

केनरा बैंक Canara Bank 
भारत सरकार का उपक्रम A Government of India Undertaking

 सिंडिकेट Syndicate

**PREMISES & ESTATE SECTION,
CIRCLE OFFICE, PLOT NO.1,
CHANDIGARH.**

PHONE: 0172-2647923 (EMAIL: pecochd@canarabank.com)

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

IMPORTANT

TECH BID: TO BE SUBMITTED IN SEPARATE ENVELOP ALONG WITH EMD.

PRICE BID: TO BE SUBMITTED IN SEPARATE ENVELOP.

BOTH THE ENVELOPS SHOULD BE IN SEALED COVER SUBSCRIBING "TENDER
FOR HOUSEKEEPING & CLEANING WORK"

TENDER REF: CHCP:HKP:874/2020

Premises and Estate Section
Circle Office
Sector - 34A, Plot-1
Chandigarh -160 022

T 0172- 2604258
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www.canarabank.com



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PREMISES & ESTATE SECTION

CIRCLE OFFICE, PLOT NO 1, SECTOR 34A,
CHNADIGARH-160022

Fax No. 0172-2647923, Tel Ph: Direct-2604258,
E- Mail ID : pecochd@canarabank.com

PART A - NOTICE INVITING TENDER (NIT)

DATE : 29.08.2020

Sealed tenders on lump sum rate basis are invited from **Contractors** FOR HOUSEKEEPING AND GENERAL CLEANING WORKS AT CANARA BANK CIRCLE OFFICE BUILDING, PLOT NO 1, SECTOR 34A, CHANDIGARH-160022. Tender Documents may be obtained from the Senior Manager, Premises & Estate Section, Canara Bank, Circle Office, Plot No 1, Sector 34 A, Chandigarh-160022 during working hours from **29.08.2020 to 16.09.2020**.

Earnest Money (Exempted for vendors who satisfy the GOI guidelines and having valid certificate)	:	Rs. 1,00,000/- (One lakh only) by crossed demand draft payable at Chandigarh in favour of 'CANARA BANK, CIRCLE OFFICE, CHANDIGARH'.
Last date & time of submission of tender	:	On or before 1500 hrs, 16.09.2020 as per instructions in the tender documents
Time and date of Pre-Bid Meet		11.09.2020 1500 hrs
Time and date of Opening Of Technical Bid	:	16.09.2020 1530 hrs
Time and date of Opening Of Financial Bid (Tentative)		19.09.2020 1500 hrs
Components of Tender	:	Part A – NIT Part B – General Rules & Instructions to tenderer Part C – General Conditions of Contract Part D – Details of the Building Part E – Scope of works Part F – Technical bid Part G - Price bid/Financial Bid All the above documents are to be submitted to the bank duly signed by bidder in all pages.

TENDER DOCUMENT ISSUED TO

M/S _____

On _____


 SENIOR MANAGER

TENDER REF: CHCP:HKP:874/2020

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PART B - GENERAL RULES AND INSTRUCTIONS TO TENDERER

1. Sealed Tenders for the above noted work are hereby invited from Contractors.
2. Tenders should be addressed to the Senior Manager, Premises & Estate Section, Canara Bank, Circle Office, Plot No 1, Sector 34A, Chandigarh-160022, to be submitted in a sealed cover along with EMD and Price bid (To be submit in separate sealed envelope) super scribing "Tender for Housekeeping & Cleaning Work" and Name and Address of the Tenderer.
3. The sealed tenders will be received by The Manager, Premises & Estate Section, Canara Bank, Circle Office, Plot No 1, Sector 34A, Chandigarh-160022 on or before the last date and time of submission specified in NIT.
4. The tenders will be opened in the said office on **16.09.2020** at 1530 hrs.
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 any 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. Labour rates may vary as per Labour Commissioner UT Chandigarh from time to time.
11. The rate to be quoted by the tenderer shall be firm and shall cover **and include cost of all materials required for upkeep of the premises, wages to the labourers, supervisor, equipments deployed, contractors profit, transportation charges, transportation of garbage to disposal sites and all statutory levies, 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-G (In separate envelop).
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.

