

PREQUALIFICATION CUM TECHNICAL BID

**APPOINTMENT OF SERVICE PROVIDER FOR HOUSEKEEPING, CARETAKING, ELECTRICAL
MAINTENANCE, PLUMBING & CARPENTRY WORKS AT
-BANK'S STAFF TRAINING CENTRE, 15-7-9, KRISHNA NAGAR. MAHARANIPETA,
VISAKHAPATNAM - 530 002, VISAKHAPATNAM DISTRICT, ANDHRA PRADESH**

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Union Bank of India
Staff Training Centre
15-7-9, Krishna Nagar,
Maharanipeta,
Visakhapatnam - 530 002

NOTE: This document contains 43 pages including this cover page

Ref. No: UBI/RFP/STC/VIZAG/1

Date:27.04.2022

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Following terms are used in the document interchangeably to mean:

Bank means Union Bank of India

RFP means this “ Request for proposal document”, and includes the RFP response documents prepared by the Bidder and submitted to the bank.

EMD means Earnest Money Deposits

SD means Security Deposits

PO means Purchase Order

Vendor, Bidder, Contractor, Agency Service Provider are interchangeable terms and include the personnel engaged by them.

Offer, Bid, Tender & Application are interchangeable terms.

Staff Training Centre, Krishna Nagar, Maharanipeta, Visakhapatnam-530 002

PREQUALIFICATION CUM TENDER NOTICE TOWARDS APPOINTMENT OF SERVICE PROVIDER FOR HOUSEKEEPING, CARETAKING, ELECTRICAL MAINTENANCE, PLUMBING & CARPENTRY WORKS.

Union Bank of India invites sealed tenders (Pre-qualification cum Tender Bid and Price Bid separately) in respect of above mentioned work from eligible agencies based in Andhra Pradesh & Telangana towards **APPOINTMENT OF SERVICE PROVIDER FOR HOUSEKEEPING, CARETAKING, ELECTRICAL MAINTENANCE, PLUMBING & CARPENTRY WORKS** at Union Bank of India, Staff Training Centre, 15-7-9, Krishna Nagar, Maharanipeta, Visakhapatnam - 530 002. Tender forms can be collected from the above address from 10.00 A.M. on 27.04.2022 To 11.00 A.M. on 21.05.2022 against payment of tender cost of Rs.2500.00 (non-refundable) by way of Pay Order / Demand Draft favouring Union Bank of India payable at Visakhapatnam. The detailed information, eligibility norms and tender document shall also be available during aforesaid period at the Bank's website www.unionbankofindia.co.in and www.eprocure.gov.in. Agencies downloading the tender forms from website should submit tender cost by PO/DD along with technical / pre-qualification bid. The tender can be submitted latest by 14.00 Hrs on 21.05.2022 at the above address. The technical / pre-qualification bid will be opened on 21.05.2022 at 15.00 Hrs at the above address in presence of applicants / their authorized representative at the time and venue. The Bank reserves the right to reject any or all tender applications without assigning any reasons whatsoever. The Bank also reserves the right to scrap the whole process without assigning any reason whatsoever.

Sd/-

Chief Manager/Centre in Charge

Staff Training Centre, 15-7-9, Krishna Nagar, Maharanipeta, Visakhapatnam - 530 002.

SUBJECT: CONTRACT FOR TWO YEARS OF HOUSEKEEPING, CARETAKING, ELECTRICAL MAINTENANCE, PLUMBING & CARPENTRY Works at Union Bank of India, Staff Training Centre, 15-7-9, Krishna Nagar, Maharanipeta, Visakhapatnam - 530 002.

Activity	Date and Time
Release of tender	27.04.2022 10.00 AM
Pre-bid meeting	12.05.2022 16.00 (04.00 PM)
Corrigendum, if required, will be issued online	16.05.2022
Last date of receipt / acceptance of BIDs	21.05.2022 14.00 (2.00 PM)
Opening of technical Bid	21.05.2022 15.00 (3.00 PM)
PLACE OF SUBMISSION	Union Bank of India, Staff Training Centre, Krishna Nagar, Maharanipeta, Visakhapatnam - 530 002
PRICE OF TENDER DOCUMENT	RS.2500/- by way of Demand Draft / PO
Opening of Price Bid	Will be intimated to qualified bidder

Note:

- The dates mentioned above are tentative. Union Bank of India, STC Visakhapatnam may at its discretion, extend this dates and such extension shall be binding on the BIDDERS.
- If the date up to which the BID is open for acceptance is subsequently declared to be holiday, the BID shall be deemed to remain open for acceptance till the next working day.
- If the date fixed for opening of BIDs is subsequently declared a holiday, the BIDs will be opened on the next working day following the holiday but there will be no change in the time for opening as indicated above.
- Price Bids of only technically qualified BIDDERS shall be opened on a date to be intimated later on to qualified bidders.

TENDER ISSUED TO: M/S_____



SECTION I. TENDER NOTICE

Tender for Appointment of Service Provider of HOUSEKEEPING, CARETAKING, ELECTRICAL MAINTENANCE, PLUMBING & CARPENTRY WORKS at Union Bank of India, Staff Training Centre, 15-7-9, Krishna Nagar, Maharanipeta, Visakhapatnam - 530 002 for a period of TWO YEARS.

1. Sealed tenders are invited by Union Bank of India for Appointment of Service Provider for **HOUSEKEEPING, CARETAKING, ELECTRICAL MAINTENANCE, PLUMBING & CARPENTRY WORKS** at Union Bank of India, Staff Training Centre, 15-7-9, Krishna Nagar, Maharanipeta, Visakhapatnam - 530 002 for a period of TWO YEARS from reputed licenced organisations/ individuals having sound financial capacity, required experience/ expertise, adequate qualified personnel for rendering the above services subject to complying or agreeing to comply with the terms and conditions as mentioned in this document. The contract is subject to review on half-yearly intervals and renewal for further 1 (one) year depending upon the performance of the agency/contractor/bidder at the discretion of the bank.

2. The bidders are required to complete the tender form, price the schedule of quantities and sign each page of tender documents before submission. The completed set of tender is to be enclosed in a sealed envelope addressed to :

The Chief Manager/Centre in Charge

Union Bank of India, Staff Training Centre, 15-7-9, Krishna Nagar, Maharanipeta, Visakhapatnam - 530 002, Andhra Pradesh.

3. The tender shall be submitted in 3 envelopes as under:

Envelope A (Sealed) - shall contain Technical Bid and EMD.

Envelope B (Sealed) - shall contain Price Bid.

Envelope C (Sealed) - shall contain envelopes A & B.

4. Tenders will be received up to 14.00 hours on 21.05.2022

5. No tender will be received after the expiry of the time notified for receiving tenders under any circumstances whatsoever.

6. The tender will be opened at 15.00 hours on 21.05.2022 at the above address. Bidders / Authorized representative may choose to be present for opening of bid.

7. Tender shall remain valid for acceptance for a period of 90 days from the notified last date of tender submission.

8. The Bank reserves the right to reject any or all tender received without assignment of any reasons thereof.
9. The tender rate against each item of work / price indicated in the schedule of quantities and rates / price should be indicated both in words and figures. In case of any discrepancy, the rates indicated in words would prevail.
10. The rates quoted against each item of work / price should be for the complete finished item of work and include all labour, material, taxes, overhead, duties, etc. Any statutory change in the tax structure after opening of the tender shall be reimbursed by the Bank as per actual. Goods and Service Tax (GST) will be paid extra.
11. Each tender shall be accompanied by Earnest Money Deposit (EMD) of Rs.1.25 lakh in the form of Pay order / Demand Draft in favour of Union Bank of India, payable at Visakhapatnam. Tenders without Earnest Money shall be summarily rejected.
- i. The Earnest Money will be returned to all unsuccessful BIDDERS within a period of 30 days from the date of issue of the acceptance letter and to a successful BIDDER/CONTRACTOR, after he has furnished the Performance Security Deposit, if he does not desire the same (EMD) to be adjusted towards the Performance Security Deposit. No interest shall be payable on Earnest Money, in any case.
- ii. The BIDDER/CONTRACTOR shall be permitted to BID on the express condition that in case he modifies his offer, or terms & conditions thereof, after submitting his BID, for any reason whatsoever during the RFP process, the Earnest Money deposited by him shall stand forfeited, without prejudice to any other rights and remedies of the Bank under the contract and any other law, and the BIDDER/CONTRACTOR will be liable for any loss suffered by the Bank on account of his withdrawal/modification etc., besides forfeiture of EMD. He will also be debarred from participating in any other RFP with UNION BANK OF INDIA for a period of 5 years from the date of current RFP.
12. The earnest money deposited shall not carry any interest and will be refunded to the unsuccessful bidders after completion of process. Earnest money paid by the successful bidder will be retained by the Bank till completion of agreement /entering to contract and submission of the security deposit of Rs 5.00 Lakh.
13. Any exemptions given by NSIC, GOI or such other authority in payment/Deposit of tender cost and EMD will be duly respected/accepted”
14. Earnest money paid by contractor shall be forfeited by the Bank if contractor fails to undertake the job after the communication about acceptance of his bid.
15. All tenders in which any of the prescribed conditions are not fulfilled or incomplete in any respect are liable to be rejected.
16. The minimum eligibility criteria have been clarified in this document under Section III. Entities fulfilling the eligibility criteria will only be selected for further process of assessment /inspection and opening price bid. Unopened price bid of those not satisfying the eligibility criteria will be returned.
17. Team of the bank officials will visit the selected sites as mentioned by the bidders/contractors in the bid document to verify the quality of service provided by them.
18. The tender notice including General Conditions of Contract and scope of work shall form part of the contract documents.

