

OPEN TENDER NOTICE

For

**CARE TAKING CUM FACILITY MANAGEMENT SERVICES
(SERVING FOOD, CLEANING OF UTENSILS & HOUSEKEEPING &
UPKEEP/MAINTENANCE) SERVICES**

**UCO BANK
REGIONAL TRAINING CENTRE - CHENNAI,
4TH, 5TH & 6TH FLOOR, NO.328, THAMBUCHETTY STREET,
CHENNAI-600001.**

Cost of Document: Rs.3,000/-

TENDER NOTICE FOR

CARE TAKING CUM FACILITY MANAGEMENT SERVICES
(Serving food, Cleaning of utensils & Housekeeping cum Upkeep/ Maintenance)
For
REGIONAL TRAINING CENTRE - CHENNAI,
4th, 5TH & 6TH FLOOR, NO.328, THAMBUCHETTY STREET, CHENNAI-600001.

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1 – TENDER NOTIFICATION FORMAT

**TENDER NOTICE FOR
CARE TAKING CUM FACILITY MANAGEMENT SERVICES (Serving food, Cleaning
Utensils, Housekeeping & Upkeep/ Maintenance)**

For

**UCO Bank, Regional Training Centre, 4th, 5th & 6th Floor, No.328, Thambuchetty Street,
Chennai- 600001.**

UCO BANK, invites sealed tenders in two bids system from competent agencies for **Care taker cum Facility Management Services (Serving food, Cleaning Utensils, Housekeeping & Upkeep/ Maintenance)** for their **Regional Training Centre-Chennai** located at **4th & 6th floor, No.328, Thambuchetty street, Chennai- 600001** and **Hostels (9 Rooms)** located at **5th Floor No.328, Thambuchetty street, Chennai- 600001**. For complete details, formats and terms & conditions of tender, please log on to Bank's website <https://www.ucobank.com/english/tenders.aspx> and the same can also be obtained by visiting RTC during the office hours.

The interested parties/agencies can procure Tender Document from UCO BANK, Regional Training Centre, Chennai, located at 6th Floor, No.328, Thambuchetty street, Chennai-600001 against payment of **Rs.3,000/-** (Rupees Three Thousand only) by way of Demand Draft/Pay Order favouring **UCO Bank** payable at Chennai **as tender fees** (Non-Refundable) on or before **17.00 hrs 04.04.2019**.

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	: 15.03.2019
Queries, if any, with Regards to Tender	: 04.04.2019
Last date for submission of Tender Forms	: 05.04.2019 up to 15.00 Hours.
Opening of Tender Forms	
A. Technical Bid/Offer (Part-1)	: 06.04.2019 at 12.00 Noon.
B. Financial Bid/Offer (Part-2)	: 06.04.2019 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) Licence / equivalent Certificate / Licence for running above Service
- (3) **The bidder must have minimum turnover of Rs 15.00 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 Care Taking cum Facility Management Services 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 Care Taking cum Facility Management services (Serving food, Cleaning utensils, 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, 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-Chennai located at 4TH, 5TH & 6th Floor, UCO Bank, No.328 Thambu Chetty Street, Chennai-600101 and Hostels located (presently) at 5th Floor, UCO Bank, No.328 Thambu chetty Street, Chennai- 600101 working hours shall be for 24 hours x 7 days 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 CTFMS 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 CTFM Service Contractor for the satisfactory services rendered on monthly basis in accordance to the relevant clause of conditions of contract.

9. 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.
10. 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-Chennai, 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.
11. The contractor shall engage the services of sufficient number of able, efficient, neat, healthy, honest, well behaved and skilled persons for serving food, Cleaning of utensils, housekeeping cum up keep Maintenance 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 should be provided to the Officials of Regional Training Centre-Chennai. Proper identity Cards should be issued to all employees.
12. 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 Caretaking & Housekeeping.
13. 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.

