



UCO BANK
REGIONAL TRAINING CENTRE - BHOPAL,
Plot No.22, UCO BANK BHAWAN, Arera Hills,
Bhopal 462027 (M.P.),

TENDER DOCUMENT

For

CARETAKING

-CUM-

FACILITY MANAGEMENT (HOUSEKEEPING &
UPKEEP/MAINTENANCE) SERVICES

RTC/BPL/2020-21/ 19 DT 25/09/20

IMPORTANT

**TO BE SUBMITTED IN SEALED COVERS ALONG WITH EMD SUPERSCRIBING THE
NAME OF WORK AND NAME AND ADDRESS OF THE TENDERER**

Cost of Document: Rs.500/-



PART A –NOTICE INVITING TENDER (NIT)

DATE: 25/09/2020

1. **UCO BANK**, invites **tender** in two bids system from the eligible agencies for **Caretaking-cum-Facility Management Services (Housekeeping & Upkeep/ Maintenance)** at **Regional Training Centre-BHOPAL** located at plot no 22, UCO BANK Bhawan Arera Hills, BHOPAL for **three years'** period.

2. A complete set of Request for Proposal (RFP) -Tender Documents containing **30** pages may be obtained from the Administrative office, Regional Training Centre, BHOPAL- 462027 during working hours from **25/09/2020** to **21/10/2020** against payment of Rs. 500/- (Five Hundred only) by way of Demand Draft/Pay Order favouring UCO Bank Regional training Centre, payable at BHOPAL **was tender fees** (Non-- Refundable) on or before **17.00 hrs 21.10.2020** or can be downloaded from UCO Bank's website www.ucobank.com/media/tenders.aspx.

3. The bidders, who purchase the RFP in their names **only**, are eligible for submission of bid. The bidder who downloads the RFP from the above website, shall also pay the fees of Rs. 500.00 as mentioned above, failing which the bid of the concerned bidder will not be entertained.

4. Technical Bid and Financial Bid are to be submitted on or before **17:00hours 22.10.2020** .

Earnest Money	:	Rs. 12,000 (Rupees Twelve Thousand only) by crossed demand draft payable at BHOPAL in favour of " UCO BANK, REGIONAL TRAINING CENTRE, BHOPAL "
Last date & time of submission of tender	:	On or before 5 PM, 22/10/2020 as per instructions in the tender documents
Time and date of opening of Bid		
Technical Bid		Date: 24/10/2020 Time: 10:30 am
Financial Bid		Date: 24/10/2020 Time: 2:30 pm
Components of Tender		Part A – NIT (Notice Inviting Tender) Part B– General Rules & Instructions to Tenderer Part C – General Conditions of Contract Part D – Details of the Building Part E – Scope of works – Facility Management (Housekeeping & Upkeep/Maintenance) Part F- Tender Application Form Part G – Technical Bid for Caretaking cum Facility Management Services Part H – Scoring Matrix Part I – Financial Bid for Facility Management
Date & Venue for Pre-Bid meeting		5.10.2020 at 12:00 hours Venue: Plot no 22, UCO BANK Bhawan Arera Hills , BHOPAL

Financial bid will be opened for only those bidders who are found eligible in the Technical 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.)

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

TENDER DOCUMENT ISSUED TO M/S _____
ON _____

AGM-PRINICIPAL



PART B – GENERAL RULES AND INSTRUCTIONS TO TENDERER

1. Tenders for the above noted work are hereby invited from Eligible Contractors.
2. Tenders should be addressed to the AGM & Principal, Administrative Office, Regional staff Training Centre, at plot no 22, UCO BANK Bhawan Arera Hills, **BHOPAL** after paying tender fee along with EMD.

3. Eligibility Criteria:

- a) The applicant must be a Registered, Licensed Company or Partnership firm or Sole proprietor or Individual having its office in India, preferably in BHOPAL.
- b) The applicant must have a proven track record of minimum 3 years at a stretch with minimum two reputed Public Sector or reputed organisation clients in caretaking cum Housekeeping services, to reputed Training- institution or other such institutions. Minimum Three years (for General) or Two years (for those who are having **Hotel Management Degree**). Experience in above area with National, Multi-National, PSUs and Corporate institutions.
- c) The applicant must have a minimum Average annual turnover of Rs.10 Lac (Rupees Ten Lac only) in last three financial years.

4. The applicant must produce relevant documentary evidence along with the duly filled application form.
5. Non-disclosure of relevant information or furnishing of incorrect information or documents will invite disqualification from the process.
- 6 The College reserves the right to reject all or any of the tender documents without assigning any reason there for.
7. The applicant must not have been prosecuted or suffered any penalty for violation of any labour laws by any Labour Authority or Competent Court.
8. The applicant must not have rescinded or abandoned any caretaking contract awarded by any of his client Before the expiry of prescribed period of contract.
9. The applicant is not a sub-Tenderer to any other entity or person nor has at any time sublet the contract awarded to the applicant to any other person.
10. The applicant has complied with all labour laws and obtained all licenses, approvals, permissions to carry on The business of caretaking services and housekeeping services.
11. The applicant does not suffer or has not suffered any disqualification to render the caretaking services at any time in respect of matters not enumerated herein.
12. The applicant must furnish appropriate declarations in respect of the terms and conditions mentioned herein Along with his pre-qualification application forms.
13. The applicant is or has not formed or part of any cartel at any time for processing any contract including the Present tender.
14. UCO Bank, RTC BHOPAL is not responsible in any manner for the postal delay or loss or non-receipt of tender Documents, EMD or earnest money DD.
- 15.The tenderer should submit a FDR of Security Value of UCO Bank, after the contract is awarded on the date of the agreement/execution of the contract.
16. All entries in tender documents should be with proper indication of the name, designation and address of the person signing. This document is meant for the exclusive purpose of bidding as per the terms; conditions, scope and specifications indicated and shall not be transferred, reproduced or otherwise used for the purposes other than for which it is specifically issued.

17. The tender process will be in two cover system with all documents with authorizing person's signature and seal on all pages:

i. Envelope Cover – I:

This envelope will contain uploaded –

- a). Part F - Application form duly filled in along with necessary enclosures.
- b). Tender document duly signed in all pages by the tenderer.
- c). Proof of submission of EMD of Rs. 12,000/- (Rupees twelve thousand only) by the way of electronic mode or in the form of a Demand Draft or Banker's Cheque in favour of UCO Bank, RTC BHOPAL from any scheduled commercial Bank.



- d.) Documents called for eligibility should be as per S. No.18
- e). Part G- Basic Information of the Bidder.
- f). Work Experience Form.

ii. Envelope Cover – II

- a). This envelope will contain the Price Bid – Part I

Note: The tender will be rejected if the tenderer fails to submit the required EMD in envelope-I above.

iii. The process of selection will be as under:

I. First, the envelope or Cover – I will be opened in the presence of the tender opening committee of RTC BHOPAL and the authorized representatives of the bidders on scheduled date and time specified on page ~~no.~~ 2 of this tender document. The application will be checked for fulfilment of all eligibility criteria. The veracities of the claims will be tested to the satisfaction of the committee, and short listing of applications will be done based on such criteria. The bidder who scores minimum 45.00 % marks as per the Scoring Matrix- Technical Parameters for Caretaking & House Keeping Tender-2020 will only be shortlisted.