19. Incomplete quotation: Incomplete quotations shall be summarily rejected. Conditional tenders are liable to be rejected

20. The Bidder has to sign each page of the tender and put rubber stamp, seal below his signature and seal the quotation in an envelope.

21. Tenders submitted by a firm shall be signed separately by each partner / authorized signatory thereof and in the absence of any partner/ authorized signatory, the same may be signed by the Power of Attorney holder. Tender by a company shall be executed by person(s) duly authorized under the resolution of Board of Directors of the Company.

22. Transfer of Tender Documents: Transfer of tender documents purchased by one intending bidder to another is not permissible.

23. The selected vendor shall have to enter into contract agreement within a week's time after communication of selection. In case the selected bidder fails to enter into contract, the EMD will be forfeited and the Bidder may be disqualified for participation from any future tenders of Union Bank of India for a period of 5 years.

24. Bidding and selection Process:

The sealed envelope to be dropped in the tender box kept at Administration Department, Union Bank of India, Staff Training Centre, 15-7-9, Krishna Nagar, Maharanipeta, Visakhapatnam - 530 002, Visakhapatnam District, Andhra Pradesh. Agencies may send their BIDs by Speed/ Registered Post in time to Chief Manager/Centre In Charge, Union Bank of India Staff Training Centre, 15-7-9, Krishna Nagar, Maharanipeta, Visakhapatnam- 530 002, Visakhapatnam District, Andhra Pradesh. Bank shall not be responsible for transit delay and if BIDs are not received on or before 14.00 Hrs the 21.05.2022 at the above address, such bids will be summarily rejected.

The last date for submission of bid is 21.05.2022, 14.00 Hrs Any bids received at Administration Department of STC Visakhapatnam after this time and date will summarily be rejected.

Pre-Bid Meeting will be held at 16.00 (04.00 PM) on 12.05.2022 at Administration Department, Union Bank of India, STC Visakhapatnam. The interested bidders can send their queries if any, by e-mail at least 3 working days before the pre bid meeting on the following e mail id: abstcvpm@unionbankofindia.bank.

Opening of Technical bids: The Technical Bid will be opened at the Office of the Chief Manager/Centre in Charge at Union Bank of India, Staff Training Centre, Visakhapatnam at the fixed time and the date as indicated in RFP document. The bidder may choose to be present either in person or through an authorized representative at the time of opening of the Technical Bid. The representative should produce the authorization letter issued by the contractor for participating in Technical / Price Bid.

25. Other Terms & Conditions:

Tenders received after the prescribed time and date will not be considered and rejected forthwith. Decision of the bank in this regard shall be final, conclusive and binding on the bidders.

Bank reserves the right to amend/ modify the tender document or of issuing any corrigendum to the bid process. The bidder shall not claim as a right for the Bank to do the aforesaid.

The bidders would be ranked on the basis of rates quoted by them. The bidder with the lowest total cost so computed shall qualify as L1. In the unlikely event of a tie between / amongst the bidders, the bidder with higher score in technical evaluation shall qualify as L1.

The bidder shall submit along with bid the terms and conditions as per Annexure II, and all terms are binding on the shortlisted/successful bidder/contractor.

The written offer of contract issued to the successful bidder/contractor shall be accepted by the bidder in writing within seven days from the date of issue of the offer letter. Failure to accept the offer within this period will result in forfeiture of the EMD. The contractor shall execute an agreement with the Bank on stamped paper within 7 (seven) days of receipt of letter of acceptance. However, the issue of letter of acceptance by the Bank shall be construed as a binding contract as per terms and conditions of the RFP, as though such an agreement has been executed and all the terms and conditions on this contract shall apply.

The successful bidder/contractor shall commence the services from the date as may be specified by the Bank's Staff Training Centre, Visakhapatnam after acceptance of the Offer is complete. The failure, delay or evasion on the part of the successful bidder/ contractor to commence the services within the period mentioned above will also result in termination of the contract and forfeiture of the EMD.

26. Important instructions to applicant:

a. All information requested as per the enclosed form should be furnished. If any particular query is not relevant, it should be stated as not applicable. However, the applicants are cautioned that giving incomplete information in the application or making any change in the prescribed forms may render the application non-responsive and as such liable for rejection.

b. The application must be type written and applicants name must appear on each page of application.

c. All over writings or corrections shall be attested with applicants initial in ink. All pages of the prequalification documents shall be numbered and submitted as a package with the signed letter of transmitted.

d. References, information and experience certificates furnished along with the application from respective clients certifying the suitable technical knowhow the capability of the tenderer should be signed by the client.

e. All applicants are advised to visit the site/building before applying.

f. It will be obligatory on the part of the tenderer to submit all the components and part of tender document. After the work is awarded, it may have to enter into an agreement for each component with the competent authority of the Bank.

g. Contractor to provide everything necessary for the proper execution of work according to the requirement.

DISQUALIFICATION CONDITIONS

BIDDER/CONTRACTOR who has been blacklisted or otherwise debarred by UNION BANK OF INDIA or any Department of Central or State Government or any other Public Sector Undertaking/Educational Institute/Training Institute, Institutional Canteen in Govt. /Public Sector Undertaking/Private corporate house/renowned club house/renowned guest house will be ineligible during the period of such blacklisting or for a period of 5 years from such an event, whichever is later.

Any BIDDER/CONTRACTOR, whose contract with the UNION BANK OF INDIA, or any Department of Central or State Government or any other Public Sector Undertaking has been terminated before the expiry of the contract period at any point of time during last five years, will be ineligible.

BIDDER/CONTRACTOR whose Earnest Money Deposit and/or Performance Security Deposit has ever been forfeited by UNION BANK OF INDIA or any Department of Central or State Government or any other Public Sector Undertaking, during the last five years, will be ineligible.

If the Proprietor/any of the Partners of the BIDDER/CONTRACTOR Firm/any of the Director of the BIDDER/CONTRACTOR Company has been, at any time, convicted by a court of an offence and sentenced to imprisonment, such BIDDER/CONTRACTOR will be ineligible.

While considering ineligibility arising out of any of the above clauses, Incurring of any such disqualification in any capacity whatsoever (even as a Proprietor, Partner in another Firm, or as Director of a Company etc.) will render the BID disqualified.

If license has been forfeited in between (during 5 years) by the statutory authority and found guilty of misconduct will render the bidder disqualified.

Any service provider, in whatever capacity, where any disputes or court cases pending in cases related to Union Bank of India shall render the bid disqualified.

DISCLAIMER

□ The information contained in this RFP document or any information provided subsequently is provided to the bidder on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

□ This RFP is neither an agreement nor an offer and is only an invitation by the Bank to interested parties who are qualified for submission of bids. No contractual obligation whatsoever shall arise from the RFP process until a formal contract is executed by the duly authorized signatory of the Bank and the Successful bidder/s.

□ The purpose of this RFP is to provide the bidders with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP.

□ Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. Such change will be published on the bank's website and Government portal.

□ The Bank reserves the right to reject any or all the proposals received in response to this RFP document at any stage without assigning any reason whatsoever. The decision of the Bank shall be final, conclusive and binding on all the parties.

Sd/-
CHIEF MANAGER / CENTRE INCHARGE

SECTION II SCOPE OF WORK

The contractor/ service provider is supposed to provide qualified and experienced personnel for the Housekeeping, Caretaking, Electrical Maintenance, Plumbing & Carpentry works, at following address:-

BRIEF DESCRIPTION OF THE PROPERTY:

UNION BANK OF INDIA, STAFF TRAINING CENTRE,
15-7-9, Krishna Nagar, Maharanipeta, Visakhapatnam - 530 002

The property comprises the entire area of 1863Sq.Yds, bounded by boundary walls and all the built up establishments including 28 Hostel Rooms on two floors, Faculty and other office rooms, Class rooms, kitchen, dining halls, Library rooms and store rooms, Terraces, Cellars, Security room etc. in Staff Training Centre, Visakhapatnam.

The scope of work of this tender includes housekeeping, electrical maintenance, care taking, Plumbing & Carpentry work in the whole premises bounded by outer walls.

