

INDIAN BANK

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

NOTICE INVITING TENDER

**WORK : TENDER DOCUMENT FOR ENGAGEMENT OF OUTSOURCING AGENCY
FOR MAINTENANCE OF TELEPHONE / INTERCOM SYSTEMS/SERVICES, IN
BANK'S BUILDING AT 14, INDIA EXCHANGE PLACE AND RESIDENTIAL
COMPLEXES AT KOLKATA FOR THE YEAR 2020-2021**

Sealed tenders in two bids system are invited from authorized service providers Agencies/Firms towards out-sourcing services in Bank's 14 India Exchange Place & residential complexes at Kolkata. 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, 2 N S Road, Kolkata-01. 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.10,000/- 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 04.00 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. 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.

Date:

(Assistant General Manager)

INDIAN BANK

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

**WORK : TENDER DOCUMENT FOR ENGAGEMENT OF OUTSOURCING AGENCY
FOR MAINTENANCE OF TELEPHONE / INTERCOM SYSTEMS/SERVICES, IN
BANK'S BUILDING AT 14, INDIA EXCHANGE PLACE AND RESIDENTIAL
COMPLEXES AT KOLKATA FOR THE YEAR 2020-2021**

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 true should be got clarified before quoting. The rate for Common space included in BOQ should be quoted after visiting each and every Premise.

- 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 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, 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 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. **SCOPE OF WORK:** To provide maintenance of telephone / intercom systems/services, in Indian Bank office building at 14, india exchange place & residential complexes at kolkata. Details of the job work are as under:

1. Preventive maintenance of telephone / intercom systems/services, at 14, I E P Building and residential complexes of Bank's various building at Kolkata.
2. Checking the performance of all intercom lines connectivity installed at 14, I E P Building and residential complexes of Bank's various building at Kolkata.
3. Any other problem related to replacement of wires & other accessories related to Epabx machine (material will be provided by the Bank).
4. The scope of work also covers to attending the failure of Intercom lines, landline with Broad Band connectivity etc.
5. Period of maintenance services shall be rendered normally during working hours.
6. Any other Telecom work, if necessary, but not mentioned above.
7. Ensure timely payment of telephone bills.
8. Maintaing records for payment of bills.

1. 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 maintenance of telephone / intercom systems/services of value not less than **Rs.4,80,000/- per year or two works of Rs.3,00,000/- per year or three works of Rs.2,40,000/-** 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 for a minimum **1.80 Lacs** from Bank where the contractor is having an account. The solvency certificate should be issued on Bank's Letter Head.
- iii. The contractor should submit Income Tax return for last three financial years.

2. Duration of the contract:

The contract will be valid for a period of **twelve months**. Thereafter reviewing the satisfactory performance for the first twelve months, the contract may be extended further. If services are not found satisfactory, 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.

(Signature of the Tenderer with Seal)

PROFORMA FOR TECHNICAL BID

S.N.	Particulars	To be filled in by the tenderer
3.	Name of the Agency	
4.	Details of EMD	
	(i) Amount	
	(ii) Draft No.	
	(iii) Date	
	(iv) Issuing Bank	
5.	Date of establishment of the agency	
6.	Detailed office address of the Agency with Office Telephone Number, Fax Number and Mobile	
7.	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.)	
8.	PAN/TAN Number(copy to be enclosed)	
9.	GSTIN No.(Copy to be enclosed)	
10.	Labour License Number (copy to be enclosed)	
11.	Service Tax Registration Number (copy to be enclosed)	
12.	EPF Registration Number (copy to be enclosed)	
13.	ESI Registration Number (copy to be enclosed)	
14.	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.)	
15.	Length of experience in the field	

16.	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.)	
17.	Whether a copy of the terms and conditions (Annexure-I), duly signed, in token of acceptance of the same, is attached.	
18.	Whether agency profile is attached?	
19.	List of other clients	

Date:

Name and Signature of Tenderer with Seal

Annexure- II

FINANCIAL BID

Sl. No.	Description	Number	Labour charges(Rs.) (as per minimum wages)	Amount (in Rs.)
1.	Skilled Worker	2		
2.			Total	
3.			Service Charge @%	
4.			GST@.....%	
5.			Total amount	

Date:

Address & Contact No -

(Signature of tenderer with seal)