

INDIAN BANK(e-AB)

Kolkata Main Office: 2, N.S Road, Kolkata

NOTICE INVITING TENDER

**WORK : TENDER DOCUMENT FOR ENGAGEMENT OF OUTSOURCING
AGENCIES FOR PROVIDING HOUSEKEEPING & MAINTENANCE SERVICES
IN BANK'S BUILDING AT 14, INDIA EXCHANGE PLACE ,KOLKATA-01, FOR THE YEAR
2020-2021**

Sealed tenders in two bids system are invited from the service provider Agencies/ Firms having valid Registration Certificate, including registration with the Regional Labour Commissioner, EPF Registration, ESI Registration, Service Tax Registration, and PAN, and having similar line of business for more than 3 years towards out-sourcing of cleaning services in office buildings in Kolkata/Howrah. The service providers should have local offices at Kolkata to ensure satisfactory fulfillment of contractual obligations.

The Service Provider Agencies / Firms having good track record, manpower capacity and relevant experience are eligible to apply. They should produce satisfactory work completion certificate of appropriate value of work and a certificate showing annual turnover for a minimum of two preceding years for not less than 50% of the estimated cost of the present contract.

Full details and tender documents are available on Bank's website: www.indianbank.in or may be collected from Bank's Premises Department, Kolkata Main Office. Dully filled in tenders should be submitted as per following schedule:

1	Issue of tender document	From 29.10.2020 to 13.11.2020
2	Earnest Money	Rs.25,000 by Demand Draft / IOI favoring INDIAN BANK payable at Kolkata.
3	Last date for Submission of Tender (Part I + Part II)	On or before 13.11.2020 up to 03.00 PM
4	Opening of Tender (Part I)	On 13.11.2020 at 04.30 PM
5	Opening of Tender(Part II)	Will be informed separately by the Bank.
6	Prerequisites	Documentary evidence in support of GSTIN (If applicable), EPF, ESI and experience has to be submitted along with Part-I (Technical Bid) in one sealed envelope. Providing supporting documents of GST & PAN is a must. Part-II (Price Bid) is to be submitted in a separate sealed envelope.
7	Period of contract	The contract will be valid for a minimum period of one year . However, If services are found not satisfactory, the contract may be terminated by the Bank giving one month notice.

The Bank will not be bound to accept the lowest tender and reserve the right to accept or reject any or all the tender without assigning any reason whatsoever. Late/ delayed tender shall not be accepted after due date and time of submission of tender.

(Assistant General Manager)

INDIAN BANK

Kolkata Main Office, 2.N.S.Road, Kolkata-01

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FOR THE YEAR 2020-2021**

INSTRUCTION TO THE BIDDER

1. The tenders should be submitted in two sealed covers.
 - (A) The first sealed cover should be superscribed "Technical Bid" and should contain
 - I. The Perform Annexure-I duly filled in.
 - II. Agency profile including previous experience of manpower supply to Government / Semi Government / autonomous agencies.
 - III. Acceptance of terms and conditions there under.
 - IV. Demand Draft for Earnest Money Deposit.
 - V. All other required documents.
 - (B) The second sealed envelope superscribed 'Financial Bid' should contain only rates which are to be quoted on monthly basis (Annexure-II).
 - (C) Both the sealed covers should be placed in the main sealed envelope superscribed 'Tender for Outsourcing Cleaning Services'. This should be addressed to The Assistant General Manager, Indian Bank (e-AB), Premises Department 2 N.S.Road, Kolkata 700001 and sent by post or hand delivered latest by 3.00 P.M. of 13.11. 2020 and Technical bid shall be opened on the same day at 4.30 PM in presence of the tenderers or their authorized representatives. In the event of office, being closed on the last date of receipt or opening of bid as specified, the bid will be received / opened on the next working day at the same time and venue.
2. Tenders received after, the due date and time will be summarily rejected. Incomplete and conditional tenders shall not be accepted.
3. Bank will assess the ability of the agencies to render the requisite services based on its past record, profile and on such other criteria as mentioned in tender document and only those full filling qualification criteria will be eligible for opening of financial bid.
4. The bidders are required to submit EMD along-with the attested copies of valid Registration Certificate, EPF Registration, ESI Registration, Pan-Card and up-to date GST return along-with the bid documents, failing which the tender shall be declared as non-responsive and thus liable for rejection.
5. Submission of more than one tender by a tenderer for a particular work will render the bid liable for rejection.
6. The bidders may assess about the nature and quantum of work before quoting their rate.