The contractor has to discharge following functions:

1. HOUSE KEEPING SERVICES

1.1. JOBS TO BE ATTENDED DAILY

- a) Sweeping, cleaning and mopping of the floor and staircase and passage with water, detergent and phenyl.
- b) Plumbing & Carpentry work anywhere inside the campus.
- c) Cleaning of all (gents & ladies) toilets on regular intervals of every two hours with good quality of detergent, disinfectants, naphthalene balls, phenyl, acid and liquid soap etc.
- d) Cleaning and dusting of partition, table, windows and glass panels.
- e) Cleaning of office tables, glasses and other furniture.
- f) Cleaning of Almirah, Shelves.
- g) Cleaning of dustbins and ash trays.
- h) Cleaning of water jugs and glasses in the rooms (Hostel and Classrooms) and filling of water jugs.
- i) Spraying of room perfume in air-conditioning cabinets.
- j) Making Beds for the guests in Hostel Rooms on every third day or whenever required.
- k) Checking and ensure proper functioning of electrical switches and water taps. The repair if any to electrical items is out of the scope of this work.
- l) Ensuring proper drainage system from the bath room, toilets and wash basins etc.

- m) Cleaning of parking area, boundary wall, Generator Room etc.
- n) Sweeping and moping of the Main Entrance lobby, walls, boards, thrice daily
- o) Sweeping and moping of guard's cabins, compound area once in a day.
- p) Sweeping and moping of staircase, Hostel, Classroom, Canteen's Dining areas.
- q) Sweeping and moping of all floors daily in the morning before 9.00 a.m. Sweeping and moping of all Hostel rooms daily in the afternoon before 2.00 p.m.
- r) Sweeping and moping of all cabins, faculty rooms, classrooms, library and any other establishment within the walls of the campus situated at 15-7-9, Krishna Nagar, Maharanipeta, Visakhapatnam - 530 002.
- s) Removing choke-up of urine blocks from toilets.
- t) Cleaning of wall tiles, pots, partitions, windows etc.
- u) Cleaning of tables, chairs, partitions, window, glasses, mirrors, sofas, wooden racks, steel cabinets etc. on all the establishments, floors and cabins.
- v) Cleaning of carpets daily with vacuum cleaner.
- w) Removing cobwebs, spider webs etc.
- x) Removing stains from floor, walls, staircases, cabin doors, partition of cabin inside and outside.
- y) Dusting and Cleaning of all the furniture in the building.
- z) Cleaning of rooftop of the all building in campus once in 2 days,
- aa) All the cleaning and sweeping shall be done by human efforts or by use of machines or both on daily basis except in cases where specifically provided otherwise.
- ab) Disposal of waste/garbage/stationery on daily basis to garbage bin.
- ac) Cleaning of compound on daily basis. Any other work related to above. While stating the equipment/unit/ item/ area where the cleaning/Maintenance is to be done, please read the same as all equipment/unit/ item/ area (s) inside the premises.

1.1.1. Execution of work:

The work of sweeper shall be monitored by the Supervisor. The works to start by 7.00 am and to be completed before commencement of office hours (i.e. 9.30 AM) in case of Office rooms and classrooms. Dining Hall to be cleaned /mopped 3 - 4 times before commencement of Breakfast, Lunch and Dinner. In other areas, the works to start by 10.00 am and to be completed before 2.00 P.M. The day's sweeping and cleaning work shall be completed latest by 2.00 p.m. Arrangement will have to be made for urgent/emergency work during the day.

The contractor should deploy adequate resources i.e. manpower and machinery for attending to the works. The arrangement of cleaning should be such that each floor to have separate dedicated work hand which should not be shared with other floor. The compound cleaning shall have another set of

machine/work hand. There shall be adequate provision of spare work hand to fill the gap due to absentees. All the operation of cleaning shall be supervised by qualified supervisor.

The agency shall provide the following toiletries on regular basis as per consumption in the toilets/wash rooms of Administrative Building and Hostel as also for anywhere else in the premises surrounded by boundary walls of this Staff Training Centre:

- Liquid Soap in our container,
- Paper Napkins /Towels,
- Naphthalene Balls,
- Air fresheners in wash rooms and toilets,
- Toilet paper rolls,

1.2. JOBS TO BE PERFORMED WEEKLY

- a) Checking & removing of all choke-up drainage system weekly and whenever required.
- b) Cleaning of upholstery, partition, cushioned chairs with vacuum cleaner.
- c) Washing down of compound area and compound wall with detergents.
- d) Cleaning and dusting of filing cabinets and racks.

1.3. JOBS TO BE ATTENDED FORTNIGHTLY

- a) Cleaning of outside walls, windows, glasses with help of vacuum cleaner, water sprayer wet cloth etc.
- b) Sweeping and cleaning of terraces and canopy.
- c) Cleaning of venation blinds etc.
- d) Cleaning of curtains.
- e) Cleaning of parapets.
- f) Cleaning of tube lights, fans and bulbs etc.
- g) Cleaning of Roof area.
- h) Cleaning the immediate periphery of the building and utility rooms of the building.
- i) Cleaning surfaces of computers, key boards, printers and photo-copiers with the appropriate cleaner
- j) Cleaning of ROs, Water Coolers etc.

1.4. JOBS TO BE ATTENDED MONTHLY

- a) Shampoo cleaning of sofa sets, cushion chairs etc. of all floors/ entire building.
- b) Cleaning the glass surface of main building from inside once in a month
- c) Cleaning the glass surface of buildings from outside once in a quarter
- d) Cleaning Staircase glass surface from inside once in a month
- e) Cleaning of Underground and Overhead water tanks,
- f) Checking of Plumbing /Sanitary Fixtures/Washbasin/Flush etc. and attending to repair works as and when required

General Details:

- 1) The contractor/ service provider shall maintain a key register and ensure control over keys and opening of hostel rooms.

2) All cleaning material such as phenyl, disinfectants, deodorants, odonil, room, fresheners, insecticides like finit, hit, air-freshener round, dettol, hand wash, liquid soap, sani cubes, squeeze, Vim powder, naphthalene balls, round brush and necessary tools for cleaning and maintenance shall be provided and arranged by the contractor at his own cost of reputed/ branded companies such as HUL, ITC, P& G, etc. duly approved by the bank authorities. The Agency shall arrange to procure the consumable items/materials of best quality for providing housekeeping, upkeep and maintenance services as approved by Bank.

3) Contractor should indicate the requirement of material on weekly/fortnightly/monthly basis along with the brands of material to be used as per table given in the Price Bid/ Commercial Bid (Annexure III) and submit details of materials procured accordingly.

4) The contractor/ service provider shall provide the following machines to his staff for proper maintenance of the premises, at his own costs:-

- Floor Scrubbing machine
- Shampooing machine
- Dry-wet Vacuum Cleaner (Industrial)
- High Pressure Jet Cleaning Machine
- Tiles Scrubbing machine
- Automatic Squeezer
- Garbage Trolley(s)
- Fogging Machine
- Manual Road Sweeper

Over and above this, the other equipment which are required for Housekeeping & Maintenance Services must also be provided.

5) All cleaning tools as indicated below shall be arranged by the contractor at his own cost. The requirement of tools on monthly basis is to be indicated in the table below.

Tools	Monthly requirement (no.)
Tools	
Hard brush, soft brush	
Soft / Hard duster	
Mops	
Multi wash	
Dry mop kit	
Glass cleaner	
WC cleaner	

A check list of specification of work (Job Description) is as under:

A	Sweeping & Mopping	Frequency
	Hostel Rooms, Guest Rooms	Once in a day & On change of occupancy
	Faculty rooms and administrative wing	Once in a day
	Main Reception area	On-going every day 9:00AM to 5.00PM
	Lobbies, corridors, varandas	Twice a day
	Stair case	Twice a day
	Gym, Sports room, library	Once in a day
	All open terraces, common area, Badminton court including basement	Sweeping once in a day
	Scrubbing of room floors, lobbies, corridors, staircases and balconies	Once in a week
	Clearance /waster papers from cabins/ office rooms etc	Once in a day
	Disposal of garbage and waste paper in the garbage box and dustbins	Twice in a day
	Disposal of garbage to nearest municipal dump yard	Once in a week
B	Washing /change of linen change in hostel rooms and guest house rooms	Twice in a week or earlier if required, and on change of occupancy
C	Washing/ change of bath towels& hand towels	Thrice in a week or earlier if required, and on change of occupancy
D	Dusting of furniture	Once in a day
E	Dusting of fans/tube lights & other fittings in the rooms	Once in a week
F	Vacuum cleaning of carpets	Once in a week
G	Cleaning of toilets/ WC's , wash basins of office	Every 2 hour daily
H	Cleaning of toilets/WC's, wash basins of hostel rooms	Once in a day
I	Cleaning of buckets/Mugs with VIM/Detergent	Once in a week
J	Scrubbing of bathroom tiles	Once in a week
K	Cleaning of window panes/wall panelling	Once in a week
L	Cleaning of fans/switch boards/ distribution boards (DBS)/outdoor feeder pillars/walls/ tube lights/wall hanging etc	Twice in a month
M	Opening of clogged drains/ sewer lines/ cleaning of drainage lines and disposal of garbage	Half yearly basis & as and when required
N	Ensuring operation of sewage/ water drainage	On an on-going basis
O	Day to day maintenance and operation of electrical installations,	On an on-going basis

	water pumps etc.,	
P	Operation of audio- visual equipment, paging equipment etc.,	As and when required
Q	Distribution of newspaper in hostel rooms occupied by participants	Once in a week
R	Changing of worn out/damaged water taps/pipes/valves etc.,	As and when required
S	General checking of all toilets fittings and sanitary accessories	Once in a week
T	General checking of all electrical installation, fittings and points etc. and faulty fittings	Once in a week
U	General checking of all furniture/ locking arrangement and their repairs	Once in a week
V	Shampooing & Wet cleaning of carpets (stain removal)	Once in a week
W	Shampooing & Wet cleaning of curtains/ sofa sets/chairs	Quarterly
X	Cleaning of all brass pots/items	Daily
Y	Other treatments	
1.	Pest control	Weekly and as & when required
2.	Rodent control	Quarterly and as & when required
3.	Anti-termite treatment	Quarterly and as & when required
4.	Fogging	Weekly and as & when required

2. CARETAKER SERVICES

2.1 Caretaking of Hostel Building by receiving the guests in reception/accommodating in rooms by entering in register. Helping the participants to check in and check out. Keys to the individual hostel rooms have to be in the custody of the caretaker. Maintenance of key register, check in check out register, caretaker on duty register has to be properly done.