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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. 1,00,000/- (Rs One Lakh Only)** Earnest Money Deposit along with the tender document. This EMD (Earnest Money Deposit) shall be in the form of demand draft from any nationalized bank or from a scheduled bank drawn in favour of Canara Bank, Circle Office, Chandigarh. The bank will not pay any interest on EMD. EMD is exempted for vendors who satisfy the GOI guidelines and having valid certificate issued by the GOI.
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.
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 ie Tender Notice, 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. 500.00. The same may be obtained by submitting a DD of Rs. 500.00 (Rupees Five Hundred only) in favor of Canara Bank payable at Chandigarh. In case the tender document is downloaded online then DD of Rs. 500.00 (Rupees Five hundred only) in favor of Canara Bank payable at Chandigarh has to be submitted along with the tender documents. **Note:- Tenders without application fee of Rs. 500.00 will be rejected and will not qualify for financial bid.**



27. The Financial Bid shall be submitted in a separate sealed envelope subscribing, "Financial Bid for Housekeeping & General Cleaning works at Circle office Chandigarh with EMD.
28. The technical bid shall be submitted in sealed cover subscribing as "Technical Bid for Housekeeping & General Cleaning works at Circle office Chandigarh".

Eligibility Criteria:

1. Minimum 3 years experience as on 31/03/2020 in the Housekeeping services in reputed organization, Banks, PSU, and Commercial Institutions. (Copy of work Order to be attached)
2. The company should have annual turnover of Rs 12 lakhs (Rs Twelve Lakh Only) in last three accounting years as on 31/03/2020. Copy of proof- IT return, Balance Sheet & Audit Certificate.
3. The company should have GST/ST no, PAN no, PF Regd no, ESI Regd no and copy of same to be submitted.
4. Applicant should have required manpower in the Chandigarh to provide uninterrupted services. Provide manpower current list.
5. EMD amount of Rs 1, 00,000/- as mentioned in the document.


**ASSISTANT GENERAL MANAGER
PREMISES & ESTATE SECTION
CIRCLE OFFICE, CHANDIGARH**




PART C - GENERAL CONDITIONS OF CONTRACT

DEFINITIONS:

BANK shall mean "Canara Bank" Circle Office, or its authorized representatives

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

SITE means Circle office Building, Plot no 1, Sector 34A, Chandigarh.

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

1. SECURITY DEPOSIT

- 1.1. The successful bidder should submit a Security Deposit for **10% value of the contract** 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 issued by a Scheduled Bank in India other than Canara Bank.
- 1.3. The Performance Bank Guarantee should be valid for period of contract 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 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.
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 any one without the prior written approval of Canara Bank.
4. The contractor or his authorised representative shall be in attendance in Canara Bank premises during all working 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 demise of the contractor.

9. TERMINATION:

- (a) Canara Bank shall be at liberty to terminate the contract by issuing one month's notice to the contractor without assigning any reason whatsoever. Bank shall not 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 his 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.
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. The contractor should have valid GST no, VAT & PAN No.
 - 17.1 GST 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 licence 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 as per extent norms. To keep the efficiency and alertness the overtime will be kept to the barest minimum.
- 18.12 The tender is purely contractual in nature and does not guarantee any employment in Canara Bank.
- 18.13 The contractor should have a minimum average turnover of Rs. 12.00 lakh of past three year i.e 2017-18, 2018-19 & 2019-20 (Contractor to attach copy of audited Balance Sheet and Profit & Loss account for three years)

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 indicate 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 Belts conforming to IS-3521:1983.
 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
- 19.4 All tools, tackles, lifting appliances, material handling equipment scaffolds, cradles, safety nets, ladders, equipment's etc used by the contractor shall be of safe design and construction. These shall be tested and certificate of fitness obtained before putting them to use and from time to time as instructed by authorized Canara Bank official who shall have the right to ban the use of any item.