14. The Contractor shall be responsible for training, allotting duties and timings to his workers in the dining room including Maintenance of Hostels & RTC.
15. **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.**
16. All the persons engaged by the contractor should have gone under medical examination with regard to contagious diseases.
17. The contractor shall ensure that the entire premises comprising 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, for pleasant stay for guest
 - d. Maintenance of the Guest Room at the Hostels,
 - e. Serving of food (Breakfast/ Lunch/ Dinner/ Tea/ Coffee/ Snacks) as per Schedule mentioned in **Annexure-D** to the guests staying at hostel & all the Training Participants.
 - f. Cleansing of all classrooms, offices, passages, furniture, fans, electrical items etc lying in the entire 4th floor class room 5th floor hostel and 6th floor class room and Office room of RTC Chennai
 - g. The Bank will pay Care Taking cum Facility Management services (Serving food, Cleaning utensils, Housekeeping & Upkeep/ Maintenance) for services rendered at the agreed rate at the end of the month. **THE CONTRACTOR SHALL HAVE TO ADHERE TO THE PERIODICITY CHART OF THE WORK AS SHOWN IN ANNEXURE – G.**

18. 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.
19. 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.
20. 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.
21. **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 cum Facility Management Services (Serving food, Cleaning Utensils, Housekeeping & Upkeep/ Maintenance service except only GST.**
22. The contractor understands that he is obligated to meet the RTC Premises Committee in person (Proprietor) once in a month, for review of the Care taking and Facility Management service rendered and for which notice will be given to him either by phone or letter.
23. **The agreement shall be for a period of three years. The rates agreed for (Care taking, Serving and cleaning utensils as well as Housekeeping & Maintenance/ Upkeep) shall remain fixed for the entire contract period. The Rates will be excluding only GST, 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.**
24. 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.**
25. 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.
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26. 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.**
27. 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.
28. The contractor shall not assign or sublet this contract without the prior written approval of RTC.
29. 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.
30. 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.
31. The contractor shall submit the bills for **Caretaking services rendered** and **Food serving & Cleaning of Utensils; 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.

32. 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.
33. All issues relating to the performance of the obligations of the contractor and to the quality of service rendered 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 Chennai or his representatives, whose decision shall be final, conclusive and binding on the contractor.
34. 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.
35. 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.
36. 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.

37. 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.
38. 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.
39. 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.
40. The courts in Chennai alone shall have jurisdiction in respect of any dispute arising out of any matter under this agreement.
41. 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 Caretaker to his 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.
42. 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.
43. Drinking water (filled in bottles) at class rooms should be supplied at regular interval and cleaning of Class room boards, and facilitating faculties for smooth functioning of training sessions.

- 44. Contractor has to maintain Complaint Register, dinning out register, staying out 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**

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 Caretaking-Cum-Facility Management Services (Serving Food, cleaning of utensils; Housekeeping & Upkeep/ Maintenance) for UCO Bank, Regional Training Centre- Chennai at 4th; 5th and 6th Floor, No.328, Thambuchetty Street, Chennai-600101.

UCO BANK invites tender for the above work. Tender Documents can be purchased from UCO BANK, Regional Training Centre, Administrative Office located at 6th Floor, No.328, Thambuchetty Street, Chennai- 600101 against payment of **Rs.3000/- (Rupees Three Thousand only) as tender fees**(Non-Refundable) on or before **17.00 hrs 04.04.2019** 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 Caretaking -Cum- Facility Management Services (Serving food; Housekeeping & Upkeep/ Maintenance)**" of **UCO BANK, Regional Training Centre-Chennai** located at **4th;5th and 6th floor of UCO Bank Regional Training centre, No.328, Thambuchetty street, Chennai-600001**. 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 Chennai, must accompany Technical Bid of tender.
2. The bidder shall clearly write on **envelope--II** the words "**Financial Bid for Caretaking-Cum- Facility Management Services (Serving food; Housekeeping & Upkeep/ Maintenance)**" at **UCO BANK, Regional Training Centre-Chennai** located at **4th, 5th and 6th floor, No.328, Thambuchetty street, Chennai-600001**.

