



**PREMISES & ESTATE SECTION,
CIRCLE OFFICE, KOLKATA,
NO. 21, CAMAC STREET, 700 016.**

**TENDER DOCUMENT
FOR
HOUSEKEEPING
&
GENERAL CLEANING
WORKS**

IMPORTANT

PART-I : To be submitted in a separate sealed cover along with EMD & Application fee

PART-II : To be submitted in a separate sealed cover

**And Part-I and Part-II sealed covers to be put in outer envelope and superscribing the
name of work and name and address of the tenderer**





PREMISES & ESTATE SECTION, CIRCLE OFFICE,
21, CAMAC STREET, KOLKATA 700 016.

TEL: 033 – 22831501/22831524

PART - A
TECHNICAL AND COMMERCIAL BID

NOTICE INVITING TENDER	DATE OF TENDER - 21.03.2022
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Sealed tenders on item rate basis are invited from **pre-qualified Contractors** FOR HOUSEKEEPING AND GENERAL CLEANING WORKS AT VARIOUS OFFICES UNDER CANARA BANK CIRCLE OFFICE, KOLKATA - 700 016 for three years period. Tender Documents may be downloaded from our Bank Website www.canarabank.com.

Earnest Money	:	Rs. 20,000/- (Rupees Twenty Thousand only) by crossed demand draft payable at KOLKATA in favour of 'CANARA BANK PREM SEC CO KOL'. However, those who have exemption certificate from NSIC/Similar Government authorities as per provision of MSME Act will be exempted from submission of EMD subject to the submission of valid document/certificate to that effect.
Application fees (non refundable)	:	Rs. 500/- (Five hundred only) by crossed demand draft payable at KOLKATA in favour of 'CANARA BANK PREM SEC CO KOL' and the same should be submitted along with Technical Bid. The application cost <u>will not be refunded</u> at any circumstances.
Last date & time of submission of tender	:	On or before 03.00 PM, 20.04.2022 as per instructions in the tender documents
Pre bid meeting	:	11.04.2022 at 3.00 PM, at Premises & Estate Section, 5 th floor, 21 Camac Street, Kolkata - 700 016.
Place of Submission and opening of Bids	:	Canara Bank, Premises & Estate Section, Circle office, 5 th floor, No.21, Camac Street, Kolkata, 700 016.
Time and date of opening of Technical bid	:	03.30 PM on 20.04.2022
Components of Tender	:	Part A - NIT Part B - General Rules & Instructions to tenderer Part C - Eligibility criteria for shortlisting Part D - General Conditions of Contract Part E - Details of the Building and Requirements Part F - Scope of works Schedule A, Annexure A, & B , Technical Questionare Part G - List of Approved Consumables Part II - Price bid



NOTE:

1. PART-I : TECHNICAL BID- To be submitted in a separate sealed cover along with EMD & Application fee.
2. PART-II : PRICE BID - To be submitted in a separate sealed cover.
3. And Part-I and Part-II sealed covers to be put in outer envelope and superscribing the name of work and name and address of the tenderer.
4. The Tenderer shall return the duly filled in Tender document after affixing signature on all pages.

TENDER DOCUMENT ISSUED TO: _____

PART B - GENERAL RULES AND INSTRUCTIONS TO THE TENDERER

1. Sealed Tenders for the works as per the Scope of Works detailed in PART E are hereby invited from eligible Contractors as per the eligibility criteria of this tender (PART C).
2. Tenders should be addressed to the Senior Manager, Premises & Estate Section, Circle office, No.21, Camac Street, KOLKATA to be submitted in a sealed cover along with EMD and superscribing the name of work and name and address of the Tenderer.
3. The sealed tenders will be received by the Senior Manager, Premises & Estate Section, Circle office, No.21, Camac Street, KOLKATA on or before the last date and time of submission specified in NIT.
4. The Technical bid will be opened at Canara Bank, Premises & Estate Section, Circle office, No.21, Camac Street, KOLKATA on 20.04.2022 at 03.30 pm.
5. The local address of the Contractors, the name of the person to whom all the correspondence are to be addressed should be indicated, with telephone number (both office and residence), mobile and fax numbers and email.
6. All entries in tender documents should be in one ink. Eraser and over writing are not permitted. All cancellation and insertion should be duly signed by tenderer concerned with proper indication of the name designation and address of the person signing.
7. Tenderers shall fill in all the required particulars in the blank space provided for this purpose in the tender documents and also sign in each and every page of the tender document before submitting tender.
8. The rate should be quoted in figures as well as in words in Indian Currency only.
9. In case the rate quoted in figures differs from those quoted in words, the rates quoted in words will be taken as the tendered rate and shall be binding on the tenderer.



10. In quoting rates, the tenderers are advised to take into account all factors including fluctuations in market rates. No claim for enhanced rates will be entertained on this account after acceptance of the tender or during the currency of the contract.
11. The rate to be quoted by the tenderer shall be firm and shall cover and include wages to the labourers, supervisors, equipments deployed, contractors profit, transportation charges and all statutory levies, taxes such as "excise duty, PF, ESI but excluding GST arising from Act passed by Parliament or State Legislature and rules framed there-under. The rates shall be quoted on the format as per Part-II. The rates quoted for the three years should include rate fluctuations as per minimum wages act, PF, ESI and other statutory deductions as per Govt. guidelines. Tenders with absurd rates will be straightway rejected.
12. The tenderer shall note that no claim for enhancement of rates, on the ground that cost of materials, labour has increased, existing statutory levies have been increased, after tender, or in any other ground, will be entertained on any account.
13. The rate quoted in the tender shall remain valid for a period of 'THREE MONTHS' from the date of opening tender, for acceptance by Bank. The quoted rates shall be firm for the contract period and no escalation in rates are payable on any grounds.
14. Before tendering, the tenderers are advised to inspect the site of work and its environments and be well acquainted with the actual working and other prevailing conditions. The tenderer should specifically note that it is tenderers responsibility to provide all items which are not specifically mentioned in the scope of works, but which are necessary to complete the subject services.
15. The bank will not be bound to accept the lowest tender and reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever.
16. No employee of Canara Bank shall be engaged by the contractor during the course of carrying out the works.
17. The tenderer shall deposit a sum of Rs. 20,000/- Earnest Money Deposit and a sum of Rs. 500/- Application fee (non-refundable) along with the tender document. EMD (Earnest Money Deposit) & Application fee shall be in the form of demand draft from any nationalized bank or from a scheduled bank drawn in favour of CANARA BANK, PREM SEC CO KOL.
18. The contractor has to maintain an attendance register of the persons employed and the same will be inspected daily by the Bank's Officer-in-charge.
19. If any of the labour employed by the contractor is found to be under performing or any misbehavior is found / reported while on duty, Bank reserves the right to ask for a suitable substitute.



