



OPEN TENDER NOTICE
For
CATERING
-CUM-
FACILITY MANAGEMENT (HOUSEKEEPING &
UPKEEP/MAINTENANCE) SERVICES

UCO BANK
REGIONAL TRAINING CENTRE - CHANDIGARH,
2nd FLOOR, SCO55-57, BANK SQUARE, SECTOR 17-B,
CHANDIGARH, 160017

Cost of Document: Rs.3,000/-



Blank-Page

TENDER NOTICE FOR

CATERING-CUM-FACILITY MANAGEMENT SERVICES (Housekeeping & Upkeep/ Maintenance)

For
REGIONAL TRAINING CENTRE - CHANDIGARH,
SECOND FLOOR, SCO55-57, BANK SQUARE, SECTOR 17-B,
CHANDIGARH, 160017
and
at (presently at) Hostels at H.N. 301/15-A & 145/15-A, Chandigarh

I N D E X

1. Notice Inviting Tender (Hindi , English)- Notification
2. Term and Conditions
3. Notice Inviting Tender
4. Tender Application Form
5. Instructions for Tenderers & Terms of Payment
6. Conditions of Contract
7. Applicable Laws and Arbitration
8. Roles, Responsibilities & Quality Control Assurance
9. Area Details for work & Schedule of Equipments
10. Job Description for the Tender
11. Reporting and Record Keeping
12. Annexures A to G

Part A - Technical Bids

Part B - Financial Bids.

Details for Monthly expenses for Housekeeping & Upkeep/ Maintenance of Hostels & RTC

Details of Daily menu with Rates Bifurcations

Details of Previous three jobs

Time Schedule

List of equipment provided by the RTC and equipment to be brought by the caterer

Details of minimum person required for catering & Housekeeping & Upkeep/ Maintenance services.

Detail of Daily Housekeeping & Upkeep/ Maintenance Services

Work Description to the Tender

Annexure-A

Annexure-B

Annexure-B1

Annexure-B2

Annexure-C

Annexure-D

Annexure-E

Annexure-F

Annexure-G

Annexure H

1 – TENDER NOTIFICATION FORMAT

TENDER NOTICE FOR CATERING-CUM-FACILITY MANAGEMENT SERVICES (Housekeeping & Upkeep/ Maintenance)

For
UCO Bank, Regional Training Centre, Second floor, SCO 55-57, Bank Square, Sector 17-B, Chandigarh and
Hostels at H.N. 301/15-A & 145/15-A, Chandigarh.

UCO BANK, invites sealed tenders in two bids system from competent agencies for **Catering and Housekeeping & Upkeep/ Maintenance** for their **Regional Training Centre-Chandigarh** located at **Second floor, SCO 55-57, Bank Square, Sector 17-B, Chandigarh** and **Hostels (19 Rooms)** located at **H.N. 301/15-A & 145/15-A, Chandigarh**. For complete details, formats and terms & conditions of tender, please log on to Bank's website www.ucobank.com/media/tenders.aspx and the same can also be seen by visiting RTC during the office hours.

The interested parties/agencies can procure Tender Document from UCO BANK, Regional Training Centre, located at 2nd floor, SCO 55-57, Bank Square, Sector- 17B, Chandigarh against payment of 3000/- (Three Thousand only) by way of Demand Draft/Pay Order favouring UCO Bank payable at Chandigarh **as tender fees** (Non-- Refundable) on or before **17.00 hrs 29.09.2016**

Technical Bid and Financial Bid are to be submitted as per time schedule mentioned below:-

Date of Availability on Bank's Website of Tender Form	: 09.09.2016
Queries, if any, with Regards to Tender	: 29.09.2016
Last date for submission of Tender Forms	: 30.09.2016 upto 15.00 Hours.
Opening of Tender Forms	
A. Technical Bid/Offer (Part-1)	: 03.10.2016 at 12.00 Noon.
B. Financial Bid/Offer (Part-2)	: 03.10.2016 at 04.00 PM

Financial bid (Part-2) will be opened for only those bidders who are found eligible in the Technical (Part-1) Bid.
Addendum, if any shall be issued/ conveyed through the Bank's website only

(Bids will be opened as per the above schedule in the presence of bidders present at that time, in case no bidder is present tender will be opened by the Bank's tender committee.)

Basic Eligibility Criteria:

- (1) Minimum Three years (for General) or One year (for those who are having Hotel Management Degree) Experience in above area with National, Multi-National, PSUs and Corporate institutions.
- (2) Food Licence / equivalent Certificate / Licence for running above Service
- (3) **The bidder must have minimum turnover of Rs 50.00 lacs per annum for any of the year of the last three year.**
- (4) Other details of eligibility criteria and terms & conditions of tender are mentioned in the tender document available in our website

The Bank reserves the right to reject any / all applications without assigning any reason whatsoever.

2 - Terms and Condition

Please note that this CCFSM contract is price based contract and payment shall be released based on the performance parameters given hereunder:

1. Submission of compliance reports executing satisfactory services for Housekeeping & Upkeep/ Maintenance of common area, toilets, office area, open area, such as mopping, cleaning, putting all the consumable items in place as per contract terms.
2. Attending all the Maintenance issues pointed out in the office by the RTC administration.
3. Cleaning of all the lights, switch boards, ventilations, fans etc including servicing as per the manufacturer's specifications, cleaning including removal of dirt, dust, cobwebs, switching on /off the lights, AC's, Tata-sky, dish-TV, DG Sets, HT/ LT panels, coolers.
4. Calling AMC agency periodically as per Bank's AMC contract with different agencies.
5. Maintaining inventory of consumable items, & submitting detailed monthly report along with bill.
6. **Working place will be the Bank's UCO BANK, Regional Training Centre-Chandigarh located at 2nd floor, SCO 55-57, Bank Square, Sector 17-B, Chandigarh and Hostels located (presently at) at H.N. 301/15-A & 145/15-A, Chandigarh, working hours shall be for 24 hours for Hostels and from 7.30 AM till close of Office for RTC.**
7. Should any new areas of services transpire which Bank considers are not envisaged as being part of this tender, the prices for the new scope of services shall be mutually agreed between the Bank and CCFM Service Contractor based on actual rate analysis on established norms . In the event of non-Agreement of the rates, the Bank reserves the right to get the same executed through any other agency so appointed for.
8. The Bank will make all payments to the CCFM Service Contractor for the satisfactory services rendered on monthly basis in accordance to the relevant clause of conditions of contract.
9. Cleaning of Drainage of RTC at 2nd floor, SCO 55-57, Bank square to be done regularly.
10. Any overwriting in the schedule of rates should be avoided. In case of a mistake, the mistake should be clearly cut and the correction should be signed in full by the tenderer or its authorized signatory.
11. The rates for all categories in the schedule of rates must be mentioned in both words and figures clearly. Tenders will be checked and corrected by **UCO BANK** for any arithmetical errors in computation and summation as follows :
 - a. In case of difference between the rates written in figures and words, the rate adopted (in words) for working out the total amount of the item in the tender form shall be taken as correct. In all other cases for rates of individual items, the correct rate would be that which is lower.
 - (b) In all cases of omissions and / or doubts or discrepancies in any item or job requirement, a reference shall be made to the Principal & Head, UCO BANK, Regional Training Centre-Chandigarh, whose elucidation, elaboration or decision shall be considered as authentic and final. The contractor shall be held responsible for any errors that may occur in the work through lack of such reference and precaution.
12. The contractor shall arrange for providing Vegetarian foods / Breakfast etc. on a daily basis as per Annexure - **B-2**. The contractor shall arrange for housekeeping & Maintenance/ upkeep as per Annexure – **B-1**.
13. The recommended menus are given in **Annexure – B-2**, which shall be strictly complied with by the contractor, subject to the availability of seasonal vegetables. Weekly detailed menus will be supplied by the caterer which will be approved by RTC and the catering should be done on the basis of these menus. The approved menus must be displayed on notice board. Vegetables and sweets will not be repeated by the Caterer within next 2 days.
14. The contractor shall be provided by RTC, the articles / equipments for kitchen as per details in **Annexure- E**. The contractor shall take care of the said articles / equipments as a bailee, in term of Indian Contract Act and return them in good working order to the RTC on expiry / termination of the contract.
15. The daily and periodical Maintenance and service of all equipments shall be the responsibility of the contractor and the cost of repair and servicing of the all equipments shall be borne by the contractor.
16. The provision of LPG for cooking shall be the responsibility of the contractor in respect of gas supply and safe-keeping of the LPG Cylinders and their cost would be borne by the Contractor.
17. The quality of the ingredients used in preparation of the food and beverages shall be of high order / brands specified (with AGMARK/FSSAI quality Marks) items and subject to the approval of the RTC as and when required. Only good quality packed Milk shall be used at RTC & Hostels. Provisions for Vegetables, Fruits, Other

perishables, sundry goods and other raw materials should be of high quality / branded and shall be purchased by the contractor and transported to the RTC-Chandigarh/ hostels at his cost.

- a. It shall be the sole responsibility of the contractor to procure raw material of good, standard and branded quality viz
 - i. Tea : Milk- Single toned (Amul Shakti/ Verka Shakti) & Tea/Tea bags – Tata gold / Tajmahal/ Lipton/ Tetley
 - ii. Coffee : Milk- Single toned (Amul Shakti/ Verka Shakti) and Coffee- Nescafe
 - iii. Snacks : Standard Qualities
 - iv. Breakfast/Lunch/ Dinner : Milk- Single toned (Amul Shakti/ Verka Shakti), Groundnut/ sunflower/ soya Oil (Tripled or double refined – SAFFOLA Gold/Fortune, Desi Ghee of Verka/ Amul, Milk-food brand for sweet items, Basmati Rice - Kohinoor/ Lalmaah / HMT /Reliance (Good quality rice not below Rs. 80/- per Kg in retail Market), Tuvar Dal, whole wheat ATTA(Pilsbury, Ashirwad, Annapurna, Reliance) Soft Chapattis. Puri in above mentioned brands' oil only. Seasonal fresh vegetables and standard brand sauce / pickles.