2.2 The caretaker has to wear a decent & clean uniform to be provided by the service provider and have to be available on 24x7 basis on rotation basis. Bed linen have to be changed every two days and inventory register for various items viz. Towels, pillow covers, bedspreads, bed sheets etc. will be maintained before and after giving them out for washing and ironing.

2.3 General Maintenance reporting: Fans, lights, and plug points which are not working will be reported to the bank in a regular format or register. Similarly, water leakages and other plumbing, drainage and carpentry problems also will be reported by the caretaker to the Bank in a format/ register

2.4 Newspapers distribution: All newspapers which arrive at the centre will be distributed to the participants in the hostel rooms and office by the caretaker. Newspapers arrived and not arrived will be entered in a register by the caretaker. The caretaker will be available round the clock in the centre. He will behave courteously

with the participants and will leave no room for complaints. The caretaker should ensure that the Banks' assets like TVs, washing machines, geysers, mosquito repellents, fans, lights, recreation items and furniture items are handled by the participants with care.

2.5 He should keep helpline numbers for cable TV, TVs, washing machines, dhobi, doctor, electrician, plumber, generator service provider, motor service provider, railway /air/ bus/ambulance/police enquiry and assistance and should extend helping hand to the participants needing help. The caretaker will not use the facilities available at the centre for his own personal purposes. The bank can impose a penalty clause for lapses in any of the above conditions. Penalty will be levied if the staff on duty is found intoxicated with alcohol or drugs.

2.6 HOSTEL BUILDING

a) Apart from the above activities mentioned, Contractor will have to provide round the clock service of caretaker for receiving the guests/accommodating in the rooms, providing services as required by the trainees, reporting to Hostel warden; Administrative officer, keeping up to date record of room occupancy and discharging other duties and functions as and when directed by bank officials.

b) The Caretaker/Supervisor should be in uniform with ID Cards. Whenever a new supervisor is sent for duty it should be informed to the Hostel warden/ Administrative Officer in advance and such a change should be smooth so that services are not affected adversely.

2.7 General Maintenance Services at Hostel Building

a) The Agency shall provide housekeeping and maintenance services in the Hostel including managing the reception, check-in and check-out formalities, cleanliness etc.

b) Upkeep and maintenance of hostel rooms, maintenance of gym/prayer room, terrace and common open area of the hostel including all allied services to the guests.

c) The Agency is required to provide assistance services round the clock on at three shift basis to all the guests/participants. The services include carrying the bags/baggage of the guests/participants from Gate/Reception /Administrative building to the allotted room and at the time of checking in/out, without asking for any payment.

d) The Agency shall ensure the provision of water and other items required to be provided in the hostel rooms and as and when requested by the guests.

e) The Agency shall keep a Complaint/Suggestion Book at Reception to record Complaints/suggestions on services rendered by the Agency and such complaints shall be taken note of and acted upon immediately, All Complaints made by the Guests/visitors must be brought to the notice of bank along with details of actions taken.

f) The Agency shall be responsible to keep room(s) ready in all respects daily and within reasonable time after the vacation of the room(s) by the guest(s).

g) The linens are to be changed as and when requested by the guest(s) or at alternate dates. Required linen shall be provided by bank and maintained by the Agency.

h) The Agency shall ensure the following toiletries/items daily in the toilet/hostel Room of each Guest/Participant(s) as prescribed below. Required number of such items will be provided by bank.

i) The Agency shall maintain the recreation facilities provided and also issue and receive back the sports items/articles such as TT balls, rackets, shuttle cocks, etc. to the

guests/participants.

3. PLUMBING SERVICES

3.1. Maintaining supply of water-Filling of all Sumps, Overhead tanks of Canteen, Main hostel, Admin building, etc.

3.2. Checking of plumbing/sanitary fixtures/wash basin/flush etc. and attending to the repairs required.

3.3. Maintenance of bore wells and submersible pump sets.

3.4. Maintenance of connections from open well / bore well to the overhead and underground and roof top water tanks in campus.

3.5. During day time the services of plumber shall be available on all days without any leave. Contractor shall make adequate number of personnel so that the services of plumber are available on all the days.

3.6. Cleaning of manholes.

4. CARPENTER SERVICES

4.1. Maintenance of furniture & fixtures (cots, tables, chairs , sofa sets ,counters , wall fittings etc. in Staff Training Centre building (viz. Hostel floors ,Office rooms and any other area within the campus)

4.2. Repairing of furniture like cots, tables, chairs, sofa sets, counters, wall fittings, locks, door fittings, hangers, fixing of nails for wall hangings, fitting of boards, notice boards.

4.3. Any other carpentry work as per the emergent required with in the campus.

4.4. All required material will be supplied by the Bank. However, any damage owing to lapse in services will be claimed from the vendor.

5. ELECTRICAL REPAIRS & REPLACEMENT

5.1. The firm should depute one qualified and experienced technician who should be available as and when required.

5.2. The electrical maintenance shall include replacement of tubes starters, chokes, bulbs, temporary wiring, switch boards, light points, fan points, power sockets, TV point, AC point, LT distribution boards, MCB, ELCBs, power supply to Xerox machines, PCs, Fax machines, Telex machines, stabilizers, exhaust fans, pedestal fans etc., and their minor repairs if any.

5.3. Maintenance of many electrical installations in the campus such as Solar water Power, Generator Sets, Bore well, Sump Motors, Class Room Power Supply, Air conditioners, UPS Supply, Public Address System, Assisting in Internet and Video Conferencing Systems , the Water pipeline network if needed etc.

- 5.4. During meetings and conferences the electrician should operate the projector screen/ mike systems in the Auditorium and Seminar Hall as directed by the Bank.
- 5.5. The electrician should ensure that there is regular power supply in all the areas, except in case of normal breakdowns, and attend to all types of complaints related to internal electrical systems.
- 5.6. Nature of Services to be rendered under this contract:
Replacement of burnt out bulbs with new ones wherever found necessary and maintaining a record of such replacements.
- Checking the condition of DB's and MCB's monthly, if any loose connections are found the same is to be rectified immediately.
 - Recording voltmeter, ammeter readings in each DB and balancing the loads equally on three phases wherever found necessary.
 - Checking of voltages between earth and neutral terminals in DB's in 3 pin power sockets, computer UPS terminals etc and ascertain that the voltage does not exceed one volt.
 - Condition of earthlings in the DB's inside the computer points and AC socket points etc.,
 - Checking of all grades of LT cables inside the premises and ascertain whether they are getting heated up.
- 5.7. The contractor should provide all safety tools (uniform, shock proof shoes and hand gloves etc.,) to the electrician deployed by them for undertaking the internal electrical maintenance works.
- 5.8. The electrician should attend to any other relevant work that may be entrusted from time to time.
- 5.9. If there is any power failure from AP Transco side (6.00 pm to 9.00 am duty technician should run the DG set if required.
- 5.10. On-duty technician should attend to breakdowns if any, in lift panels, water pumps on day to day basis.
- 5.11. The agency should carryout regular operation and maintenance of VCB's, CT/PT, main power control panel, DG panel, Common service panel, LT panels of various blocks, switches, MCCB's etc.,
- 5.12. The agency should carry out maintenance of earth pits and neutral/body earth of sub-station main panel, HT/LT cables and their routine maintenance, for safety/regular operations to avoid breakdown.
- 5.13. The agency should attend periodical watering of earth pits and ensure earth resistances of the system to be within permissible limits. Dewatering of panel ducts if required during rainy season has to be done by the agency in time. 5.13 and 5.14 same
- 5.14. The agency should attend periodical watering of earth pits and ensure earth

resistances of the system to be within permissible limits. Dewatering of panel ducts if required during rainy season has to be done by the agency in time.

5.15. In case of power failure/load shedding the agency should assist the DG set operator to take the essential loads on to DG set. Once Andhra Pradesh Transco power comes in the loads are to be taken on the main supply.