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20. No alterations or additions are to be made by the Contractors to the tender document. Violation of this instruction will attract rejection of the tender at the discretion of the Bank.
21. Tender shall be quoted on prescribed Form only and quoting in any other form will be rejected. All rates shall be quoted on the proper form of the tender alone. Quoted rates and units different from prescribed in the tender schedule will be liable for rejection.
22. If any tenderer withdraws his tender before the said period or makes any modifications in the terms and conditions of the tender which are not acceptable to the Bank, then the Bank shall, without prejudice to any other right or remedy, be at liberty to forfeit full value of the EMD as aforesaid.
23. All the parts of this tender documents i.e. Tender Notice, Eligibility Criteria, General rules and Instructions to tenderers, offer letter, General conditions of contract, Annexures, technical specifications shall form a part of the contract document.
24. The EMD of unsuccessful tenderers shall be returned within 15 days after award of work.
25. The EMD of successful tenderers shall be returned within 15 days after submission of Performance Guarantee.
26. The cost of Tender document is Rs. 500/- (non refundable). The tender will be available at our banks website (www.canarabank.com). DD of Rs. 500.00 (Rupees Five hundred only) in favour of 'CANARA BANK PREM SEC CO KOL' payable at Kolkata has to be submitted along with the tender documents. **Note: Tenders without application fee of Rs. 500/- will be rejected and will not qualify for financial bid.**
27. No union formation is allowed.
28. The Technical bid shall be submitted in sealed cover subscribing "TECHNICAL BID FOR HOUSEKEEPING & GENERAL CLEANING WORKS AT VARIOUS OFFICES UNDER CIRCLE OFFICE, KOLKATA WITH EMD & APPLICATION FEE".
29. The Financial bid shall be submitted in sealed cover subscribing "FINANCIAL BID FOR HOUSEKEEPING & GENERAL CLEANING WORKS AT VARIOUS OFFICES UNDER CIRCLE OFFICE, KOLKATA"

DEPUTY GENERAL MANAGER,
CANARA BANK, P&E SECTION,
CIRCLE OFFICE, KOLKATA.



PART C - ELIGIBILITY CRITERIA FOR SHORTLISTING

NOTE: PLEASE SUBMIT PROOF OF THE ELIGIBILITY CRITERIA AS PER SERIAL NO.

1. Minimum 3 years of experience as on 31.03.2022 in offering complete building upkeep and housekeeping to reputed organizations/MNCs, banks, Institutions, Commercial establishments on annual contract basis. (Copy of work order to be attached)
2. The Agency should submit copy of either one valid contract of Rs. 15.00 lakhs, two valid contract of Rs. 9.00 lacs or three valid contract of Rs. 7.50 lacs for similar work in last 3 year.
3. The average annual turnover of the Agency should be atleast Rs. 10.00 lacs in the last three accounting years ending 31.03.2022. Proof of which shall be submitted by way of IT returns, Audited Balance Sheet or Auditor's Certificate.
4. The Agency should have valid GST registration number, PAN number, PF registration Number, ESI registration Number & all necessary permission from the competent authority to undertake such type of works and copy of the same is to be attached.
5. Applicant should have an established office at Kolkata with required manpower at **KOLKATA** as on date and a proof has to be submitted for the same.
6. The agency/firm should submit a declaration in their letter head that they are not blacklisted by any organization/institution.

The evaluation will also involve inspection of works, buildings/projects under their maintenance upkeep, discussion with the Agency and feedbacks from the clients. The Agency may also be required to furnish additional information, if any, to ensure clarity on deliverables.

Applicants are advised to furnish complete details/information about their qualifications, past experience and expertise. Complete documentary proof with respect to the details furnished in the application form regarding eligibility criteria shall be furnished along with the application form as per serial no mentioned above. In this regard, **copies of the work order and completion certificate** and or such documents shall be submitted. **Tender documents which do not contain the above details/documents are liable to be summarily rejected without any reference to the tenderers. As such tenderers are advised to submit the required documents/information in the first instance itself.** Intending tenderers should furnish the details about their tenderer as per the pro-forma provided in the "Schedule A".

SIGNATURE OF THE TENDERER WITH SEAL



PART D - GENERAL CONDITIONS OF THE CONTRACT

DEFINITIONS:

BANK shall means "Canara Bank" Circle Office, Kolkata or its authorized representatives.

CONTRACTOR shall means the successful tenderer to whom the work is awarded.

SITE means VARIOUS OFFICES UNDER CANARA BANK, CIRCLE OFFICE, KOLKATA - 16.

CONTRACT means this "NIT" (Notice Inviting Tender) and its components.

1. SECURITY DEPOSIT:

1.1. The successful bidder should submit a Security Deposit amounting to 2% of the tendered cost within **fifteen days** from the date of acceptance of the tender for due performance of the Contract.

1.2. The Security Deposit shall be by way of Performance Bank Guarantee/DD issued by a Scheduled Bank in India other than Canara Bank.