18. The contractor shall engage the services of sufficient number of able, efficient, neat, healthy, honest, well behaved and skilled persons for cooking and catering services at his cost and he will be responsible for the good conduct and performance on their part, The number of such persons employed will be determined by the parties to the contract, by exchange of letters from time to time, but in any case, the contractor shall have to engage the services of sufficient number of persons as stipulated by the RTC to maintain hygienic standards of the Bank as per **Annexure- F**. The KYC of all employees should be properly obtained and documents be provided to the Officials of Regional Training Centre-Chandigarh Proper identify Cards should be issued to all employees.
19. A Supervisor has to be appointed by the contractor in consultation with the RTC. He should be a competent person having proven experience & educated in institutional catering.
20. The contractor shall be deemed for all legal and contractual purposes as the employer of all persons engaged by him. The contractor shall strictly comply with all labour laws and relation to the persons engaged by him. The contractor shall be solely responsible for all acts of the persons engaged by him and there shall be no privity of contract between the RTC and the persons engaged or employed by the contractor. The RTC shall not be liable to or answerable in respect of any claims on account of any nature what so ever which may be raised by the persons engaged / employed by the contractor and it shall be the sole responsibility of the contractor to answer all such claims or demands.
21. The Contractor shall be responsible for training, allotting duties and timings to his workers in the kitchen and dining room including Maintenance of Hostels & RTC.
22. **The contractor shall provide at his own cost proper uniforms / shoes / caps / aprons to all his workers and ensure a high level of hygiene, cleanliness and upkeep. The staff engaged by him shall be always in uniform when on duty.**
23. All the persons engaged by the contractor should have gone under medical examination with regard to contagious diseases.
24. The contractor shall ensure that the entire premises comprising cooking, storing and servicing areas etc. are kept clean, neat and orderly at all times. Garbage collected has to be dumped in the area and place specified by the Municipal Corporation/ Estate Office. The entire responsibility of lifting the garbage regularly from the premises lies on the contractor. The contractor will render round the clock / integrated services of Housekeeping & Upkeep/ Maintenance of entire premises comprising of residential rooms guest Room, offices etc. at RTC & Hostels such as :
 - a. Common Area, entrances,
 - b. Taking the participants to their individual rooms at Hostels,
 - c. Making up the rooms at Hostels,
 - d. Maintenance of the Guest Room at the Hostels,
 - e. Catering of meals to the guests staying at Guest Room at Hostels,
 - f. Cleansing of all classrooms, offices, passages, furniture, electrical items etc lying in the entire 2nd floor building of RTC,

- g. The Bank will pay Catering and Housekeeping & Maintenance/Upkeep charges for services rendered at the agreed rate at the end of the month. However the cost of cleaning / polishing materials should be borne by the contractor. **THE CONTRACTOR SHALL HAVE TO ADHERE TO THE PERIODICITY CHART OF THE WORK AS SHOWN IN ANNEXURE – G.**
25. The contractor shall devote his full attention to the work of purchases, preparations and services and discharge his obligations under the arrangement most diligently and honestly.
26. The contractor or his employees shall not use the premises allotted to him for any purpose other than the purposes of the preparation, storing and servicing and shall not act in any manner so as to cause any nuisance or annoyance to RTC-staff or participants at the RTC. The contractor will not permit entry to any unauthorized person at RTC & Hostels.
27. The contractor shall at all times during the continuance of his agreement obey and observe all directions and instructions which may be given by the Administration of RTC.
28. **The Contractor understands and undertakes that he will bear all taxes, rates, charges, levies or claims whatsoever as may be imposed by the State / Central Govt. (s) or any local body or authority for rendering catering and Housekeeping & Upkeep/ Maintenance service except only Service tax, VAT or proposed GST.**
29. The contractor understands that he is obligated to meet the Mess Committee in person (Proprietor) once in a month, for review of the catering service rendered and for which notice will be given to him either by phone or letter.
30. **The agreement shall be for a period of three years. The rates agreed for (catering as well as Housekeeping & Maintenance/ Upkeep) shall remain fixed for the entire contract period. The Rates will be excluding only Service tax, VAT at present or proposed GST on its implementation, subject to production of receipts of deposit of respective taxes, exclusive challan for UCO Bank RTC. The monthly payment is subject to deduction of applicable TDS and request for mid-term revision in rates will not be entertained by the Bank.**
31. This agreement shall be determined by efflux of time or earlier by one months' notice at the option of the RTC and if there is a breach of any of the stipulated conditions or otherwise by **three months' notice at the option of the contractor.**
32. The rates quoted will be firm and shall not be subject to any variations in prices, taxes, duties, labour conditions etc. during the currency of agreement.
33. That the contractor takes and accepts full responsibility for the service conditions, claims, damages and compensations of the persons engaged by him and also will be responsible for due compliance with all the requirements of all statutory obligations (Including insurance to Employees) and to pay all claims, costs, damages, expenses, fines or penalties, which may arise out of any claim, suits or prosecution for contravention thereof, The Contractor shall keep RTC indemnified against all the claims, if any, as aforesaid.
34. Nothing contained in this agreement is intended to nor shall be construed to be a grant. Demise or assignment in law of the premises or any part thereof by RTC to the contractor and / or his employees and they shall vacate the same on the termination of agreement period either by efflux of the time or otherwise.
35. The contractor shall not assign or sublet this contract without the prior written approval of RTC.
36. **If the contractor sublets his contract without prior written approval of RTC, the contract will ceased automatically. Besides, RTC is empowered to recover expenses incurred by them on account of making alternative arrangement from the contractor.**
37. **The contractor shall deposit immediately on signing of the agreement, a sum of Rs. 1,00,000/- (Rupees One lac only) as Security Deposit for due fulfilment of the contract. Periodical interest accrued on the deposit may be claimed by the contractor. The Security Deposit will be refunded to the contractor after three months from the date of expiry or termination of contract provided that there are no defects in materials / articles / equipments supplied, returned by the contractor to RTC in good working condition, to the satisfaction of RTC and all the dues statutory and / or payable in RTC are fully settled.**
38. The contractor shall submit the bills for **catering services rendered and Housekeeping & Upkeep/ Maintenance** to the Officials at RTC on monthly basis with the certificate that all the equipment supplied by RTC are well maintained and are in order. RTC Officials will scrutinise the bills and if found in order the payments will be made preferably within one week from the date of submission of the bill complete in all respects.



39. In the event of the meals found not eating worthy by the participants, on the proper satisfaction by the RTC management cost of such meal/meals would not be paid and contractor will not be allowed to raise the bill for such meal/meals.
40. RTC further reserves the right to delete or reduce amount of the bill before effecting payment in case any complaints regarding quality of food, inefficient service related to catering & serving of meals & also non-providing of meals as per agreed menu and a minimum penalty of Rs. 1000 (One thousand only) would be imposed and such would be deducted from monthly payment.
41. The payment of catering bill will be subject to the deduction in a prorata basis as per the entries made in the Dining-out Register by the participants maintained in the Hostel. Monthly Catering is subject to actual participation / Utilization of facility. The minimum catering charges will be paid as per Annexure –B-2. (Excluding Sundays, Holidays & Non- Training days which will be linked to actual services provided or minimum for 10 persons).
42. In case the contractor fails to fulfil his obligations for any day or any number of days to the satisfaction of RTC for any reason whatsoever, he shall pay by way of liquidated **damages @ of 150%** of the approved tender rate per participant per day for the entire number of such days and the RTC shall without prejudice to its other rights and remedies be entitled to deduct such damages from the money, if any payable by them to the contractor.
43. All issues relating to the performance of the obligations of the contractor and to the quality of ingredients used in preparing the foods and beverages and all the disputes and differences, which shall arise either during or after the agreement period of any payment to be made in pursuance thereof shall be decided by the Principal, RTC Chandigarh or his representatives, whose decision shall be final, conclusive and binding on the contractor.
44. RTC shall deduct income Tax at Source at the rate as may be specified from time to time before effecting any payments to the contractor. All other taxes which RTC may be liable to deduct or is so deducted during the currency of the agreement shall also be set off against the bills raised by the contractor and deposited to the respective department or authorities as may be required under law.
45. The contractor may obtain for himself on his own responsibility and at his own expenses all the information necessary including risks contingencies and other circumstances before entering the agreement with RTC and may inspect the site of the Bank www.ucobank.com.
46. It is the responsibility of the contractor to possess all licences and registrations as may be required under law and shall be duly registered with the Assistant Labour Commissioner (State as well as Central) and Contract Labour (Regulation and Abolition) Act, as per the legal / statutory requirements. The contractor shall comply with all rules and regulations in force relating to pertaining or connected with persons engaged or employed by him. The contractor shall maintain record registers for contract services as per contract labour (Regulation & Abolition) act and to produce the same for inspection as and when required. It shall be mandatory for contractor to comply with the provisions of the Employees Provident Fund Act Payment of wages ACT, Minimum Wages Act, The Child labour (Prohibition and Regulation) Act 1986 and other laws time being in force and shall keep Bank indemnified at all times in respect of such compliances.
47. In terms of the Contract Labour (Regulations & Abolition) ACT 1970, the contractor shall provide the prescribed amenities to its labours. In case **of failure of the contractor** in complying with these provisions RTC if asked / forced by the concerned authorities to provide the amenities will be empowered to recover the expenses incurred thereof from the contractor under any contract or as a debit payable by the contractor, as mentioned in Section 20 of the said ACT.
48. Failure to commence services within 15 days after awarding the contract / signing the Agreement may result in withdrawal of the contract awarded and forfeiture of earnest money.
49. All rates and lump sum amounts to be paid by vendor to his staff will be paid/ increased as per Notification of Government's Minimum wage for skilled / semi-skilled labours from time to time during the contract period by the vendor himself, no additional payment will be paid by Bank in this regard. The rates for the materials / consumables quoted would remain unchanged throughout the contract period.
50. The courts in CHANDIGARH alone shall have jurisdiction in respect of any dispute arising out of any matter under this agreement.