7. The rates for different category of manpower that may be required for the proposed services shall not be less than the rates of minimum wages prescribed by the Government from time to time under contract Labour (R&A) Act-1970 and the Minimum Wages Act 1948.
8. The supervision charges, rate of wages, statutory dues and other allowances etc. under the labour law and other laws payable by the employer (the bidder) should be indicated in detail as per the enclosed (Annexure-II)
9. The bidders are required to quote their rates both in words and figures and put their signature; they should also sign on any overwriting or any correction made in the tendered rate.
10. The bidders while submitting tender shall furnish an affidavit along with the tender about the authenticity of the tender document including EMD. Conditional tenders will not be accepted under any circumstances by the authority. EMD deposit of unsuccessful bidders will be refunded within 60 days after finalization of Tender without interest.
11. The Bank Draft/ Bankers Cheque produced in relation to this tender should be drawn on any Scheduled Bank in favour of the "INDIAN BANK ", payable in Kolkata. The authority reserves the right to reject any or all the tenders without assigning any reason thereof.

12. RIGHT TO ACCEPTANCE OR REJECTION OF TENDERS:

A. The tender is liable to be rejected inter-alia:

- a) If it is not in conformity with the instructions mentioned in the tender paper.
- b) If it is not properly signed by the bidder.
- c) If it is received after the expiry of the due date and time.
- d) If it is not accompanied by the requisite EMD and proper documents.
- e) If list of manpower available with the firm with qualification not submitted along with the tender papers.
- f) If technical bid & financial bid not submitted in two separate envelops.

B. This office reserves the right to:

- a) Accept / Reject any of the tender in full or part thereof.
- b) Revise the requirement at the time of placing the order.
- c) Add, modifies, relax or waive any of the conditions stipulated in the tender specifications, wherever deemed necessary.
- d) Reject any or all the tenders in part or full without assigning any reason thereof.

13. SCOPE OF WORK: To provide Cleaning services in the Indian Bank Office Building at 14, IEP Building, Kolkata. Cleaning and maintenance staff should be available & present as per direction of the Bank. Details of the job work are as under:

1. To maintain cleanliness of all rooms/Halls, library, bathrooms, toilets, wash basins, corridors, staircase, etc. of Indian Bank Office building.
2. Daily cleaning/dusting of writing tables, working tables, chairs, telephones, computers office cubicles, photocopier machines, fax machine, printers etc.
3. Daily cleaning of window panes.
4. Periodic cleaning of ceilings to remove cobwebs.
5. Moving of articles like tables, chairs, almirahs, display boards, etc. as and when such shifting is necessary.
6. Keeping the drains around the building & roof clean and clear from choking.
7. Maintain cleanliness around the building

TERMS AND CONDITIONS:-

1. General Terms:

Contractors are advised to visit the site and thoroughly understand the nature and scope of the works and be familiar with the site conditions before quoting.

- i) The manpower will have to be supplied by the agency with immediate effect from award of contract.
- ii) All services shall be performed by persons qualified and skilled in performing such services as per the eligibility criteria indicated for each category. All consumable, detergents, chemicals, like (Naphthalene ball, Room freshener, mosquito/insect repellent, liquid soap, Colin, phenyl) equipments, machineries etc. shall be provided by Bank.
- iii) The persons supplied by the Agency should not have any Police records/criminal cases against them. The Agency should make adequate enquiries about the character and antecedents of the persons whom they are recommending. The character and antecedents of persons will be verified by the Service Provider before their deployment through local police, collecting proofs of residence, driving license, bank account details, previous work experience and recent photograph and a certification to this effect submitted to this office. The service provider will also ensure that the personnel deployed are medically fit. The Service Provider shall withdraw such employees who are not found suitable by the office for any reasons immediately on receipt of such a request.
- iv) There is no Master and Servant relationship between the employees of the service provider and this office and further that the said person of the service provider shall not claim any absorption in this office or the Government of India.
- v) The service provider's person shall not claim any benefit/compensation/absorption/regularization of services from/in this office under the provision of Industrial Disputes Act., 1947 or Contract Labor (Regulation & Abolition) Act, 1970. Undertaking from the persons to this effect shall be submitted by the service provider to this office.
- vi) The service provider's personnel should be polite, cordial, positive and efficient, while handling the assigned work. The service provider shall be responsible for any act of indiscipline on the part of persons deployed by him. The agency shall be bound to prohibit and prevent any of their employees from being intoxicated while on duty, trespassing or acting in any detrimental or prejudicial to the interest of this office. The decision of the officer In charge upon any matter arising under the clause shall be final and binding on the agency.
- vii) That the persons engaged shall not be below the age of 18 years.
- viii) The transportation, food, medical and other statutory requirements in respect of each personnel of the service provider shall be the responsibility of the service provider.
- ix) The agency will require providing particulars of EPF, ESI of its employees engaged in this office every month. The Agency will comply all statutory provisions of law, rules and regulations of Act and keep this office informed about any amendment in the law from time to time.
- x) The service provider will submit the bill in triplicate to Indian Bank (e-AB), Kolkata Main Office, 14, India Exchange Place, Kolkata-01 in respect of a particular month in the first week of the next month.
- xi) No wage/remuneration will be paid to deployed persons for the days of absence from duty.**
- xii) The service provider shall provide a substitute well in advance, if there is any probability of the person leaving the job due to his/her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the service provider.
- xiii) This office shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the service provider.