II. Tenderer is required to qualify in each parameters of scoring matrix separately specifying minimum qualification.

III. The Price Bid in respect of such shortlisted applicants, who have qualified in technical bid.

IV. The College will not accept any conditional tender from the vendor, i.e. quoting any conditions in the tender form and their tender application will be rejected.

V. In the event of same financial bid, the revised rates will be submitted by the bidders and lowest of the two shall qualify.

18.) Documents to be enclosed (in Technical Bid):

- a. Certificate of Incorporation, Articles & Memorandum of Association in case of a company/ partnership deed in case of a partnership firm.
- b. Certificate of Registration with Labour Department, Govt. of M.P.
- c. Certificate of Registration with Professional Tax Office, Govt. of M.P
- d. Certificate of Registration under GST.
- e. Certificate of Registration under Shops & Establishment Act,
- f. Certificate of Registration with the Office of the Regional Provident Fund Commissioner,
- g. Certificate of Registration with Employees' State Insurance Corporation,
- h. Audited Financial Statements (P&L and Balance Sheet) for the last three Financial Years and certified from Chartered Accountant confirming turnover of Rs.10.00 lacs per annum for Caretaking cum housekeeping Services.
- I. Income Tax Assessment copies for the last three financial years.
- j. Performance certificate providing presently ongoing Caretaking and Housekeeping services from minimum one PSBs.
- k. Copy of PAN card.
- l. Certificate of I S O, if available



PART C – GENERAL CONDITIONS OF CONTRACT

DEFINITIONS:

BANK shall mean "UCO Bank" Head Office, or its authorized representatives

TENDERER/CONTRACTOR shall mean the successful tenderer to whom the work is awarded

SITE means Regional Training Centre (RTC) at plot no 22 UCO Bank Bhawan Arera Hills, BHOPAL

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

MONTH means calendar month

WEEK means seven consecutive days

DAY means a calendar day beginning and ending at 00 Hrs and 24 hrs respectively

COLLEGE means Regional Training Centre, BHOPAL

WORK shall mean Scope of work in Caretaking and Facility Management work

FACILITY MANAGEMENT shall means Caretaking cum Housekeeping services

Where the context so requires, words imparting the singular only also include the plural and vice versa.

1. SECURITY DEPOSIT

1.1. The successful bidder should submit a Security Deposit for 10% value of the contract or Rupees 1.20 lacs, whichever is higher within seven days from the date of acceptance of the order towards performance of the Contract.

1.2. The Security Deposit shall be by way of FDR of UCO Bank. FDR to be issued in the name of 'Tenderer account UCO Bank.

1.3. The FDR should be valid for 36 months or entire contract period from the date of commencement of contract.

1.4. The FDR will be returned to the bidder within 15 days after completion of Contract period subject to satisfactory performance and on the Tenderer rendering a No Demand and No Due Certificate by In-Charge/Officials of Regional Training College (RTC), and after adjusting any sums due to UCO Bank from the Tenderer.

1.5. The Bank shall invoke the FDR pledged with UCO Bank, RTC BHOPAL before the expiry of validity, if the successful bidder breaches the contract or fails to complete his obligations under the contract. The Bank shall notify the bidder in writing before invoking the FDR. The proceeds of the FDR shall be payable to the Bank.

2. The local address of the Tenderers, the name of the person to whom all the correspondence is to be addressed should be indicated, with telephone numbers (both office and residence), mobile numbers, fax numbers and email.

3. All entries in tender documents should be in one ink. Eraser and over writing are not permitted. All cancellation and insertion should be duly signed by tenderer concerned with proper indication of the name designation and address of the person signing and submitted in hard copy at RTC Office.

4. Tenderer shall fill in all the required particulars in the blank space provided for this purpose in the tender documents and also sign & put seal in each and every page of the tender document.

5. The rate should be quoted in figures as well as in words in Indian Currency (INR) only.

6. In case the rate quoted in figures differs from those quoted in words, the rates quoted in words will be taken as the tendered rate and shall be binding on the tenderer.

7. In quoting rates, the tenderer is advised to take into account all factors including any fluctuations in market rates. No claim for enhanced rates will be entertained during the currency of the contract.

8. The rate to be quoted by the tenderer shall be firm and shall cover and include cost of all materials, wages to the labourers (subject to complying with minimum wages Act), supervisors, equipment deployed, Tenderer's profit, transportation charges and all statutory levies, PF, ESI but excluding GST arising from Act passed by Parliament or State



Legislature and rules framed there-under. The rates shall be quoted on the format as per **Part-J**. In case of transition of taxes from present applicable to other, as decided by the Government, the same will not be borne by UCO Bank.

9. The Tenderer shall bind himself and executors or administrators and shall indemnify and hold harmless the Bank, in respect of this contract, including all claims, damages proceedings, costs, charges and any expenses whatsoever which may be imposed, enforced or brought against the Bank or any of its directors, officers or employees for reasons of or consequent upon any breach or default on the part of contract in respect of violation of any of the provisions of Law, Act, Rules or regulations having the force of law or if any award of decision by any competent tribunal, court or authority in respect of the workmen or any one employed or engaged by the Tenderer in connection with this contract. This indemnity shall survive even after termination of the contract.

10. The Tenderer shall be responsible for all the claims of his employees and the employees of the Tenderer shall not make and claim whatsoever against the Bank. The Tenderers' workmen will not have any right whatsoever to get absorbed in the Bank.

11. The Tenderer shall engage fully trained and adequately experienced workmen, who are medically fit. They should be free from all infections or diseases.

12. The Tenderer shall obtain adequate insurance policy in respect of his workmen to be engaged for the work, towards meeting the liability of compensation arising out of death, injury or disablement at work etc.

13. The Tenderer shall provide weekly off / holidays to his workmen as per labour laws but it will be his responsibility to ensure uninterrupted services on all days.

14. **Insurance:** The Tenderer shall insure or keep insured against fire, theft, injury, accident and also third party risks of all goods, articles, equipment being used by him and his employees and shall regularly and punctually pay each and all premium as and when the same shall become due, during the currency of the contract. The Insurance policy will be assigned to the College and will be of Rs. 2 lacs.

15. The Tenderer shall arrange and pay for policy under public liability Insurance Act 1991 and Insure and keep Insured all substances which are or have been declared to be hazardous under the notification/s issued or that may be issued from time to time under the above Act or any rule framed there under and which substances are used by the Tenderer during the course of the contract.

16. Tenderer shall ensure that the Tenderer's employees maintain peace, order and decorum in the premises. Any disturbance in the premises by the Tenderer or his agents/employees would render the termination of the contract without notice by the Bank.

17. All questions relating to the performance of the obligations under this agreement and all the disputes and differences, which shall arise either during or after the agreement period or other matters arising out of or relating to this agreement or payment to be made in pursuance thereof, shall be referred to the College (In charge). UCO Bank, RTC BHOPAL, whose decision shall be final, conclusive and binding on the parties to this agreement.

18. The rate quoted in the tender shall remain valid for a period of 'SIX MONTHS' from the date of opening tender, for acceptance by Bank. The quoted rates shall be firm for the contract period and no escalation in rates are payable on any ground.