TENDER REF: CHCP:HKP:874/2020

- 19.5 All electrical equipment's, connections and wiring for equipments, its distribution and use shall conform to the requirement of the Indian Electricity Act and Rules. Only electricians licensed by the appropriate statutory authority shall be employed by the contractor to carry out all types of electrical works. All electrical appliances including portable electric tools/ equipments used by the contractor shall have safe plugging system to source of power and be appropriately earthed. The contractor shall not use any hand lamp energized by electric power with supply voltage of more than 24 volts. For work in confined space lighting shall be arranged with power sources of not more than 24 volts.
- 19.6 The contractor shall adopt all fire safety measures.
- 19.7 Where it becomes necessary to provide and/or store petroleum products, explosives, 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.
- 19.8 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.
- 19.9 **INDEMNITY BOND:** Contractor shall sign an Indemnity Bond in an approved format as per ANNEXURE A before starting the work, indemnifying the Bank and the Architect from any damages, prosecution, other legal suits and claims arising out of any mishaps occurring at the site due to faulty work, faulty construction and for violating rules and regulations for which the contractor shall be solely responsible.
- 19.10 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.
- 19.11 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.
- 19.12 In the event of any damage to the loose furnitures, 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.
- 19.13 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.
- 19.14 The contractor shall submit report of all accidents, fires and 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.

- 19.15 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.
- 19.16 In addition to one supervisor a total of 12 housekeepers to be provided out of which a minimum of 2 female housekeepers should be provided.
- 19.17 In case of absence of the Housekeepers/Supervisor the contractor to provide immediate replacement of the staff.

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 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 building shall be as per Part – D.
22. The Scope of work shall be as per Part – E.
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;

PART D - DETAILS OF THE BUILDING

1. The Office building Complex consist of 1 Basement + 1 Ground + 4 Upper Floors having a **total built-up area of 1,35,703.87 sft**, with area details as below:

Total Plot Area	1,12,140 sft
Build Up Area:-	
Basement	2,7756.67
Ground	29905.32
First	280092.42
Second	27640.22
Third	11154.62
Fourth	11154.62
Total	135703.87

2. Apart from the above area the premises consist of 2 nos DG sets, electrical substation, sump tanks for domestic and fire fighting arrangement, pump room to facilitate pumping of water from the sump to the overhead tanks as well as pumps for the fire fighting system. The site also consist of founder statue, MS Grilled compound wall & gates, car and scooter parking lots, sanitary chambers, pathways and garbage dumping area. These areas are also to be included in the house keeping area.

PART E - SCOPE OF WORKS

1. The Circle Office works regularly for five/ six days in a week. The housekeeping works will have to be taken up for all the days. Sundays & 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 7.00pm. The entire internal and external premises shall be cleaned and kept spic and span before 09.00 am every day. The details of duty hours are mentioned in point no 8, page no. 13. Contractor to monitor the rotation of staff duties as per requirement.
2. **All the cleaning material and consumables required for providing the above service has to be procured by the housekeeping agency during the period of work, no increase of rate will be considered due to any escalation in the cost of material. Canara Bank will not supply any of the required items nor make additional payment for the said items. In case of shortfall of material at any time, Bank will deduct the amount from bill. All the items used for cleaning should be of approved make as per the ANNEXURE - C.**
3. The contractor shall bring all the required equipment for cleaning like Cleaning Machines, brooms, clothes, mops, buckets to be used for the housekeeping and cleaning works. Maintenance of such equipments including the cost of spares is the responsibility of the contractor.
4. As and when unforeseen, miscellaneous work arise the contractor, will have to carry out such work with his existing workers.
5. The contractor or his authorized representative should be available in the CO building to supervise and control his workers and take down instructions from the Officer-in-charge of the Bank. The Facility Manager and supervisors should be provided with mobile phones for communication.
6. For working in the CO building, the workmen and supervisory staff of the contractor shall have the identity card. All the staff of contractor may be required to undergo security check as per the rules and regulations of Bank from time to time.
7. **METHOD OF CLEANING:**
 - A. All the floors sweeping should be done manually /mechanically
 - B. Cleaning of carpets should be done mechanically
 - C. Chairs/Sofa or fabric upholsteries should be cleaned mechanically
 - D. Tables, Storage units, fans, etc., should be cleaned manually
 - E. Light fittings should be cleaned manually/mechanically
8. All the labourers (male and female) should be provided with distinguishable uniform, 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 as per the timings mentioned below.
 - 1) Supervisor – 7.00 am to 3.00 pm
 - 2) Housekeepers (8 Male) – 7.00 am to 3.00 pm
 - 3) Housekeepers (2 Male) – 11.00 am to 7.00 pm
 - 4) Housekeepers (2 Female) – 10.00 am to 6.00 pm