1.3. The Performance Bank Guarantee should be valid for 36 months from the date of commencement of contract. The guarantee should also contain a claim period of three months from the last date of validity.

1.4. The Performance bank guarantee/Security deposit will be returned to the bidder within 15 days after completion of Contract period subject to satisfactory performance and on the contractor rendering a No Demand and No Due Certificate, and after adjusting any sums due to Canara Bank from the contractor.

1.5. The Bank shall invoke the Performance Bank guarantee before the expiry of validity, if the successful bidder breaches the contract or fails to complete his obligations under the contract. The bank shall notify the bidder in writing before invoking the bank guarantee. The proceeds of the Performance Bank guarantee shall be payable to the Bank and the contract will be terminated.

2. Canara Bank shall have the right to withhold payment of, or make recoveries from claims due to the contractor in respect of any loss or damage caused or occasioned in respect of the properties of Canara Bank under the terms and conditions of this Contract or any payment necessitated due to the infringement of any statutory obligations by the contractor.

3. The contractor shall not transfer or sublet the work to anyone.

4. The contractor or his authorized representative shall be in attendance in Canara Bank Circle Office, Kolkata premises during all allotted hours for supervising the work. For any negligence of the service employed by the contractor or for any loss or damage caused or occasioned by himself, his agents or workmen in respect of the property of Canara Bank, the contractor shall be personally responsible and shall make good the loss forthwith.



5. Whenever under the contract any sum of money shall be recovered from, or payable by the contractor, the same shall be paid by the contractor on demand such amount may also be deducted from any sum due, or from any sum which at any time there after becomes due to the contractor under his contract or under any other contract or from his security deposit, in respect of this work or in respect of any other works.
6. If Canara Bank engages workers to complete any part or whole of the work as per this contract for any period, due to failure of the contractor to engage adequate number of workers, in that event, contractor has to reimburse to Canara bank, the extra cost involved on this account.
7. All activities of work done shall be entered in a register daily so that complete record is obtained of all work performed under this arrangement, and signed and dated by both parties viz., persons authorized for and on behalf of Canara Bank and the contractor each day on completion of work.
8. Without prejudice to any rights or remedies under this agreement if the contractor dies, the Canara Bank authorities shall have the right to terminate this agreement without any liability whatsoever as regards execution of the work for the balance contract period after the death of the contractor.
9. **TERMINATION:**
 - (a) Canara Bank shall be at liberty to terminate the contract or reduce the no. of housekeepers by issuing one month's notice to the contractor without assigning any reason whatsoever. Bank shall not entertain any claim compensation by Contractor for such termination of Contract.
 - (b) As regards unsatisfactory performance or non compliance with any of the terms and conditions of the contract by the contractor or abandoning the work, Canara Bank shall have the right to terminate the contract forthwith with one month's notice and rearrange the work through other agencies at the risk and cost of the contractor and under such circumstances, the security deposit paid by the contractor shall stand forfeited.
10. The contractor shall follow such Act, rules and regulations of the State/Central Government that are in force and that may be framed from time to time for completion of work. Canara Bank shall not be responsible for any infringement of the various statutes in force by the contractor.
11. The contractor shall take, at their own cost the necessary licence from statutory authorities in respect of this work. The expenses in completing the formalities in executing the agreement including execution on stamp paper will also be met by the contractor.
12. Any additional items of work not covered by the contract shall be at a rate agreed by mutual discussion between the contractor and the Bank.
13. STATUTORY DEDUCTION towards INCOME TAX will be made as per Rules. Income Tax will be deducted in every monthly bills payable to contractor.
14. Prevailing Minimum Wages as notified by Regional Labour Commissioner (Central) has to be paid to the labourers employed by Contractor during the contract period.
15. Payment to the labourers shall be paid on 7th of every month and confirmed to the Bank.



16. The challans and other documents with regard to ESI/PF/pay slip should be submitted along with monthly bill.

17. Good & Service tax charged by the Contract shall be reimbursed after production of receipts.

18. LABOUR:

18.1 The Contractor shall employ suitable labour to maintain the required quality of cleaning to the satisfaction of the Bank.

18.2 The contractor shall furnish to the Bank at the intervals specified by Bank, a distribution of the number and description of labour employed in carrying out works. The Contractor shall submit on the 4th and 19th of every month to the Bank a statement showing in respect of the second half of the preceding month and the first half of the current month (i) the number of labourers employed by him on the work (ii) their working hours (iii) the wages paid to them (iv) the accidents that occurred during the said fortnight showing the circumstances under which they happened and the extent of damage and injury caused by them and (v) the number of female workers who have been allowed maternity benefits as provided in the maternity benefit Act, 1961 or Rules made there under and the amount paid to them.

18.3 The contractor shall apply and obtain license under the contract labour (R&A) Act 1970 and comply with the relevant provision of this Act, in respect of the labour employed by him for executing this contract. The contractor shall furnish necessary returns to the authority through Bank.

18.4 The minimum age of the labour employed shall not be below 18 years.

18.5 The contractor shall comply with the provisions of the Workmen's Compensation ACT 1923. the payment of the Wages Act 1936, Factories Act, Minimum Wages Act 1948, Employment of Children Act 1938, Employers Liability Act 1938, Industrial Disputes Act 1947 and other Acts Central or States, that may be applicable to him. He shall be liable to pay all such sum, or sums that may become payable as contribution, compensation, penalty, fine or otherwise, which the provision of the said acts, to or on behalf of any workmen employed by the contractor by an authority empowered under the relevant Act. Any cost incurred by Canara Bank in connection with any claim or proceedings under the said Acts or in respect of loss, injury or improper performance of this contract by the contractor, is workmen, servant and any money which may become payable to Canara Bank as aforesaid shall be deemed to be deducted by Canara Bank or may be recovered by the management of Canara Bank from the contractor in the other manner.