19. The contract for Caretaking and House Keeping services is for a period of three years from the date of commencement of the contract subject to review at the yearly interval, and may be renewed for a further period of one year at the end of the contracted period of 36months, at the discretion of the College and as per the Policy of UCO Bank. The Contractor will be obligated to meet the Faculty Committee once in a month for assessing and monitoring of the Caretaking and House Keeping services rendered and for which notice will be given to him or her either in person or by written communication.

20. The performance of Contractor would be assessed and monitored by the Faculty Committee at periodical (every month) Interval. The Contractor shall comply with such observations or feedback made and furnished for improvement of the services.

21. The contract shall be terminated on the expiry of three years of time or earlier, by one months' notice at the option of the College, if any of the stipulated conditions or qualitative dimensions of the services agreed upon by the contract are not met to the satisfaction of the College. The Contractor shall have the option to terminate the agreement after



giving three months' notice to the College of such termination but in such case security deposit will be forfeited. If during the currency of the contract, any Government notification prohibits employment of contract labour for Caretaking and House Keeping services, the contract shall come to an end forthwith and no compensation shall be paid to the Tenderer. Besides if the contract is terminated as stated above the Contractor shall be entitled to the payment up to the date of termination for the work already performed.

22. The Contractor shall note that NO **claim** for enhancement of rates, on the ground that cost of materials, labour has increased; existing statutory levies have been increased, after tender, or in any other ground, will be entertained on any account.

23. Before bidding, the tenderer is advised to inspect the site of work and its environment and be well acquainted with the actual working and other prevailing conditions. If the bidder has submitted tender, it will be presumed that he has visited site and is well acquainted with the requirement, location and topography of the site. The tenderer should specifically note that it is his responsibility to provide all items which are not specifically mentioned in the scope of work, but which are necessary to complete the subjected services.

24. The Bank will not be bound to accept the lowest tender and reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever.

25. No employee of UCO Bank shall be engaged by the Tenderer during the course of carrying out the works.

26. The tenderer shall deposit a sum of Rs. 12,000 /- (Rupees Twelve thousand only) towards Earnest Money Deposit along with the tender document. This EMD (Earnest Money Deposit) shall be in the form of any electronic mode or demand draft from any nationalized Bank or from a scheduled Bank drawn in favour of UCO Bank, RTC BHOPAL, payable at BHOPAL. Technical Bid will not be opened of the bidder, if EMD is not submitted.

27. The Tenderer has to get the police verification done for the employees engaged by them for the work, submit photocopy of the same, provide them with either photo id card or letter addressed to Bank with the photo of employees duly attested by the company, maintain an attendance register of the persons employed by them and the same to be got inspected daily by the Bank's Officer-in-charge or Bank's Officer identified by Bank/RTC.

28. If any of the labour employed by the Tenderer is found to be minor, underperforming or any misbehaviour is found/reported while on duty, Bank reserves the right to ask for a suitable substitute, apart from calling action against the company.

29. No alterations or additions are to be made by the Tenderers to the tender document. Violation of this instruction will attract rejection of the tender at the discretion of the Bank.

30. Tender shall be quoted on prescribed form only and quoting in any other form will be rejected. All rates shall be quoted on the proper form of the tender alone. Quoted rates and units different from prescribed in the tender schedule will be liable for rejection.

31. If any tenderer withdraws his tender before the said period or makes any modifications in the terms and conditions of the tender which are not acceptable to the Bank, then the Bank shall, without prejudice to any other right or remedy, be at liberty to forfeit full value of the EMD as aforesaid.

32. All the parts of this tender documents i.e. Tender Notice, General rules and Instructions to tenderer, offer letter, general conditions of contract, Annexures, technical specifications shall form a part of the contract document.

33. The EMD of unsuccessful tenderers shall be returned within 7 days after finalising the contract.

34. The EMD of successful tenderers shall be returned after submission of Security Deposit.

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

36. The Tenderer or his authorised representative shall be in attendance in UCO Bank premises during all working hours for supervising the work. For any negligence of the service employed by the Tenderer or for any loss or damage caused or occasioned by himself, his agents or workmen in respect of the property of UCO Bank, the Tenderer shall be personally responsible and shall make good the loss forthwith.



37. Whenever under the contract any sum of money shall be recovered from, or payable by the Tenderer, the same shall be paid by the Tenderer on demand such amount may also be deducted from any sum due, or from any sum which at any time there after becomes due to the Tenderer under his contract or under any other contract or from his security deposit, in respect of this work or in respect of any other works.

38. If UCO Bank engages workers to complete any part or whole of the work as per this contract for any period, due to failure of the Tenderer to engage adequate number of workers, in that event, Tenderer has to reimburse to UCO Bank, or Bank has the right to deduct the amount from the bill of the contractor or the amount to be paid in future, the extra cost involved on this account.

39. All activities of work done shall be entered in a register daily so that complete record is obtained of all work performed under this arrangement, and signed and dated by both parties viz., persons authorized for and on behalf of UCO Bank and the Tenderer each day on completion of work.

40. Without prejudice to any rights or remedies under this agreement if the Tenderer (Partner/Proprietor/Beneficiary Owner) dies, the UCO Bank authorities shall have the right to terminate this agreement without any liability whatsoever as regards execution of the work for the balance contract period after the death of the Tenderer.

41. TERMINATION:

(a) UCO Bank shall be at liberty to terminate the contract by issuing one month's notice to the Tenderer without assigning any reason whatsoever. Bank shall not entertain any claim or compensation by Tenderer for such termination of Contract.

(b) As regards unsatisfactory performance or non-compliance with any of the terms and conditions of the contract by the Tenderer or abandoning the work, UCO Bank shall have the right to terminate the contract forthwith with one month's notice and rearrange the work through other agencies at the risk and cost of the Tenderer and under such circumstances, the security deposit paid by the Tenderer shall stand forfeited.

42. The Tenderer shall follow such Act, rules and regulations of the State/Central Government that are in force and that may be framed from time to time for completion of work. UCO Bank shall not be responsible for any infringement of the various statutes in force by the Tenderer.

43. The Tenderer shall take, at his own cost the necessary license from statutory authorities in respect of this work. The expenses in completing the formalities in executing the agreement including execution on stamp paper will also be met by the Tenderer.

44. Any additional items of work not covered by the contract shall be at a rate agreed by mutual discussion between the Tenderer and the Bank.

45. STATUTORY DEDUCTION towards Direct & Indirect Tax will be made as per Rules. Applicable taxes will be deducted in every bill payable to Tenderer. In case of penalty deducted by Bank, the tenderer shall produce a revised bill for payment.

46. Prevailing Minimum Wages as notified by Regional Labour Commissioner (Central) has to be paid to the labourers employed by Tenderer. This will be sole responsibility of the Tenderer and they will be held responsible in case of any violation.

47. Payment to the labourers shall be paid on or before 7th of every month and confirmed to the Bank.

48. The challans and other documents with regard to ESI/PF/pay slip should be presented as and when required by the College.

49 GST charged by the Contract shall be reimbursed after production of bill and GST returns of previous quarters. GST transaction in this regard to be reported as B2B.

