet Cleaners	Cleaning & Disinfection of Wash Basins, Urinals & Commodes
5.	Hand Gloves/Toilet Brush/Hand Brush/Carpet Brush/Dust Pan/Bucket	Toilet Cleaning for Urinals & Commodes/Carpet Cleaning
6.	Glass/Yellow Duster, Rubber/Glass Wipers/Floor Wiper	Office items, Laminated Furniture, PC, Xerox machine/printer cleaning ,Glass partitions etc.
7.	Hand Scrubbers/Soft& Hard Brooms	Pantry cleaning, Dado Area, Skirting's, Unreachable corners and Staircases.
8.	Cob web duster	For Removing Cobwebs

MINIMUM REQUIREMENT OF CONSUMABLES TO BE USED

SNo :	Item
1.	Toilet Cleaner (Harpic/Domex Zero stain)
2.	Glass Cleaner (Colin or equivalent)
3.	Room Air Freshener (Ambipur/Godrej aer/Airwick)
4.	Liquid Hand Soap (Dettol/Lifebuoy/Palmolive)
5.	Phenyl
6.	Urinal Cubes
7.	Drain Cleaner
8.	Toilet Freshener (Godrej aer/Odonil)
9.	Metal Polish Brasso
10.	Metal Polish Silvo
11.	Toilet Roll (Selpak/Paseo/Origami)
12.	Paper Towel (Paseo/Origami)
13.	Upholstery Cleaning Agent
14.	Multi-cleaner
15.	Naphthalene balls
16.	Garbage Bag (Big & Small)

Signature of the Bidder with Seal



ANNEXURE D

MINIMUM STAFF STRENGTH AT SITE

SNo	Purpose	Number	Remarks
1.	Unskilled Labour	11	9 Housekeepers and 2 Pantry Boys
2.	Semi-skilled Labour	03	1 for minor plumbing repairs, 1 for carpentry works, civil works and 1 as helper for the main electrician whose scope of works would also include data and telephone works ,operation of the facilities viz. DG Set, Electrical Panels, Pumps, etc
3.	Skilled Labour	05	1 would be the supervisor with whom the department would be co-coordinating and giving out instructions and attending to the complaints, 1 would be a licensed electrician for electrical repairs and 3 would be licensed Fireman for the operation and maintenance of fire fighting equipments (3 shifts).
TOTAL		19 Nos	

Signature of the Bidder with Seal



ANNEXURE E

SERVICE PROVIDER'S PROFILE

SNo.	Information regarding	Details to be furnished by the Bidder
1.	Name & Address of the firm	
2.	PAN No.	
3.	Type of organization & year of Incorporation.	
4.	Correspondence address with contact person, name, telephone number, mobile number, E-mail etc.	
5.	Name & details of Directors/Partners/ Proprietor	
6.	Company Profile with year of establishment	
7.	Details of offices	
8.	Whether registered with Registrar of Companies, if so, number & date	
9.	Registration with tax authorities (with copies of 3 years IT Returns)	2016-2017-Rs. 2015-2016-Rs 2014-2015-Rs.
10.	Income Tax No.	.
11.	Sales/ Commercial Tax No.	
12.	Names of the Bankers with address	1. 2. 3.
13.	Details of Solvency Certificate submitted	
14..	Turnover of the company. Please provide the details for the last 3 years ending March 31, 2017. (Certified copies of audited Balance Sheet and profit & loss account statement to be enclosed)	2016-2017-Rs. 2015-2016-Rs 2014-2015-Rs.
15.	Details of the work executed by the firm during last 3 Financial years (only those works to be mentioned that qualify the prequalification criteria). Copies of Satisfactory work certificate obtained from employers to be enclosed.	Annexure E to be filled up.