51. In terms of Rule 72 and 73 of the Contract Labour (Regulation & Abolition) Central Rules 1971 and Section 21 of the Contract Labour (Regulation & Abolition) ACT 1970 the authorized representative of Contractor shall be present at the place / time of the disbursement of wages by the caterer to his catering labourers and such disbursement will be certified by Contractor or by the representatives of Contractor. Such certificate should be submitted to RTC as and when required.
52. Bank reserves the right to shift the premises/hostels and the contractor shall continue to provide the services at agreed terms and conditions at any such new premises / place.
53. Drinking water (filled in bottles) at class rooms should be supplied at regular interval.
54. **Contractor has to maintain Complaint Register at the Reception Counter. Complaints raised by the participants should be noted in the complaint Register. On the basis of Complaint Register Bank has to conduct the meeting with the contractor on fortnightly basis in which these complaints shall be discussed with him and these are to be resolved. If the problem on the part of Contractor persists suitable penalty as specified in forgoing clauses would be imposed by the Bank**
55. **For administrative reasons and smooth functioning of Catering and Housekeeping & Maintenance/ Upkeep, the Bank does not want to engage separate contractors for Catering and Housekeeping & Maintenance/ Upkeep and prefer single contractor for both the services, as such for allotment of tender Bank shall consider lowest bid for catering primarily and shall negotiate with L1 bidder of Catering to accept the lowest bid offered for Housekeeping & Upkeep/ Maintenance of premises by any other bidder. If minimum bid offered for Housekeeping & Upkeep/ Maintenance is not accepted by L1 bidder for catering, the Bank reserves its right to negotiate with L2, L3,etc. bidder of catering for rates of Housekeeping & Upkeep/ Maintenance as well as for Catering.**

The BANK reserves the right to re-tender or modify the terms & conditions of the tender and also reserves the right to re-initiate the tender process in case of receipt of single bid.

The BANK also reserves the right to negotiate the rates with the lowest qualified tenderer.

The tenderer shall not increase the rates quoted in case the BANK administration negotiates for reduction of rates. Such negotiations shall not amount to cancellation of the original offer and rates quoted therein will be binding on the tenderer.

3 - NOTICE INVITING TENDER

Date: _____
To _____

M/s-----

Dear Sirs,

Re: Tender Notice for Catering-Cum-Facility Management Services (Housekeeping & Upkeep/ Maintenance) for UCO Bank, Regional Training Centre- Chandigarh at 2nd floor, SCO 55-57, Bank Square, Sector- 17B, Chandigarh and Hostels at H.N. 301/15-A & 145/15-A, Chandigarh.

UCO BANK invites tender for the above work. Tender Documents can be purchased from UCO BANK, Regional Training Centre , located at 2nd floor, SCO 55-57, Bank Square, Sector- 17B, Chandigarh against payment of 3000/- (Three Thousand only) as **tender fees** (Non-- Refundable) on or before **17.00 hrs 29.09.2016** during working hours of office .

A) Submission of Bids :

The bidder shall submit the bids in one sealed main **envelope** containing two separate sealed **envelopes** super scribed as "**Envelope--I**" and "**Envelope--II**" respectively.

1. The bidder shall clearly write on **envelope--I** the words "**Technical Bid for Catering-Cum-Facility Management Services (Housekeeping & Upkeep/ Maintenance)**" of UCO BANK, Regional Training Centre-Chandigarh located at **2nd floor, SCO 55-57, Bank Square, Sector- 17B, Chandigarh** and Hostels presently located at **H.N. 301/15-A & 145/15-A, Chandigarh**. Earnest Money Deposit (EMD), amounting to Rs. 20,000 /- (twenty thousand only) in the form of Bank Draft drawn in favour of UCO BANK, payable at Chandigarh, must accompany Technical Bid of tender.
2. The bidder shall clearly write on **envelope--II** the words "**Financial Bid for Catering-Cum-Facility Management Services (Housekeeping & Upkeep/ Maintenance)**" at UCO BANK, Regional Training Centre-Chandigarh located at **2nd floor, SCO 55-57, Bank Square, Sector- 17B, Chandigarh** and Hostels presently located at **H.N. 301/15-A & 145/15-A, Chandigarh**.
3. The bidder shall clearly write on **main envelope** the words "**Bid for Catering-Cum-Facility Management Services (Housekeeping & Upkeep/ Maintenance)**" at UCO BANK, Regional Training Centre-Chandigarh located at UCO BANK, Regional Training Centre , located at 2nd floor, SCO 55-57, Bank Square, Sector- 17B, Chandigarh and Hostels at H.N. 301/15-A & 145/15-A, Chandigarh.
4. All the envelopes shall be addressed to: The DGM-Principal, **UCO BANK, Regional Training Centre-Chandigarh, 2nd floor, SCO 55-57, Bank Square, Sector 17B, Chandigarh, 160017.**

Technical Bid and Financial Bid are to be submitted as per time schedule mentioned below:-

Date of Availability on Bank's Website of Tender Form	: 09.09.2016
Queries, if any, with Regards to Tender	: 29.09.2016
Last date for submission of Tender Forms	: 30.09.2016 upto 15.00 Hours.

Opening of Tender Forms

A. Technical Bid/Offer (Part-1)	: 03.10.2016 at 12.00 Noon.
B. Financial Bid/Offer (Part-2)	: 03.10.2016 at 04.00 PM

Financial bid (Part-2) will be opened for only those bidders who are found eligible in the Technical (Part-1) Bid.
Addendum, if any shall be issued/ conveyed through the Bank's website only

(Bids will be opened as per the above schedule in the presence of bidders present at that time, in case no bidder is present tender will be opened by the Bank's tender committee.)

B) Name and address of the bidder: -- (To be mentioned by the tenderer) on the **left side** of envelope

If all the envelopes are not sealed and marked as mentioned above, the Bank shall assume no responsibility for the misplacement or premature opening of the bid. In that case, bidder will be disqualified and the tender will not be considered

C) Time and Date of Submission of the tender: On or before **1500 hrs 30.09.2016** during working hours of office.

Submission will be valid if:

- i. Copies of the tender documents are to be submitted in the manner specified above before the forementioned closing time & date.
- ii. Submission of bid cannot be accepted by Fax transmission/E-mail.
- iii. The bid not accompanying Earnest Money Deposit (EMD) is liable to be rejected.

Tender shall be valid for a period of **30** days from the date of opening of Financial Bid and may be accepted at any time before the expiry of such period. EMD will be forfeited if the bidder withdraws / fails to provide services at least for one year.

D) Eligibility Criteria: The eligibility criteria for the bidder taking part are mentioned in the tender document. This bid should be submitted strictly as per the prescribed formats enclosed (**Annexure- A to G**):

E) Acceptance of Terms and Conditions: A bidder will, by responding to the tender, be deemed to have accepted all terms and conditions unconditionally as stated in this tender document.

F) Contract Period: The agreement shall be for a period of three years. The rates agreed for (catering as well as Housekeeping & Maintenance/ Upkeep) shall remain fixed for the entire contract period. The Rates will be excluding only Service tax, VAT at present or proposed GST on its implementation, subject to production of receipts of deposit of respective taxes, exclusive challan for UCO Bank RTC. The monthly payment is subject to deduction of applicable TDS and request for mid-term revision in rates will not be entertained by the Bank.

If the CCFM Service Contractor fails to perform any of its obligations under this Agreement and if the Bank is dissatisfied with the services of the CCFM Service Contractor during the contract period, Bank may terminate the services of the CCFM Service Contractor, by giving **one month notice in writing**.

All taxes (**excluding only Service Tax, VAT at present or proposed GST on its implementation**) on material or service rendered like work's contract tax, turn over tax, etc prevailing at the time of tendering in respect of this contract shall be payable by the contractor and the Bank will not be liable for any claim whatsoever in this respect *during the period of contract*.

The Bank discourages the stipulation of any conditions by the tenderers. The bidder shall withdraw all his conditions, which are not acceptable to the Bank.

Yours faithfully

DGM-Principal

UCO Bank
Regional Training Centre-Chandigarh,
2nd floor, SCO 55-57, Bank Square, Sector 17B, Chandigarh, 160017

4 - TENDER APPLICATION FORM

To
The DGM-Principal
UCO Bank
Regional Training Centre- Chandigarh,
2nd floor, SCO 55-57, Bank Square, Sector- 17B,
Chandigarh, 160017.

Dear Sir,

Having examined the job data, scope of work, schedule of equipments/ quantities etc. relating to the works specified in the memorandum hereinafter set out and having acquired the requisite information relating thereto as affecting the tender, I / We hereby offer to undertake the job specified for duration specified in the said memorandum at the rates mentioned in the attached Price Bid and in accordance with all respects with the specifications, scope of work and instructions in writing referred to in the conditions of the tender, Job requirements and conditions of contract and with such equipments as are provided for by and in all respects in accordance with such conditions so far as they may be applicable.

MEMORANDUM

Description of work

The Catering-cum-Facility Management Service Contractor is required for the Catering and Housekeeping & Upkeep/ Maintenance or any other building Maintenance function etc for **UCO BANK, Regional Training Centre-Chandigarh** located at **2nd floor, SCO 55-57, Bank Square, Sector- 17B, Chandigarh** and Hostels at (presently at) **H.N. 301/15-A & 145/15-A, Chandigarh**.

Contract period commences from 15th day of letter of intent by the Bank and period of contract will be three years from the date of commencement subject to performance review on annual basis by the Bank.

Please note that should this tender be accepted,

I / We hereby agree to confirm and to abide by and fulfil the terms and provisions of the said conditions of contract annexed hereto and in default whereof authorize the Bank to forfeit and pay to the Bank, the amount of earnest money mentioned in the said contract.

I / We have deposited a **sum of 20,000/- (twenty thousand only)** as earnest money with the Bank which will not bear any interest. If I / We fail to perform the terms of the contract when awarded, I / We do hereby agree that this sum shall be forfeited by the Bank.

1. All schedules necessary in connection with the job to be performed in terms of the contract wherever required are enclosed. Our Bankers are (name of Bank) _____ A/C No. _____ IFSC No. _____.
2. Following certificates/documents are enclosed herewith:
 - 2.1. Experience certificate/ award of work showing the experience in the work tendered for in any Central/State Govt & Public Sector undertaking, or reputed private agencies during the last preceding **three years** in the same name/firm on which the tender is applied.
 - 2.2. Two year concession for those bidder or person who is having Hotel Management Degree.
 - 2.3. Documents showing constitution of the firm/company (copy of partnership deed with copy of registration certificate in case of partnership firm and a copy of incorporation certificate, certificate of Memorandum, Power of attorney (if required) and Articles of Association in case of a company) or an affidavit in case of a proprietorship firm.
 - 2.4. Income and expenditure statement or Profit & Loss Statement for last three financial years i.e., 2013-14, 2014-15 and 2015-16 certified by a Chartered Accountant.
 - 2.5. Tender documents duly signed on all the pages (including the '**Financial Bid**').
 - 2.6. List of on-going contracts of similar nature.
 - 2.7. Income Tax Assessment Certificate / Income Tax Return.