50. LABOUR

50.1 The Tenderer shall employ suitable labour to maintain the required quality of work to the satisfaction of the Bank. (PART-D point 21)

50.2 The Tenderer shall furnish to the Bank at the intervals specified by Bank, a distribution of the number and description of labour employed in carrying out works. The Tenderer shall submit on the 1st of every month to the Bank a statement showing in respect of the current month (i) the number of labourers employed by him on the work (ii) their working hours (iii) the wages paid to them (iv) the accidents that occurred during the previous month showing the



circumstances under which they happened and the extent of damage and injury caused by them and (v) the number of female workers who have been allowed maternity benefits as provided in the maternity benefit Act, 1961 or Rules made there under and the amount paid to them.

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

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

50.5 The Tenderer shall engage all the workers as per requirement, duly verifying the police records and proof the same should also be submitted to Bank for Banks records.

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

50.7 The Tenderer should take independent code numbers under EPF Act 1952 and ESI Act 1948 and shall cover his workmen under the employees' provident fund schemes and Employees State Insurance Act 1948 and show proof of payment of subscriptions/contributions to the concerned authorities. Both in respect of ESI/EPF the Tenderer shall obtain necessary declaration forms from his employees and obtain individual insurance and PF number. Contractor needs to maintain necessary proofs for having made remittance of ESI and PF contributions in respect of all employees engaged by him.

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

50.9 As regards the Employees provident fund and miscellaneous provision Act 1952 and rules and regulations and schemes framed there under, he shall be liable to pay employees compensation under the Act in respect of all labour employed by him for the execution of the contract. For this purpose, he shall indicate the code number obtained by him from the Regional Provident Fund Commissioner and produce the Photostat copy of the challan receipt of monthly remittance. He shall also furnish such returns as are due under the Act to be sent to the appropriate authorities through UCO Bank.

50.10 The Tenderer is required to take Insurance for all the workers employed on the works towards payments for workmen compensation. The Insurance has to be taken within 15 days of the award of work and has to be provided at the signing of the agreement. The Tenderer shall be fully responsible for the consequences arising out of default and Bank may treat it as breach of Contract and reserves the right to terminate the Contract. Bank shall not be responsible for loss of life or disability due to any kind of mis-happening, natural calamities, fire in Bank premises.

50.11 The Tenderer shall pay wages to his workmen at the rates as applicable under the Minimum Wages Act as per Central Government guidelines for unskilled and for semiskilled/equivalent categories. The Tenderer shall disburse the wages in the presence of the Bank's representatives and obtain their signature in the payment register on or before 7th of every month. If it falls on Sunday payment shall be made on previous day.

50.12 The duration of duty is eight hours per day per person. To keep the efficiency and alertness the overtime will be kept to the barest minimum.

51. SAFETY CODE - RESPONSIBILITIES OF THE TENDERER IN RESPECT OF SAFETY OF MEN, EQUIPMENT, MATERIAL AND ENVIRONMENT

51.1 Before commencing the work, Tenderer should submit a 'SAFETY PLAN' to the authorized UCO Bank official. The 'SAFETY PLAN' shall indicate in detail the measure that would be taken by the Tenderer to ensure safety of men, equipment, material and environment during execution of the work. The plan shall take care to satisfy all requirements specified hereunder. The Tenderer shall submit Safety Plan along with his offer. During negotiations before placing of work order and during execution of the contract UCO Bank shall have right to review and suggest modification in the Safety Plan. Tenderer shall abide by UCO Bank decision in this respect.



51.2 The Tenderer shall take all necessary safety precautions and arrange for appropriate appliances as per direction of UCO Bank or its authorized officials to prevent loss of human lives, injuries to personnel engaged and damage to property and environment.

51.3 The Tenderer shall provide to its work force and ensure the use of the following personal protective equipment as found necessary and as directed by the authorized UCO Bank officials.

51.4 The Tenderer shall adopt all fire safety measures. Contractor's employee should be trained to operate the safety equipment installed in Bank Premises.

51.5 Where it becomes necessary to provide and/or store petroleum products, explosives, chemicals and liquid or gaseous fuel or any other substance that may cause fire or explosion, the Tenderer shall store the same safely as per the directions of the Bank.

51.6 The Tenderer shall be held responsible for any violation of statutory regulations local, state or central and UCO Bank instructions, that may endanger safety of men, equipment, material and environment in his scope of work or another Tenderer's or agencies. Cost of damages if any, to life and property arising out of such violation of statutory regulations and UCO Bank instructions shall be borne by the Tenderer.

52 INDEMNITY BOND: Tenderer shall sign an Indemnity Bond in an approved format before starting the work, indemnifying the Bank from any damages, prosecution, other legal suits and claims arising out of any mishaps occurring at the site due to faulty work and for violating rules and regulations for which the Tenderer shall be solely responsible.

52.1 In case of any damage to property by the Tenderer, UCO Bank shall have the right to recover the cost of such damages from payments due to the Tenderer and decision of the Bank shall be binding on the Tenderer.

52.2 In case of any delay in the completion of a job due to mishaps attributable to lapses by the Tenderer, UCO Bank shall recover the cost of such delay from payments due to the Tenderer, after notifying suitably and giving him opportunity to present his case.

52.3 In the event of any damage to the loose furniture's, interiors, computers and such other equipment or to the existing building structure etc., during carrying out the contract works, the cost of repairing the same including the cost of replacement if any will be recovered from the Tenderer.

52.4 If the Tenderer fails to improve the standards of safety/security in its operation to the satisfaction of UCO Bank after being given a reasonable opportunity to do so, and/or if the Tenderer fails to take appropriate safety precautions or to provide necessary safety devices and equipment or to carry out instructions regarding safety issued by the authorized UCO Bank official, UCO Bank shall have the right to take corrective steps at the risk and cost of the Tenderer after giving a notice of not less than seven days indicating the steps that would be taken by UCO Bank.

52.5 The Tenderer shall submit report of all accidents, fires and property damage, dangerous occurrence to the authorized UCO Bank official immediately after such occurrence, but in any case, not later than twelve hours of the occurrence. Such reports shall be furnished in the manner prescribed by UCO Bank. In addition, the Tenderer to the authorized UCO Bank official shall also submit periodic reports on safety from time to time as prescribed.

52.6 Before commencing the work, the Tenderer shall appoint/nominate a responsible officer to supervise implementation of all safety measures and liaison with his counterpart of UCO Bank.

53. ARBITRATION

53.1 In the event of any dispute(s) and / or difference(s) arising out or in connection with agreement, the parties shall refer the dispute for amicable settlement to the Zonal Head, Zonal Office, UCO Bank, Bhopal and the authorised representative of the contractor, whose joint decision shall be final and binding in case the dispute / difference is not resolved by amicable settlement, the same shall be resolved through arbitration by a panel of three arbitrators. Each party shall appoint one arbitrator of its own choice and two appointed arbitrators shall appoint the third arbitrator who will act as presiding arbitrator. The place of arbitration shall be at UCO bank RTC Bhopal.

53.2 The Court in Bhopal shall have the jurisdiction in respect of any or all matters relating to and connected with the tender.



54. In case the Tenderer or any of his employees, fails to fulfil his obligations for any day or any number of days, to the satisfaction of the COLLEGE, for any reason whatsoever, he shall pay by way of liquidated damages, shall be entitled to deduct such damages from the money, if any, payable by them to the TENDERER.

