



## **PREQUALIFICATION CUM TENDER NOTICE**

### **Maintenance and Housekeeping services for Bank's Staff Training College located at Noida**

Bank of India invites applications for pre-qualification-cum-sealed tender for housekeeping and maintenance of services for its Staff Training College located at B-32, Sector-62 Noida – 201 309 having approx. carpet area of 11,000 sq mtrs.

2. Pre-qualification-cum-tender application for the same can be downloaded from Bank of India's website [www.bankofindia.co.in](http://www.bankofindia.co.in) under the section 'Tender' or can be obtained from Staff Training College, Noida, Bank of India on payment of Rs.2000/- (non-refundable) by Demand Draft / Pay Order favoring Bank of India from 15.06.2022 upto 07.07.2022 The applicant submitting tender through downloaded form should furnish a fee of Rs.2000/- along with tender apart from Earnest Money Deposit (EMD) by way of a pay order or demand draft.

As per Public Procurement Policy for MSEs Order 2012, notified under MSMED Act,2006 and effective from 01.04.2012, registered MSEs may be exempted from submission of Tender Cost and EMD subject to submission by them documentary evidence such as valid registration certificate and exemption certificate from relevant authorities they are registered with (District Industries Centres or Khadi Village Industries Commission or Khadi & Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicrafts & Handloom or any other body specified by Ministry of Micro, Small & Medium Enterprises). In case the contract is awarded to MSME registered contractor, please note that MSME guidelines regarding security deposit to be followed.

3. The Tenders should be submitted in **three envelopes** as under.

**Envelope 'A'**: Shall contain duly filled in pre-qualification application form with enclosures. The prescribed fee of Rs.2000/- in form of Pay Order/demand draft favoring Bank of India shall be enclosed in the said envelope only for the applications downloaded from website.

**Envelope 'B'** : Shall contain Earnest Money Deposit of Rs.1,00,000/- in the form of Bank Draft / Pay Order favoring **Bank of India**.

**Envelope 'C'** : Financial Bid.

All the Envelopes will be sealed and addressed to the Deputy General Manager & Principal, STC NOIDA (B Block, Plot No. 32, Sector No. 62, Staff Training College, Noida- 201307) on or before 15.00 hrs. on **07.07.2022**. Sealed tenders to be dropped in the Tender Box kept at (B Block, Plot No. 32, Sector No. 62, Staff Training College, Noida- 201307). Tender through post/courier will not be entertained. The envelopes No. A & B will be opened on the same day at 4.00 PM in the presence of Tenderers who would like to be present on the day.

On opening the envelopes No. A & B if it is found that the tenderer/applicant has not submitted cost of tender and /or the EMD of requisite amount, their application will be rejected and shall not be processed further.

Remaining applications will be scrutinized as per the eligibility / prequalification criteria given in the tender notice. Works executed/in hand by / of the applicants who fulfill the eligibility / prequalification criteria to be inspected by in-house / tender Committee. Confidential reports from the previous/existing clients of the applicants will be obtained. Based on the fulfillment of selection/pre-qualification criteria, inspection of works and confidential reports, pre-qualification/selection of contractors will be finalized. Financial bid i.e. (Envelope 'C') of only those Tenderers who are thus prequalified will be opened. Date and time of opening the Priced Tender Document i.e. (Envelope 'C') will be intimated in due course. EMD (without any interest) as contained in Envelope No. 'B' and unopened tender as contained in Envelope No. 'C' will be returned in due course to the tenderers who are not prequalified. EMD of unsuccessful tenderers whose tender Envelope No. 'C' has been opened will also be returned without interest in due

course of time. EMD of successful tenderer whose tender is accepted will be converted into Security Deposit.

4. The minimum eligibility criteria for pre-qualification is enclosed. Applicant are advised to furnish Clients' Certificate in respect of experience claimed.

5. The validity of the offer will be 6 months from the last date of submission of application form.

6. The tenders are liable to be rejected for non-compliance of all or any terms & conditions mentioned in minimum Eligibility Criteria for Pre-qualification.

7. The Bank reserves the right to reject any / all applications without assigning any reasons thereof.

**PRINCIPAL  
STAFF TRAINING COLLEGE  
NOIDA**

**MINIMUM ELIGIBILITY CRITERIA FOR PRE-QUALIFICATION.**

- a) Applicants should have minimum 5 years experience in the field as on the date of this advertisement.
- b) Relevant experience in Maintenance and Housekeeping services should be as under:
  - i) Completed/in hand 3 similar assignment during last 5 years of an office institutional building of carpet area not less than 45000 sq. feet. Out of the three assignments, one should be in New Delhi/NCR.

OR
  - ii) Completed / in hand 2 similar assignment during last 5 years of an office building of carpet area not less than 55000 sq. feet. Out of the two assignments, one should be in New Delhi/NCR.

OR
  - iii) Completed / in hand at least one similar assignment of an office / Institutional building of carpet area not less than 90000 sq. feet. If this assignment is outside New Delhi/NCR at least one additional completed/in hand assignment of an office / Institutional building of carpet area not less than 45000 sq. feet should be in New Delhi/NCR.
- c) Relevant experience shall mean experience in maintenance and housekeeping and at least four of the following services
  - i) Operation of lift
  - ii) Garden Maintenance
  - iii) Plumbing Maintenance
  - iv) BMS
  - v) Pest Control
  - vi) Maintenance and Operation of Electrical installation.
- d) Average annual turnover of the applicant company during last 3 years should not be less than Rs.100 lacs. (Please attach certificate from CA for three years).
- e) Should have well established office in New Delhi/NCR (Please attach copy of lease deed / Telephone bill etc.).
- f) Applicant must have license for pest control treatment. If the applicant does not have the license, they can get this specialized work done by an agency having valid license for pest control work (submit the copy).
- g) Applicant must be ISO Certified firm in the area of housekeeping.
- h) Applicant should file undertaking that they are not blacklisted for any reason by any organization.
- i) Applicant should submit the certificate for their satisfactory housekeeping services rendered to existing clients.



(To be enclosed in Envelope 'A')

**BANK OF INDIA**

**FORM OF APPLICATION**

**FOR**

**PREQUALIFICATION OF CONTRACTORS**

**FOR**

**HOUSEKEEPING & MAINTENANCE OF SERVICES**

**FOR**

**STAFF TRAINING COLLEGE -NOIDA**

**Name of the Firm:** \_\_\_\_\_

**Address:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Phone Numbers:**

**Mobile No.:**

**PRICE OF FORM: Rs.2000/- (Non Refundable)**

**Tender Document**

(To be enclosed in Envelope 'A')



**BANK OF INDIA**

**STAFF TRAINING COLLEGE  
STC NOIDA**

**TENDER FOR**

**PROVIDING MAINTENANCE**

**AND**

**HOUSEKEEPING SERVICES**

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

(To be enclosed in Envelope 'A')

To  
The Principal,  
Bank of India,  
Staff Training College,  
B-32, Sector-62,  
Noida - 201 309.

Dear Sir/Madam,

**Sub.: Pre-qualification of Contractors for Housekeeping & Maintenance of  
Services for Staff Training College, Noida.**

I / We have read and understood the notice for pre-qualifications and instructions to the Applicants. I / We do hereby declare that the information furnished in the proforma from pages \_\_\_\_ to \_\_\_\_ and in the supplementary sheets is correct to the best of my / our knowledge and belief.

Yours faithfully,

Signature

Name:

Designation:

Address:

Encl.: Supplementary Sheets No.

// Seal //

## **INSTRUCTIONS TO APPLICANTS**

(To be enclosed in Envelope 'A')

1. Intending Applicants are required to submit their applications with full bio-data giving details about their organization, experience and qualified personnel in their organization, competence and adequate evidence of their financial standing etc. in the enclosed form which will be kept confidential.
2. While deciding upon the selection of contractors, emphasis will be given on the ability and competence of applicants to do quality work within the specified time schedule.
3. Decision of the Bank as regard to Enlistment of contractors will be final. The Bank is not bound to assign any reason therefor.
4. **Each page of the application shall be signed.** The application shall be signed by person / persons on behalf of the organization having necessary Power of Attorney to do so.
5. If the space in the pro-forma is insufficient for furnishing full details, such information may be supplemented on separate sheets of paper, stating therein the part of the pro-forma and serial number. Separate sheets shall be used for each part.
6. Applications containing false and / or inadequate information are liable for rejection.
7. Clarifications, if any required, may be sought by mailing at [stc.noida@bankofindia.co.in](mailto:stc.noida@bankofindia.co.in)
8. The minimum general pre-qualification criteria is enclosed. The Contractor shall enclose with the application details of scope of work carried out in hand and furnish documentary evidence in support of the same. The documentary evidence shall be either copy of Work Order or client's certificate. The carpet area of the building should be clearly stated therein.
9. **The Bank reserves the right to reject any or all applications without assigning any reason therefor.**
10. **Minimum Wages Act of Central / State Government to be kept in mind while quoting the bid. Certificate from existing client/s or Auditor of the firm that no litigation under minimum wages act is pending/initiated/contemplated against the vendor is mandatory.**
11. Offers should strictly be in accordance with the tender terms & conditions and scope of work / specifications. Contractors are requested to carefully study all the documents/annexure and understand the conditions and specifications, before quoting the rates and submitting this tender. In case of doubt, written clarifications should be obtained, but this shall not be a justification for request for extension of due date for submission of bids.
12. It shall be understood that every endeavor has been made to avoid errors which can materially affect the basis of the tender and the successful vendor shall take upon himself and provide for risk of any error which may subsequently be discovered and shall make no subsequent claim on account thereof.
13. Bank of India reserves the right to seek clarification / ask for additional documents from vendors and verify the credentials of the vendors with clients, if required.

**Accepted**

**Signature of the Applicant**

**Address:**

**TECHNICAL BID**

**BANK OF INDIA  
STAFF TRAINING COLLEGE -NOIDA**

**Selection of Agency for Maintenance and up-keep of Bank's STC at NOIDA**

1. a) Name of Firm / Agency :
  - b) Address and Telephone Nos. :
  - c) Whether Proprietorship / Partnership / Limited Co.
  - d) Date of Establishment. :
2. a) Whether registered with Registrar of Companies / Registrar of Firms. If so mention number and date.
  - b) Whether license from Labour Department under Section 9 and 12 of the Contract Labour Act, 1970 is available. (Attach photocopies of Registration Certificate/ License).
  - c) Whether enclosed terms and conditions are acceptable to your firm.
  - d) Details of contract in hand / executed recently giving name / address of client (s), list of duties, number of employees provided, charges being paid etc. (Details may be given in separate sheet)
  - e) Balance sheet of the firm to be enclosed.
  - f) Total number of employees on roll.
  - g) Details of machines owned for Cleaning of floor with proof of purchase.
  - h) ISO certified co. (Detail thereof with supporting documents)

**Signature of applicant**  
With Rubber Stamp.



**Part – 1: Basic Information:**

1. Name of the Applicant and address of the registered office:  
Phone No.: \_\_\_\_\_ Fax No.: \_\_\_\_\_  
E – Mail: \_\_\_\_\_ Website if any: \_\_\_\_\_  
Address: \_\_\_\_\_
2. Year of Establishment:  
**(Enclose documentary evidence)**  
**Copy of shop & establishment license.**
3. Type of organization (whether sole proprietorship, Partnership, Private Ltd. or Co-operative body etc.)
4. Name of the Proprietor/Partners/Directors of the Applicant with address and phone numbers.  
  - (a)
  - (b)
  - (c)
  - (d)
5. Details of Registration – Whether Partnership Firm, Company etc.  
Name of Registering Authority, Date and Registration number.
6. Whether registered with Government/ Semi – Government/ Municipal Authority or any other Public Organization and if so, in which class and since when ?
7. No. of years of experience in the relevant field. ----->
8. **(i) Furnish latest Income Tax Clearance Certificate.**  
**(ii) Income Tax Pan.**  
**(iii) Goods and Services Tax Registration No.**  
**(iv) Copy of employees P.F. code no.**  
**(v) Copy of ESIC CODE No.**  
**(vi) Copy of pest control licence**
9. Yearly turnover of the Organization during Year Gross turnover (lacs)  

last 3 years ( Year-wise)	2018-19
(Enclose copy of Audited balance sheet)	2019-20
	2020-21
10. Number of supplementary sheets attached.
11. Give reference of two Respectable Officers with Designations from Govt./Semi Govt. /Public Sector Corporation Office with addresses and phone numbers.
  - i)
  - ii)

**Signature of the Applicant**

**NOTES:**

1. The basic Information has to be furnished only in this format and not by way of annexure.
2. Information shall be restricted to the Applicant. If any relevant data concerning the Group of Companies to which the Applicant belongs is desired to be given, the same shall be given separately in a supplementary sheet.

(To be enclosed in Envelope 'A')

**Annexure 3**

**Part 2: Work capability and previous experience**

- a) List of important assignment completed in hand by the organization during last 5 years for a commercial / institutional building of carpet area of 25000 sq. ft. and more.

Sr No	Location of the work & Name of the Organization	Carpet Area of the Building	No of people engaged by the contractor	Contract Amount (Rs.)	Year of Contract	Contract Period	Name & Contact No. of person of the client
1	2	3	4	5	6	7	8

List of Jobs/Contracts **IN HAND** of a Commercial / Institutional building of carpet area of 25000 sq. feet & more.

Sr No.	Location of the work & Name of the Organization	Carpet Area of the Building	No of people engaged by the contractor	Contract Amount (Rs.)	Contract Period	Name & Contact No. of person of the client
1	2	3	4	5	6	7

**Signature of the Applicant**

(To be enclosed in Envelope 'A')

**TERMS AND CONDITIONS FOR PROVIDING MAINTENANCE/  
HOUSE-KEEPING SERVICES AT Bank of India's STC**

1. The nature of job to be carried out shall, inter- alia include maintenance and cleaning of STC Building round the clock and all the 365 days a year as detailed below :

TOTAL FLOOR AREA – 11,000 sq. mtrs (apprx.)

2. a) **ACADEMIC BLOCK** :

This building consists of reception area, Three Class Rooms, Four Computer Labs. 14 cabins for faculty members, One Principal Cabin, One library, One Conference room, One Office Hall, Corridors, Staircases, and Toilets. Thorough dusting of furniture, lights, fans, Almira's, artefacts etc. kept in the area mentioned above, sweeping and cleaning of floors with standard quality phenol/acid etc. Machine cleaning, polishing and buffing of floors once in a month. Thorough cleaning of all floors of toilets, commodes with toilet cleaners/ twice a month. Providing standard quality deodorant & liquid soap in toilets. Removal of garbage daily from the academic block and depositing it at a designated place.

b) **HOSTEL BLOCK** :

This building consists of 66 double bedded rooms with attached toilets, dining hall, auditorium, gym room, recreation rooms/areas Corridors, and staircases. Thorough dusting of furniture kept in the hostel rooms, dining hall, recreation room including lights, fans, etc. Sweeping and cleaning floor with soap, phenyl, etc. Machine cleaning, polishing, buffing of floors once in a month. Thorough cleaning of all floors and washing of tiles on walls and floors toilets with Toilet cleanser twice a month. Change of bedsheets, pillow covers, etc. as per requirement. Providing standard quality deodorant & liquid soap in toilets. Removal of garbage daily from Hostel block and depositing it at designated place.

c) **Residential Block** :

Sweeping and cleaning of common areas like staircase, corridors, lobby, parking lot, etc. Dusting of furniture at flats and also sweeping/cleaning of internal area of Principal's residence and two guest house. Collecting garbage from different flats/floors and depositing it at designated place.

d) **Roads / Path Ways:**

Internal Roads, pathways to be kept thoroughly neat and clean by sweeping/dusting and cleaning with flow of water.

The Contractor would engage **adequate** number of persons and shall be responsible for effective deployment of his men so that the entire complex is kept clean all the time, even if a particular part or portion is not in use.

3. The Contractor will be paid on monthly basis for maintenance and house-keeping services during the preceding month for which he shall submit the bill for the agreed amount latest by 7<sup>th</sup> of the following month.

4. The payment will be made on monthly basis by A/c payee Pay order payable at Delhi/NCR or by NEFT/RTGS within 7 days of receipt of the bill from the Contractor.

5. All persons engaged by the Contractor for carrying out maintenance / cleanliness jobs at the college complex would be deemed to be Contractor's employees for all purposes and he shall make regular and full payment of salary and dues to his employees. No liability/responsibility whatsoever on account of persons engaged by the Contractor is attributable to the Bank.

6. The Contractor shall be fully and exclusively liable for the payment of wages, P.F., Leave etc. for the personnel deployed at the STC Complex and shall comply with the provisions of the related Statutory Acts, Rules and Regulations as applicable to the performance of the work by them. **THE BANK SHALL NOT HAVE ANY LIABILITIES TOWARDS NON COMPLIANCE OF ANY OF THE LAWS BY THE CONTRACTOR, WHICH MAY BE APPLICABLE IN THIS REGARD. THE PERSONNEL DEPLOYED BY THE CONTRACTOR WILL NOT BE TREATED AS EMPLOYEES OF THE BANK BUT THEY WILL BE EMPLOYEES OF THE AGENCY. THE BANK SHALL HAVE NO LIABILITY WHATSOEVER CONCERNING THE PERSONS EMPLOYED BY THE AGENCY FOR THE PURPOSE.**

7. None of the Contractor's personnel shall enter in to any kind of work other than provided in this agreement, in the college complex.
8. The Contractor shall be responsible for collecting and returning the tools, equipment / implements from the officer designated by the Principal for maintenance, if so desired by the Principal.
9. The personnel employed by the Contractor shall be of good conduct, character and health. They should be medically fit and this should be supported by a certificate from a Medical Practitioner, approved by the Bank.
10. The Contractor shall be bound to remove any of the person(s) employed by him and arrange for replacement of removed person(s), as and when advised to do so by the Principal / designated officer of the Bank.
11. The Contractor shall be solely responsible for the conduct and integrity of the personnel deployed. If any of the Contractor's staff found misbehaving with other staff or with the Principal or any other employees of the Bank or with the participants, the Contractor shall terminate the services of such person(s) forthwith. The Contractor shall produce police verification of the staff deployed by the Contractor. The Contractor shall compensate the Bank for any loss / damage caused to it, which is attributable to the negligence or otherwise on the part of the staff of the contractor. And in case of any dispute whether or not the personnel has been negligent in discharge of their duties, the decision of the Principal shall be final and binding on the Contractor.
- 12. The Contractor and his staff should always render prompt quality service, maintain courteous behave and politeness.**
- 13. The Bank shall not be responsible for any injury or loss of life occurring (during the performance of maintenance duties in the premises mentioned above) to any personnel deployed by the Contractor. Any compensation or expenditure towards treatment for such injury or loss of life or otherwise, shall be borne by the Contractor and would be the sole responsibility of the Contractor.**
14. All cleaning materials such as phenyl, disinfectants, deodorants, odonil, Room Fresheners, Insecticides like finit, Hit, and tools including the machine for cleaning floor needed for housekeeping and maintenance shall be provided and arranged by the Contractor, at his own cost and no extra cost shall be payable to him by the Bank on this account.
15. The Bank would however, provide suitable space to the Contractor for keeping tools/consumable materials etc. at the risk and responsibility of the Contractor.
- 16. No residential accommodation would be provided by the training college to the contractor and/or to persons engaged / deployed by him.**
17. The hostel room linen given to the Contractor for use of participants shall have to be properly maintained. The Contractor shall be responsible for its cleaning, washing and ironing.
18. The Contractor shall execute his contractual obligations in a manner so as not to interfere with working of the office/college, and also without causing disturbance or damage to the existing structure and installations.
19. The contractor shall maintain a key register and ensure control over keys and opening of hostel rooms and other places of administration cum teaching block, library, auditorium, working of power house and water and water treatment plant, under the directions of authorized officials of the training college. The Contractor should deploy a responsible person for allotment of rooms to participants under the guidance of the Resident Officer.
20. The Contractor shall, in the case of any unusual occurrence/incidence in the college campus, bring the same to the notice of the authorized officer of the Bank.
21. The Contractor and his personnel shall co-operate with the security agencies deployed in the college/institute and shall be thoroughly checked every time they leave the premises by the security personnel, at the main gate.
22. The Contractor shall ensure that all unwanted light are switched off, after working hours and all passages, corridors and lawn lights are switched on / off as per prescribed timings.

23. In matter of dispute regarding the quality of services including cleanliness of premises, internal pathways, upkeep of furniture etc. and other facilities provided at the college or any other matter related to services, the decision of the Principal or its authorized representative shall be final and binding.

24. The Contractor shall arrange fully trained and adequately experienced housekeeper, sweepers, and room-boys. All the employees of the contractor will always be in approved dress and will display identity card. Any employee without dress and identity card will not be permitted to enter the campus.

25. The Bank shall provide power and water supply to enable the Contractor to execute his contractual obligations to the Bank.

26. It will be incumbent and obligatory on the part of the Contractor to properly maintain all equipments / items supplied by the Bank and also to keep the college/ institute premises neat and tidy and free from any damage. For any breakage of equipment / loss of any item supplied, recovery at market rate shall be effected from the Contractor's bill, for replacing spoilt / damaged items / material, at the Contractors cost.

27. The Contractor shall be responsible for and ensure utilization of the facilities like water, electricity or anything else provided by Bank without any abuse or wastage/ excess use.

28. Any misuse of the premises, equipment or facilities extended to the Contractor, will be charged to the Contractor and the decision of the Principal will be final in this matter.

**29. Period of Contract:**

**a.** The contract will be initially for a period of 12 months, which may be further extended for another two years on yearly basis subject to satisfactory services and at the discretion of the Principal of the College/institute. The Contract can be terminated by either party by giving one month's notice. However, the contractor should undertake to continue to discharge his duties and obligations on existing terms, until a new Contractor is engaged by the Bank.

**b.** The Contract shall be in force for the period stipulated in the contract and on the expiry thereof, it shall be deemed to have been terminated automatically unless otherwise intimated in writing. Further, the Contractor shall not have any right either contractually or equitably to demand any fresh contract for another term to continue the same in preference to any other intending party.

30. In the event of any dispute regarding the liability of any one party hereto and arising out of this agreement, the same shall be referred to the Arbitration to be decided by the Principal, STC or the person nominated by him and his decision shall be final and binding on the parties. The provisions of the Arbitration and Conciliation Act 1996 shall apply to such Arbitration.

**31. Security Deposit:** To ensure performance of the contract and due discharge of contractual obligations, the successful contractor will have to provide security deposit of 10% of the contract value (including the EMD of Rs. 1,00,000/- to be kept in envelope B). This Security deposit has to be furnished in the form of an Account payee Demand Draft in favour of Bank of India within 15 days from date of issue of LOA/Contract, whichever is earlier. The security deposit will be refunded on expiry or termination of the contract.

32. The Contractor shall deploy the following persons in the said premises for carrying out the said services and such persons shall attend to such works as instructed by the Bank from time to time.

Details of Manpower to be provided (Minimum)		Duty Timings	Days (Week)
<b>A</b>	<b>HOUSEKEEPING SERVICES</b>		
	i) Manager 1	8.00 A.M. To 6.00 P.M.	7
	ii) Supervisor 3	8.00 A.M TO 6.00P.M.	7
	iii) Housekeeping Personnel/ 14 (10 at Hostel & Office + 2 at residence block + 1 at canteen + 1 night/reliever)	24 Hours(3 shifts)	7
<b>B</b>	<b>SKILLED WORKERS</b>	<b>Nos.</b>	

<b>Plumber (Duty timing 11.00 am to 7.00 am)</b> a) Plumber experienced in water supply system b) Plumber experienced in sanitary installation	1
<b>(The Plumber will be retained at call. He will visit the premises for weekly check-up. He will be attending the maintenance as and when required at no extra cost)</b>	
<b>Electrician (24 hrs. in 3 shifts) 7a.m to 7.a.m)</b> a) Supervisor ( C license holder) b) Electrician ( B license holder)	1 2
<b>Others :</b> a) Service of Carpenter as and when required	1

The above-stipulated manpower is bare minimum and the Contractor shall deploy additional manpower at no extra cost as and when required by the Bank for satisfactory housekeeping and maintenance services (within 6 hours of bank's indent).

**33. Renewal of contract:** - The House keeping maintenance & services contract will be initially valid for one year and may be renewed for another two years on yearly basis subject to satisfactory performance of contractor and at sole discretion of the bank. The maximum term of the contract so extended will be three years. Vendor is supposed to quote the charges for supplying the manpower over and above the payment of minimum wages and statutory deposits (PF, ESIC etc.). This rate will remain constant throughout contract period. However, at the time of renewal / extension of contract period annually, the bank will increase the contact amount to the extent of increase in minimum wages (as on the date of renewal) of the personnel engaged by the contractor.

**34. Penalty Clause:** - The bank reserve the right to levy penalty at appropriate rate as decided by the bank / Principal of STC for deficiency in services of contractor, which, inter-alia, include the following:

- 1 Non deployment/less deployment of staff
- 2 Poor quality of work and for untimeliness of services
- 3 Supply of in adequate or substandard quality of cleaning material.

Such penalty may include (a) deduction of proportional charges in monthly charges and/or cost of replenishment incurred by the Bank or both. The decision of the Bank/Principal of STC shall be final on the matter.

**35.** In the event of sudden failure, neglect, dislocation or stoppage of the services by the contractor, the institute may get the work done from some other agency or department at the risk and cost of the contractor without prejudice to its right to enforce performance in respect of the work. The contractor shall in such event, pay to the institute, the additional cost incurred for having such work done from some other agency. Without prejudice to any other rights which the institute may have in this behalf either under this contract or under law, the institute may terminate the contract by giving one month's notice in writing to the contractor and in such an event the contractor shall have no claim for any loss or damage against the institute.

**36.** The institute shall have the right to withhold reasonable sums from the amounts payable to the contractor under this contract or the security deposit if the contractor commits breach of any of the terms & conditions of the contract or fails to produce sufficient proof to the satisfaction of the institute as to payment of all statutory and other dues or compliance with any other obligations under any Act, Law, Legislation etc. relevant in the matter. The contractor shall be bound by the decision of the institute.

**37. STATUTORY COMPLIANCES:** The Contractor shall ensure compliance of all central /state labour laws as applicable from time to time. Any liability incurred by the Bank on account of non-compliance /violation of labour laws, an equivalent amount along with Fine shall be recovered from any dues payable to the contractor.

**38.** The Contractor shall furnish all documents (in originals) to the Bank of India as and when required. Under any circumstances the contractor or his staff will not be liable to seek any permanent employment with the Bank, and will keep the Bank of India indemnified against loss or any damage to the Bank property during the course of the contract.