- xiv) This office will maintain an attendance register in respect of the staff deployed by the agency on the basis of which wages/remuneration will be decided in respect of the staff at the approved rates.
- xv) The service provider shall not assign, transfer, pledge or sub contract the performance of services without the prior written consent of this office.
- xvi) In the event, if any dispute arises touching any of the clauses of the agreement, the matter will be referred to the Bank, whose decision shall be binding on both the parties.
- xvii) The bidders shall have to obtain the required license from the licensing authority of respective Department/Circle/Division/Other units before deployment of personnel in this office.
- xviii) This office reserves the right to decrease numbers of persons of any category, at any point of time as per requirement of the Bank.**
- xix) This office reserves the right to reject any or all the tenders without assigning any reason whatsoever and the decision of the management shall be final and binding on all the bidders.

NB. 1. EPF and ESI contribution to be paid for personnel employed by tenderer shall be responsibility of tenderer.

2. Eligibility criteria :

- i. The agency should have **at least THREE years of experience in the field & should have 2 or 3 references where they have done the work.** The agency should have successfully executed **minimum one similar contract of Housekeeping & Maintenance of value not less than Rs.17,60,000/- per year or two works of Rs.11,00,000/- per year or three works of Rs.8,80,000/- per year in Government, Public sector undertaking, Banks & reputed organizations during last three years.** The agency should furnish the list of currently serving clients and those serviced in the past.
- ii. The technical bid should contain solvency certificate from Bank where the contractor is having an account for a minimum amount of Rs. 6.60 lacs. The solvency certificate should be issued on Bank's Letter Head.
- iii. The contractor should submit Income Tax return for last three financial years.

3. Duration of the contract:

The contract will be valid for a period of **twelve months**. Thereafter reviewing the performance for the first twelve months, the contract may be extended further. If however, services are found not satisfactory during the contract period, the contract may be terminated by the Bank giving one month notice.

I have read and understood all the instructions/conditions given above and I have taken into account the above instructions/conditions while quoting the rates.

Date:

(Signature of the Tenderer with Seal)

ANNEXURE- 'I'

PROFORMA FOR TECHNICAL BID

Sl.No.	Particulars	To be filled in by the tenderer
1.	Name of the Agency	
2.	Details of EMD	
	(i)Amount	
	(ii)Draft No.	
	(iii) Date	
	(iv)Issuing Bank	
3.	Date of establishment of the agency	
4.	Detailed office address of the Agency with Office Telephone Number, Fax Number and Mobile	
5.	Whether registered with and holding license from all concerned Government Authorities including registration under Contract Labour (Regulation & Abolition) act 1970. (Copies of all certificates of registration to be enclosed.)	
6.	PAN/TAN Number(copy to be enclosed)	
7.	GSTIN No. (copy to be enclosed)	
8.	Labour License Number (copy to be enclosed)	
9.	Service Tax Registration Number (copy to be enclosed)	
10.	EPF Registration Number (copy to be enclosed)	
11.	ESI Registration Number (copy to be enclosed)	

12.	Whether the firm is blacklisted by any Government Department or any criminal case is registered against the firm or its owner/partners anywhere in India. (If no, a certificate is to attached in this regard.)	
13.	Length of experience in the field	
14.	Experience in dealing with Govt. Departments (Indicate the names of the Departments and years of dealing with those Departments and attach copies of contracts orders placed on the agency.)	
15.	Whether a copy of the terms and conditions (Annexure-I), duly signed, in token of acceptance of the same, is	
16.	Whether agency profile is attached?	
17.	List of other clients	

Date:

Address & Contact No -

(Signature of tenderer with seal)

ANNEXURE- II

FINANCIAL BID

Sl. No	Description	Numbers	Labour charges (Rs.) (as per minimum wages)	Amount (in Rs.)
1.	Unskilled Labour	8		
2.	Semi Skilled Labour (1-Plumber)	1		
3.	Skilled Labour (1-Supervisor)	1		
4.	Total			
5.	Service Charge @ %			
6.	GST @ %			
7.	Total amount			

Date:

Address & Contact No -

(Signature of tenderer with seal)