Signature of the Bidder with Seal



ANNEXURE F

LIST OF HOUSE KEEPING SERVICES CONTRACTS EXECUTED DURING LAST 3 YEARS

S.No.	Name and address of client/employer	Supervising Authority under whom the work was carried out (Name and Designation	Work Order Ref No & Date	Contract Period	Contract Value (In Rs Lacs)	Copy of work order and Performance certificate enclosed	Remarks

Signature of the Bidder with Seal



**ANNEXURE G
PAST PERFORMANCE**

Names along with address and telephone numbers of two organization for whom work done in the past and who are in a position to certify the past performance of your firm

Sr.No	Name of the employer	Address	Telephone Number/Mobile	Fax/E-mail

Signature of the Bidder with Seal



ANNEXURE H

ORGANIZATIONAL SET UP AND TRAINED MAN POWER AVAILABLE

Sr.No.	Name	Employee Code	Qualification	Experience	Works done	ESI No.	P.F. No.	Employed with your firm since	Any other information

Signature of the Bidder with Seal



ANNEXURE I

Details of litigation / arbitration cases resulting from the contracts executed by your firm in the past or currently under execution

Year	Award for/Against Applicant	Name of Client	Cause of Litigation	Disputed Amount	Actual Award Amount

Signature of the Bidder with Seal



ANNEXURE J
LIST OF EQUIPMENTS & MACHINERIES

Sr. No.	Description	Utilization Area	Furnish/Enclose copies of Invoices.

DECLARATION

1. All the above information furnished by me /us here above is correct to the best of my knowledge and belief.
2. I/we have no objection if enquiries are made about the work listed by me /us as above/in the annexures.
3. I/we agree that the decision of Punjab & Sind Bank in selection of the Service providers will be final and binding on me/us.
4. I/we have read the instructions appended to the pro forma and I/we understand that if any false information is detected at a later date, the empanelment/award of contract shall be cancelled at the discretion of the bank.

Place:

Signature of the Bidder:

Date:

Name and Designation:

Seal of the firm:



ANNEXURE K

AGREEMENT

This agreement made the _____ day of the month of _____ in the year 2017 BETWEEN, ----- (Name of the Bank) a body Corporate constituted and functioning under the Banking Companies (Acquisition and Transfer of undertaking Act) 1970 with its Head Office at, represented by its duly constituted attorney Sri....., (name and designation), hereinafter referred to as "BANK", which expression shall unless exclude by or repugnant to the context mean and include its successors in interest and assignees , on the one part and

(Name of the Service Provider), a company registered under Companies Act, 1956/ a firm registered under Partnership Act 1932 having its registered office at represented by its (director) Sri hereinafter referred to as the "SERVICE PROVIDER" on the other part;

WHEREAS the Bank having agreed to engage the service provider for rendering Housekeeping and Facility Management services at Head Office, Punjab and Sind Bank, 21 Rajendra Place, New Delhi - 110008, who agrees to provide the services, as per the specifications/requirements and the terms and conditions finalized between the service provider and the Bank,

NOW THIS AGREEMENT WITNESSETH as follows:

1. In this agreement words and expression shall have the same meanings as are respectively assigned to them in the conditions of contract hereinafter referred to.
2. The following documents not inconsistent with these presents shall be deemed to form and be read and construed as part of this agreement viz;
 - 1.1 The tender document with all Annexures and Commercial Bids
 - 1.2 The Tender, Letter of Acceptance, Letters from & to the Service provider, if any, leading to and prior to acceptance letter.
 - 1.3 Scope of work, Term and Conditions of the Tender.
 - 1.4 Minutes of pre-bid meeting, if any.
 - 1.5 The details submitted in technical bid and such other documents.

In consideration of the payments to be made by the Bank to the Service Provider, the Service Provider hereby covenants and agrees with the Bank to render the service in conformity with and subject to all terms and conditions/rules as mentioned in the General Conditions as also in the aforesaid documents which shall form part of this agreement.

In witness whereof the parties hereto have here unto set their respective hands and seals the day and year first above written.

Signed, sealed and delivered by the said service provider, _____ to
..... (Name of the Bank) _____ in the presence of:

Signature of Service provider (with seal)

Signature of Authorized representative of the Bank / Accepting Authority.

Witness (Signature, Name & Address):

- 1).
- 2).