55. The details of the building shall be as per Part – D.

56. The Scope of work shall be as per Part – E.

57. **PAYMENT TERMS:** The payments shall be on monthly basis on format prescribed by Bank, subject to production of Attendance Register, Proof of payment of wages, ESI, PF and filing returns to Statutory Authorities. No payment shall be made in advance. The format shall be provided to claim payment. In case of deduction of penalty, the revised bill will be provided by the tenderer.

58. The successful tenderer shall enter into agreement with the Bank as per Bank's format within fifteen days from the date of acceptance of the tender.

59. **FORFEITURE OF EMD:** Bank reserves the rights to cancel the order and forfeit the EMD if,
- Security Deposit is not submitted within the stipulated time;
- Agreement is not entered within stipulated time;

60. ROLES, RESPONSIBILITIES & QUALITY CONTROL ASSURANCE

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

a. RESPONSIBILITIES

The Caretaking Cum Facility Management Services Contractor is fully responsible for safe and effective Maintenance of Health/Hygiene, etc. at the contract site.

b. QUALITY CONTROL AND ASSURANCE

Caretaking Cum Facility Management Services Contractor has to insure quality by using all standard Brands as specified in the tender document.

c. INSPECTION AND TESTING BY The Bank

d. 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. Caretaking Cum Facility Management Services Contractor shall make all these items accessible for inspections.

e. Rejection of Services, Equipment

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

61. 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. The rates shall be valid for six months. No escalation in rates will be allowed during the tenure of the contract.

62. **Emergency Telephone Numbers** the Contractor shall provide emergency telephone numbers of his employees for normal and out of hour's operations.

63. **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.

64. Communication

- Maintaining a system of recording, reporting and implementing a communication process with The BANK about accidents/ illness occurring to Caretaking Cum Facility Management Services 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.

65. REPORTING AND RECORD KEEPING

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

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

66. Assignment, subletting and contractor's superintendence: The whole of work included in the contract shall be carried out by the contractor and he shall not directly entrust and engage or indirectly transfer, assign or underlet the contract or any part or share thereof or interest without the written consent of the college and no undertaking shall relieve the contractor from the responsibility of the contractor from active superintendence of the work. In case of breach, the Bank has liberty to serve notice and rescind the contract along with forfeiting of the EMD and invoke the security deposit.

67. Language: The language in which the contract documents shall be drawn will be English.

68. Inspection of site: The tenderers are advised to inspect the building and finishes (glass, aluminium composite panel, crystalline glass, Italian marble, granite, tiles, carpets, stainless steel cladding, veneers, laminates etc.) before quoting their rates. It is expected that the tenderers will provide high quality services without damaging the existing finishes provided in the various areas of the premises.

69. The contractor will inform himself fully of work, site, conditions, equipment etc. before applying for the tender.

70. The agreements will be executed as per UCO Bank's format only with the qualified tenderer after his acceptance of terms and conditions on approval letter. The format shall be provided by the Bank upon execution of agreement to the successful and approved bidder. The expenses and stamps of agreement will be borne by the contractor. The agreements and bonds will be executed at BHOPAL. The following annexures will be executed:

- Agreement
- Indemnity Bond

71. For the purpose of administration and smooth functioning, the Bank wants a single contractor for caretaking and facility management services. The Bank, upon qualification of the tenderer in technical bid, shall consider lowest bid for caretaking and housekeeping.

72. 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.

PART D – DETAILS OF THE BUILDING

1. The Regional Training Centre building is a part of UCO bank Bhawan, situated at plot no 22, Arera Hills, BHOPAL. It consists of a three storied building in two portion. one portions Ground floor & 1st Floor Occupied by Zonal office, whereas, 2nd& 3rd floor of the same portion is occupied by RTC Bhopal for its administrative purpose containing entrance lounge, auditorium / hall, Principal and Faculty Cabins, Doctor Cabin, 3 Class Rooms, Games Room, UPS rooms, toilets, corridors, stairs, Library Room etc.

2. The other portion / hostels part of the building consist of all hostel rooms (52) of single/double occupancy and attached toilets, sump tanks for domestic & firefighting arrangement, pump room to facilitate pumping of water from the sump to the overhead tanks as well as pumps for the firefighting systems. The site also consists brick and MS grided compound wall and gates, security shed, open area next to badminton court, Generator stand, open parking lots, garden area, sanitary chambers, pathways, garbage dumping area, kitchen, dining area, open space, corridors, Badminton courts, terrace, Balconies, etc.

Details of the property (Brief)

SI No.	Floor	Departmental Details.
1	Regional Training Centre, 2 nd floor, 3 rd Floor, plot no 22, UCO Bank Bhawan Arera Hills, BHOPAL (above the Zonal Office)	Stair & entrance, common lobby, Principal's Office, Faculty Room, Class Rooms, RTC- Admin. Room, Library Room, Toilets, Kitchen, Front & Back side Terrace and Auditorium hall etc.
2	Hostel – Mess Adjacent Part of UCO Bank Bhawan Arera Hills, BHOPAL	Entrance lobby, front and back-side set-back areas, 52 Hostel rooms at all the three floors, common areas at all the three floors, including 2 Guest Room, Terrace, kitchen, Dining Hall, Recreation Room/space, store Rooms, stairs, lift etc. Gym Room, balconies, toilets, etc.