5.16. The agency should check the condition of the transformer weekly once and record the oil and winding temperatures, the condition of Buchholz relay, silica gel LT & HT bushings, oil level etc.,

5.17. The agency should assist the other maintenance agencies during periodical checks while doing the following works.

a) Transformer oil filtration, silica gel testing

b) Meggering of HT & LT installation and cables.

c) Measurement of earth pit resistance etc.,

d) Periodical inspection of the sub-station by official of AP Transco/elec., Inspectorate etc., The agency should tabulate the results obtained and hand over the same to the concerned officer of the Bank. They should attend to periodical preventive maintenance of control panels. Switch fuses units, cables, transformer etc., to reduce the faults/complaints and ensure availability of continuous and trouble free supply to the building.

5.18. The firm should be prepared to take up any other related works that may be entrusted by the Bank from time to time.

5.19. The agency shall maintain daily log books(duly indicating the number of break downs, upkeep of LT & HT circuit breakers, capacitor-banks etc) as per the procedure and take meter readings for voltage, current, PF, KW etc., Periodical load balancing is to be done as and when required.

5.20. Periodical reports should be submitted for all preventive maintenance and maintain the pole structure in good working condition.

5.21. All the installation rooms should be cleaned periodically and kept neat and tidy. All preventive measures should be taken to keep the installations always in good working condition.

5.22. The technicians should clean the rooms of all distribution panel rooms, both floors and walls, once in a month and keep them free from cobwebs.

5.23. The contractor shall adhere to the relevant measures for the safety of the technicians employed by them.

5.24. The sub-station/control panel room at no time be left unattended by the operating staff.

5.25. The contractor should provide the required tools to the duty technicians to attend to day to day maintenance works.

5.26. Any parts found faulty/damaged are to be replaced by the contractor without charging anything extra towards labour charges. However material will be supplied by the bank or in case the items are provided by the contractor the cost will be reimbursed after the certification by the Bank.

5.27. The necessary stock of electrical spares etc., provided by the Bank shall be maintained properly by the contractor and duly accounted for.

5.28. The contractor should be available during the annual inspection by Central Electricity Authorities.

5.29. The contractor should maintain the installations as per statutory requirements (Indian Electricity Rules, APSEB regulations and Central Electricity Authority's Regulations)

5.30. If any damage is caused to electrical installations/equipment/other ancillary equipment due to negligence/mishandling by the technicians deployed by the contractor, the same should be made good at contractor's cost.

5.31. Before taking up any minor/major repairs the agency should inform the bank and take permission.

5.32. The agency should be in a position to maintain close liaison with Andhra Transco, Electrical Inspectorate etc., and pursue with them in case of power failure/power break downs etc., for restoring regular power in time.

5.33. The technician should assist electrical authorities for taking meter readings.

5.34. The on duty technician should attend to any other relevant work that may be entrusted from time to time.

5.35. Generators/Generator Room needs manual attention at times: viz. Daily Cleaning/ refilling of diesel on monitoring, turning off the Generators to Manual mode to save fuel, when power is not required during holidays, absence of participants in hostel block, to curtail usage of Centralized AC system during day time and winter season.

5.36. The contractor has to maintain all electrical earth pits

5.37. Carry out the following tests once a year during the contract period in consultation with Bank's officials and the test reports are to be submitted for Bank's record. During the tests, if any defects or deficiency is found in the equipment/installations, it shall immediately be brought to the notice of the Bank's officials and corrective action taken:

a) Insulation resistance test between conductor and earth and between phases in the

premises and in meter rooms as indicated by the Bank's Officials.

b) Measurement of earth resistance test for all available earth stations,

c) Earth loop test & polarity test in the premises,

d) Checking the load condition on the main incoming cable and attending to preventive maintenance in consultation with the Bank's Officials.

5.38. Liaising with the Andhra State Electricity Board regarding various matters pertaining to energy-meters, continuous power supply and other matters given in the scope of this document, if required, has to be done by the Service Provider. No additional amount will be paid by Bank for liaison work. AMC Service Provider is also liable to rectify all the defect/snag pointed out by all the test mentioned in the compliance report like Earth test, Transformer oil test, topping of transformer oil in conservator (if required), breather(if required), silica gel(if required), Panel test, DBs test, amount of inspection challan to be carried out by the contractor through specialized agency pertaining to this sort of work and expenditure of these test will be paid by Bank separately. All the liaison work under the scope of contractor no additional amount will be paid by the Bank. If any break down occurs, the Service Provider is liable to maintain the standby arrangement under their scope of work and which is time bound as per Bank's instruction and no extra amount will be paid by bank

5.39. Maintenance of the generator, motor, lights and fans: The generator shall be put on when required and will be put off when the power is restored. Generator usage register, Diesel level register, water pump usage register will be maintained. Diesel requirement note will be given to the bank as and when the diesel level drops below a stipulated level decided by the bank. All common lights will be put on by the care taker at night and will be switched off in the morning. Caretaker will see to it that electricity is not wasted on lights and fans.

5.40. Saving Electricity: The Service provider is to ensure that he undertakes whatever it needs to save electricity at the premises of the Bank. In case the electricity is found to be wasted in the premises, the Service Provider would be held responsible for the same.

SECTION III : ELIGIBILITY FOR PREQUALIFICATION:

- 1) The bidder must have Corporate Office/Branch Office in Visakhapatnam.
- 2) The bidder must be well experienced contractor (s) with substantial experience in Housekeeping, Caretaking, Electrical Maintenance, Plumbing & Carpentry Works for Institutional buildings such as offices of PSUs/MNCs/Corporate/Reputed hospitals/Airports, admeasuring minimum of 22000 Sq. ft. approximately.
- 3) The Bidder should have an average annual turnover of Rs. 50 lakh during the last three financial years. The Turnover shall be considered only in respect of the services being offered as per the Tender notice and not otherwise
- 4) The bidder must be in Business of Housekeeping, Caretaking, Electrical Maintenance, Plumbing & Carpentry Works for last 3 years. The applicant must give evidence of having such experience as required in para-2&3 mentioning quantum of work and cost of work.
- 5) The bidder must have his own adequate staff and equipment for carrying out the work at site efficiently and in accordance with practice in vogue. Should have a minimum of 10 Labours engaged in the above activities on payroll basis as on date of application (Documentary Proof be submitted)
- 6) The bidder must be registered with/have:
 - a. Income Tax (PAN No.)
 - b. GST No.
 - c. EPF Registration No.
 - d. ESI Registration No.
 - e. Shopkeepers and Establishment License Act of Respective State(s)
 - f. Registration with Labour Dept.

NOTE:

1. The evaluation of the applicant to prequalify will be done by a Committee to be formed by Competent Authority of the Bank. The Committee shall evolve a suitable methodology for making assessment of the capability of the firm which will broadly include:
 - a. Resource capability which would include personnel and equipment
 - b. Financial capability
 - c. Experience on similar work including successful completion of the work, claimed as "Experience" by the applicant.
2. The bidders who qualify in the prequalification eligibility will only be considered for next process such as Inspection and Commercial Bid Opening.
3. The Inspection of unit mainly covers Up keep and maintenance of site, Cleanliness maintained at site, Hygienic conditions maintained at site, Quality of materials being used, dress code of staff at site, Availability of worker/Supervisors etc., Quality of Electrical Maintenance, Plumbing, Carpentry, Caretaking etc.

SECTION IV GENERAL CONDITIONS OF CONTRACT

Appointment of Service Provider for HOUSEKEEPING, CARETAKING, GARDENING, ELECTRICAL MAINTENANCE, PLUMBING & CARPENTRY WORKS at Union Bank of India, Staff Training Centre, 15-7-9, Krishna Nagar, Maharanipeta, Visakhapatnam -530002 under Annual maintenance contract for a period of TWO YEARS.

GENERAL INSTRUCTIONS TO CONTRACTOR:

1 Inspection of sites: The contractor shall visit and examine the site and satisfy as to the nature and correct dimensions of work and facilities for obtaining material and shall obtain generally his own information on all matters affecting the execution of work. No extra charge made in consequence of any misunderstanding or incorrect information on any of these points on the ground of insufficient description shall be allowed. All expenses incurred by the contractor in connection with obtaining information for submitting this tender including his visit to site and efforts in compiling the tender shall be borne by the tenderer and no claims for reimbursement thereof shall be entertained.

2 Safety Regulations: The successful bidder shall be responsible for the safety and security of all the internal items such as furniture, equipment, fixtures etc. The contractor shall take all the necessary precautions while working and to safeguard adjacent property, Bank's property, Bank's employees, and traffic persons. The Bank will recover the cost of any damage to the Bank's property from successful bidder's (performance) security deposit.

3 Compliance to local laws: The contractor shall conform to the provisions of any Act of the Legislature relating to the work and to the Regulation of bye-laws of any authority. He shall also obtain the permission of the Municipality or any other Authorities if required under the existing rules.

4 Vouchers / bills: Contractor shall upon the request of the Bank furnish bills, invoices, accounts, receipts and other vouchers for all materials brought on site to prove that the material purchased are as mentioned in the specification.

5 Subletting the work: The contractor shall not directly or indirectly sublet the work to other party without written permission from the bank.

6 Third party damage: The contractor shall be responsible for all injury to persons, animals, buildings, building structure shall rectify it at its own cost.