18.6 The contractor should take independent code numbers under EPF Act 1952 and ESI Act 1948 and shall cover his workmen under the employees provident fund schemes and Employees State Insurance Act 1948 and show proof of payment of subscriptions/contributions to the concerned authorities. Both in respect of ESI/EPF the contractor shall obtain necessary declaration forms from his employees and obtain individual insurance and PF number and shall furnish to the Bank every month, necessary proofs for having made remittance of ESI and PF contributions in respect of all contract labourers engaged by him.

18.7 As regards Employees State Insurance Act, the contractor shall submit Photostat copies of the challans of remittance of the contributions (both the employees contributions and his own contribution there on) to the ESI corporation in respect of the employees engaged in Canara Bank by him for this work for the relevant period before any payment is released by Canara Bank.



- 18.8 As regards the Employees provident fund and miscellaneous provision Act 1952 and rules and regulations and schemes framed there under, he shall be liable to pay employees compensation under the Act in respect of all labour employed by him for the execution of the contract. For this purpose, he shall indicate the code number obtained by him from the Regional Provident Fund Commissioner and produce the Photostat copy of the challan receipt of monthly remittance. He shall also furnish such returns as are due under the Act to be sent to the appropriate authorities through Canara Bank.
- 18.9 The contractor is required to take **Insurance for all the workers employed** on the works towards payments for workmen compensation. The Insurance has to be taken within 15 days of the award of work and has to be provided at the signing of the agreement. The contractor shall be fully responsible for the consequences arising out of default and Bank may treat it as breach of Contract and reserves the right to terminate the Contract.
- 18.10 The contractor shall pay wages to his workmen at the rates as applicable under the **Minimum Wages Act as per Central Government guidelines for unskilled and for semiskilled/equivalent categories**. The contractor shall disburse the wages in the presence of the Bank's representatives and obtain their signature in the payment register on or before 7th of every month. If it falls on Sunday payment shall be made on previous day.
- 18.11 The duration of duty is eight hours per day per person. To keep the efficiency and alertness the overtime will be kept to the barest minimum.
- 19. SAFETY CODE - RESPONSIBILITIES OF THE CONTRACTOR IN RESPECT OF SAFETY OF MEN, EQUIPMENT, MATERIAL AND ENVIRONMENT.**
- 19.1 Before commencing the work, contractor submit a SAFETY PLAN ' to the authorized Canara Bank official. The 'SAFETY PLAN' shall include in detail the measure that would be taken by the contractor to ensure safety of men, equipment, material and environment during execution of the work. The plan shall take care to satisfy all requirements specified hereunder. The contractor shall submit Safety Plan along with his offer. During negotiations before placing of work order and during execution of the contract Canara Bank shall have right to review and suggest modification in the Safety Plan. Contractor shall abide by Canara Bank decision in this respect.
- 19.2 The contractor shall take all necessary safety precautions and arrange for appropriate appliances as per direction of Canara Bank or its authorized officials to prevent loss of human lives, injuries to personnel engaged and damage to property and environment.
- 19.3 The contractor shall provide to its work force and ensure the use of the following personal protective equipment as found necessary and as directed by the authorized Canara bank officials:-
- Safety Helmets conforming to IS-2925:1984
 - Safety Shoes conforming to IS-1989:1978.
 - Eye and Face protection devices conforming to IS-8520:1977 and IS-8940:1978.
 - Hand and body protection devices conforming to:
 - IS-2573:1975
 - IS-6994:1973
 - IS-8807:1978



IS-8519:1977

Besides, Mask and hand gloves to check the COVID19 spread.

- 19.4 Where it becomes necessary to provide and/or store petroleum products, chemicals and liquid or gaseous fuel or any other substance that may cause fire or explosion, the contractor shall store the same safely as per the directions of the Bank.
- 19.5 All electrical equipment's connection and wiring for equipment's, its distribution and use shall confirm to the requirement of the Indian Electricity Act and Rules. All electrical appliances including portable electric tool/equipment used by the contractor shall have safe plugging system to source of power and be appropriately earthed.
- 19.6 The contractor shall be held responsible for any violation of statutory regulations local, state or central and Canara Bank instructions that may endanger safety of men, equipment, material and environment in his scope of work or another contractor's or agency's. Cost of damages if any, to life and property arising out of such violation of statutory regulations and Canara Bank instructions shall be borne by the contractor.
- 19.7 **INDEMNITY BOND** : Contractor shall sign an Indemnity Bond in an approved format as per ANNEXURE A before starting the work, indemnifying the Bank from any damages, prosecution, other legal suits and claims arising out of any mishaps occurring at the site due to faulty work and for violating rules and regulations for which the contractor shall be solely responsible.
- 19.8 In case of any damage to property by the contractor, Canara Bank shall have the right to recover the cost of such damages from payments due to the contractor and decision of the Bank shall be binding on the Contractor.
- 19.9 In case of any delay in the completion of a job due to mishaps attributable to lapses by the contractor, Canara Bank shall recover the cost of such delay from payments due to the contractor, after notifying suitably and giving him opportunity to present his case.
- 19.10 In the event of any damage to the loose furniture's, interiors, computers and such other equipments or to the existing building structure etc., during carrying out the contract works, the cost of repairing the same including the cost of replacement if any will be recovered from the contractor.
- 19.11 If the contractor fails to improve the standards of safety in its operation to the satisfaction of Canara Bank after being given a reasonable opportunity to do so, and/or if the contractor fails to take appropriate safety precautions or to provide necessary safety devices and equipment or to carry out instructions regarding safety issued by the authorized Canara Bank official, Canara bank shall have the right to take corrective steps at the risk and cost of the contractor after giving a notice of not less than seven days indicating the steps that would be taken by Canara Bank.



- 19.12 The contractor shall submit report of all accidents, property damage, dangerous occurrence to the authorized Canara Bank official immediately after such occurrence, but in any case not later than twelve hours of the occurrence. Such reports shall be furnished in the manner prescribed by Canara Bank. In addition, the contractor to the authorized Canara Bank official shall also submit periodic reports on safety from time to time as prescribed.
- 19.13 Before commencing the work, the contractor shall appoint/nominate a responsible officer to supervise implementation of all safety measures and liaison with his counterpart of Canara Bank.