PART E – SCOPE OF WORKS – CARETAKING cum HOUSEKEEPING & UPKEEP/MAINTENANCE

1. The contractor shall ensure excellent standard of housekeeping and maintenance and also ensure that the entire premises are kept hygienic and clean. Preventive pest control, rodent control and anti-termite measures will also have to be done by the Contractor. The cleansing materials, equipment should be arranged by the Contractor. The Bank will fix up the benchmark of cleanliness desired to be achieved.
2. The Contractor shall arrange for and ensure cleaning and other services for the entire complex as specified in Schedule-I. Even if a room or any other area were not being used, the dusting/cleaning would be done as per schedule.
3. The contractor will arrange for setting/making all beds in the hostel/guest rooms, replace the room linen i.e. bed sheets, bed covers, pillow covers, Bath towels and Hand towels as prescribed in Schedule-I or earlier if required. Bed sheets, covers, towels, pillow covers etc. will be supplied by the Bank. The contractor shall keep proper account of these items and arrange for their regular washing etc. Laundry charges will be borne by tenderer.
4. The contractor shall maintain plumbing, carpentry, Gardening and masonry work by qualified plumber, carpenter, Gardner and mason, equipped with proper tools; the measures for maintenance should be pro-active, anticipatory preventive and not fighting an emergency or break down situation after an event has occurred. The contractor shall ensure that the skilled plumber and Gardner is available during the working hours at least two hours, and whenever required in emergency Service/labour charges for plumbing and gardening work will be borne by contractor. Carpenter and Mason should be available on call basis. The cost of replacement of any items shall be borne by the Bank.
5. The contractor shall arrange for refilling of drinking water in flasks provided by the bank and kept in Hostel rooms, Guest rooms, administrative block rooms, Class room, faculty rooms etc.
6. The contractor shall ensure opening and proper locking of all rooms in Hostels and all other blocks and in case of any breakage, pilferage of any fixture and/or furniture, equipment, or other material etc. The responsibility shall be of the contractor and the contractor shall be liable to make good the loss.
7. The contractor shall deploy suitable trained personnel round the clock at reception lobby for receiving the trainees, guest speakers & others, entering their details in Register/Computer provided by the Bank including check-in and check-out time, for allotting them rooms as per instructions/guidelines given from time to time by the Competent Authority, and to receive back the keys on their departure. These records will be Bank's property. He is also responsible to handle the Telephone round the clock. The contractor shall arrange for carrying the luggage of the trainees, guest speakers & others to and from the rooms allotted to them.
8. The contractor will be responsible to attend all complaints / requirements within the purview of the contract. He will also be responsible to communicate immediately any complaint of sickness, mishap, accident etc. of any participants, guests, etc. to the Principal/Chief Manager/Administrative Officer. Complaint/Suggestion register, First Aid Box and Sports items, to be provided by the Bank, will be made available at the Reception counter under the control of the Contractor's men.
9. The contractor shall carry out improvements as may be necessary for ensuring satisfactory service and shall take due notice of Complaints/suggestions made by the participants/trainees/faculty Members/ College in charge. The contractor shall submit the complaint/suggestion register to the officer in charge / Chief Manager/Administrative Officer/ Staff every day for further putting up to the Competent Authority.
10. It will be contractor's responsibility to ensure that arrangements are made for storage of water in sufficient quantity for drinking, bathing, washing and toilet purposes. The contractor will, for this purpose, ensure smooth working of the water pump, foot valve & tube well, Solar panel Operation for Hot Water.
11. The contractor shall provide for pest control measures against flies, insects mosquitoes and termites, rodents and fogging of plantations. Finite and Baygon spraying should be carried out at regular intervals as also whenever necessary and advised by the Administration, will have to be carried out.
12. The contractor shall discharge his obligations under the contract most diligently, efficiently and honestly.
13. The contractor will be obligated to meet the Committee of Faculty once in a month or prior if required for assessing and monitoring the quality of housekeeping services rendered as may be decided by the Bank and for which notice



will be given to the Contractor either in person or by a written communication. The Contractor shall comply with such observations/ feedback made and furnished by the Bank for improvement of the services by him/her.

14. However, the continuance of the contract shall be subject to review of the performance from time to time and in case the performance is not found to be satisfactory by the Bank for any period under such review, the Bank at its discretion, reserves its right to terminate the contract under due notice to the Contractor without incurring any further liability thereof.

15. Timing for carrying out work pertaining to the above noted services shall be as advised from time to time by the Administrative Officer. In general cleaning work related to the Administration and Academic block should be completed before 09.30 a.m. and Housekeeping & Maintenance work of the Hostel rooms is to be started thereafter and to be finished before 3.00 p.m. on all days.

16. The staff should wear immaculate dress with Company's logo and photo-identity-card.

17 The contractor is to provide ISI quality naphthalene balls, odonil, phenyl-perfumed (Domex/Doctor), Urinal cubes, Room freshener, Colin, Branded Mosquito repellents (All out/Good night/ Mortien), toilet soap, liquid soap (Dettol/Lifebuoy), toilet rolls, toilet and hand paper and Vim / detergents, HIT/Baygon/ Finit repellents, Anti termite items etc. of reputed companies.

18. In case it is observed that the cleaning material used is of inferior quality or insufficient quantity is used, the Bank will reserve the right to purchase the same itself and deduct the cost @ of 150% of actual cost thereof out of the monthly bill payable to the contractor.

19. The contractor shall pay the wages of his employees in presence of the authorized representative of the Bank as required under Contract Labour (R&A) Act, 1970 for which the contractor shall intimate the Bank.

20. The disposal of the waste generated per day is the under the purview of the Contractor. The Contractor is responsible for the bringing the waste bags, plastic dustbins and large garbage collector etc and all the necessary tools, accessories etc. to keep the premises neat and clean. The charges for the materials and labour used in the disposal of the waste are to be borne by the Contractor.

21. Our estimated requirement of workers is as under: -

Sr. No.	Particular(duty timing per day)	Minimum No of staff required
1	Supervisor (24 x 7)	1
2	Hostel warden (24 x 7)	1 male and 1 female
3	Housekeeping:	4
4	Plumber (minimum 2 Hours in a day & as and when required)	1
5	Carpenter	as and when required
6	Mason	or as and when required
7	Gardner	1

The attendance of Contractor's staff at hostel will be marked daily in attendance register/ bio matric device and will be submitted to Administration In-charge at RTC weekly. In event of short staff as mentioned above, penalty of 25 % of the maintenance for that day shall be deducted.

22. 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.

23. Attending all the Maintenance issues pointed out in the office by the RTC administration.

24. 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.



25. Calling AMC agency periodically as per Bank's AMC contract with different agencies and to the Telephone agency for WI-FI or telephone related complaints.
26. Maintaining inventory of consumable items, & submitting detailed monthly report along with bill.
27. 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 CARETAKING-CUM-FACILITY MANAGEMENT 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.
28. The Bank will make all payments to the CARETAKING-CUM-FACILITY MANAGEMENT Service Contractor for the satisfactory services rendered on monthly basis in accordance to the relevant clause of conditions of contract.
29. Cleaning of Drainage and clogged drains of RTC, Bhopal to be done regularly.
30. 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.
31. Please note that this CONTRACTOR contract is price-based contract and payment shall be released based on the performance parameters given hereunder.
32. 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-BHOPAL, 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.
33. The Contractor shall be responsible for training, allotting duties and timings to his workers in Caretaking housekeeping & Maintenance of Hostels & RTC office.
34. 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.
35. All the persons engaged by the contractor should have gone under medical examination with regard to contagious diseases.
36. 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 of Training Centre, Bhopal comprising RTC Admin Block & All the floors of Hostel including residential rooms, guest Room, Class room, offices etc. such as:
- Common Area, entrances,
 - Taking the luggage of participants and accompanying them to their individual rooms at Hostels,
 - Making up the rooms at Hostels,
 - Maintenance of the Guest Room at the Hostels,
 - Caretaking of meals to the guests staying at Guest Room.
 - Cleaning of all classrooms, offices, Conference room, Faculty Room, Games Room, Gym Room, Passages, furniture, electrical items etc. lying in the entire 2nd floor, 3rd floor entire building UCO Bank Bhawan. All 1st floor of Hostel RTC, Bhopal, Ground Floor Including Badminton court, Surrounding of RTC Building, Reception, Canteen Area etc.
 - The Bank will pay Caretaking 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 schedule i.



37. 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.
38. 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.
39. 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.
40. 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 caretaking and Housekeeping & Upkeep/ Maintenance service except GST.
41. 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.
42. 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.
43. 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.
44. 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.
45. Failure to commence services within 15 days after awarding the contract / signing the Agreement / date of commencement may result in withdrawal of the contract awarded and forfeiture of earnest money.
46. 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.
47. Drinking water (filled in bottles) at class rooms should be supplied at regular interval.
48. Contractor has to maintain Complaint Register at the Reception Counter. Complaints raised by the participants should be noted in the complaint Register, to be resolved on daily basis. On the basis of Complaint Register Bank has to conduct the meeting with the contractor on monthly basis in which these complaints shall be discussed with him whether these are resolved. If the problem on the part of Contractor persists suitable penalty as specified in forgoing clauses would be imposed by the Bank.