3. The bidder shall clearly write on **main envelope** the words "**Bid for Caretaking-Cum-Facility Management Services (Serving food; Housekeeping & Upkeep/ Maintenance)**" at **UCO BANK, Regional Training Centre-Chennai** located at UCO BANK, Regional Training Centre ,located at 4th; 5th and 6th floor, No.328, Thambuchetty Street, Chennai-600001.
4. All the envelopes shall be addressed to: The AGM-Principal, **UCO BANK, Regional Training Centre-Chennai, 6th Floor, No.328, Thambuchetty Street, Chennai-600001.**

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	: 15.03.2019
Queries, if any, with Regards to Tender	: 04.04.2019
Last date for submission of Tender Forms	: 05.04.2019 up to 15.00 Hours.
Opening of Tender Forms	
A. Technical Bid/Offer (Part-1)	: 06.04.2019 at 12.00 Noon.
B. Financial Bid/Offer (Part-2)	: 06.04.2019 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 **15:00 hrs 05.04.2019** 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 fore mentioned 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 (Caretaking as well as Serving food, cleaning utensils; Housekeeping & Maintenance/ Upkeep) shall remain fixed for the entire contract period. The Rates will be excluding only GST, 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 (**GST**) 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

AGM-Principal

UCO Bank Regional Training Centre-Chennai,
6th floor, No.328, Thambuchetty Street, Chennai-600001.

4 - TENDER APPLICATION FORM**To****The AGM-Principal****UCO Bank**

Regional Training Centre, 6th floor, Chennai,
No.328, Thambuchetty Street, Chennai-600001.

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 Facility Management Service Contractor is required for the Facility Management services (Serving food, cleaning utensils; Housekeeping & Upkeep/ Maintenance) for **UCO BANK, Regional Training Centre-Chennai** located at **4th ,5th and 6th floor, No.328, Thambuchetty street, Chennai-600001.**

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.,2015-16, 2016-17 and 2017-18 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 Goods and Service Tax Registration Number

2.11. PAN Card

2.12. Food Licence / equivalent Certificate / Licence for running Caretaking & Housekeeping Service.

2.13. Goods and 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

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

Witnesses-2

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 05.04.2016.**
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**, payable at Chennai (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 **04.04.2019 during office hours 17.00 hrs**
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 Chennai must accompany Technical Bid of tender and each tender is to be in a sealed cover super-scribed "Technical Bid for Caretaking and Facility Management" of UCO BANK for **Regional Training Centre-Chennai** located at **4th, 5th & 6th floor, No.328, Thambuchetty street, Chennai- 600001. 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 such as GST (Goods and Services Tax), 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 Caretaking & Facility Management services (Serving food, Cleaning utensils 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 has / 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/- (Rupees One lakhs only) 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 - Chennai, 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 Caretaking and Facility Management services (Serving food, Cleaning Utensils & 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.

Date:-

Place:-

Signature of Bidder (Seal)

Appendix

6. 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 **Caretaker cum Facility Management services (Serving food, Cleaning utensils, 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.

Date:-

Place:-

Signature of Bidder (Seal)

7 - 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-Chennai located at 4th, 5th and 6th floor, No.328, Thambuchetty street, Chennai-600001 and any of its employees representative authorised on their behalf.
- (ii) **CCFMS Contractor:** The term CCFMS Contractor shall mean the **Caretaking – Cum-Facility Management Service Contractor** and their legal representatives, successors and permitted assigns. CCFM Service Contractor acts as the "Single Point Contractor" for all Caretaking-Cum- Facility Management Services(Serving food, cleaning utensils, Housekeeping and upkeep/ Maintenance services) related matters at site.
- (iii) **Site:** The site shall mean **UCO BANK, Regional Training Centre-Chennai** located at 4th and 6th floor, No.328, Thambuchetty street, Chennai-600001 and **Hostels** at (presently at) 4th and 6th floor, No.328, Thambuchetty street, Chennai- 600001 (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 serving & cleaning utensils 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 house keeper).
- 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 on 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 and The Contractor shall separately execute indemnity bond on a stamp paper of requisite value, indemnifying, to 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.