20. ARBITRATION

- 20.1 All disputes or differences of any kind whatsoever which shall at any time arise between the parties hereto touching or concerning the works or the execution or maintenance thereof of this contract or the rights touching or concerning the works or the execution of maintenance thereof of this contract or the construction remaining operation or effect thereof or to the rights or liabilities of the parties or arising out of or in relation thereto whether during or after determination foreclosure or breach of the contract (other than those in respect of which the decision of any person is by the contract expressed to be final and binding) shall after written notice by either party to the contract to the other of them and to Canara Bank hereinafter mentioned be referred for adjudication to a sole Arbitrator to be appointed as hereinafter provided.
- 20.2 For the purpose of appointing the sole Arbitrator referred to above, Canara Bank will send within thirty days of receipt of the notice, to the contractor a panel of three names of persons who shall be presently unconnected with the organization for which the work is executed.
- 20.3 The contractor shall on receipt of the names of aforesaid, select any one of the persons named to be appointed as a sole Arbitrator and communicate his name to Canara Bank within thirty days of receipt of the names. Canara Bank shall thereupon without any delay appoint the said person as the Sole Arbitrator. If the contractor fails to communicate such selection as provided above within the period specified, the competent authority of Canara Bank shall make the selection and appoint the selected person as the Sole Arbitrator.
- 20.4 If Canara Bank fails to send to the contractor the panel of three names as aforesaid within the period specified, the contractor shall send to Canara Bank a panel of three names of persons who shall all be unconnected with either party. Canara Bank shall on receipt of the named as aforesaid select anyone of the persons name and appoint him as the Sole Arbitrator. If Canara Bank fails to select the person and appoint him as the Sole Arbitrator within 30 days of receipt of the panel and inform the contractor accordingly, the contractor shall be entitled to appoint one of the persons from the panel as the Sole Arbitrator and communicate his name to Canara Bank.
- 20.5 If the Arbitrator so appointed is unable or unwilling to act or resigns his appointment or vacates his office due to any reason whatsoever another Sole Arbitrator shall be appointed as aforesaid. The work under the Contract shall, however, continue during the arbitration proceedings and no payment due or payable to the contractor shall be withheld on account



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of such proceedings. The Arbitrator shall give a separate reasoned award in respect of each dispute or difference referred to him. The venue of arbitration shall be such place as may be fixed by the Arbitrator in his sole discretion.

- 20.6 The fees and expenses, if any, of the Arbitrator shall, if required to be paid before the award is made and published, be paid half and half by each of the parties. The Arbitrator may direct to and by whom and in what manner the cost of the reference and of the award including the fees and expenses or any part thereof shall be paid and may fix or settle the amount of costs to be so paid.
- 20.7 The award of the Arbitrator shall be final and binding on both the parties. Subject to the aforesaid, the provisions of the Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof and the rules made hereunder, and for the time being in force, shall apply to the arbitration proceeding under this clause.
21. The details of the site, building and the requirements shall be as per Part - E.
22. The Scope of work shall be as per Part - F.
23. **PAYMENT TERMS:** The payments shall be on monthly basis on format prescribed by Bank, subject to production of Attendance Register, Proof of payment of wages, ESI, PF and filing returns to Statutory Authorities.
24. The successful tenderer shall enter into agreement with the Bank on the format as per ANNEXURE - B within fifteen days from the date of acceptance of the tender.
25. **FORFEITURE OF EMD:** Bank reserves the rights to cancel the order and forfeit the EMD if,
- Security Deposit is not submitted within the stipulated time;
 - Agreement is not entered within stipulated time;

SIGNATURE OF THE TENDERER WITH THE SEAL



PART- E : DETAILS OF THE BUILDING AND REQUIREMENTS

1. The ZI, Kolkata building of Canara bank is located at 6th floor, 21 Camac Street, Kolkata - 700016 and has a total carpet area of 2,000 SQ.FT (Approx).:

1.	Sixth floor	2,000 sft (Approx Carpet Area)
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2. The Clearing Section & Account Section, Canara bank is located at First floor, Marshall House, 33/1 N S Road, Kolkata 700001 and has a total carpet area of 4,096 SQ.FT (Approx).

1	First floor	4,096 sft (Approx Carpet Area)
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3. The premises at various locations consists of domestic & fire fighting arrangement, founder's statue, furnitures & fixtures, tables, canteen area, conference room, MS grilled window and rolling shutters, sanitary chambers, garbage dumping area, ladies toilet, gents toilet, executive chambers with ante room and attached toilet, etc.

Interested agencies/contractor are requested to visit the sites before quoting the rate.

All the above buildings, amenities, services needs day to day maintenance except electrical system which has separate maintenance contract agency to maintain DG sets, electrical sub station, electrical circuits, UPS systems, etc.,

4. All the office works regularly for six days in a week except on 2nd & 4th Saturday, Sundays/public holidays. However, the housekeeping works will have to be taken up for all the days except Sunday/public holidays. 2nd & 4th Saturday can be used for extensive cleaning works. The contractor to engage in housekeeping services during 7.00 am in the morning to 03.00 PM. During above mentioned timings, there shall be sweepers /cleaners as detailed in the below table and 01 supervisor at 21 Camac Street to take care/co-ordinate with all the sweepers/cleaner at different locations. The entire internal and external premises shall be spic and span before 09.00 am every day. The details of sweeper/cleaners to be provided at various offices is mentioned below:

Office	Approx Carpet Area (Sq ft)	No. of sweepers/cleaners
ZI Kolkata	2,000	01
Clearing & Account Section	4,096	01
TOTAL		02

5. All the cleaning materials such as brooms, mops, buckets, etc. and consumables required for providing the above service will be supplied by the Agency. And agency has to ensure the proper utilization of the cleaning materials and consumables by recording the usage of the materials in a register.
6. The contractor shall bring all the required equipment for cleaning like machines, vaccum cleaners and other equipments to be used for the housekeeping and cleaning works.