49. 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 or *only one tenderer qualify for Price 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.

50. Maintaining and refilling of tissue papers & hand wash liquid, naphthalene balls, Shoes Polish etc...

51. It is the responsibility of the Contractor to deploy sufficient number of workers including single point contact considering the area of floor, quantity of furniture & fixtures, other equipment and timings of Contact Centre Operations.

52. It is the responsibility of the Contractor for timely replacement of materials and ensuring their availability.

53. Bank is entitled to recover any damage from the bill and from security deposit or the Bill raised.

54. 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.

55. 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, mosquito liquid like marten, good night to inmates of hostel.

56. 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 including Overhead, under Groundwater 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.
-

57. NORMAL 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.

58. NORMAL MASONRY

- Any minor repair requiring urgent attention. RTC BHOPAL shall approve the work on phone if it is urgent in nature.
- The Bank is at free will to include any other maintenance work as and when it arises in future, which will be abided by the tenderer at the same price and terms and conditions.

64. Gardening:

- Regular pruning watering, fertilizers, nutrition, pest control /treatments, seasonal plant and seeds and other day to day work required to maintain good gardening.

Schedule 1

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

S.no	Particulars of work	Frequency
1	Sweeping and Mopping at RTC and Hostels	Once a Day
a.	Hostel Rooms, Guest Rooms, Faculty Rooms and Administrative Wing	Once a day
b.	Cleaning of window panes, door mats ,window ventilators	Once a day
c.	Reception Area, Lobbies, Corridors & Verandas, Hall	Once a day
d.	Stair Case/ lift Sweeping and Mopping	Once a day
e.	Ensuring operations of sewage/ water drainage	Once a Day
f.	Cleaning of Buckets / Mugs with Vim / detergent	Once a Day
g.	Distribution of Newspaper in Hostel rooms occupied by participants and RTC	Once a day
h.	Cleaning of toilets/WC's Washbasins of Office Complex/Hostel rooms	Once a day
i.	Sweeping and Mopping Gym and Games room	Once a day
j.	Cleaning & Dusting of equipment with Collin	Once a day
k.	Dusting of furniture, Fans/Tube lights & other fittings	Once a day
m.	Checking and supervising of electrical installations, ACs, Bulbs ,fan etc. to bring into notice of Admin Staff or to follow up with AMC vendors, if required, etc.	Once a day
n.	Pavements, Path way, Common area	once a day
2	Scrubbing of room floors, lobbies, Corridors, staircases and balconies	Once a day
3	Clearance /Waste papers from Cabins/Office rooms etc.	Once a day
	Filling water in water bottles provided in hostel rooms and in office cabins and class rooms	Once a Day
4	Disposal of Garbage and waste Paper in the garbage box and Dustbins	Once a day
5	General checking of all toilets Fittings and sanitary accessories	Once a week
6	General checking of all furniture/locking arrangement and their repairs etc.	Once a week
8	Scrubbing of bathroom tiles, Cleaning of window panes/ wall Paneling, Acid cleaning of sanitary wares.	Once a week
10	Cleaning of fridge, Almira, cupboards, crates, door knobs, latches, handles, water purifiers, lights, bulbs and other equipment	Once a week
11	Cleaning of blankets, quilts and covers	Once a week
12	Pest Control measures	Weekly and as & when required
13	Washing/change of Linen change in Hostel rooms	Twice a week or earlier, if required, and on change of occupancy
14	Washing/change of Bath Towels & Hand Towels	Twice a week or earlier, if required, and on change of occupancy.
15	Opening of clogged drains / Sewer lines/Cleansing of drainage lines and disposal of garbage	Monthly basis and as & when required.
16	Shampooing & Wet cleaning Quarterly of Curtains / Sofa sets/Chairs/Blinds, door mats	Monthly and as & when required
17	Rodent control	Quarterly and as & when required
18	Anti-termite treatment	Quarterly and as & when required
19	Oiling and greasing of Ceiling fans and other electric installations	Quarterly and as & when required
20	Changing of worn out / damaged water Taps/ pipes/ valves etc.	Whenever required
21	Any other work	As and when required.

Note: - For the week, there is no in-house training, the maintenance of RTC and hostel has to be done as per schedule. However, charges on services like washing of linens, bed sheets, pillows, towels, covers, quilt washing, blanket washing, consumables shall not be reimbursed, or 30 % of the contract rate for facility management services, whichever is higher, will be deducted.



PART F – TENDER APPLICATION

To
The DGM-Principal
UCO Bank
Regional Training Centre- BHOPAL,
Plot no 22 UCO Bank Bhawan, Arera Hills
BHOPAL, 4046001

Dear Sir,

Having examined the job data, scope of work, schedule of equipment / 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 equipment 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 Caretaking-cum-Facility Management Service Contractor is required for the Caretaking and Housekeeping & Upkeep/ Maintenance or any other building Maintenance function etc. for **UCO BANK, Regional Training Centre- BHOPAL** located at Plot no 22, UCO Bank Bhawan, Arera hills, **BHOPAL**.

Contract period commences within 15 days 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 Rs. 12,000/- (Twelve 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. Performance & 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. One-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., 2017-18, 2018-19 and 2019-20 certified by a Chartered Accountant.
 - 2.5. Tender documents duly signed on all the pages (including the **'Technical Bid'** and **'Financial Bid'**) and work experience annexure.
 - 2.6. List of on-going contracts of similar nature.
 - 2.7. Proof of Provident Fund Registration Number



- 2.8. Proof of ESIC Registration Number
- 2.9. Proof of GST Registration Number and Certificate.
- 2.10. PAN Card
- 2.11. A Valid copy of Shops & Establishment Certificate issued by the local authorities.
- 2.12. Certificate of Incorporation, Articles & Memorandum of Association in case of a company/ partnership deed in case of a partnership firm
- 2.13. Certificate of Registration with Labour Department, Govt. of MP,
- 2.14. Certificate of Registration with Professional Tax Office, Govt of MP
- 2.15. Income Tax Assessment copies for the last three financial years.
- 2.16. Certificate of I S O, if available

Yours Faithfully,

Signature of the Tenderer / CARETAKING-CUM-FACILITY MANAGEMENT Service Contractor
With Seal

Date:

Place:

Contact Number:

Address:
(Office)

Witnesses

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

Witnesses

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



PART G – TENDERER DETAILS FOR CARETAKING-CUM-FACILITY MANAGEMENT (HOUSEKEEPING & UPKEEP/MAINTENANCE) SERVICES

Basic Information of the Bidder

**CARETAKING-CUM-FACILITY MANAGEMENT SERVICES (Housekeeping & Upkeep/ Maintenance)
Contract For
UCO Bank, Regional Training Centre, Plot no 22, UCO Bank Bhawan, Arera Hills, BHOPAL (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. 12,000/- : _____
- 9 Whether registered for GST 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 2016-17** _____
Year 2017-18 _____
Year 2018-19 _____
Year 2019-20 _____
- 12 Details of present/on-going caretaking & Maintenance contracts (Name & Address of the institution, since when, average monthly revenue, value of the contract). : _____

- 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 _____
- 16 Details of registration with Labour :
Department/MCH (Central/State) _____
- 17 Whether 24 X 7 support and service will be :
Available. _____

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.