7 Insurance cover: All the workers of the contractor as well as his sub-contractor, if any, must be properly covered by an Insurance Policy under Workmen's Compensation Act and Fatal Accidents Act. The contractor at his own expenses arrange to effect and maintain until the completion of the contract, insurance policy in the joint name of the Bank and the contractor against this risk to be retained by the Bank until the completion of the work, and indemnify the Bank from all the liabilities arising out of such events. In case of delay, contractor shall arrange to extend insurance policy till work is completed at his / her own expenses.

- 8 Protection of material and work: The contractor shall be responsible for storing and watching his own material and protecting the work at his own cost. Any damage/spoiling during such act will have to be made good by the contractor at his own expenditure.
- 9 Conditional tenders: Conditional tenders are liable to be rejected.
- 10 The final award of the contract for services will be subject to the approval of the competent authority of the Bank. Bank does not bind itself to accept the lowest tender and reserves to itself the right to reject any or all the tenders received without assigning any reason.
- 11 Decision of the Bank shall be final and binding on any matter connected with the work. The matter of any dispute shall be decided after mutual discussions based on the terms and conditions of this contract. However, if the matter cannot be resolved then the same shall be referred to the respected, qualified person in the field agreed to both the parties and his opinion shall be binding on both the parties. However, this is pre course to any legal action in this regard.
- 12 Incomplete quotation: Incomplete quotations shall be summarily rejected.
- 13 The contractor has to sign each page of the tender and put rubber stamp, seal below his signature and seal the quotation in an envelope.
- 14 Security Deposit: The successful bidder has to in total pay a Performance security deposit of Rs. 5,00,000/- (Rupees Five Lakh Only). Earnest Money Deposit of successful tenderer may be treated as part of the security deposit. The contractor should pay this amount to the Bank by DD or PO or Performance Bank Guarantee from an Indian Commercial Bank in an acceptable form by the bank. The Performance security should remain valid for a period of 90 days beyond the date of completion of all contractual obligations of the contractor/ Service Provider.
- 15 If at any point of time during the progress, it is observed that the contractor is not progressing the work with due diligence, care and lagging much behind the schedule or fails to gear up the work despite instructions from Bank's Centre In Charge/Chief Manager OR receiving poor feedback from the participants, the employer (Bank) reserves the right to terminate the contract with 15 days' notice. In such case, the contractor shall be liable to pay the employer any extra cost involved for the completion of the said work and will not obstruct any way in completing the work through other agency. After completion of entire work the contractor shall be paid for the actual work executed by him at the quoted rates after deducting any claims, damages. In case of such termination the security deposit held by the Bank will be forfeited.
- 16 Supervision: The contractor is required to have on site during all working hours a competent supervisor (acceptable to Bank) who will be responsible for the conduct of his personnel and who has the authority to receive and act on such instructions issued by the Chief Manager/Centre In Charge of Bank.
- 17 All work shall be carried out in a professional manner of highest standard and to the satisfaction of the Bank. All the workers shall wear proper uniform whenever in premises and on the work.

18 Contractor shall follow all rules / regulations in force and should possess the license for employing labour and also follow all safety measures, labour by law and shall be responsible for any lapse. The contractor shall be solely responsible for compliance with the provisions of all central and state laws, various taxes (GST, Income tax etc), all labour and industrial laws such as Contract Labour (Abolition & Regulations) Act, Minimum Wages Act, ESI Act, Provident Fund Act, Gratuity Act, Workman Compensation Act, Equal Remuneration Act and such other laws of state and central government, municipal and local authorities applicable to him for execution of work mentioned in the Tender. Any liability, pecuniary or otherwise, shall be borne by the Contractor.

19 Transfer of Tender Documents: Transfer of tender documents purchased by one intending tenderer to another is not permissible.

20 Safety: The contractor shall carry out the entire work in a professional manner of highest standard having full regard for the safety of the men working at site. All Standard safety practices shall be strictly adhered to by the workmen of the contractor like wearing helmets, safety belts when working at heights, gloves when handling sharp objects and reinforcement, eye shields during welding, safety shoes, etc. The contractor shall protect sides of openings in floor slabs, edges of slabs, stairs, stairwells etc. with barricades, warning signs / lights and educate all his workmen regarding following safe working practices. He shall provide first aid boxes at site. In spite of following all safety measures, in case of any unfortunate accident, the contractor shall indemnify the bank against any expenses or claims towards treatment or compensation.

21 Nuisance: The contractor shall not at any time do cause or permit anyone to do or cause any nuisance on the site or do anything which shall cause unnecessary disturbance of inconvenience to the Employer or to the owners, tenants or occupiers of other properties near the site and to the public generally.

22 The contractor will be paid on monthly basis for the services provided for the preceding month for which he shall submit the bill for the agreed amount latest by 7th of the following month.

23 All persons employed by the contractor for carrying out the work would be deemed to be contractor's employee for all purposes and he shall make regular and full payment to his employees as per Minimum Wages Act and in compliance to other Labour Laws. No liability / responsibility whatsoever on account of persons engaged by the contractor is attributable to the Bank.

24 The contractor shall be fully and exclusively liable for the payment of wages, PF, ESI, leaves, etc. to the worker engaged by him. The Bank shall not have any liabilities towards non-compliance of any of the laws by the contractor. The personnel deployed shall not be treated as employees of the Bank.

25 None of the contractor's personnel shall enter into any kind of work other than provided under this contract within the campus.

26 The personnel deployed by the contractor shall be of good conduct, character and health. They should be in proper uniform and identity cards whenever they are in the premises of the Bank. The contractor is bound to remove any of the person employed by him and arrange for replacement of removed person as and when advised to do so by the Bank.

27 It shall be the sole responsibility of the Contractor to conduct Background checks of the persons to be engaged by him. Police verification of the workers shall be submitted by the contractor within a period of one month of entering into the contract. In the case of replacement of any worker, payment of wages for that worker shall be released by the contractor only after submission of police verification.

28 The contractor shall be solely responsible for the integrity of the personnel deployed. If any of the contractor's staff is found misbehaving with employees of the Bank or participant, the contractor shall terminate the services of such person forthwith and provide substitute ensuring that the work entrusted is not affected.

29 The Bank shall not be responsible for any injury to person & property or loss of life occurring during the performance of duties in the premises to any personnel deployed by the contractor. Any compensation or expenditure towards treatment for such injury or loss of life shall be borne by the contractor.

30 No residential accommodation would be provided by the Bank to the contractor and / or to the persons engaged by him.

31 The contractor and his personnel shall cooperate with the security agencies deployed in the campus and shall be thoroughly checked every time they leave the premises by the security personnel at the main gate.

32 The contract will be initially for a period of 2 years, subject to review at the expiry of every 6 months period. The contract may be renewed for another one year at the discretion of the Bank. The contract can be terminated by Bank by giving one month notice, without assigning any reasons thereof. The Contractor shall not be entitled to any compensation for premature termination.

33 The bank will have right to withhold the payment or make recoveries for claims due to the contractor in respect of any loss or damage caused or occasioned in respect of the properties of bank under the terms and conditions of this contract or payment necessitated due to the infringement of any statutory obligations by the contractor.

34 In the event of the death and disability of the contractor it may result in termination of the contract at the discretion of the bank without any liability whatsoever in the bank to the contractor.

35 There should be (a) No legal proceedings pending or threatened against successful bidder or its team/personnel engaged, which adversely affect / may affect performance under the contract and (b) No inquiries or investigations have been threatened, commenced or pending against the successful bidder or its team member by any statutory or regulatory or investigative agencies. The contract will be liable for termination on account of such disability and if anything contrary to the above is found against the Contractor at any subsequent date.

36 The materials used should be of good quality and of branded & standard items. Bank reserves the right to check the stock of items, quality & quantity thereof and advise replacement/ overhauling of the materials, which has to be complied by the Contractor.

37 The contractor, its successors, assigns, undertake to indemnify the bank for the loss, damages, injuries, litigations caused or that may arise out of mishandling, negligence,

misconduct , wrongful dealings or otherwise of bank's properties / assets while carrying out the job undertaken. The liability to indemnify will continue even after termination/ completion of contract period till bank's entire claim raised on the contractor on this account is satisfied by contractor”.

38 The workers must have basic qualification in the field of work and should be skilled and experienced.

39 Apart from the Bio Data, all relevant certificates and testimonials supporting the proof of having successfully completed or doing works related to Plumbing, Caretaking, Housekeeping and Maintenance of Electrical Installations since last at least three years should be enclosed together with Technical Bid.