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Maintenance of such equipments including the cost of spares is the responsibility of the contractor.

7. As and when unforeseen, miscellaneous work arise the contractor, will have to carry out such work with his existing workers.
8. The contractor or his authorized representative should be available in the CO building to supervise and control his workers at different locations and take down instructions from the Officer-in-charge of the Bank during the allotted hours.
9. The workers and the staff of the contractor working in the premises will have to maintain with proper discipline. The contractor shall provide his workers with proper safety appliances and equipments and Canara Bank shall not be responsible for accidents and injuries caused to his labour during the course of their work.
10. For working in the office building, the workmen and supervisory staff of the contractor shall obtain entry pass issued by the security department of Canara Bank. All the staff of contractor may be required to undergo security check as per the rules and regulations of Bank from time to time.
11. The workers / labourers employed by your company will be checked by Bank's Security personnel if required.
12. The facility Manager and supervisors should be provided with mobile phones for communication.
13. Bank may ask to supply extra housekeeper at the same quoted rates if required in future for any of our office.
14. Housekeepers should maintain personal hygiene, nails should be cut, neatly groomed and should maintain strict discipline within the building premises.

The contractor is required to engage the following categories of workers daily for the subject work in each shift:

	Housekeepers (for different locations)	02 Nos (From 07.00 AM to 03.00 PM) - 02 Nos
--	---	--

SIGNATURE OF THE TENDERER WITH SEAL



PART-F : SCOPE OF WORKS

The following chores are to be taken up daily, by employing experienced personnel whose outlook should be smart and courteous at all times. The various services required are as follows:

1. Internal Housekeeping services: The daily chores to be carried out are as follows:

- 1.1. The floors shall be mechanically cleaned/vacuum cleaned and wet mopped minimum once a day/as per our requirements before 09.00 AM, and as per requirement so as to maintain spic and span condition throughout the day.
- 1.2. The workstations, tables and chairs and all other furniture shall be cleaned twice in a day. The dustbins shall be cleared daily once in the morning and once in the afternoon and as per requirement.
- 1.3. The doormats shall be cleaned off dust, mud and grime as required.
- 1.4. Atrium, conference rooms, executive cabin with ante room, canteen, ladies/gents toilet, sanitary chambers, garbage dumping area are to be cleaned daily. Any other minor cleaning works may be assigned if necessary.
- 1.5. Glass partitions/doors at first floor to be cleaned neatly daily.
- 1.6. Cleaning of name plates of section, executives, floor name plates daily.

Note: The above frequency is only indicative and may be increased depending on needs.

2. Internal Housekeeping services: The weekly chores to be carried out are as follows:

- 2.1. The false ceiling, coving, wall panel, cornices etc., shall be cleaned for removal of dust, dirt, cobwebs, Staircase for emergency exit, etc., manually / by using necessary equipment.
- 2.2. Thorough cleaning of ceiling, light fixtures, bath room fittings, AC indoor units and such other equipments kept in the office area.
- 2.3. The glazing of the doors, partitions, internal glazings, windows, partitions, etc., shall be cleaned with glass cleaning liquid. Etc.
- 2.4. The door and window frames, panels shall be wiped with a dry mop.



- 2.5. Thorough cleaning of top surfaces of chajjas, canopies, sunshades, open terrace areas at all levels / heights and keeping the water outlets free from choking / blockage, etc.,
- 2.6. All other vertical surfaces and horizontal surfaces shall be cleaned / mopped with dry / wet mop depending upon the requirements so as to retain the initial sheen.
- 2.7. Carpets shall be vacuum cleaned.

3. Internal Housekeeping services: Other routine chores to be carried out are as follows:

- 3.1. Vertical blinds, window grills, wall mounted fan, rolling shutter are to be cleaned quarterly and as and when required.
- 3.2. Carpets shall be got spot shampooed atleast once in three months and totally shampooed annually from approved agencies.
- 3.3. All floors, furniture, equipment, machinery, etc., in all buildings shall be presentable, spic and span at any point of time.

4. Sanitation works: The various chores to be carried out daily are as follows:

- 4.1. Cleaning of all toilets, wiping of WC seats, flush fittings, floors, urinal, dado etc., by 9.00 AM and as per requirement.
- 4.2. Cleaning of all sinks and counter tops, partitions, urinary stalls, wash room mirrors, etc, by 9.00 AM.
- 4.3. Removal of garbage / trash and replacement of waste basket underliners.
- 4.4. Weekly scrubbing of toilet floors.
- 4.5. Restocking the washroom supplies like toilet paper, tissues, soaps, etc. by 8.30 AM.
- 4.6. Collection and transportation of garbage / trash out of the building including disposal of the same as required by KMC authorities in a designated area as identified and directed by Officer-in-charge.



- 4.7. Providing and placing of toilet refreshners.
- 4.8. Providing and spraying of room freshners in banking hall & executive cabin.
- 4.9. Removal of internal blockages in fixtures, pipes and specials.

5. Housekeeping services in board room, conference rooms and main auditorium:

- 5.1. The interiors and all its accessories such as telephone instruments, light fittings, projectors, TV screens, fans, mirrors, etc., are to be cleaned thoroughly on a daily basis before 9.00 AM. As and when meetings are held, before and after the meetings thorough cleaning to be done and arrangement for clearing the left out eatables, etc., needs to be undertaken by the agency.
- 5.2. Good quality perfumes are to be sprayed twice day in each room/hall/toilets to keep the room atmosphere in good fragrance and acceptable general ambience.
- 5.3. Carpets shall be got spot shampooed atleast once in three months and totally shampooed annually from approved agencies.
- 5.4. All floors, furniture, equipment, machinery, stair cases etc., in all rooms shall be presentable, spic and span at any point of time.