6) Taxes and Duties

The tender must include in their tender prices quoted, for all duties, royalties and **excluding only Goods and Service Tax at present.**

7) Caretaking-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.

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.

8. 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 Chennai and only Courts in Chennai 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 Chennai, 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.

9 – 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.

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.

10 - AREA DETAILS OF THE PROPERTY AND SCHEDULE OF EQUIPEMENTS

9.1 Details of the property

Sl No.	Floor	Departmental Details.
1	Regional Training Centre, 4 th and 6 th floor, No.328, Thambuchetty street, Chennai-600001	Common lobby, Principal's Office, Faculty Room, Class Rooms, Computer Lab, Conference Hall, RTC-Admn. Room, Library Room, Toilets, Front & Back side Terrace and dining hall etc.
2	Hostel (Presently at 5 th floor, No.328, Thambu chetty street, Chennai-600001	Entrance lobby, front and back-side set-back areas, 9 Hostel rooms, Pantry room, common areas, One Guest Room, Dining Hall, Recreation Room/space, store Rooms, toilets, etc.

9.2. List of Equipments at RTC & Hostel for Caretaking and Facility Management services,

Dining Room

1. Dining tables and chairs at RTC & Hostel to accommodate 25 persons at a time.

Pantry room

1. Refrigerator at RTC & Hostel, and Utensils for serving food/ Tea/ Coffee and Snacks

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.

11 - JOB DESCRIPTION OF THE TENDER

10.1 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:

- Serving food to the training participants, guest and Bank Officials who undergoes training programme including Bed tea/ Breakfast/Pre-noon tea/ Snacks./Lunch/Post noon coffee/ Evening tea and snacks and Dinner in a hygienic manner as per the time schedule mentioned in **Annexure-D**
- Cleaning utensils used for serving food to the training participants as mentioned above.
- 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 vaccumising 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.)

12. 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 Housekeeping & Upkeep/ Maintenance Team	
3	Checklist for office area, common area	
4	Periodic Maintenance schedule	
5	Complaint register, Newspaper register, dinning in-out register, washing register	
6	Service Feedback from Participants to be taken by contractor and a copy to be submitted to RTC	

ANNEXURE- 'A'

PART 'A'- TECHNICAL BID**Basic Information of the Bidder****CARETAKING-CUM-FACILITY MANAGEMENT SERVICES (Serving food, cleaning utensils, Housekeeping & Upkeep/ Maintenance) Contract**

For

UCO BANK, Regional Training Centre-Chennai located at 4th.5th and 6th floor, No.328, Thambuchetty street, Chennai-600001

- 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 : **Year 2015-16** _____
statement. **Year 2016-17** _____
Year 2017-18 _____
- 12 Details of present/on-going Caretaking, : _____
Housekeeping & Maintenance contracts _____
(Name & Address of the institution, since _____
when, average 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.

ANNEXURE- 'B'

PART - 'B' - FINANCIAL BID**FINANCIAL QUOTE FOR CARETAKING-CUM-FACILITY MANAGEMENT SERVICES
(Serving food, cleaning utensils, Housekeeping and upkeep maintenance)****at****UCO BANK, Regional Training Centre-Chennai located at 4th, 5th and 6th floor, No.328, Thambuchetty street, Chennai-600001****Part A**Charge for Caretaking cum Facility : **Rs.** _____

Management services (Serving food to training participants, Guest and Bank Officials as per the time schedule mentioned in **Annexure D**, Cleaning of Utensils used for serving food, Housekeeping & Upkeep/ Maintenance of premises and other services, including sweeping of hostel Room, as included in terms and conditions.