9. The maintenance and upkeep of electrical system, equipments, DG Sets, Gardening are Not covered under this agreement. Bank is having separate AMC with Electricians, Gardeners and Plumbers.
10. 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 swept and wet mopped with Lizol or equivalent and kept ready by 9.00 am followed by regular cleaning and mopping so as to maintain neat and clean condition throughout the day.
- 1.2. The workstations, tables, chairs, almirahs, doors, storage units and all other furniture shall be cleaned and kept ready by 9.30 am.
- 1.3. The dustbins shall be cleared daily once in the morning and once in the evening.
- 1.4. The doormats shall be cleaned off dust, mud and grime as required.
- 1.5. Atrium, fire and general staircases and terrace shall be cleaned daily by 8.30 am.
- 1.6. Glass partitions/doors at First Floor to be cleaned neatly daily by 9.00 am.
- 1.7. 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, wall surfaces, cornices etc., shall be cleaned for removal of dust, dirt, cobwebs, etc., manually / by using necessary equipment.
- 2.2. The vertical blinds shall be cleaned for removal of dust / dirt.
- 2.3. Thorough cleaning of ceiling, wall mounted fans, light fixtures, AC indoor units and such other equipments kept in the office area.
- 2.4. The glazing of the doors, partitions, internal glazings, windows, partitions, etc., shall be cleaned with glass cleaning liquid. Etc.,
- 2.5. The door and window frames, panels shall be wiped with a dry mop.
- 2.6. Thorough cleaning of top surfaces of canopies, open terrace areas at all levels / heights and keeping the water outlets free from choking / blockage, etc.,
- 2.7. Carpets shall be vacuum cleaned.
- 2.8. Dusting and cleaning of stair case railing and mezzanine railing.

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

- 3.1. There are 2 numbers lifts. The lift interiors and all its accessories such as telephone instruments, light fittings, fans, mirrors, etc., are to be cleaned and kept ready by 8.30 am.
- 3.2. Carpets shall be got cleaned properly once in fifteen days.

4. External Housekeeping services: The chores to be carried out are as follows:

- 4.1 Daily sweeping of the paved areas / hard areas by manual sweeping.
- 4.2 Daily sweeping and wet moping of internal areas of utilities buildings, shuttle court, dispensary, domestic water pump room, fire fighting pump room, security blocks, etc.,
- 4.3 Cleaning of rain/ storm water drains and removal of dried leaves, paper, dead animals, rodents, etc., clearing blockage of valve/ inspection chamber, manholes, sewer lines, daily and as and when required in case of emergencies.
- 4.4 Cleaning of dried leaves and dust particles at the main entrance gates every hour.
- 4.5 Cleaning / dusting of the gates and ground level showcase on daily basis.
- 4.6 Cleaning / dusting of the ornamental compound wall inclusive of wiping of electrical fixtures on alternate days.
- 4.7 Removal of garbage and transporting the same outside the premises and disposing in designated area of BDA / BBMP on daily basis as identified and directed by officer-in-charge.
- 4.8 Cleaning of front portico for both ceiling and top surface daily.
- 4.9 Daily cleaning of founder's statue and bust and arranging for garlands for bust.
- 4.10 Cleaning of basement & terrace area should be done weekly once.

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

- 5.1 Cleaning of all toilets, wiping of WC seats, flush fittings, floors etc., by 9.00 am. Toilets to be cleaned thrice a day by morning before 9.00 AM, afternoon 1.00 PM and evening 4.00 PM and fragrance liquid to be poured during each cleaning.
- 5.2 Cleaning of all sinks and counter tops, partitions, urinary stalls, wash room mirrors, etc., and restocking of washroom supplies like liquid soaps, etc., to be done by 9.00 am.
- 5.3 Removal of garbage / trash and replacement of waste basket underliners daily by 9.00am.
- 5.4 Scrubbing of toilet floors weekly.
- 5.5 Collection and transportation of waste garbage / trash out of the building including disposal of the same as required by BDA / BBMP authorities in a designated area as identified and directed by Officer-in-charge daily by 8.30 am.

5.6 Removal of internal blockages in fixtures, pipes and specials.

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

- 6.1 There is one main Seminar hall, one board room with dining room and two conference rooms. 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. As and when meetings are held, before and after the meetings thorough cleaning to be done and arrangement for drinking water, clearing the left out eatables, etc., needs to be undertaken by the agency.