ANNEXURE L

DEED OF INDEMNITY

This Deed of Indemnity executed at Delhi on the _____ day of _____ by _____ (hereinafter referred to as “**the Obligor**” which expression shall unless it be repugnant to the context, subject or meaning thereof, shall be deemed to mean and include successors and permitted assigns);

IN FAVOUR OF PUNJAB & SIND BANK, a body Corporate constituted under the Banking Companies (Acquisition and Transfer of Undertaking) Act of 1980 having its Head Office at 21, Rajendra Place, New Delhi - 110008 (hereinafter referred to as “Punjab & Sind Bank” which expression shall, unless it be repugnant to the subject or context or meaning thereof, be deemed to mean and include its successors and assigns)

WHEREAS Punjab & Sind Bank vide its Tender No [-----] dated [-----] (Tender) had invited Bids from the eligible Bidders for Rendering Housekeeping and Facility Management Services in Punjab & Sind Bank, Head Office at 21, Rajendra Place, New Delhi - 110008.

WHEREAS

- 1) The Obligor has
 - a) offered to Punjab & Sind Bank the service(s) as stated under Scope of Work of Tender;
 - b) represented and warranted that it has all permissions, consents, approvals and license from all authorities, both regulatory / statutory and non-regulatory, for executing the services as stated in the Contract dated...../Tender;
 - c) represented and warranted that the aforesaid services offered to Punjab & Sind Bank do not violate any provisions of the applicable laws, regulations or guidelines. In case there is any violation of any law, rules or regulation, which is capable of being remedied the same will be got remedied immediately during the implementation, maintenance and contract period to the satisfaction of Punjab & Sind Bank;
 - d) represented and warranted that they are authorized and legally eligible and otherwise entitled and competent to enter into such Contract with Punjab & Sind Bank;
- 2) Punjab & Sind Bank, relying and based on the aforesaid representations and warranties of the Obligor, has agreed to avail the services from the Obligor on the terms and conditions contained in its Contract dated _____ (**the Contract**) with the Obligor;
- 3) One of the conditions of the aforesaid Contract/Tender is that the Obligor is required to furnish an indemnity in favour of Punjab & Sind Bank indemnifying the latter against any loss, damages or claims arising out of any violations of the applicable laws, regulations, guidelines during the execution and rendering/delivery of service(s) to Punjab & Sind Bank and/or due to breach of terms and conditions of the Contract by the Obligor and/or on account of misconduct, omission or negligence or otherwise by the Obligor.
- 4) In pursuance thereof, the Obligor has agreed to furnish an indemnity in the form and manner



and to the satisfaction of Punjab & Sind Bank as hereinafter appearing;

NOW THIS DEED WITNESSETH AS UNDER: -

The words and expressions not specifically defined shall have the same meanings as are respectively assigned to them in the Tender/the Contract.

In consideration of Punjab & Sind Bank having agreed to award the Contract to the Obligor, the Obligor hereby unconditionally, absolutely and irrevocably agree and undertake that: -

- 1) the Obligor shall, at all times hereinafter, save and keep harmless and indemnified Punjab & Sind Bank, including its respective directors, officers, employees, agents and representatives and keep them indemnified from and against any claim, costs, charges, damages, demand, losses, liabilities or expenses of any nature and kind whatsoever and by whomsoever made in respect of the Contract and any loss or damage caused from and against all suits and other actions that may be instituted taken or preferred against Punjab & Sind Bank by whomsoever and all losses, damages, costs, charges and expenses that Punjab & Sind Bank may incur by reason of any claim made by any claimant for any reason whatsoever or by anybody claiming under them or otherwise for any losses, damages or claims arising out of all kinds of accidents, destruction, deliberate or otherwise, direct or indirect, from those arising out of violation of applicable laws and also from the environmental damages, if any, which may occur or result from the terms of the Contract.
- 2) The Obligor further agrees and undertakes that the Obligor shall, ensure that all the permissions, authorizations, consents and licenses are obtained and renewed from the local and/or municipal and/or governmental authorities, as may be required under the applicable laws, rules, regulations, guidelines, orders framed or issued by any appropriate authorities.
- 3) If any additional approval, consent or permission is required by the Obligor to execute and perform the Contract during the currency of the Contract, it shall procure the same and/or comply with the conditions stipulated by the concerned authorities without any delay.
- 4) The obligations of the Obligor herein are irrevocable, absolute and unconditional, in each case irrespective of the value, genuineness, validity, regularity or enforceability of the aforesaid Contract or other agreement, or the insolvency, bankruptcy, reorganization, dissolution, liquidation or change in ownership of Punjab & Sind Bank or Obligor or any other circumstance whatsoever which might otherwise constitute a discharge or defence of an indemnifier.
- 5) The obligations of the Obligor under this deed shall not be affected by any act, omission, matter or thing which, would reduce, release or prejudice the Obligor from any of the indemnified obligations under this indemnity or prejudice or diminish the indemnified obligations in whole or in part, including in law, equity or contract (whether or not known to it or to Punjab & Sind Bank).
- 6) This indemnity shall survive the Contract.
- 7) Any notice, request or other communication to be given or made under this indemnity shall be in writing addressed to either party at the address stated in the Contract and/or as stated above.
- 8) This indemnity and other non-contractual obligations arising out of this indemnity, shall be