(Rupees in words : _____)

_____)

As mentioned in the Job description of the Tender page no.33-35.**Note:-**

(Sanitary items for housekeeping will be provided by Bank on monthly basis as and when required and Laundry charges for washing bed sheets, pillow covers and bed covers etc.. will be directly paid by the bank to the vendor)

Name & Address with telephone Nos.**Signature of authorized Signatory****Seal with Stamp**

Annexure –C

The contractor has to submit details of their last three Caretaking cum Facility management services (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.

Annexure – D

Time Schedule for Serving food to Guest

Food will be procured by the Bank from hotel and the Contractor have to serve food to the Guest/
Training Participants and Bank Officials.

1. Bed Tea / Coffee in Hostel Rooms	:	06:00 AM – 06:30 AM
2. Breakfast / Tea / Coffee / Milk all days (In dining Hall)	:	08:00 AM – 09:30 AM
3. Forenoon Tea / Coffee (Dining Hall, Faculty Room & on demand in Class Room)	:	11:30 AM – 12:00 PM
4. Lunch (In dining hall) all days (Veg & Non-Veg)	:	1:15 PM – 2:30 PM
5. Afternoon Snacks / tea / coffee (Class Rooms, faculty Room & on demand in class Room)	:	15:30 PM – 16:00 PM
6. Evening Tea and Snacks	:	17:00 PM- 18:00 PM
7. Dinner (Veg for all days) (as per Annex B-2)	:	08:00 PM – 09:30 PM
The Contractor should ensure that the food should be served in hygienic manner and all the utensils used for serving food should be kept clean immediately after serving food.		

Date :

Signature of the Applicant
with Seal

ANNEXURE - E

**DETAIL OF MINIMUM PERSON REQUIRED FOR CARETAKING AND FACILITY
MANAGEMENT SERVICES (SERVING FOOD AND CLEANING UTENSILS & HOUSEKEEPING
& UPKEEP/ MAINTENANCE SERVICES).**

Minimum persons required (Skilled & non-skilled required for serving food and cleaning utensils at RTC & Hostels).	:	1 (ONE)
Note:- Food will be procured by Bank from Hotels as there is no kitchen facility available at our premises for cooking).		
Minimum persons required for Hostel Maintenance (House keeping and cleaning of RTC)	:	2 (TWO) (out of which one should be female)
Caretaker cum Supervisor	:	1
Cleansing material required	:	Cleaning materials Will be procured by Bank on monthly basis and handed over to Contractor as and when required for carrying out cleaning service.

ANNEXURE – F

**DETAILS FOR DAILY SERVING FOOD, CLEANING UTENSILS & HOUSEKEEPING & UPKEEP/
MAINTENANCE SERVICES.**

Sl No.	JOB DESCRIPTION	PERIODICITY
1.	Serving food to the training participants, guest and Bank Officials who undergoes training programme including Bed tea/ Breakfast/Pre-noon tea/ Snacks./Lunch/Post noon coffee/ Evening tea and snacks and Dinner in a hygienic manner as per the time schedule mentioned in Annexure-D Cleaning utensils used for serving food to the training participants as mentioned above.	Daily & As and when required As per time schedule mentioned in Annexure-D
2.	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 UCO Bank Building, 4 th floor class room, 5 th floor Hostel and 6 th floor Training College Office and class room/ Computer lab...) situated at No.328, Thambuchetty Street, Chennai- 600001.	Daily& as & when required
3.	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
4.	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
5.	Dusting by vacuum cleaner of carpeted floor, Sofas, Chairs, etc.	Daily & as & when required

6.	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 twice at 10:30 AM, 16:00 PM & as & when required.
7.	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
8.	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.

ANNEXURE- G**DESCRIPTION OF WORK TO THE TENDER****1. SERVING FOOD AND CLEANING UTENSILS**

Serving food to the training participants, guest and Bank Officials who undergoes training programme including Bed tea/ Breakfast/Pre-noon tea/ Snacks / Lunch / Post noon coffee / Evening tea and snacks and Dinner Served in a hygienic manner as per the time schedule mentioned in Annexure-D. Then Cleaning of utensils used for serving food to the training participants as mentioned above.

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.

-----The End-----