Note: - Documentary evidences are to be furnished, these are to be self-certified copies



PART H – SCORING MATRIX – TECHNICAL PARAMETERS

Minimum Qualifying marks for Technical bid is 45% of total allotted maximum Marks

PARAMETERS	MAX MARKS	SCORE
1. CONSTITUTION		
A. PUBLIC LTD. CO.	10	
B. PVT. LTD. CO.	08	
C. PARTNERSHIP FIRM	06	
D. PROPRIETORSHIP/INDIVIDUAL	04	
2. EXPERIENCE		
>=10 YEARS	10	
>=07 YEARS &<10 YEARS	08	
>=05 YEARS &<07 YEARS	06	
>=03 YEARS <5YEARS (>=2 years for those having Hotel Management degree)	04	
3. ACADEMIC QUALIFICATION (FOR CARETAKING/CARETAKING)		
ANY ONE OF THE ACTIVE DIRECTORS/PARTNERS/PROPRIETOR HAVING PROFESSIONAL QUALIFICATION IN MANAGEMENT /CARETAKING	10	
GRADUATION / POST GRADATION IN ANY STREAM	08	
(10+2) HIGHER SECONDARY PASS WITH DIPLOMA IN REQUIRED JOB LIKE - PLUMBIMNG, GARDENING, FITTING.	06	
10 th PASS WITH DIPLOMA IN REQUIRED JOB LIKE - PLUMBIMNG, GARDENING, FITTING .	04	
4. CAPITAL / NETWORTH IN BUSINESS (AS PER LAST YEAR BALANCE SHEET)		
ABOVE RS. 20 LACS	10	
ABOVE RS. 15 LACS TO RS. 20 LACS	08	
ABOVE RS. 10 LACS TO RS. 15 LACS	06	
BETWEEN RS. 5 LACS TO RS. RS. 10 LACS	04	
5. ANNUAL TURNOVER (AS PER LAST YEAR P&L STATEMENT) IN CARETAKING & HOUSEKEEPING		
OVER RS. 25 LACS	10	



ABOVE RS. 20 LACS TO RS. 25 LACS	08	
ABOVE RS. 15 LACS TO RS. 20 LACS	06	
BETWEEN RS. 10 LACS TO RS. 15 LACS	04	
6. PAST PERFORMANCE (CERTIFICATE TO BE SUBMITTED)		
2 OR MORE REPUTED PUBLIC SECTOR ENTERPRISES	10	
AT LEAST 1 PUBLIC SECTOR AND 1 REPUTED PRIVATE SECTOR ENTERPRISES	08	
TWO REPUTATED ENTERPRISES	06	
TOTAL MAXIMUM SCORE	60	

Note: - Minimum Qualification marks required in Each 6Parameters as mentioned in Above matrix



PART I – FINANCIAL BID FOR CARETAKING-CUM-FACILITY MANAGEMENT (HOUSEKEEPING & UPKEEP/MAINTENANCE) SERVICES

TO BE SUBMITTED IN A SEPARATE SEALED COVER

FACILITY MANAGEMENT (HOUSEKEEPING & UPKEEP/MAINTENANCE)

S. NO.	SERVICES VENUE	RATES (monthly)
1	FACILITY MANAGEMENT AT RTC BHOPAL & HOSTEL (INCLUDING GARDENING)	
TOTAL		

Note: The rates should be quoted exclusive of GST.

Date:

Place:

Signature of tenderer



PART J- Rate format

1	Rates for Housekeeping at Hostels situated at Regional Training Centre, Arera Hills, Bhopal comprising 52 Rooms in Hostel and common area, stairs, toilets, courtyards mess etc.... And 2 nd & 3 rd floor of RTC Office & Classrooms etc.....				
A	WASHING CHARGE PER ROOM		Rates/ week	Rates/ Cost Per Month	Quoted Rates/Month
	Capacity of hostel	Frequency	`	`	`
1	90 bed sheets	Twice a week	`	`	`
2	90 dohars /sheets	Twice a week	`	`	`
3	90 pillow covers	Twice a week	`	`	`
4	90 full towels	Twice a week	`	`	`
5	90 hand towels	Twice a week	`	`	`
6	90 small bath soaps	Weekly	`	`	`
7	90 quilts cover	Fortnightly during winter season	`	`	`
8	Washing of Sofa, curtain, blinds at RTC & Hostel	weekly	`	`	`
9	90 blankets	Twice in the season	`	`	`
10	Any other items, if any		`	`	`
B	Consumable per month (Hostel)				



1	Room fresheners	26 Pieces	\	\
2	Odonil	52 Pieces	\	\
3	Phenyl	20 Ltr.	\	\
4	Liquid Hand wash	26 Ltr.	\	\
5	Harpic	26 Ltr.	\	\
6	Colin	10 bottle/Ltr	\	\
7	Soft brooms	As per requirement	\	\
8	Hard Brooms	As per requirement	\	\
9	Duster	As per requirement	\	\
10	Wet Mop / Pocha	As per requirement	\	\
11	Plastic scrubber and Scotch bright	As per requirement	\	\
12	Any other item if any		\	\
13	Labour 7		\	\
14	Nepthline balls in Toilets		\	\
15	Refilling of shoe shiners, tissue papers in toilets		\	\
	Total 1 (A + B)		\	\
2	Rates for Housekeeping at RTC (Office & Classroom)			
C	Consumable Per Month			
1	Room fresheners	5 Pieces	\	\
2	Odonil	6 Pieces	\	\
3	Phenyl	15 Ltr.	\	\



4	Liquid Hand wash	3 Ltr.	`	`	`
5	Harpic	6 Ltr.	`	`	`
6	Colin	4 bottle/Ltr.	`	`	`
7	Soft brooms	As per requirement	`	`	`
8	Hard Brooms	As per requirement	`	`	`
9	Duster	As per requirement	`	`	`
10	Wet Mop/Pocha	As per requirement	`	`	`
11	Sanitizer	25 ltr	`	`	`
12	Any other Item, if any		`	`	`
13	Labour		`	`	`
14	Administrative charges		`	`	`
	TOTAL 2		`	`	`
	GRAND TOTAL (1+2)		`	`	`

During Non- Training days' participants will not be there but hostels are to cared and maintained properly.

I undertake that the minimum wages as may be prescribed by the Government of India, from time to time as applicable in BHOPAL, will be paid to the manpower deployed. I also undertake that all statutory requirements e.g., EPF, ESI, BONUS, LEAVE SALARY etc. will be met by me (Tenderer).

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Date:

Place:

Signature of tenderer



WORK EXPERIENCE FORM

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

Give details of the similar type of CARETAKING-CUM-FACILITY MANAGEMENT work (satisfying the requirements mentioned in the Tender notice) completed during the last three years in the following Performa (Separate form for 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 personnel with professional Qualifications : _____
- 8 Were there any penalties/fines/stop notice/compensation/liquidated damages Imposed? (Yes or No) (If yes give amount and details) : _____
- 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 CARETAKING-CUM-FACILITY MANAGEMENT Service work. : _____

Date:

Place:

Signature of the Applicant