SIGNATURE OF THE TENDERER WITH SEAL



Schedule- A

CHECKLIST (To be filled by Applicants)

1	Have you signed in all the sheets ?	Yes/No
2	Whether Copy of PAN,GST,PF,ESI registration copy enclosed?	Yes/No
3	Whether requisite application fee by DD is paid ? If yes, fill the details in the below table.	Yes/No
4	Whether enclosed proof of year of establishment?	Yes/No
5	Whether proof of average annual financial turnover for last three financial year is enclosed?	Yes/No
6	Whether documentary proof of having undertaken the works as per Part – C, Eligibility criteria (Sl. No. 2) is enclosed ?	Yes/No
7	Whether enclosed proof of local office?	Yes/No
8	Whether a declaration regarding blacklisted firm has been submitted ?	Yes/No
9	Whether all the documents has been submitted (Sl. No. 1 to 6) as per Part – C, Eligibility criteria for short listing ?	Yes/No

Details of the Application Fee:

NAME OF BANK	DD NUMBER	DD DATE	FAVOURING	AMOUNT

Details of the EMD: If Applicable

NAME OF BANK	DD NUMBER	DD DATE	FAVOURING	AMOUNT

Details about the tenderer to be furnished by the tenderers

CHECKLIST (To be filled by Applicants)

Intending tenderers should furnish details about their tenderer as per the following Pro-forma:

1. Name of the Vendor :
- Address :
- Telephone No. :
- Office :
- Residence :
- Mobile :
- Fax :
- E-Mail :



2. a) Status of the Tenderer
Whether proprietary/partnership/ :
Pvt. Ltd. / Public Ltd.,
- b) Name of the Proprietor, :
Partners, Directors
- I)
II)
III)
- c) Year of establishment :
3. Registration with Registrar :
of Companies (No. & Date)
4. Registration with Tax Authorities :
- a) Income-tax no. PAN/GIR NO :
(furnish copies of Income-tax Returns)
- b) GSTIN (Furnish copy of Regd. certificate) :
5. Turnover of the Company/tenderer in (Please attach copy of audited balance sheet and profit and loss account for the last three years.

Sl. No.	Year	Turnover (Rs. In lakhs)
1	2021-22	
2	2020-21	
3	2019-20	

6. Registration with Government / Public Sector / Banks

NAME OF THE ORGANISATION	NATURE OF WORKS	VALUE OF WORKS	DATE OF REGISTRATION



7. Name & relation, if any, with the staff :
member of CANARA BANK.

8. Details of similar work executed during the last 3 years as on 31.03.2022 (to satisfy point No.2 of the eligibility criteria)

Sl .No.	Name of Work	Work executed for (name of the organization with address, concerned office and telephone number)	Nature of work (in brief)	Location of the work	Actual Value of the works	Stipulated time for completion	Actual time for completion	If work left incomplete or terminated (furnish reasons)

Note: Copies of work orders along with Xerox copies of relevant TDS certificate, satisfactory completion certificate obtained from the client shall be enclosed.

9. Key personnel permanently employed for service engineers in your organization:

Sl No.	Name	Qualifications	Experience	Particulars of work done	Employed in your tenderer since	Any other

10. Furnish the names of three responsible persons with address and telephone number who will be in a position to certify about the quality as well as past performance of your organization.

1.

2.

3.



DECLARATION

1. All the 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 in the accompanying sheets / annexure.
3. I / We agree that the decision of CANARA BANK in selection of VENDORS will be final and binding to 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 pre-qualification shall be cancelled at the discretion of the bank.

Place :

SIGNATURE OF THE TENDERER

Date :

NAME & DESIGNATION

SEAL OF ORGANISATION



ANNEXURE - A

INDEMNITY BOND FORMAT

THIS DEED OF INDEMNITY BOND executed at KOLKATA on this _____ day of _____ month of year two thousand and twenty one (2022) By M/s _____ duly represented by proprietor / one of its partners Sri _____, aged _____ years, son of Sri _____, residing at _____ (hereinafter referred to as Contractor)

In favour of

Canara Bank, a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970, having its Head Office, at 112, J.C.Road, BENGALURU - 560002.

Whereas Canara Bank has invited sealed tenders on lumpsum rate basis from pre-qualified Contractors for housekeeping and general cleaning works at various offices under Canara Bank, Circle Office, No.21, Camac Street, KOLKATA 700 016. The Contractor was shortlisted and become successful in securing the subject work through competitive tendering and the work specified in the tender documents has been awarded in favour of Contractor by Canara Bank, Circle Office, Kolkata vide their letter.....

And whereas as per tender documents, the Contractor has to enter into a Contract Agreement with Canara Bank and execute an Indemnity Bond before starting the work. The Contractor has entered into Contract Agreement with Canara Bank on

In consideration of Canara Bank having awarded the above said Contract, the Contractor hereby undertake to indemnify and keep harmless the Canara Bank from any damages, prosecution, other legal suits and claims arising out of any mishaps occurring at the site due to faulty work, and for violating rules and regulations, any possible damage to the building and members of public in course of execution of the work for which Contractor shall be solely responsible.

Further, Contractor hereby indemnifies and keep Canara Bank indemnified for any loss or damages incurred or suffered or to be incurred or to be suffered by Canara Bank on account of breach of the terms and conditions of the Contract by the Contractor.

Signature of Contractor with seal



ANNEXURE - B

CONTRACT AGREEMENT FORMAT

This agreement made on this _____ day of the month of ____ in the year two thousand and twenty one (____ 2022) BETWEEN, Canara Bank a body corporate constituted under the Banking & Companies (Acquisition and Transfer of Undertakings) Act, 1970, having its Head Office, at 112, J C Road, BENGALURU- 560 002, its duly constituted attorney (hereinafter referred to as Bank) of the ONE PART :

AND

M/s. _____ duly represented by one of its Proprietor/Partner _____, aged _____ years, S/o Sri _____, residing at _____ and having their office at _____ (hereinafter called the Contractor) of the other part.