governed by, and construed in accordance with, the laws of India. The Obligor irrevocably and unconditionally agrees that any legal action, suit or proceedings arising out of or relating to this indemnity may be brought in the Courts/Tribunals at **Delhi**. Final judgment against the Obligor in any such action, suit or proceeding shall be conclusive and may be enforced in any other jurisdiction, by suit on the judgment, a certified copy of which shall be conclusive evidence of the judgment, or in any other manner provided by law. By the execution of this indemnity, the Obligor irrevocably submits to the exclusive jurisdiction of such Court/Tribunal in any such action, suit or proceeding.

- 9) Punjab & Sind Bank may assign or transfer all or any part of its interest herein to any other person. Obligor shall not assign or transfer any of its rights or obligations under this indemnity, except with the prior written consent of Punjab & Sind Bank.

IN WITNESS WHEREOF the Obligor has signed these presents on the day, month and year first above written.

Signed, sealed and delivered by the said service provider, _____ to
..... (Name of the Bank) _____



ANNEXURE M
COMMERCIAL BID

The bidder should quote rates for housekeeping services as per details given below:-

Description	Supervisor
Minimum Wages (as per the present rates fixed by Govt. of NCT, Delhi)	
PF@	
ESI@	
Bonus@	
Uniform Allowance	
Grand Total Wages (A)	

Description	Licensed Fireman/Licensed Electrician
Minimum Wages (as per the present rates fixed by Govt. of NCT, Delhi)	
PF@	
ESI@	
Bonus@	
Uniform Allowance	
Grand Total Wages (B)	

Description	Plumber/Carpenter/Helper for Electrician
Minimum Wages (as per the present rates fixed by Govt. of NCT, Delhi)	
PF@	
ESI@	
Bonus@	
Uniform Allowance	
Grand Total Wages (C)	

Description	Housekeeping Staff/Pantry Boy
Minimum Wages (as per the present rates fixed by Govt. of NCT, Delhi)	
PF@	
ESI@	
Bonus@	
Uniform Allowance	
Grand Total Wages (D)	



TOTAL COST OFFER

Grand Total (A) * 1	
Grand Total (B)* 2	
Grand Total (C)* 3	
Grand Total (D)* 11	
Charges for Consumables	
Charges for Pest & Rodent Control including disinfestations/deratting /Anti termite/Fogging treatment work	
Charges for providing Green plants	
TOTAL (in figures)	
TOTAL (in words)	
Agency charges	
Service Tax + any other taxes or GST	
Any other charges	
GRAND TOTAL COST OFFER PER MONTH (in figures)	
GRAND TOTAL COST OFFER PER MONTH (in words)	

Kindly note the following:

1. The vendors have to submit the above mentioned charges as per the above mentioned format only for the Minimum Staff strength required, Consumables and Tools/Machineries as mentioned in the tender. No other format will be accepted in this regard.
2. The vendor should submit the financial bid in sealed envelopes along with the technical bid and the opening of the commercial bid will be notified accordingly
3. The bank reserves the right to reject any or all bids without assigning any reason.
4. Rates quoted will be for a fixed area of 52,000 square feet of BUA) and will not be subject to joint measurement for any claim for variation.
5. The above rates are quoted considering the Minimum Wages payable to personnel as per Central Labour Wages Act and increase in wages during the contract period. The rates quoted are all inclusive of aforesaid minimum wages, all types of services and their frequencies indicated in scope of work of technical bid, cost of Chemicals/Cleaning materials, Equipments, VAT,Service tax/GST, Education Cess and any other applicable taxes or GST for the contract.

Signature of the Bidder with Seal