40 Additional conditions

a) The workers deployed at the site shall be rotated regularly and no worker will be allowed to continue the work more than 12 months.

b) The Contractor may make payment to workers / employees through transfer in saving bank account by opening account in Union bank of India Branch.

c) The payment to the Contractors will be made by the Bank only after he has made payment to the workers / employees and submitted the wage statement.

d) All the eligible workers / employees shall be registered and covered under EPF, ESI. Submission of statement of EPF & ESI and payment challans for every month is compulsory without which monthly payment to the Contractor will not be released.

e) Wherever applicable the Contractor shall take out Labour License from the “Asst. Labour Commissioner (Central Govt)”.

f) The employees and the workers of the Contractor shall be carrying out the duties as assigned without indulging in any other activities. The movement of workers / employees shall be restricted to the area of work and he/she should not visit any other floors / offices. If found such worker / employee shall be removed from the site immediately. Further any staff of the contractor found to be misbehaving, not functioning properly, shall be removed immediately. The performance of work done by the contractor will be reviewed by the Bank on daily basis and if the work is not found satisfactory, it will have to be improved. In case the performance of the contractor remains unsatisfactory for a period of 15 days in a month, the bank may terminate the contract by giving 15 days' notice.

g) The Contractor/ service provider will provide uniform to all its Engineers and technicians & Sweeping & Cleaning Staff with Identity Cards. Whenever any staff is replaced it should be duly informed to the Centre-in-Charge/ Chief Manager at site in advance and such a change should not affect the services rendered at site.

h) Of all the Sweeper/Workers deputed for the Housekeeping work, at least one should be a female sweeper/worker so as to exclusively clean the rooms allotted to Female Participants of the Training Centre amongst other jobs.

i) Sexual Harassment: The Contractor shall be solely responsible for full compliance with the provision of “the Sexual Harassment of women at work place (Prevention,

Prohibition and Redressal) Act, 2013”

i. In case of any complaint of sexual harassment against its employee/s, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor and the contractor shall ensure appropriate action under the said Act in respect to the complaint.

ii. Any complaint of sexual harassment from any aggrieved employee of the Bank against any employee/s of the contractor shall be taken cognizance of by the Bank.

iii. The contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the contractor, for instance any monetary relief to Bank's employee, if sexual harassment/violence by the employee of the contractor is proved.

iv. The contractor shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.

j) Non-disclosure: The Contractor shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure / systems/ equipment etc., which may come to the possession or knowledge of the Contractor during the course of discharging contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. The Contractor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Contractor shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Bank. The Contractor shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The Contractor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.

k) Corrupt Practices:

Any bribe, commission, or advantage offered or promised by or on behalf of the BIDDER/CONTRACTOR to any officer or official of the Bank shall (in addition to any criminal liability which the BIDDER/CONTRACTOR may incur) debar his BID from being considered. Canvassing on the part of, or on behalf of, the BIDDER/CONTRACTOR will also make his BID liable to rejection. In case of any indication of cartelization, the Bank shall reject the BID(s), and forfeit the EMD.

l) If the information given by the BIDDER/CONTRACTOR in the BID Document and its Annexures & Appendices are found to be false /incorrect at any stage, Bank shall have the right to disqualify/ summarily terminate the contract, without prejudice to any other rights & remedies that the Bank may have under the Contract and any other law, besides forfeiting the Security Deposit / Performance Bank Guarantee.

m) Alcohol consumption and smoking is strictly prohibited in the Staff Training centre.

n) Weekly offs on rotation basis shall be provided to all the employees engaged by the Agency

o) Any other terms and conditions, which are deemed to be fit shall be added during agreement time by the bank at its discretion.

BIO – DATA OF CONTRACTING AGENCY

1 Name of the firm :-

Corporate Office Address :

Branch Office Address :

Telephone No. :

Office :

Residence :

Mobile :

Fax :

E-Mail :

2.a) Whether proprietary/partnership/ :Pvt. Ltd.
/ Public Ltd. (certificate
of registration / partnership
deed to be enclosed as Annexure-I).

b) Name of the Proprietor / :
Partners / Directors

I)

II)

III)

c) Year of establishment :

3. Registration with Tax Authorities :

i) Income-tax (PAN) No. :

ii) GST no. :

iii) EPF Registration. No. :

iv) ESI Registration. No. :

v) Registration no. under Contract Labour Act :

(Copies of certificates of registration with relevant authorities are to be enclosed. All these certificates shall be valid for date of opening of tender.)

4 Names of the Bankers with address, telephone numbers,IFSC Code, Account Number:

I)

II)

5 Furnish copies of audited balance Sheet and Profit & Loss A/C. for the last 3 years i.e. **2018-19, 2019-20,**

2020-2021

6 Enclose Registration details under Shopkeepers and Establishment Act of Andhra Pradesh

7 Empanelment with Govt. / Public Sector / Banks (certificates to be enclosed)

Name of the Organization	Year since empaneled

8 Give details if at present involved in litigation in similar type of contracts:

Sr. No.	Name of Project	Name Employer of	Nature of work	Work order dated	Date of completion of work	Value Rs.

9 Details of civil suit, if any, that arose :during execution of contract in the past 10 years.

10 Name & relation, if any, with the staff member of Union Bank of India.

11 Details of work executed during the last 3 years:

Type Of Work	Work executed For the Institution/ Body	Nature of work in brief	Location	Value (Rs in Lakh)	Duration of work with date of Commencement& Completion	If work left incomplete or terminated(give reasons)

Note: Copies of work orders along with Xerox copies of relevant TDS certificate, satisfactory completion certificate obtained from the client shall be enclosed. Please note without the copies of certificates, your application is liable to be rejected.

12 Details of Rate Contract entered into with other Bank, if any:(Copies of work orders be enclosed)

13 LIST OF NAME/S OF PROPRIETOR / PARTNERS AND EMPLOYEES PROPOSED TO BE DEPLOYED AT BANK'S SITE

Name	Qualifications	Experience	Particulars of role	With your firm since	Value of work Done

14. Turnover in last 3/4 years:

Sr. No.	Year	Turnover (Rs.in lacs)	Income-tax paid	VAT paid	Service Tax paid	GST Paid
1	2018-19					
2	2019-20					
3	2020-21					
4	2021-2022					

Copies of income-tax returns / assessment orders for each year to be enclosed

15. Please enclose copies of following documents:

a. Last return filed with EPF Department	Yes/No
b. last return filed with ESI Department	Yes/No
c. Last return filed with Labour Commissioner Department	Yes/No

16. Details about programs and tie up for giving training to workers during the year. Please mention the name of institute and contact number of persons to obtain information about your company. In case, you do not have such system of imparting training to workers, please clearly mention the same.

17. Details of ongoing litigations / cases filed with Labour Commissioner / EPF/ESI Authorities:

18. Details of works on hand: It is compulsory to furnish following information failing which application will be rejected summarily. Please give name & contact nos. of reporting officers.

Sr. No.	Name of Client & Site address	No. of housekeeping workers and supervisors engaged	Area of the site / building	Period of contract	Value of Contract Rs.

Copies of work orders for all the above works, performance certificate issued by valued clients must be enclosed.

19. Details of Manpower required/To be Deployed at the Site:

Sl. No.	Category	No.
1	House Keepers- Unskilled	07
2	Caretakers/Receptionist*-Semi Skilled	01
3	Housekeeping Supervisor*-Semi Skilled	01
4	Office Boys-Semi Skilled	
5	Plumber cum Electrician*-Skilled (weekly 2days, and should be available on call on remaining days)	01
6	Carpenter-Skilled (weekly 2days, and should be available on call on remaining days)	01
Total		9+2

* Higher, the wages for Electrician, Plumber & Carpenter Cadre would be payable.

The wage and other payables including management fee must consider Skilled Category Employee in case of Plumber, Carpenter and Electrician, semi-skilled in case of Caretakers, supervisor, STP operator and Office boys and Unskilled in case of others. . Minimum wages as per Central Government guidelines are payable.

The wages to workers shall be strictly as per Central Government and conforming to circular/wage revisions issued by Labour Department. Any difference in wages to workers as per revised wage revision circular will be reimbursed to the contractor by the bank as per actual subject to the existing claims, if any, against the contractor.

DECLARATION

- 1 I / We have read the instructions appended to the proforma and I / We understand that if any false information is detected at a later date, any future contract made between ourselves and Union Bank of India, on the basis of the information given by me / us can be treated as invalid by the Bank and I / We will be solely responsible for the consequences.
- 2 I / We agree that the decision of Union Bank of India in selection of contractors will be final and binding to me / us.
- 3 All the information furnished by me hereunder is correct to the best of my knowledge and belief.
- 4 I / We agree that I / we have no objection if enquiries are made about the work listed by me / us in the accompanying sheets.
- 5 I / We agree that I / We have not applied in the name of sister concern for the subject empanelment process.