WHEREAS THE Bank is desirous of undertaking theand has accepted the tender opened on _____.2022 submitted by the contractor & the contractor has agreed to perform as set out and subject to the terms & conditions set forth in the said documents mentioned herein under.

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.,
 - a) Notice inviting Tender
 - b) The Tender Document comprising Tender Notice, General rules & Instruction to tenderers, Eligibility Criteria, General Conditions of the Contract, details of the building and requirements, Scope of Works, Schedule A, Annexures A , B, C and Price bid .
 - c) Corrigendum to tender document if any.
 - d) Letter from contractor dt. _____ in response to the negotiation meeting discussions held on _____
 - e) Letter of Acceptance issued to contractor by Bank - letter No. _____ DT _____.
 - f) Letters from and to the Contractor, if any, leading to and prior to acceptance letter.



MARCH 2022

In witness whereof, the parties hereunto have set their respective hands and seals the
day and year first above written.

For & on behalf of the
Contractor with seal

For & on behalf of the
Canara Bank with seal



TECHNICAL QUESTIONNAIRE

NOTE: This questionnaire has to be submitted after surveying the entire building blocks and site area of offices at different location as mentioned in the tender.

1	No. of labour force your company proposes to employ if the work is awarded, with complete breakup details.	
2.	Type and number of machineries and equipments your company proposes to use for the work. Whether machines will be used for cleaning the floors or manual mopping will be done.	
4	Total No. of persons will be employed for the above works and age profile of the labour force you would propose to employ for the works	
5	What are the safety precautions / protective measures you would ensure to the labour force you employ for the work	
6	Whether you accept the payment terms and conditions of Canara Bank. Mention whether Acceptable or not acceptable	
7	Does the scope of works defined by the Bank covers all the aspects, if not, mention the other works which would come under the definition of housekeeping and general cleaning works	
8	Any other relevant details you wish to mention	

Note: Use additional sheets if the space provided is less.

SIGNATURE OF THE TENDERER WITH SEAL





PART - G

LIST OF APPROVED CONSUMABLES

- I. Liquid Soap - Dettol / Fem brand
- II. Soap - Dettol / Cinthol / International Lux
- III. Tissue paper box - Premier brand (as approved by bank)
- IV. Toilet roll - Premier brand (as approved by bank)
- V. Buckets & mugs - Milton/Brite brand
- VI. Room spray - Godrej/Odonil
- VII. Room freshner cakes - Godrej/Odonil
- VIII. Naphthalene balls - Reputed brand
- IX. Toilet deodarant cakes - Godrej/Odonil
- X. Soap oil for handwash - Dettol / Lifebuoy
- XI. Phenyl - Germisol / Nilgiris / Sonic brand
- XII. Perfume with phenyl - Reputed brand (Jasmine perfume)
- XIII. Fuacet/Bathroom fitting cleaning solution - Parryware Glow or equivalent

NOTE: ANY OTHER EQUIVALENT BRAND WITH APPROVAL OF THE BANK CAN ALSO BE USED.





PART - II PRICE BID

(TO BE SUBMITTED IN A SEPARATE SEALED COVER)

NAME OF WORK - HOUSEKEEPING AND GENERAL CLEANING WORKS AT DIFFERENT OFFICES UNDER CANARA BANK CIRCLE OFFICE, 21, CAMAC STREET, KOLKATA-700 016 FOR 3 YEARS PERIOD.

Description of work		
To provide housekeeping services to different offices under Canara bank, Circle Office 21, Camac Street, KOLKATA which is fully described under ' <u>About the building and requirements</u> ', with required men and material and with proper supervisory staff etc., complete all as fully described under 'Scope of works'.		
RATE TO BE QUOTED ON LUMP SUM BASIS (EXCLUDING GST)		
	Monthly	Annual
Rate for first year including material cost	Rs.	Rs.
Rate for second year including material cost	Rs.	Rs.
Rate for third year including material cost	Rs.	Rs.
Total amount (for three years) in figures (excluding GST):		
Rupees _____		
Total amount (for three years) in words (excluding GST):		
Rupees _____		

Note:

1. The rates should take in consideration minimum wage concept, PF, ESI deductions etc as per Govt guidelines. Tenders with absurd rates will be rejected.
2. The rate quoted should be quoted on lumpsum basis and should be valid for three years, however the contract agreement will be renewed on yearly basis. The lowest tenderer will be arrived after combining the rate for three years.
3. The rates quoted shall include all taxes excluding GST which will be paid over and above the rate/amount quoted, as per the prevailing tariff announced by statutory authorities

Place: KOLKATA

Date:

SIGNATURE OF TENDERER WITH SEAL



Detailed bifurcation of the rates is to be submitted in the below format along with price bid:

(In Rupees - excluding GST)

1. Un-Skilled - Basic wage per month per employee as on _____ - Rs. _____

Sl.No.	Description	Unskilled - <u>02</u> in no.
1	Basic wage per month for required no. of employees as on _____	
2	EPF@ _____%	
3	ESI@ _____%	
4	Total Wages	
5	Service Charges, Bonus, etc.	
6	Total manpower cost per month	
7	1 st year (0-6 month)	
	1 st year (7-12 month)	
	2 nd year (0-6 month)	
	2 nd year (7-12 month)	
	3 rd year (0-6 month)	
	3 rd year (7-12 month)	
	Total	
8	Total Manpower (A)	
9	Material cost - first year	
10	Material cost - second year	
11	Material cost - third year	
12	Material cost for 3 year (B)	
	TOTAL (A) + (B)	

Place:

Date:

SIGNATURE OF TENDERER WITH SEAL

Canara Bank, Premises & Estate Section, CO, Kolkata

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