- 2.8. Proof of Provident Fund Registration Number
- 2.9. Proof of ESIC Registration Number
- 2.10. Proof of Service Tax Registration Number
- 2.11. PAN Card
- 2.12. Food Licence / equivalent Certificate / Licence for running Catering Service.
- 2.13. Service Tax Number and Certificate.
- 2.14. A Valid copy of Shops & Establishment Certificate issued by the local authorities.

Yours Faithfully,

Signature of the Tenderer / CCFM Service Contractor
With Seal

Witnesses

1. Signature _____
2. Occupation _____
3. Address _____

Witnesses

1. Signature _____
2. Occupation _____
3. Address _____

5 - Instructions for Tenderer

1. Tenders should be placed in sealed cover with the name of the work written on the envelopes receivable up to 15.00 hrs on 30.09.2016.
2. In case of Technical bid and Financial Bid, opening of tenders will be as per specific instruction on the tender notice / form/document.
3. Tenders are to be in the prescribed form, which can be obtained from the office of the Bank on payment of a sum of Rs.3,000/- by way of Bankers cheque / DD favouring UCO BANK, Chandigarh (Non- refundable)
4. **The contract period will be for three years from the date of commencement of work after written order to commence work (within 15 days) which will be subject to annual review of performance.**
5. The CCFM Service Contractor should quote in figures as well as in words the rate and the amount quoted by them against each service. As indicated in Price Bid the amount for each item should be worked out and the requisite totals to be given. .
6. Tender forms can be obtained from RTC upto **29.09.2016 after office hours 17.00.**
7. Earnest money deposit, amounting to Rs. 20,000/- (Twenty thousand Only) in the form of Bank Draft drawn in favour of UCO Bank payable at Chandigarh must accompany Technical Bid of tender and each tender is to be in a sealed cover super-scribed "Technical Bid for Catering and Facility Management" of UCO BANK for UCO BANK, Regional Training Centre-Chandigarh, located at 2nd floor, SCO 55-57, Bank Square, Sector 17B, Chandigarh (India). **Under no circumstances, Earnest Money Deposit (EMD) will be in the form of fixed deposit receipt or cheque. A tender which is not accompanied by EMD in the form of demand draft / Bankers cheque as earnest money will not be considered.** The earnest money so deposited will be held by UCO BANK without interest and will be adjusted towards security deposit for due fulfilment of contract for period of 36 months or as per terms. The same will be returned after satisfactory rendering of services for the contract period.
8. The Bank is not liable to pay any interest on the earnest money. The earnest money of the unsuccessful bidder will be refunded without any interest **only after** the decision to award the work is taken or after the expiry of the validity period of the tender whichever is later. The acceptance of the tender will rest with UCO Bank which does not bind itself to accept the lowest tender and reserves to itself the authority to reject any or all of the tenders received / cancel the tender process at any stage without assigning any reason thereof. All tenders in which any of the prescribed conditions are not fulfilled or incomplete in any respect are liable to be rejected.
9. The Bank reserves the right to waive or change any formalities, irregularities, or inconsistencies in proposal delivery and/or to negotiate any aspect of proposal with any bidder and negotiate with more than one bidder at a time.
10. The Bank may extend the time for submission of all proposals and/or may select the most responsive bidder (in case no bidder satisfies the eligibility criteria in totality) or may select the next most responsive bidder if negotiations with the bidder of choice fail to result in an Agreement within a specified time frame.
11. All rates shall be quoted on the proper form in Price Bid.
12. On acceptance of the tender, the name of the accredited representative(s) of the contractors who would be responsible for taking instructions from the Bank shall be communicated to the Bank.
13. The Bank reserves to itself the right of accepting the whole or part tender and the bidder shall be bound to perform the same at the rate quoted.
14. **All taxes including the sales tax or any other tax on material or services rendered like sales tax, work's contract tax, turn over tax etc (Except Service tax, VAT at present or proposed GST on its implementation), rates, charges levied or claimed whatsoever as may be imposed by the state/Central govt.(s) or any other local body or authority for rendering catering and Housekeeping & Upkeep/ Maintenance service shall be payable by the CCFM Service Contractor and the Bank will not entertain any claim whatsoever in this respect.**
15. The tender for services shall remain open for acceptance for a period of 30 days from the date of opening of Price Bid of the bidders. If any bidder withdraws his tender before the said period or refuses to execute the documents on its selection, the Bank shall be at liberty to forfeit Earnest Money paid along with the tender.
16. No tender for services shall be witnessed by a bidder or bidders who himself / themselves have / have tendered.
17. **It is obligatory on the part of the bidder to sign the tender documents for all the parts with stamp of firm / company and after the work is awarded, he will have to enter into an Agreement for each part with the Competent Authority of the Bank.**
18. The bidder, apart from being a competent contractor, must associate themselves / himself with the agencies of appropriate class.
19. The Contractor shall not assign the contract. He shall not sublet any portion of the contract except with written permission of UCO Bank. In case of breach, Bank has liberty to serve notice and rescind the contract.
20. **The successful bidder has to deposit total Rs.100,000/- (for 3 year or contract period) as security deposit. The earnest money, already submitted / deposited by the tenderer will be considered with-in the security deposit.**

Forfeiture of EMD (Earnest Money Deposit)

The EMD deposited by the bidder shall be forfeited in case:-

- 20.1 The bidder withdraws his tender before processing of the same.
 - 20.2 The bidder withdraws his tender after processing but before acceptance of "Letter of appointment" to be issued by the Bank.
 - 20.3 The selected bidder withdraws his tender before furnishing Security Deposit as required under this tender.
 - 20.4 The bidder violates any of the provisions of the terms and conditions of this **Request for Proposal (RFP)** specification.
21. **CONTRACTOR TO INFORM HIMSELF FULLY:** The Contractor (CCFMS) shall be deemed to have carefully examined the work and site conditions including labour, the general and special conditions, the job requirements, schedules of equipments and shall be deemed to have visited the site of work to have fully informed himself regarding the local conditions and carried out their own investigations to arrive at the rates quoted in the tender. In this regard they will be given necessary information available with the RTC but without any risk and responsibilities on their part. If the contractor shall have any doubt as to meaning of any portion of the general conditions or the special conditions or the scope of work or any other matter concerning the contract he shall in good time before submitting his tender ascertain the particulars thereof by contacting the concerned officials of RTC before tendering. Once a tender is submitted the matter will be decided according to contract conditions.
- (a) In case of difference between the rates written in figures and words, the rate adopted (in words) for working out the total amount of the item in the tender form shall be taken as correct. In all other cases for rates of individual items, the correct rate would be that which is lower.
- (b) In all cases of omissions and / or doubts or discrepancies in any item or job requirement, a reference shall be made to the Principal & Head, UCO BANK, Regional Training Centre-Chandigarh, whose elucidation, elaboration or decision shall be considered as authentic and final. The contractor shall be held responsible for any errors that may occur in the work through lack of such reference and precaution.
22. All compensation or other sums of money payable by the contractor to the Bank under the terms of this contract may be deducted from the Security Deposit if the amount so permits or from any sums payable to the contractor and the contractors within ten days after such deductions shall make good the amount so deducted to bring the security deposit to its original level.
23. The Bank shall have right to carry an audit / inspection of the catering and Housekeeping & Maintenance/ Upkeep services rendered and the bill of the contractor including all supporting vouchers, abstracts etc. by any of the persons or organisations as appointed by the Bank. If as a result of the inspection or otherwise overpaid by the Bank or over certified by the contractor, it shall be lawful for the Bank to recover the sum from any payment due to the contractor for such services.
24. The CCFMS Contractor or any of their employees / officers / staff / personnel / representatives / agents shall not under any circumstances be deemed to have any employer-employee relationship with the Bank or any of its employees / officers / staff /representatives / personnel / agents.
25. After the award of the contract, if the selected bidder does not perform satisfactorily, the Bank reserves the right to get the contract done by another party of its choice. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur for the selection of another Service Contractor. This clause is applicable, if for any reason, the contract is cancelled.
26. If for any reason, the Bank is obliged by virtue of the provisions of the Workmen's Compensation Act, 1923 or any statutory modification or re-enactment thereof or any other law relating to workmen to pay compensation to a workmen employed by the Contractor in execution of work or is made to pay any fine or penalty, the Bank shall be entitled to recover from the contractor the amount of compensation fine or penalty so paid.
27. Neither the contract nor any rights granted under the contract may be sold, leased, assigned, or otherwise transferred, in whole or in part, by the bidder or the contractor and any such attempted sale, lease, assignment or otherwise transfer shall be void and of no effect without the advance written consent of the Bank.
28. The Contractor shall comply with the provisions of all labour legislation including the requirements of followings:-
- (a) Payment of Wages Act
 - (b) Minimum Wages Act
 - (c) Employers' Liability Act, Including P. F. Act, Gratuity Act etc.
 - (d) Workmen's compensation Act
 - (e) Contract Labour (Regulation and Abolition) Act
 - (f) Apprentices Act



- (g) Any other Act or enactment relating thereto and Rules and Regulations framed there under from time to time.
- (h) Child Labour Act
The contractor will have to comply with all the guidelines issued by Govt. Central/State time to time.

The Contractor shall indemnify, keep the Bank indemnified and saved harmless against claims if any of the workmen and all costs and expenses, penalties, prosecutions and punishments as may be incurred suffered or sustained by the Bank in connection with the any claim that may be made by any workmen.

I / We hereby declare that I / We have read and understood the above instructions for guidance of bidders.

Signature of Bidder (Seal)

Date
Place

Appendix

5.1 TERMS OF PAYMENT

1. **Date of Commencement of work:** with-in 15th day from the date of letter of intent issued by the **BANK**.
2. **Period of Contract:** 36 months from the date of contract.
3. **Payment of Bills by the Bank:** The contractor shall submit the bills for the **catering** and **Housekeeping & Upkeep/ Maintenance** services rendered on monthly basis to the Officials at RTC, who will scrutinise the bills and if found in order the payments will be made preferably within one week from the date of submission of such bill complete in all respect subject to deduction of TDS as applicable.
4. **Escalation:** As per the Notification of Govt, minimum wages of skilled /semiskilled labours from time to time to be paid by CCFMS contractor to his Staff without any recourse to the Bank.