SIGNATURE OF THE TENDERER WITH SEAL

ANNEXURE - A

INDEMNITY BOND FORMAT

THIS DEED OF INDEMNITY BOND executed at Chandigarh on this _____ day of _____ month of year two thousand and twenty **(2020)** 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, Bangalore – 560002.

Whereas Canara Bank has invited sealed tenders on lumpsum rate basis from pre-qualified Contractors for housekeeping and general cleaning works at Canara Bank, Circle Office building. 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 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 & its architect from any damages, prosecution, other legal suits and claims arising out of any mishaps occurring at the site due to faulty work, faulty construction 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, Contactor 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 (____. 2020) 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, Bangalore-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 _____.2018 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, General Conditions of the Contract, Special; conditions , Appendix 1 to 12 to General Conditions of Contract, Special Conditions of Contract, Technical Specifications (Schedules A, B & C), Priced schedule of quantities, Tender Drawings / Sketches.
 - c) Corrigendum to tender document if any.
 - e) Letter from contractor dt. _____ in response to the negotiation meeting discussions held on _____
 - f) Letter of Acceptance issued to contractor by Bank – letter No. _____ DT _____.
 - g) Letters from and to the Contractor, if any, leading to and prior to acceptance letter.

TENDER REF: CHCP:HKP:874/2020

Premises and Estate Section
Circle Office
Sector - 34A, Plot-1
Chandigarh -160 022

T 0172- 2604258
F 0172- 2647923
E-Mail pecochd@canarabank.com
www.canarabank.com

3. In consideration of the payments to be made by the Bank to the Contractor the Contractor hereby covenants and agrees with the Bank to construct, complete and perform the works in conformity in all respects and subject to all terms and conditions/rules as mentioned in the aforesaid documents which shall form part of this agreement.

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**

ANNEXURE – C

ITEMS TO BE PROVIDED AT CHAIRMAN & MANAGING DIRECTOR / EXECUTIVE DIRECTORS / GENERAL MANAGERS CABINS/TOILETS

- 1) Liquid Soap - Dettol / Patanjali/ Godrej
- 2) Soap – Mysore Sandal / Cinthol / International Lux

ITEMS TO BE PROVIDED AT GENERAL TOILETS

- 1) Toilet deodorant – Godrej Aer
- 2) Soap oil for handwash – Dettol / Patanjali/ Godrej
- 3) White Phenyl – Wonder Clean
- 4) Floor Cleaner Taski – Reputed make
- 5) Perfume with phenyl – Reputed brand (Jasmine perfume)
- 6) Buckets & Mugs – Brite brand
- 7) Urinal Screen (Gents Urinal) – Reputed Make Taski

NOTE:

1. Any other equivalent brand with approval of the bank can also be used.
2. All above mentioned consumable items to be adequately stocked in Canara bank premises, in order to provide un-interrupted service.
3. Original viscosity of the soaps to be used at all times.

Technical Bid

PART F APPLICATION FORMAT

Checklist (To be filled by Applicants)

1	Have you signed in all the sheets?	Yes/No
2	Whether copy of PAN/VAT/GST Registration copy is enclosed?	Yes/No
3	Whether requisite application fee by DD is paid? If yes fill the format given below:	Yes/No
4	Whether enclosed proof for year of establishment?	Yes/No
5	Whether proof for average annual financial turnover enclosed?	Yes/No
6	Whether documentary proof for having undertaken the works is enclosed?	Yes/No
7	If yes, No. of certificates enclosed.	

Details of the Application Fee:

S No.	Name of the Bank (DD issued Bank)	DD Number and Date	Favoring	Amount

PRE-QUALIFICATION OF AGENCIES FOR FACILITY AMNAGEMENT SERVICES:

1. Name of Applicant :
 - a) Address (Head Office/Registered Office)
with Telephone no., e-mail, web-site details
 - b) Office/Branch Address/Service centre at
Mumbai/Navi Mumbai along with details of
Local In – Charge's name, mobile no. etc.
2.
 - a) Status of the firm (Whether company/partnership/Proprietary)
 - b) Name of the Proprietor/Partners/directors
(With Professional Qualifications, if any):
 - I)
 - II)
 - III)
3. Whether registered with Registrar of
Companies/ firm. If so, No. & Date :
4. Registration with Tax Authorities ;
 - a) Income Tax No. PAN/GIR NO. :