I/We have read the terms and conditions and are acceptable to me/us. Signature

of the authorized person:

Name of the signatory (.....)(In block capital letters)

Status of the signatory i.e. proprietor/partner/Director:

Date:.....Place

Address of the bidder :

Telephone no/s :

Bidder's Seal

Contractor to submit:

- Copies of balance-sheet for last 3 years
- Certificate of Goods and Service Tax, EPF, ESIC registration number, PAN,
- Certificate of Reg. with Labour Dept.
- IT Return and Form 26 AS for last 3 years
- Experience letters
- Return filed **for EPF and ESIC for** last one year
- Documentary evidence for No. of employees available with the contractor
- **Relevant employees are working in their AMC period**
- **Solvency Certificate for minimum Rs. 20 lakhs**

Annexure II

Selection Criteria and Technical Assessment

Mandatory Eligibility Criteria

- 1 Must have Corporate Office/Branch Office in Visakhapatnam
- 2 Must be registered with/Have:
 - a. Income Tax (PAN No.)
 - b. GST No.
 - c. EPF Registration No.
 - d. ESI Registration No.
 - e. Shopkeepers and Establishment License Act of Respective States
- 3 Must be in Business of Housekeeping for last 3 Years as per details above
- 4 Should have a minimum of 25 Labours engaged in Housekeeping Activity on payroll basis as on date of application (Documentary Proof be submitted)
- 5 **Agencies should submit all the relevant documents like experience certificates, relevant employees are working in their AMC period etc.**

A		Technical Assessment	
Sl. No.	Parameter	Maximum Weightage /Marks	
1	<p>Should have executed housekeeping work in Administrative Office /Corporate Office Building admeasuring 35000 Sq. ft. (roughly) and above for offices of PSUs/MNCs/Corporate/Reputed hospitals / Airports (supply of labors, cleaning work in any other establishment (not covered above) etc. shall not be counted under housekeeping work)</p> <p>Criteria for Marking</p> <p>Work in Area 10000 up to 20000 sq. ft. <input type="checkbox"/> 5 Marks Work in Area 20000 up to 30000 sq. ft. <input type="checkbox"/> 7 Marks Work in Area Above 30000 sq. ft. <input type="checkbox"/> 10 Marks</p>	15	
2	<p>Should have provided services of Electrical Worker/Electrician/ or Should have undertaken Annual Maintenance Contract for Maintenance of Electrical Installations/ at least 3 years.</p> <p>Criteria for Marking</p> <p>Experience of 3 years <input type="checkbox"/> 3 Marks For every additional completed years <input type="checkbox"/> 1 Mark</p>	5	

3	<p>Should have provided services of Plumber or Should have undertaken Annual Maintenance Contract for Provision of plumber/Plumbing Jobs for at least 3 years.</p> <p>Criteria for Marking</p> <p>Experience of 3 years □ 3 Marks</p> <p>For every additional completed years □ 1 Mark</p>	5
4	<p>Should have provided services of carpenter or Should have undertaken Annual Maintenance Contract for Provision of carpenter/carpentry Jobs for at least 3 years.</p> <p>Criteria for Marking</p> <p>Experience of 3 years □ 3 Marks</p> <p>For every additional completed years □ 1 Mark</p>	5
5	<p>Should have provided services of Caretakers or Should have undertaken Annual Maintenance Contract for Provision of Caretaking Jobs for at least 3 years.</p> <p>Criteria for Marking</p> <p>Experience of 3 years □ 3 Marks</p> <p>For every additional completed years □ 1 Mark</p>	5
6	<p>Should have provided services of Office boys or Should have undertaken Annual Maintenance Contract for Provision of Office boys Jobs for at least 3 years.</p> <p>Criteria for Marking</p> <p>Experience of 3 years □ 5 Marks</p> <p>Experience of more than 3 up to 5 years □ 7 Marks</p> <p>Experience of more than 5 years □ 10 Marks</p>	10
8	<p>Should have annual average turnover of Rs. 50 lacs during last 3 years.</p> <p>Criteria for Marking</p>	10
	<p>Rs. 10 lacs up to Rs. 20 lacs □ 5 Marks</p> <p>More than Rs. 20 lacs up to Rs. 50 lacs □ 7 Marks</p> <p>Above Rs. 50 lacs □ 10 Marks</p>	
9	<p>Experience in Housekeeping/Maintenance Work for at least 3 years.</p> <p>Criteria for Marking</p> <p>Experience of 3 years □ 5 Marks</p> <p>Experience of more than 3 up to 5 years □ 7 Marks</p> <p>Experience of more than 5 years □ 10 Marks</p>	10

Sub Total (A)		65 Marks
In section A, Agencies getting minimum of 55 marks in section A will be selected for Pre-qualification.		
B	On Site Assessment- Visit/Inspection	
Sl. No.	Parameter	Maximum Weightage /Marks
1	Quality of Work undertaken/ Cleanliness maintained at site Compliance to statutory requirements i.e. EPF/ ESI/Labour laws compliance etc. Opinion of the Employer for the contractor regarding services provided Dress code followed at site	35
Sub Total (B)		35 Marks
In section B, Agencies getting minimum of 20 marks will be selected for opening of commercial bid/ price bid.		
Grand Total		100 Marks

***Agencies scoring more than 75 marks out of 100 will only be selected for prequalification/Opening of Price Bid.**

Note:

It may be noted that the experience in housekeeping, Caretaking, Electrical, Plumbing and Carpenter works etc. in offices of PSUs/ MNCs/ Corporate / Reputed hospitals / Airports will only be considered for awarding weightages. Experience in any other utility will not be considered.

-The Inspection of unit mainly covers Up keep and maintenance of site, Cleanliness maintained at site, Hygienic conditions maintained at site, Quality of materials being used, dress code of staff at site, Availability of worker/Supervisors etc., Quality of Electrical Maintenance, Plumbing, Caretaking etc.

PRICE BID

(To be submitted in separate envelope)

PRICE BID (On letterhead of the contractor)

Appointment of Service Provider of **HOUSEKEEPING, CARETAKING, ELECTRICAL MAINTENANCE, PLUMBING & Carpenter WORKS** at

Union Bank of India, Staff Training Centre, 15-7-9, Krishna Nagar,
Maharanipeta, Visakhapatnam – 530 002 for a period of TWO YEARS

RFP Ref.No.: _____ dated _____

PRICE BID/COMMERCIAL BID

To,

The Centre in Charge
Union Bank of India,

Staff Training Centre,

15-7-9, Krishna Nagar,

Maharanipeta,

Visakhapatnam – 530 002

Dear Sir,

We have gone through the details of terms / conditions of tender documents and nature of services to be provided and agree to the same. We have visited the site and got all necessary details. Accordingly, our charges for maintenance and upkeep of the _____ installation _____ would _____ be

Rs. _____ (Rupees _____
_____) per month (lump sum) + GST (amount mentioned here is same as mentioned under 12 D in 2nd page of price bid). This amount is inclusive of all kind of taxes, duties, excise etc. (which are not included in GST), plus applicable GST to be paid as per prevailing rates.

The rates quoted are based on applicable minimum wages as per Minimum Wages Act. The above rates include all rates, charges, wages (including statutory payments like

ESI/EPF/HRA/ESIC/EDLI/Gratuity/Bonus-Ex-gratia etc.), Material cost etc. However, Goods & Service Tax as applicable to be paid by the Bank as per actual.

I/We have gone through the terms of the contract to be entered in to on awarding the contract.

DATE:
OF THE COMPANY:

SIGNATURE OF THE CONTRACTOR NAME
SEAL:

Manpower to be deployed, other items required and their rates per month.

	A	B	C	D
SI No.	Category	Nos. (Minimum)	Amount quoted/Person/Month	Total Amount per Month
1	House Keepers/Sweepers/Office boys	07		
2	Caretakers/ Receptionists(1 lady caretaker)	01		
3	Plumber cum Electricians	01 (Weekly 2days, and should be available on call on remaining days)		
4	Housekeeping & Maintenance Supervisor	01		
6	Carpenter	01(Weekly 2days, and should be available on call on remaining days)		
7	a)Cleaning Materials			
	b)Cleaning chemicals			
	c)Disposables			
	d)Toiletries			
	e)Material for STPMaintenance			
	f)Any other items			
	**TOTAL (10 a to f)			
11	Management Fee			
12	GRAND TOTAL	9+2		

DATE:

SIGNATURE OF THE CONTRACTOR

NAME OF THE COMPANY:

SEAL:

DECLARATION

- a) The rates mentioned in column C above quoted for all the category of employees engaged, are in compliance of Minimum Wage Act (Basic plus VDA) as applicable plus all other statutory payments like ESI/EPF/HRA/ESIC/EDLI/Gratuity/Bonus Ex gratia etc. Goods & Service tax will be paid by the Bank.
- b) **The cost of cleaning materials & chemicals per month as per column 10 (a) to (f) in the above table should be in the range of Rs.40,000/-(minimum) to Rs.50,000/ (maximum). Cleaning materials should be of branded quality and should be used in adequate quantity as required at respective places.
- c) The finalization of L-1 will be based on the lump sum rates quoted in Price Bid/Commercial Bid.
- d) The wage and other payables including management fee must consider Skilled Category Employee in case of Plumber, Carpenter and Electrician, semi-skilled in case of Caretakers, supervisor and Office boys and Unskilled in case of others. . Minimum wages as per Central Government guidelines are payable.

In case the Bank decides to extend my contract for further period, our charges will be as under (This will not be considered for deciding the L1.)

Year	Amount per month (Rs.) (Excl GST)
3 rd Year	

The above rates includes all rates, charges, wages etc. applicable to us and any increase in the same will not be paid by the Bank, however Goods and Service tax (GST) as applicable shall be paid on actual as per prevailing rates.

I/we have gone through the terms of the contract to be entered into on awarding of the contract and understand that the finalization of the L-1 will be based on the lump sum rates quoted in Price Bid above.

DATE:
CONTRACTOR

SIGNATURE OF THE

NAME OF THE COMPANY:

SEAL: