



# **ALLAHABAD BANK**

**Head Office: 2, N.S Road, Kolkata**

## **NOTICE INVITING TENDER**

**Work : ANNUAL MAINTENANCE CONTRACT FOR HOUSEKEEPING & MAINTENANCE SERVICES IN BANK'S OWN BUILDINGS AT HAZRATGANJ, LUCKNOW UNDER ZO LUCKNOW**

Sealed tenders in two bids system are invited from the service provider Agencies/ Firms having valid Registration Certificate, including registration with the Regional Labor Commissioner, EPF Registration, ESI Registration, Service Tax Registration, and PAN Card, up to date, and having experience of minimum 3 years in similar line of business i.e. towards out-sourcing of man power for cleaning and maintenance services in office buildings at Lucknow. The service provider should have local Offices at Lucknow to ensure satisfactory fulfillment of contractual obligations.

The Service Provider Agencies / Firms having good track record, manpower capacity and relevant experience in the field and fulfilling the eligibility criteria mentioned in the tender documents should produce satisfactory work completion certificate of appropriate value of work and a certificate showing annual turnover for a minimum of two preceding years for not less than Rs.12,00,000/-.

Full details and tender documents may be downloaded from Bank's website: [www.allahabadbank.in](http://www.allahabadbank.in) or may be collected during office hours from Property Department, Zonal Office, 2<sup>nd</sup> Floor, New Building, Hazratganj, Lucknow. Dully filled in tenders along with requisite documents including copies of work orders, satisfactory service providing certificate etc., from previous employers should be submitted at Property Department, Zonal Office, 2<sup>nd</sup> Floor, New Building, Hazratganj, Lucknow as per following schedule:

1	Description of Works	Annual Maintenance Contract for Housekeeping and Maintenance of Bank's Owned Property at Hazratganj, Lucknow
2	Issue of tender document	From 03.09.2019 to 23.09.2019
3	Last date for Submission of Tender (Part I + Part II)	On or before 23.09.2019 up to 14:00 hrs
4	Estimated Cost	Approximately Rs.12,00,000/- (Rupees Twelve Lakhs Only) inclusive of taxes.
3	Earnest Money	Rs.12000/- by IOI/ Demand Draft / IOI favoring ALLAHABAD BANK payable at Lucknow.
4	Opening of Tender (Part I)	On 23.09.2019 at 16:00 hrs
5	Opening of Tender(Part II)	Will be informed separately by the Bank.



6	Prerequisites	Documentary evidence in support of GSTIN (If applicable), EPF, ESI and experience has to be submitted along with Part-I (Technical Bid) in one sealed envelope. Providing supporting documents of GST & PAN is a must. <b>Part-II (Price Bid) is to be submitted in a separate sealed envelope.</b>
7	Validity of Tender	90 Days
8	Validity of Quoted Rate	<b>12 months</b> (to be renewed on mutual terms and conditions every year and based on satisfactory performance). If services are not found satisfactory, the contract may be terminated by the Bank giving one month notice.
9	Man Power Required	<b>4 Unskilled Labours for Housekeeping and Maintenance of Premises</b>

The Bank will not be bound to accept the lowest tender and reserve the right to accept or reject any or all the tender without assigning any reason whatsoever. Late/ delayed tender shall not be accepted after due date and time of submission of tender.

**(Deputy General Manager)**



# **ALLAHABAD BANK**

**Head Office, 2.N.S.Road, Kolkata-01**

## **ANNUAL MAINTENANCE CONTRACT FOR HOUSEKEEPING & MAINTENANCE SERVICES IN BANK'S OWN BUILDINGS AT HAZRATGANJ, LUCKNOW FROM SERVICE PROVIDER AGENCIES / FIRMS**

### **Terms and Conditions :**

The tenders should be submitted in two sealed covers.

- (A) The first sealed cover should be super scribed "Technical Bid" and should contain
  - I. Proforma Annexure-I duly filled in.
  - II. Agency profile including previous experience of manpower supply to Government / Semi Government / Public sector undertaking Banks/autonomous agencies etc. (Minimum Three Years of Experience)
  - III. Acceptance of tender terms and conditions mentioned there under duly signed by appropriate authority.
  - IV. Demand Draft/IOI for Earnest Money Deposit.
  - V. All other required documents including copies of work orders, service completion certificates, employee's education certificates, notarized affidavit, undertaking etc.,
- (B) The second sealed envelope super scribed 'Financial Bid' should contain only rates which are to be quoted on monthly basis (Annexure-II).
- (C) Both the sealed covers should be placed in the main sealed envelope super scribed 'Tender for Outsourcing Housekeeping and Maintenance Services'. This should be addressed to The Dy. General Manager, Allahabad Bank, Zonal Office, 2<sup>nd</sup> Floor, New Building, Hazratganj, Lucknow and sent by post or hand delivered latest by 2:00 P.M. of 23.09.2019 and Technical bid shall be opened on the same day at 4:00 PM in presence of the tenderers or their authorized representatives. Entry of office, being closed on the last date of receipt or opening of bid as specified, the bid will be received / opened on the next working day at the same time and venue.
2. Tenders received after, the due date and time will be summarily rejected. Incomplete and conditional tenders shall not be accepted.
3. The Technical Evaluation Committee will assess the ability of the agencies to render the requisite services based on its past record, profile and eligibility criteria and only those found fit will be eligible for opening their financial bid.
4. The bidders are required to submit EMD along-with the attested copies of valid Registration Certificate, EPF Registration, ESI Registration, Pan-Card and GST No. along-with the bid documents, failing which the tender shall be declared as non-responsive and thus liable for rejection.
5. **Eligibility criteria :**
  - i. The agency should have at least **THREE years of experience** in the field. The agency should have successfully executed minimum one similar contract of Housekeeping & Maintenance of value not less than Rs.9,60,000/- per year or two works of Rs.6,00,000/- per year or three works of Rs.4,80,000/- per year in Government Department, Public Sector Undertakings, Banks & reputed organizations during **last three years**. The agency should furnish the copies of work orders & satisfactory service providing certificates from current/past serving clients.



- ii. The technical bid should contain **solvency certificate** for an amount of **Rs.12,00,000/-** from Bank where the contractor is having an account. The solvency certificate should be issued on Bank's Letter Head.
  - iii. The contractor should submit Income Tax return for **last three financial years**.
  - iv. The firm must have full fledged service setup either at the concentrated center or at nearby city / place wherefrom required quality after sales services can be regularly provided.
6. The contract will be valid for a period of **Twelve Months**. Thereafter reviewing the satisfactory performance for the first twelve months, the contract may be extended further. If services are not found satisfactory, the contract may be terminated by the Bank giving one month notice to the firm before the expiry of the contract period.
  7. Submission of more than one tender paper by a tenderer for a particular work will render the bid liable for rejection.
  8. The bidders may assess about the nature and quantum of work before quoting their rate.
  9. The rates for different category of manpower that may be required for the proposed services shall not be less than the rates of minimum wages prescribed by the Government from time to time under contract Labour (R&A) Act-1970 and the Minimum Wages Act 1948.
  10. The supervision charges, rate of wages, statutory dues and other allowances etc. under the labour law and other laws payable by the employer (the bidder) should be indicated in detail as per the enclosed (Annexure-II)
  11. The bidders are required to quote their rates both in words and figures and put their signature; they should also sign on any overwriting or any correction made in the tendered rate.
  12. The bidders while submitting tender shall furnish **notarized affidavit** with respect to legality and authenticity of the documents submitted with the tender form.
  13. Conditional tenders will not be accepted under any circumstances by the authority. EMD deposit of unsuccessful bidders will be refunded within 90 days after finalization of Tender without any interest. The EMD of the successful bidder shall be released without any interest to the Contractor on the termination of AMC.
  14. The Bank Draft/ IOI produced in relation to this tender should be drawn on any Scheduled Bank in favor of the "**Allahabad Bank**", payable at Lucknow.
  15. **RIGHT TO ACCEPTANCE OR REJECTION OF TENDERS:**
    - A. The tender is liable to be rejected inter-alia:
      - a) If it is not in conformity with the instructions mentioned in the tender paper.
      - b) If it is not properly signed by the bidder.
      - c) If it is received after the expiry of the due date and time.
      - d) If it is not accompanied by the requisite EMD and proper documents.
      - e) A list of manpower available with the firm with **qualification** must be enclosed along with the tender papers.
    - B. This office reserves the right to:
      - a) Revise the requirement at the time of placing the order.
      - b) Add/modifies, relax or waive any of the conditions stipulated in the tender specification wherever deemed necessary.
      - c) Accept/Reject any or all the tenders in part or full without assigning any reason whatsoever.
  16. **SCOPE OF WORK:** To provide Housekeeping & Maintenance Services in the Allahabad Bank Office and Residential Buildings at Hazratganj, Lucknow - 226001. Details of the job work are as under:
    - a) *To maintain cleanliness of complete premises including all rooms/halls, washrooms, toilets including wash basins / WCs / Urinals, corridors, staircase, parking areas, roads, terrace and all areas open to sky other than the gardens, etc., complete as per Bank's direction. The toilets,*