Signature of Bidder (Seal)

Date
Place

6 - Conditions of the Contract

1) Interpretation

In constructing these conditions, the job requirements and/or the schedule of equipments the following words shall have the meaning herein assigned to them, except where the subject or the context otherwise requires.

- (i) **Bank:** **UCO Bank**, Regional Training centre, 2nd floor, SCO 55-57, Bank square, Sector 17-B, Chandigarh and any of its employees representative authorised on their behalf.
- (ii) **CCFMS Contractor:** The term CCFMS Contractor shall mean the Catering – Cum- Facility Management Service Contractor and their legal representatives, successors and permitted assigns. CCFM Service Contractor acts as the "Single Point Contractor" for all Catering-Cum- Facilities Management Services related matters at site.
- (iii) **Site:** The site shall mean **UCO BANK, Regional Training Centre-Chandigarh** located at **2nd floor, SCO 55-57, Bank Square, Sector 17B, Chandigarh** and **Hostels** at (presently at) **H.N. 301/15-A & 145/15-A, Chandigarh** (the both sites may be shifted at any other place for RTC/ hostels by Bank)- where the services are to be manned and maintained. The term work/services shall mean the services to be manned and maintained by CCFM service contractors under this contract.
- (iv) **Schedule of Quantities:** The schedule of quantities shall mean the schedule of quantities as specified and forming part of this contract.

2) Scope

- Food Catering Services at the site mentioned.
- Cleaning / Dusting / Moping of floor area and also cleaning of Carpet on a daily basis by using good quality of sanitizing Cleaning material, white / black phenyl, floor shampoo, etc
- Carpet to be cleaned by using good quality vacuum cleaner once in a week. Cleaning of furniture viz. glass / wooden partitions, chairs, modular furniture, sofa, other electrical / electronic equipments like computers, etc. on a daily basis and blinds, window glasses, telephone instruments on a weekly basis.
- Cleaning / Washing & sanitation of toilet blocks by using sanitation material viz. liquid phenyl, harpic, urinal tablets, room freshener, odonil, etc thrice a day and checking every hour for cleanliness(ensuring at least 1 lady cleaner).
- Maintaining and refilling of tissue papers & hand wash liquid, naphthalene balls, etc in toilets.
- Removal of Cobwebs/cleaning of water cooler tank with disinfectant/plants on a weekly basis.
- It is the responsibility of the Agency to deploy sufficient number of workers including single point contact considering the area of floor, quantity of furniture & fixtures, other equipments and timings of Contact Centre Operations.
- It is the responsibility of the Agency for timely replacement of materials and ensuring their availability
- Agency should ensure to deploy the staff in well-dressed uniform
- Contract period will be for three year. However, in absence of satisfactory services, it may be cancelled / terminated without serving advance notice.
- Contract should not be switched over in to sub contract.
- Bank is entitled to recover any damage from the bill and from security deposit

3) Visit to place of work and site:

Intending bidder shall visit the site and make him thoroughly acquainted with local site conditions.

4) Tender Submission

The entire set of tender paper issued to the bidder should be submitted fully priced and also signed in the last page together with initials an every page. Initials and signature will indicate the acceptance of the tender conditions by the bidder.

5) Agreement

The successful contractor may be required to sign an agreement to this effect.

6) Taxes and Duties

The tender must include in their tender prices quoted, for all duties, royalties and sales tax or any other taxes or local charges if applicable **excluding only Service Tax, VAT at present or proposed GST on its implementation.**

7) Catering-cum-Facility Management Services Contractor's Employees

The Contractor shall employ a supervisor for execution and supervision of the works. The Contractor shall comply with the provisions of all labour legislation including the requirements of

- (a) Payment of Wages Act
- (b) Minimum Wages Act
- (c) Employers' Liability Act, Including P. F. Act, Gratuity Act etc.
- (d) Workmen's compensation Act
- (e) Contract Labour (Regulation and Abolition) Act
- (f) Apprentices Act
- (g) Any other Act or enactment relating thereto and Rules and Regulations framed there under from time to time.
- (h) Child Labour Act

The contractor will have to comply with all the guidelines issued by Govt. Central/State from time to time.

The Contractor shall indemnify, keep the Bank indemnified and saved harmless against claims if any of the workmen and all costs and expenses, penalties, prosecutions and punishments as may be incurred suffered or sustained by the Bank in connection with any claim that may be made by any workmen.

8) Insurance/ indemnity

The CCFM Service Contractor shall indemnify and keep the Bank, its servants or agents indemnified against claims, actions or proceedings brought or instituted against the Bank, its servants or agents by any of contractor's employees or any other third party in connection with relating to or arising out of the performance of the services under the Agreement. The third party insurance shall cover:

- (a) Personal Injury/life (b) Property Damage (c) Statutory Compliances**

9) Termination of Contract

If the CCFM Service Contractor fails to perform any of its obligations under this Agreement and if the Bank is dissatisfied with the services of the CCFM Service Contractor the Bank may terminate the services of the CCFM Service Contractor by giving a written notice of one month. The Bank shall not be liable for any cost/ damage/ expenses or any loss whatsoever that the CCFM Service Contractor may suffer on account of notice of termination issued by the Bank

10) Validity of Proposal

The proposals from the bidders shall be valid for a period of 30 days from the date of opening of Price Bid and the bidder shall not withdraw his proposal prior to the expiry of the validity period.

11) Compliance with all statutory requirements

The contractor shall produce all the relevant statutory documents, licenses and approvals for inspection by the Bank and the government authorities. Bidder shall prepare the necessary registers/ records that need to be maintained by the Bidder and ensure timely submission to the concern authorities.

12) Emergency Telephone Numbers

The Contractor shall provide emergency telephone numbers of his employees for normal and out of hour's operations.

13) Occupational Health and Safety

With regards to occupational health and safety, the contractor shall adhere to the following:

- Comply with applicable local regulatory requirements
- Comply with applicable Banks requirements specified in the contract and appendices
- Correction of all health and safety (non-complied) measures in a timely manner where there is an immediate danger to health or life.
- Be liable for liabilities arising due to non-compliance of contractor's employees.

14) Communication

- Maintaining a system of recording, reporting and implementing a communication process with The BANK about accidents/ illness occurring to CCFM Service Contractor's labours while working for the Bank, apprise about equipment related hazards, unsafe conditions and advice actions required to prevent injury or damage to property and where-ever necessary, to provide suitable and effective means of warning.
- Periodically report to The BANK on the performance of the safety management system, programs, violations of safe work practices and status of corrective plans.

15) Payment

The CCFM bill shall be prepared by the contractor in the form prescribed by the Bank on monthly basis. The bill in proper form must be duly accompanied by details of the work carried out in that month and must show deductions for all previous payments etc.

7. APPLICABLE LAW AND ARBITRATION:

Any dispute, controversy or claims out of or relating to this tender or breach or termination or invalidity thereof, shall be settled by Arbitration in accordance with the Arbitration and Conciliation Act, 1996 as at present in force.

LEGAL:

All disputes and differences of any kind whatsoever arising out of or in connection with the Work Order whether during or after completion of contract shall be deemed to have arisen at Chandigarh and only Courts in Chandigarh shall have jurisdiction to determine the same.

ARBITRATION:

The BANK and CCFMS Contractor shall select one arbitrator each and the arbitrators selected by the parties shall select the third arbitrator as an umpire. The Parties agree that the place of arbitration shall be Chandigarh, India. The arbitration award shall be final and binding on the parties.

WORK TO BE CONTINUED DURING THE PENDANCY OF THE ARBITRATION

The Service Provider shall continue providing service with due diligence and quality agreed upon notwithstanding any dispute or difference or question is referred to arbitration. The services shall not be stopped on account of any such reference made to the Arbitrators.

8 – ROLES, RESPONSIBILITIES & QUALITY CONTROL ASSURANCE

It is the sole responsibility of the Catering Cum Facility Management Services Contractor to ensure that the operation and Maintenance are performed to the highest standards.

9.1 RESPONSIBILITIES

The CCFMSC is fully responsible for safe and effective Maintenance of Health/Hygiene, etc. at the contract site.

9.2 - QUALITY CONTROL AND ASSURANCE

CCFMS contractor has to insure quality by using all standard Brands for food items as specified in the tender document.

9.3 INSPECTION AND TESTING BY The Bank

9.3.1 General

The Bank shall have the right to inspect at any time any tools, instruments, materials, staging or equipment used or to be used in the performance of the Services. CCFMSC shall make all these items accessible for inspections.

9.3.2. Rejection of Services, Equipment

The Bank shall have the right to reject any of the services, equipment, work which do not confer the specifications.

9 - AREA DETAILS OF THE PROPERTY AND SCHEDULE OF EQUIPEMENTS

9.1 Details of the property

Sl No.	Floor	Departmental Details.
1	Regional Training Centre, 2 nd floor, SCO 55-57, Bank Square, Sector 17B, Chandigarh	Stair & entrance, common lobby, Principal's Office, Faculty Room, Class Rooms, RTC- Admn. Room, Library Room, Toilets, Kitchen, Front & Back side Terrace and dining hall etc.
2	Hostel No. 1 (presently at H.N. 301/15-A, Chandigarh.	Entrance lobby, front and back-side set-back areas, 9 Hostel rooms at all the three floors, common areas at all the three floors, One Guest Room, Terrace, kitchen, Dining Hall, Recreation Room/space, store Rooms, balconies, toilets, etc.
3	Hostel No. 2(presently at H.N. 145/15-A, Chandigarh	Entrance lobby, front and back-side set-back areas, 10 Hostel rooms at all the three floors, common areas at all three floors, Terrace, kitchen, Dining Hall, Recreation Room/space, store Rooms, balconies, toilets, etc.

NOTE :At present, we require Catering and Housekeeping & Upkeep/ Maintenance services for RTC, 2nd floor, SCO 55-57, Bank square, Sector 17B, Chandigarh including staircases / common area of the floor and at Hostels (presently at) H.N. 301/15-A & 145/15-A, Chandigarh for full building as well as for open area / parking area in building compound as well as outside compound.

9.2. List of Equipments at RTC & Hostel for Catering,

Dining Room

1. Dining tables and chairs at RTC & Hostel to accommodate 20 persons at a time.

Kitchen

1. Refrigerators at RTC & Hostel,
2. Stove-1
3. Roti Tawa-1
4. Food Counter(hot case)-2
5. Exhaust Fan-1

Full list of other movable items (like beds, tables, chairs, mattresses, mirrors, linens, dining furniture, electric items & others, etc) will be provided at the time of handling over the goods to CCFMS contractor.

10 - JOB DESCRIPTION OF THE TENDER

10.1 CATERING SERVICES

Providing Bed Tea, Breakfast, tea/Coffee, Milk, Forenoon Tea/Coffee, Lunch, Afternoon Tea/ Coffee and Dinner strictly confirming to the menu as per Annexure B-2 & time schedule as per Annexure D.

HOUSEKEEPING & UPKEEP/ MAINTENANCE SERVICES

All the daily services relating to Training Centre and its command will be accomplished before office hours by 9.30 a.m. unless specially advised otherwise and in hostel cleaning of rooms, toilets open and common areas and work changing linens etc., is to start after starting of classes i.e. 10.00 a.m. Even on Sundays and Holidays all jobs relating to Housekeeping & Upkeep/ Maintenance will be completed.

A) DAILY MAINTENANCE SERVICES

This covers daily cleaning of common area, office furniture, electrical / computer equipments and carpet area / floor area including hostels at all floors. The following activities are to be performed:

- Sweeping and mopping of premises of RTC floor area and all area of Hostels,
- Glass cleaning within premises,
- Sweeping and cleaning of common area and lobbies,
- Removal of bird dropping and other dirt's on the inner walls or on the foot of doors / windows/ ventilators etc., as and when required,
- Dusting / cleaning/ vacuum cleaning of furniture, cupboards, telephone instruments and doors, windows, ventilators, blinds and glass partition using glass cleaning chemical to keep all such articles dust free during the morning time in the office and in common area,
- Cleaning of all toilets (both ladies and gents),
- Removal of garbage if it is collected at any place within the premises,
- Cleaning and mopping of the staircase landing belonging to RTC premises,
- Vacuum cleaning / washing of carpets wherever provided at the Institute,
- Filling water in water bottles provided in hostel rooms and in office cabins and class rooms,
- Upkeep of office / class rooms / hostel rooms / library / reception counters / store / lobby etc.,
- Checking and supervising of electrical installations, ACs and to follow up with AMC vendors if required, etc.

B) PERIODIC MAINTENANCE SERVICES

Apart from regular cleaning, this includes cleaning of interiors with industrial cleaner. The following activities are included:

C) WEEKLY SERVICES

- i. Cleaning and vacuuming of carpets provided in the office,
- ii. Mechanical washing and scrubbing of floor area with detergents, dust removing chemicals and polishing of the floor areas etc.,
- iii. Removal of cobwebs dusts, termites, insects' pests etc.,
- iv. Windows sponging and cleaning,
- v. Changing bed sheets / towels in hostel rooms twice in a week,
- vi. Keeping ceiling and table / pedestal fans, air conditioning grills dust free,
- vii. Cleaning of dustbins and buckets with detergents,
- viii. Up keeping of partition glasses and panes with utmost care and by application of glass cleaning chemicals,
- ix. Acid cleaning of sanitary wares,
- x. Polishing & oiling of door closers, door handles and other brass fittings with Silvo / Brasso /Lubricants. Dusting and cleaning of murals, sceneries, photo frames, idols etc.,
- xi. Polishing of taps and other steel fittings in the toilets with silvo / brasso,
- xii. Shampooing / spraying / disinfecting all carpets,
- xiii. Dusting/ cleaning of computers, peripherals, hardware's, telephones, workstations and other sophisticated equipments as per direction of the Head/Officials of the Institute

D) QUARTERLY SERVICES

- Oiling / greasing of ceiling fans and servicing of other electrical installations,
- Testing of electrical switches to check proper distribution of power supply and report to RTC officials,
- Curtain Dry cleaning at RTC and Hostels.

10.2 CARE-TAKING WORK IN HOSTEL

- To allot hostel rooms to participants,
- To hand-over the keys of hostel rooms and almirahs to participants and collect back the same on their departure and confirming that the items which are provided in the hostel rooms are in order. In case of non-availability/ missing of keys of rooms, almirahs, main doors, the charges for the repair/replacement are to be borne by the contractor.
- To ensure upkeep of hostel rooms and common areas of hostel as well as Training Centre floor areas,
- To distribute bath soaps to inmates of hostel.

10.3 NORMAL PLUMBING

- Checking of supply and drainage to and from water cooler and water purifiers system,
- In coordination with the upkeep personnel, help to control pests by opening the drainage chambers if any, adjacent to building to spray insecticides as and when required,
- Before each monsoon, check the clean storm water drain and pipes of silt, debris and dry leaves,
- Clean all water tanks every quarter and disinfect specially before the start of the rainy season,
- Monitor the water level and place order for tanker water when required if directed by RTC.

10.4 NORAML CARPENTRY

- It is very important to maintain the doors and door closures in order for maintaining proper functioning of the same.
- Periodical Maintenance of doors / door closures hinges, handles etc.
- Attending minor carpentry jobs related to furniture (modular chairs, filing cabinets, tables, table side units etc.)
- Ensure that all ceiling tiles are placed properly.

(All above upkeep/ Maintenance services to be rendered for existing furniture & fixtures, electric equipment, movables as well as for new addition in these.)

11. Reporting and Record keeping

The Bank shall approve the format for the monthly report and Management reporting and process reviews.

11.1 Performance Review Meeting

Performance review meetings shall be held quarterly to review the overall performance of the contractor. The senior management of CCFMS contractor and the Bank shall attend these meetings.

11.2 Quality Assurance

The contractor shall implement a quality system in accordance with **ISO9001-2000** standards. The contractor shall develop, in conjunction with the Bank's representatives, the standards of service to be provided and how performance to be measured and monitored.

11.3 – REPORTING AND RECORD KEEPING

A set of "Formats" Recommended for use for operation, Maintenance and repair records

Sl No.	Description of Format	Remarks
1	Daily Reports:- Daily Complaint Register, Daily Dining in-out register, Daily Newspaper register	To Be Submitted by CCFMSC on daily basis
2	Weekly washing(linen) & changing register	Weekly twice
3	Monthly Consumable / Spares consumption Statement	To be Submitted by the CCFMSC every month
4	Monthly Assessment of CCFMSC's performance for the month	Format to be issued by the Bank.

Sl No.	Name of record	
1	Housekeeping & Upkeep/ Maintenance schedule	
2	Work instructions for Catering and Housekeeping & Upkeep/ Maintenance Team	
3	Checklist for office area, common area	
4	Periodic Maintenance schedule	
5	Complaint register, Newspaper register, dining in-out register, washing register	
6	Service Feedback from Participants to be taken by contractor and a copy to be submitted to RTC	



PART 'A'- TECHNICAL BID

Basic Information of the Bidder

**CATERING-CUM-FACILITY MANAGEMENT SERVICES (Housekeeping & Upkeep/ Maintenance)
Contract**

For

UCO Bank, Regional Training Centre, 2nd floor, SCO 55-57, Bank Square, Sector 17B, Chandigarh and Hostels at(presently at) H.N. 301/15-A & 145/15-A, Chandigarh(India).

- 1 **Name of the Applicant / Firm / Company** : _____
Registered Head Office Address : _____
Mobile No. _____ **Fax No.** _____
Local Office Address : _____
Telephone Number _____ **Mob No.** _____
E-mail id _____
- 2 Year of Establishment _____
- 3 Status of the Firm (Whether Company / Firm / Proprietary / Association) : _____
- 4 Pan Card No. (Firms Name) : _____
- 5 Name of Directors / Partners / Proprietor / Office bearers : _____
- 6 Whether registered with the Registrar of Companies / Registrar of firms. If so, mention number and date and attach a copy of registration. : _____
- 7 Name address of Present Bankers : _____
- 8 No./date of Enclosed DD in favour of "UCO BANK" for Earnest Money for Rs. 20,000/-. : _____
- 9 Whether registered for sales tax/ service tax purposes. If so, mention **number & date**. Also furnish copies of Sales tax clearance certificate/assessment order. : _____
- 10 Mention Permanent Account Number and furnish copies of income tax assessment order/return : _____
- 11 Turnover as per audited financial statement. : **Year 2013-14** _____
Year 2014-15 _____
Year 2015-16 _____
- 12 Details of present/on-going catering & Maintenance contracts (Name & Address of the institution, since when, avg monthly revenue). : _____



- 13 What are your fields of activity? Mention the : _____
fields on preference basis
- 14 Detailed description and value of similar : _____
works handled for others in the past 3 years
- 15 Furnish the names and addresses of two : _____
clients who will be in a position to certify
about the quality as well as past performance
of your firm

Note:- where copies are to be furnished, these are to be certified copies

I have read the terms and conditions enclosed herewith and undertake to abide by the same in case I am offered the contract.

Date:

Place:

Signature of the Applicant.

PART - 'B' - FINANCIAL BID

FINANCIAL QUOTE FOR CATERING-CUM-FACILITY MANAGEMENT SERVICES

at

UCO Bank, Regional Training Centre, 2nd floor, SCO 55-57, Bank Square, Sector 17B, Chandigarh and Hostels at(presently at) H.N. 301/15-A & 145/15-A, Chandigarh(India).

Part A

Charge for Housekeeping & Upkeep/ Maintenance of premises and other services, including sweeping of hostel Room, as included in terms and conditions : Rs. _____
(Rupees in words : _____)

Cost of materials (Per Month inclusive all Taxes). : Rs. _____

: Rs. _____

Total of Part A (As per Annexure B-1)
(per month) (Rupees in words : _____)

Part B

Catering Charges (Per Participant)

1. Bed tea / coffee in hostel Rooms (150 ml) : Rs. _____
2. Breakfast & tea/coffee (In Dining Hall) : Rs. _____ Veg
3. Forenoon Tea/ Coffee (Class Rooms & Faculty Room (150 ml) : Rs. _____
4. Lunch (in Dining Hall) : Rs. _____ Veg
5. After Noon Tea / Coffee (In Class Room & Faculty Room) : Rs. _____
6. Evening Tea / Coffee / Snacks : Rs. _____
7. Dinner (In Dining Hall) : Rs. _____ Veg

Total of Part-B (As per Annexure B-2)
(per Day per person)* : Rs. _____

Rates for providing of Special Lunch as per Menu : 50 % extra of contracted lunch rates
mention in Annexure – B-2

Monthly catering is subject to actual participation / utilization of facility. The minimum charges will be paid for 10 participants per day. (Excluding Sundays, Holidays & Non-Training Days).

1. **(*) It may be noted that the catering charges per participant quoted in Annexure-B-2, Total of Part B should not be less than Rs.150/- that should be tally with Annexure-B-2.**
2. **For administrative reasons and smooth functioning of Catering and Housekeeping & Maintenance/ Upkeep, the Bank does not want to engage separate contractors for Catering and Housekeeping & Maintenance/ Upkeep and prefer single contractor for both the services, as such for allotment of tender Bank shall consider lowest bid for catering primarily and shall negotiate with L1 bidder of Catering to accept the lowest bid offered for Housekeeping & Upkeep/ Maintenance of premises by any other bidder. If minimum bid offered for Housekeeping & Upkeep/ Maintenance is not accepted by L1 bidder for catering, the Bank reserves its right to negotiate with L2, L3, etc. bidder of catering for rates of Housekeeping & Upkeep/ Maintenance as well as for Catering.**

Packed Food facility will be provided by the Caterer to other staff members of UCO Bank Building at SCO 55-57, Bank Square, Chandigarh other than RTC staff at their own seat only. No person will be allowed in the Dining Hall except permitted by the RTC. Rates for the packed lunch to be supplied to staff members of UCO Bank in the building will be the same rates as per lunch rates of the contract.

Name & Address with telephone Nos.

Signature of authorized Signatory
Seal with Stamp

ANNEXURE – B.1

Details for monthly expenses for Housekeeping & Upkeep/ Maintenance of Hostels & RTC.

1	Rates for Housekeeping at Hostels situated at House No. 145 and 301, Sector 15-A, Chandigarh, comprising of 19 (10 + 9) Rooms, Drg hall. Dining rooms, common areas, stores, stairs, balconies, toilets, courtyards, etc at both the hostels.				
A	WASHING CHARGES PER ROOM		rates/ day	rates/ cost per month	Quoted rates/ month
	Quantity per room	Frequency	Rs.		
1	2 Single bed sheets	Twice a week	Rs.		
2	2 Dohars/Sheets	Twice a week	Rs.		
3	2 Pillow Covers	Twice a week	Rs.		
4	2 Full Towels	Twice a week	Rs.		
5	2 Hand Towels	Twice a week	Rs.		
6	Each Toilet 2 Small bath soaps	Weekly	Rs.		
7	2 Quilts covers	Fortnightly during winter season	Rs.		
8	Washing of Curtains	Quarterly	Rs.		
9	2 Blankets	Twice in the season	Rs.		
10	any other item if any		Rs.		
B	Consumables per month				
1	Room Freshener	10 Pieces			
2	Odonil	20Pcs.			
3	Phynyl	80 Liters			
4	Liquid Hand wash	10 Liters			
5	Harpic	20 Liters			
6	Colin	5 Bottles/ Liters			
7	Soft Broom	as per requirement			
8	Hard Broom	as per requirement			
9	Duster	as per requirement			
10	Wet Mop/Poncha	as per requirement			
11	Plastic Scrubber and Scotch Brite	as per requirement			
12	Any other item if any				
13	Add Administrative Charges				
14	Labour 4 men in morning (8AM to 8PM) and 2 in evening (8PM to 8AM).				
	TOTAL 1 (A and B)		NA		

2	Rates for Housekeeping at RTC			
C	Consumables per month			
	Room Freshener	6 Pieces		
	Odonil	3 Pieces		
	Phynyl	25 Liters		
	Liquid Hand wash	10 Liters		
	Harpic	4 Liters		
	Colin	4 Liters		
	Soft Broom	as per requirement		
	Hard Broom	as per requirement		
	Duster	as per requirement		
	Wet Mop/Poncha	as per requirement		
	Nephythenline Balls in toilets	as per requirement		
	Refilling of shoe shiners, tissue papers in toilets,	as per requirement		
	Any other item if any			
	Labour 2 men 8 A.M. to 7 P.M.			
	Add Administrative Charges			
	TOTAL 2			
	GRAND TOTAL (1 and 2)			
	During Non-training days participants will not be there but hostels are to cared and maintained properly.			

Date :
Place :

Signature of the Applicant.

DETAIL OF DAILY MENU WITH RATES BIFURCATIONS.

Sl no.	SERVICE/MEAL	MENU	Rate/Item	Min. Rate	Allocation of rates %	Estimated person / day	Rates quoted / per person
1	Bed Tea / Coffee	1 Cup per Head (150 ml) To be served in Cup souser Tray / Thermos / Flask Tea Container required.	5	5	3.33%	36	
2	Breakfast (veg)	<u>Common items to be served in Break-Fast</u> Tea / Coffee(Nescafé) and Cut fruits (Banana & Apple/ papaya) and Bread/ Toast, Butter, Jam/ 150 ML Milk with cornflakes and Chilla, Alu/Veg. Paratha with Dahi, Masala Dosa , Upma, Uttapam, Idli-sambhar, Poha, Puri Bhajee, Plain Paratha with Dahi, Veg Cultets(Any one) or Special Fruits plate for persons on Fast with Milk.	5 5 12 13	35	23.33%	36	
3	Forenoon Tea / Coffee	1 Cup dip tea/Prepared tea (Taj mahal or similar quality) / 1 cup Coffee of good quality /lemon tea and 3 Biscuits of standard quality (Good day/ Marri Gold/Britannia/ Natural Digestive) or 2 Butter Cookies /1 Cup Cake per Head	5 2 2	7	4.67%	60	
4	Lunch (Veg)	<u>Common items to be served in Lunch</u> Curd (150 GM)/Raita, Half Plate Green Salad (Slices)- (Cucumber, Onions, Tomatto, Lemon), Papad, Pickles, and Tawa Roti /Puri and Plain Rice/ Jira Rice / Veg. Biryani and Tuwar Dal/Chana Dal / Dal Tadka/ Mix Dal/ Fried Dal /Dal Makhani/ Veg Curd Curry and Two Vegetables Curries (No Repetition of Curries in a 3 days) (One seasonal vegetable Curry and one Paneer/Mashroom/Rajma/Chole/Curry pakora Curry) and DESSERTS: BENGALI Sweets / Spongy Rasgulla/ Kala Jamun / Gajar Ka Haluwa / Suji Halwa/ Rabri, / ICE Cream, Various milk Based sweets (no other sweet allowed) (No Repetition of Sweets in 3 days) or One fruit plate (Banana, Papaya, Apple, Watermalon, Muskmelon, Mosumbi, Mango, seasonal fruits) or Full plate fruits with Milk for persons having fast	7 8 6 7 15 5 5	48	32.00%	60	

5	Afternoon tea	Dip Tea / Prepared Tea/ Coffee (150 ML)	5	5	3.33%	60	
6	Evening Tea / Coffee / Snacks	Dip Tea/Prepared Tea / Coffee (150 ML) with hot snacks	5	10	6.67%	36	
		2 veg pakora/ 2 mix pakora/ 1 bread pakora / 1 Samosa/ 1 Kachori/ 1 Pattice/ panner Bhajee/ Finger Chips	5				
7	Dinner(Veg)	<u>Common items to be served in Dinner</u>					
		Curd (150 GM)/Raita, Half Plate Green Salad (Slices) plate (Cucumber, Onions, Tomato, Lime),, Papad, Picklets,	6				
		and Tawa Roti /Puri	8				
		and Plain Rice/ Jira Rice / Veg. Biryani	6				
		and Tuwar Dal / Dal Tadka/ Mix Dal/ Fried Dal/Dal Makhani/ Curd Curry	7				
		and One Vegetables Curries (No Repetition of Curries in a 3 days (No Chana Dal in Curry)	8	40	26.67%	36	
		(One seasonal vegetable Curry /Paneer/Mashroom/Rajma/White Chana Curry)					
		and DESSERTS:					
		BENGALI Sweets /Spongy Rasgulla/ Kala Jamun / Gajar Ka Halwa / Suji Halwa/ Rabri, / ICE Cream, Various milk Based sweets (no other sweet allowed)	5				
		(No Repetition of Sweets in 3 days)					
		or Full plate fruits with Milk for persons having fast					
		Total Rates		150	100%	0	
8	Special Lunch/ Dineer	same as lunch menu (item 4) and					
		Additional Items:					
		Soups (Tomato / Mixed Vegetable / Sweet Corn), Seasonal Fruit Farsan and Pulav (Peas Pulav / Brown Rice / Mixed Veg Pullav / Fruit Pulav / Green Masala Pulav / Paneer Pulav) and Ice Cream (Butter Scotch)	NA	NA	50% extra of lunch rates will be paid	NA	NA
	<ul style="list-style-type: none"> These minimum rates of Rs. 150 per person per day has been decided keeping in view the present market rates of various food items. Rates should be inclusive of all rate, taxes, service etc (excluding only Service Tax, VAT presently or proposed GST on its implimentation). Allocation of the percentage to tea(s), breakfast, lunch, dinner may deviate upto + - 5 %. Average Training Days ranges from 260- 280 days per annum. Day Scholars will take only Forenoon Tea, Lunch, Afternoon Tea only During Non-training days the caterer has to provide lunch and tea at the contracted rates to the RTC staff. Staff other than RTC & participants has to be catered lunch at same rate. Quotations not confirming to the above stipulation are liable to be rejected. No Repetition of items in 3 Days There will not be any restriction on quantity of food for breakfast, lunch and dinner. Week wise menu is to be displayed on Notice Board with the approval of Officials of RTC. 						

Date :
Place :

Signature of the Applicant.



The contractor has to submit details of their last three catering and/or housekeeping & Maintenance/upkeep jobs that suit to the requirement of the bank & as mentioned in the pre-qualification cum tender form and advertisement. Experience of Completed Works/Continuing jobs.