TENDER REF: CHCP:HKP:874/2020

Premises and Estate Section
Circle Office
Sector - 34A, Plot-1
Chandigarh -160 022

T 0172- 2604258
F 0172- 2647923
E-Mail pecochd@canarabank.com
www.canarabank.com

b) Value Added Tax No./GST No. :
furnish copies of IT return, Registration)

c) GST No.(Furnish GST Regd. certificate):

5. Turnover of the company/firm (Please attach copy of audited Balance Sheet and Profit & Loss account for three years)

S No.	Year	Turnover
1		
2		
3		
	Average	

6. Registration with Govt./public Sector/Banks

Name of the Organization	Nature of work	Value of works (Annual)	Date of Registration

7. details of the qualifying works executed (Please mention only such works meet the eligibility criteria)

Name of work	Work executed for (Name of the organization with address, concerned office & Tel no.	Nature of work (In Brief)	Location of 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 satisfactory completion certificate obtained from the client shall be enclosed.

8. Key personnel permanently employed in your organization:

S No	Name	Qualification	Experience	Particulars of work done	Employed in your firm since	Any other

9. Details of your relatives working in Canara Bank:

Name of the official	Designation	Address of the Office/branch

10. Details of the equipment/accessories under each category proposed to be deployed at site.

	Category of service	Name of the equipment & accessories	No. of units	Owned/Leased
	Keeping			
	cleaning			

11. Furnish the names of three responsible clients/persons to whom the major works carried out by the applicant with address and telephone no. who will be in a position to certify about the quality as well as past performance of your organization.

Name of the official	Organization & address	Contact No.

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/ annexures.
3. I/We agree that the decision of Canara Bank in selection of contractors will be final and binding to me/us.
4. I/We have read the instructions and I/We understand that if any false information is detected at a later date, the empanelment shall be cancelled at the discretion of the bank.

Place:

Date:

SIGNATURE OF THE APPLICANT
NAME & DESIGNATION
SEAL OF ORGANISATION

ANNEXURE - I
PART – G PRICE BID
(TO BE SUBMITTED IN A SEPARATE SEALED COVER)

NAME OF WORK – HOUSEKEEPING AND GENERAL CLEANING WORKS AT
CANARA BANK CIRCLE OFFICE BUILDING, PLOT NO 1, SECTOR 34A, CHANDIGARH-160022

S. No	LABOUR COMPLIANCES	HOUSE KEEPERS		SUPERVISOR	
		RATE (%)	AMOUNT	RATE(%)	AMOUNT
	Income				
1	BASIC	MIN		MIN	
2	HRA				
3	CONV ALLOWANCE				
4	OTHERS				
5	TOTAL INCOME (1+2+3+4)				
6	Deductions				
7	Indl PF Share				
8	Indl ESI Share				
9	Food Deduction				
10	TOTAL DEDUCTION (7+8+9)				
11	Salary in Hand (5-10)				
12	Employer Contributions & Costs				
13	PF				
14	ESI				
15	LEAVE				
16	BONUS				
17	GRATUITY				
18	ADMN CHARGES				
19	Uniform charges				
	Total Employer Contributions & Costs				
20	(13+14+15+16+17+18+19)				
21	Cost To Company (CTC) = (5+20)				
22	SERVICE CHARGE ON CTC (% of 21)				
23	E - GRAND TOTAL (21+23)				
24	No OF PERSON EMPLOYED				
	TOTAL PROJECT COST (24 X 23)				
	FINAL TOTAL				
	Total Amount in words				

Place:

Date:

SIGNATURE OF BIDDER WITH SEAL

Description Of Work

To provide housekeeping services to CANARA BANK,CIRCLE OFFICE BUILDING, PLOT NO 1, SECTOR 34A, CHANDIGARH-160022 which is fully described under Details of the building and scope of works with required men and material and with proper supervisory staff etc., complete all and as per the General Rules and Instructions and General conditions of the tender.'

Note:

- 1 The rates quoted are excluding GST. GST will be paid extra as applicable as per Govt. rules.
- 2 Labour Rates will be fixed by Labour Commissioner UT Chandigarh from time to time.