**39.** The Contractor shall comply with the provisions of The Minimum Wages Act, 1948, and shall pay minimum rates of wages to the workmen engaged by him at Bank of India from time to time. The Contractor shall pay his workmen the Minimum Wages as declared by the Central Government for Scheduled Employment of 'Sweeping and Cleaning' or State Government of Maharashtra, whichever is higher. The Contractor shall in all respects comply with all requirements of Minimum Wages Act as applicable to the Contract Labour Act, the Employees' State Insurance Act, Employees' Provident Fund Act, the Payment of Gratuity Act, the Industrial

Disputes act 1942, the Payment of Bonus Act, and/ or any other law for the time being in force, and shall keep the Bank fully indemnified against any or all liabilities and responsibilities under the said Acts and Schemes there under. In the event of the Contractor not making payments/statutory deductions as per the laws applicable to the concerned workmen, Bank of India shall have the right to deduct an equivalent amount from the dues payable to the contractor. The Contractor shall comply with The Payment of Wages Act, 1936, and shall pay wages of the workmen deployed by him at the company's (STC NOIDA) premises within the prescribed time limit after the close of the wage period.

The Contractor shall accept and bear full and exclusive liability for the payment of any and all taxes, etc. now or thereafter imposed, increased and revised from time to time by Central or State Govt. or by any other authority with respect to or covered by the wages, salaries, or other compensations paid or payable to persons employed by the Contractor.

The contractor shall adhere to and comply with all the statutory/legal provisions including, but not limited to, Minimum Wages, Provident Fund, ESIC, Bonus, etc, and submit documentary evidences to Bank of India on monthly basis along with the monthly bills.

## **Details of Services**

### **HOUSKEEPING:**

- 1) Cleaning the immediate periphery of the buildings and utility rooms of the building.
- 2) Sweeping the entire area.
- 3) Sweeping and mopping of staircase, passage, and all other office/Institute areas.
- 4) Sweeping and mopping of all guest rooms.
- 5) Making beds for the guests.
- 6) Cleaning of all guest toilets.
- 7) Vacuuming carpeted area in the auditorium/class rooms/office cabin and other area.
- 8) Dusting of all furniture.
- 9) Cleaning all electrical fixtures.
- 10) Vacuuming AC ducts.
- 11) Cleaning glass surfaces.
- 12) Cleaning of telephone instruments and application of cologne.
- 13) Regular garbage disposal.
- 14) Weekly washing down of the compound area, driveways of the buildings.
- 15) Weekly scrubbing and cleaning of walls, floors and removal of cobwebs.
- 16) Weekly spraying of manholes for disinfection.
- 17) Polishing of brass handles, knobs, planters and signages.
- 18) Removing stains from walls, laminates & other surfaces.
- 19) Cleaning of wall pictures and paintings.
- 20) Cleaning surfaces of Computers, Fax machines, printers and photocopiers with the appropriate cleaners.
- 21) Continuous cleaning of all common toilets.
- 22) Replenishment of toilet rolls and other consumables.

### **PEST CONTROL:**

#### **General Disinfection:**

- 1) Treating the entire area for General Dis-infection once every quarter.
- 2) Fogging once every month for mosquitoes.
- 3) Treating the entire area for rodents and monthly checks.
- 4) Immediate action to be taken in case termites or woodborers are detected.
- 5) Weekly spraying of areas susceptible to pest breeding.
- 6) Immediate action if bed bugs are noticed the hostel rooms or class rooms

### **CARPENTRY: (On call)**

- 1) Repairs and replacement of fixtures.

### **PLUMBING:**

- 1) Maintaining the water supply.
- 2) Checking of all valves connected to water pipelines of domestic, flushing and fire, fighting tanks in common area.
- 3) Check all non-return and pressure-reducing valves daily.
- 4) Daily checking of water level and noting the water meter reading.
- 5) Check for plumbing leakages in the common areas.
- 6) Check for chocking of drains in bathroom, kitchen etc and take remedial steps
- 7) Quarterly cleaning of storm water drains.
- 8) Coordination with pumps manufacturer or AMC contractor in case of servicing of pumps, non-return valves etc.
- 9) Maintenance of all valves, taps, floats and other plumbing and sanitary fittings in the entire area.
- 10) Cleaning of underground and overhead water tanks once every six months.
- 11) Cleaning of water in fountain tank (as & when required)

### **ELECTRICAL SERVICES:**

- 1) Checking of panel meter. :
  - a) Volt Meter
  - b) Ammeter
  - c) Indicating Lamps.
- 2) Cleaning of all tube light fittings, spotlights, exhaust fans, DBs, panel etc.