Give details of the similar type of CCFM work (satisfying the requirements mentioned in the Tender notice) completed during the last three years in the following Performa **(Separate form of each work)**

- 1 Name of work and location : _____
- 2 Client's name and Address : _____
- 3 In case of Indian Company, was there any tie up with :
foreign company? If yes, give name, address and details
of company with nature of tie-up and since when _____
- 4 Total tendered cost of work (Agreement No. and date) : _____
- 5 Brief description of work including principal features and :
main items of the work _____
- 6 Period of Services :
(a) Original _____
(b) Renewal, if any _____
- 7 Name of applicant's key supervisory personal with :
professional Qualifications _____
- 8 Were there any penalties/fines/stop :
notice/compensation/liquidated damages
Imposed? (Yes or No) (If yes give amount and
explanation) _____
- 9 Details of litigations / arbitration cases, if any pertaining to :
works completed _____
- 10 Attach client's certificate. (Signed by Authorised :
Signatory) along with copy of work order, agreement
clearly stating the scope and
details of CCFM Service work. _____

Date :

Place :

Signature of the Applicant.

Time Schedule

1. Bed Tea / Coffee in Hostel Rooms (as per Annex. B-2)	:	06:00 AM – 06:30 AM
2. Breakfast / Tea / Coffee / Milk all days (In dining Hall) (as per Annex B-2)	:	08:00 AM – 09:00 AM
3. Forenoon Tea / Coffee (Dining Hall, Faculty Room & on demand in Class Room) (as per Annex B-2)	:	11:15 AM – 11:45 AM
4. Lunch (In dining hall) all days (as per Annex B-2)	:	1:15 PM – 2:30 PM
5. Afternoon Snacks / tea / coffee (Class Rooms, faculty Room & on demand in class Room) (as per Annex B-2)	:	15:00 PM – 15:45 PM
6. Dinner (Veg for all days) (as per Annex B-2)	:	08:00 PM – 09:30 PM
(There will not be any restriction on quantity of food for breakfast, lunch and dinner. (The Quality of foods should be maintained.)		

Date :

Signature of the Applicant
with Seal

UCO BANK, REGIONAL TRAINING CENTRE-CHANDIGARH

List of equipment provided by the RTC and equipment to be brought by the caterer.

The RTC will provide the following equipments:

Dining Room

- Dining table and chairs to accommodate 20 persons at a time.

Kitchen

- Refrigerators at RTC & Hostel,
- Stove-1
- Roti Tawa-1
- Food Counter(hot case)-2
- Exhaust Fan.

One Store room will be provided to the caterer for storage of goods.

The following shall be arranged by the caterer.

- a. Utensils & equipment in kitchen
- b. Crockery/cutlery and other dining room equipment
- c. Gas Cylinders
- d. Table cloth, towels
- e. Cloth / Dish washer for Kitchen use.

+ Any other essential items required for the purpose.

Date :

Place :

Signature of the Applicant.

DETAIL OF MINIMUM PERSON REQUIRED FOR CATERING AND HOUSEKEEPING & UPKEEP/ MAINTENANCE SERVICES.

Minimum persons required (Skilled & non-skilled required for catering & serving at RTC & Hostels).	:	4
Minimum persons required for Hostel Maintenance	:	2
Minimum persons required for cleaning of RTC.	:	2
Cleansing material required	:	Phenyl, acid, Harpic and Lizol cleaner, and good quality of duster in sufficient quantity. Room Freshener, Naphthalene boll, Odonil freshener, Other items twice a week i.e. small bath Soap and toilet soap

DETAILS FOR DAILY HOUSEKEEPING & UPKEEP / MAINTENANCE SERVICES.

Sl No.	JOB DESCRIPTION	PERIODICITY
1.	Sweeping and dusting of common / open area internal and outer floor premises of RTC All rooms, common/open area/stairs etc of hostels building (presently at H.N. 301/15-A & 145/15-A, Chandigarh)	Daily & as & when required
2	Sweeping, Dusting and mopping of floor area of RTC including rooms corridors, lobby, lift and stairs landings of the building with cleansing materials of branded quality.	Twice a day & as & when required
3	Mopping, Cleaning and dusting of doors, windows, ceilings, cupboards, cabinets, furniture & fixtures, desktop tables, windows glasses, computers and its accessories, tables, polishing of metal surfaces, glasses, metallic engraving, logos, sign names, hand blowers, lounges etc. placed / installed in RTC premises.	Daily
4	Dusting by vacuum cleaner of carpeted floor, Sofas, Chairs, etc.	Daily & as & when required
5	Cleaning of all toilets, urinals, washbasins, mirrors, etc by using liquid phenyl, Harpic liquid hand wash and other cleansing materials of branded make. Filling of liquid hand wash shop in all the toilet blocks / wash basins in RTC premises at regular intervals. Regular use of naphthalene balls, air fresheners, odonyl, etc	Daily thrice at 8:00 AM, 14:00 PM, 16:30 PM & as & when required.
6.	Washing & moping with detergent of portion of leading of steps, foot Mats, etc of RTC and hostels including lobbies/open area/common area. Watering plants/flower pots etc.	Twice a week & as & when required
7.	Dusting of vertical blinds, curtains including mending of blinds damaged due to wear and tear or otherwise with change / replacement of pulling cords and beads, weight plates at the bottom of the blinds cleaning of channel, terrace area, replacement of pulley or any new addition in fixtures, etc.	Once a week.

Date:

Place:

Signature of the Applicant.

DESCRIPTION OF WORK TO THE TENDER

1. CATERING SERVICES

Providing Bed Tea, Breakfast, tea/Coffee, Milk, Forenoon Tea/Coffee, Lunch, Afternoon Tea/ Coffee and Dinner strictly confirming to the menu as per Annexure B-2 & time schedule as per Annexure D.

2. HOUSEKEEPING & UPKEEP/ MAINTENANCE SERVICES

All the daily services relating to Training Centre and its command will be accomplished before office hours by 9.30 a.m. unless specially advised otherwise and in hostel cleaning of rooms, toilets open and common areas and work changing linens etc., is to start after starting of classes i.e. 10.00 a.m. Even on Sundays and Holidays all jobs relating to Housekeeping & Upkeep/ Maintenance will be completed.

A) DAILY MAINTENANCE SERVICES

This covers daily cleaning of common area, office furniture, electrical / computer equipments and carpet area / floor area including hostels at all floors. The following activities are to be performed:

- Sweeping and mopping of premises of RTC floor area and all area of Hostels,
- Glass cleaning within premises,
- Sweeping and cleaning of common area and lobbies,
- Removal of bird dropping and other dirt's on the inner walls or on the foot of doors / windows/ ventilators etc., as and when required,
- Dusting / cleaning/ vaccumising of furniture, cupboards, telephone instruments and doors, windows, ventilators, blinds and glass partition using glass cleaning chemical to keep all such articles dust free during the morning time in the office and in common area,
- Cleaning of all toilets (both ladies and gents),
- Removal of garbage if it is collected at any place within the premises,
- Cleaning and mopping of the staircases belonging to RTC premises,
- Vacuum cleaning / washing of carpets wherever provided at the Institute,
- Filling water in water bottles provided in hostel rooms and in office cabins and class rooms,
- Upkeep of office / class room / hostel rooms / library / reception counters / store / lobby etc.,
- Checking and supervising of electrical installations, ACs and to follow up with AMC vendors if required, etc.

B) PERIODIC MAINTENANCE SERVICES

Apart from regular cleaning, this includes cleaning of interiors with industrial cleaner. The following activities are included:

C) WEEKLY SERVICES

- xiv. Cleaning and vaccumising of carpets provided in office,
- xv. Mechanical washing and scrubbing of floor area with detergents, dust removing chemicals and polishing of the floor areas etc.,
- xvi. Removal of cobwebs dusts, termites, insects' pests etc.,
- xvii. Windows sponging and cleaning,
- xviii. Changing bed sheet / towel in hostel rooms twice in a week,
- xix. Keeping ceiling and table / pedestal fans, air conditioning grills dust free,
- xx. Cleaning of dustbins and buckets with detergents,
- xxi. Up keeping of partition glasses and panes with utmost care and by application of glass cleaning chemicals,
- xxii. Acid cleaning of sanitary wares,
- xxiii. Polishing & oiling of door closers, door handles and other brass fittings with Silvo / Brasso / Lubricants. Dusting and cleaning of murals, sceneries, photo frames, idols etc.,
- xxiv. Polishing of taps and other steel fittings in the toilets with silvo / brasso,
- xxv. Shampooing / spraying / disinfecting all carpets,
- xxvi. Dusting/ cleaning of computers, peripherals, hardware's, telephones, workstations and other sophisticated equipment as per direction of the Head/Officials of the Institute
- xxvii. Dusting of Quilts to be done by vacuum cleaners fortnightly during season.

D) QUARTERLY SERVICES

- Oiling / greasing of ceiling fans and servicing of other electrical installations,
- Testing of electrical switches to check proper distribution of power supply and report to RTC officials,
- Curtain Dry cleaning at RTC and Hostels.

3. CARE-TAKING WORK IN HOSTEL

- To allot hostel rooms to participants,
- To hand-over the keys of hostel rooms to participants and collect back the same on their departure and confirming that the items which are provided in the hostel rooms are in order, in case of non-availability/ missing of keys of Rooms, Almirah, Main door the charges for the repair/replacement are to be borne by the contractor.
- To ensure upkeep of hostel rooms and common areas of hostel as well as Training Centre floors areas,
- To distribute soaps to inmates of hostel.

4. NORMAL PLUMBING

- Checking of supply and drainage to and from water cooler and water purifiers system,
- In coordination with the upkeep personnel, help to control pests by opening the drainage chambers if any, adjacent to building to spray insecticides as and when required,
- Before each monsoon, check the clean storm water drain and pipes of silt, debris and dry leaves,
- Clean all water tanks every quarter and disinfect specially before the start of the rainy season,
- Monitor the water level and place order for tanker water when required if directed by Training Centre

5. NORAML CARPENTRY

- It is very important to maintain the doors and doors closures in order for maintaining proper functioning of the same
- Periodical Maintenance of doors / door closures hinges, handles etc.
- Attending minor carpentry jobs related to furniture (modular chairs, filling cabinets, tables, table side units etc.)
- Ensure that all ceiling tiles are placed properly

(All above upkeep/ Maintenance services to be rendered for existing furniture & fixtures, electric equipment, movables as well as for new addition in these.)

Reporting and Record keeping

Management reporting and process reviews,
The Bank shall approve the format for the monthly report

Performance Review Meeting

Performance review meetings shall be held quarterly to review the overall performance of the contractor. The senior management of CCFMS contractor and employer shall attend these meetings.