- 3) Check all bulbs, tubes, starters, and chocks, capacitors switches etc. and arrange for immediate replacement when required.
- 4) Check exhaust fans and carry out any repair or rewinding if required.
- 5) Checking the electric supply to the AC units.
- 6) Maintain electric supply for all lighting and power DBs.
- 7) Annual resistance test of L.T. cables – LT panel to main switch (Power lighting, AC units)
- 8) Annual Earth Resistance Test of all DBs, power & lighting plug points etc.
- 9) Tightening of L.T. panel, busbar, incoming and outgoing cable connections.
- 10) Tightening of all DBs, incoming and outgoing wire connections, power, lighting, and plug point connections.
- 11) Check control panels of fire fighting systems.
- 12) Cleaning of all AHU rooms.
- 13) Co-ordinations with the Manufacturer or AMC vendor for break down and repairs.
- 14) Maintain inventory for electrical consumables.

#### **D.G. OPERATION:**

- 1) Maintaining log books as per PWD requirements.
- 2) Checking and maintaining fuel level.
- 3) Checking and maintaining water levels in the batteries.
- 4) Carrying out weekly load tests.
- 5) Assisting in filing of DG returns.

#### **AUTOMATION SYSTEM:**

- 1) Checking of response indicators.
- 2) Checking of batteries.
- 3) Checking electrical connections of fire alarm panel.
- 4) Checking of hydrants, sluice valves, pressure gauges, pressure switches, flow switches etc.
- 5) Checking for leakages in gaskets and glands of sluice valves, NRVs etc.
- 6) Checking functionally of fire pumps.
- 7) Checking hydrant valve and cleaning of nozzles.
- 8) Checking of hose reel, hose boxes, hose pipes, nozzles and air release valve.
- 9) Checking of pressure gauge / pressure switches and flow switches.
- 10) Maintain logbook for repairs and complaint.

#### **CO-ORDINATION:**

- 1) Day to day co-ordination of all services for smooth administrative operations
- 2) Ensuring that the personnel deployed at site is properly groomed and trained and carry out their duties effectively.
- 3) Co-ordinate with BOI Admin. Executive for all services.
- 4) Attending to all repairs/breakdowns/complaints promptly.
- 5) Co-coordinating with all AMC vendors for servicing / breakdown and repairs.
- 6) Preparing schedules for all preventive maintenance and servicing of equipment.
- 7) Liaisoning with the Govt. Authorities as and when required.
- 8) Ensuring that all statutory compliances are adhered to and maintain records of the same.
- 9) Conduct regular fire drills.
- 10) Organize transport facilities for the guests.
- 11) Any other function for smooth operation of the facilities.

#### **EQUIPMENT AND MATERIAL:**

- 1) Vacuum Cleaners (wet and dry)
- 2) Work ladders
- 3) Glass cleaning kits
- 4) Tools required for Electrical /Plumbing /Carpentry /Gardening /AC operation.
- 5) Cleaning agents and tools.
- 6) Toiletries

#### **PROCEDURAL DOCUMENTS TO BE SUBMITTED ON A REGULAR BASIS:**

- 1) Operation Manuals for each facility.
- 2) Checklists for each activity.
- 3) Job-card for each tradesman to be signed by the company's coordinator on completion of each job.
- 4) Record maintenance of job cards.
- 5) Inventory updates.
- 6) Monthly MIS report generation for all facilities.

## **FINANCIAL BID**

### **BANK OF INDIA STAFF TRAINING COLLEGE STC NOIDA**

#### **Selection of agency for Maintenance and up-keep of Building at STC-NOIDA**

1. Name of the Firm:

2. Address:

We have gone through the details of Terms and Conditions and have also visited the site. Based on the details furnished by you and site inspection carried out by us, our charges for maintenance and up-keep of the premises would be Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ only) per month (Lumpsum) for 1<sup>st</sup> year. This amount is inclusive of all rates, taxes etc. **excluding Goods & Services Tax, which will be paid on actuals as per the prevailing rates.**

3. **In case the Bank decides to extend my contract for further period, we are agreeable to extend our services on the same terms & conditions with increase in the contract amount to the extent of increase in minimum wages.**

The above rates include cost of all materials required for housekeeping/ maintenance of the premises, all rates, charges (including laundry and pest control), wages, taxes etc. applicable to us and any increase in the same will not be paid by the Bank. However, **GST as applicable shall be paid on actuals as per prevailing rates.**

**SIGNATURE  
With RUBBER STAMP**