- washrooms, urinals are to be cleaned thrice in a day (Ladies washroom / toilets will be cleaned by only lady staff). The terrace region of all the Premises are to be cleaned on weekly basis.
- b) Daily cleaning/dusting of writing tables, working tables, chairs, office cubicles, photocopier machines, fax machine, printers etc.
  - c) Periodic cleaning of window panes to remove dust.
  - d) Weekly cleaning of all the ceilings to remove cobwebs.
  - e) Moving/shifting of articles like tables, chairs, display boards, other materials etc., as and when required within the area/floors of same buildings or adjacent buildings.
  - f) Weekly cleaning of the drains around the building to prevent them from choking.
  - g) Daily disposal of Debris, Garbage & other wastes collected from both the above mentioned buildings to contractors dump ground / place earmarked by LMC.
  - h) Fortnightly cleaning of the vacant flats, if any.
  - i) Any other work related to housekeeping & maintenance as instructed by Bank as and when required.
17. The Contractor shall make all the arrangements for carrying out the work as per the scope of work, the employer will not provide any kind of assistance in the form of men / material. The Contractor shall not assign or sublet any portion of the contract except with the written consent of the Employer.
  18. The Contractor shall ensure that the workers employed have not been convicted by a court of law/ do not have criminal record or criminal proceeding against them. Full Bio-Data including passport size photograph of each employee/ labour employed for the job shall be submitted to the Bank.
  19. The Contractor shall issue identity cards/ badges and uniform to his employees / workers / labourers.
  20. The Contractor will take responsibility for the conduct and good behavior of his employees / workers / labourers and if any complaint is received against them, the Contractor shall arrange for his / her immediate removal and replacement from the Bank's Premises.
  21. The Contractor shall ensure that the workers / labourers employed by him do their work faithfully and fittingly. Supervisor appointed by the Contractor shall conduct the surprise visits on a regular basis inside the Premises to ensure that the staffs are working properly.
  22. The Contractor shall use good quality materials for treatment so that the said premise remains in hygienic and healthy condition. In case the Bank is not satisfied with the quality of material used, the same should be changed / replaced immediately by the Contractor. Contractor will submit the delivery challan for cleaning material delivered to each site on monthly basis to Bank.
  23. The payment will be made on monthly basis after satisfactory completion of work duly acknowledged by the concerned official.
  24. **The rate shall remain firm during the currency of the Contract and the Contractor shall not seek any kind of increase in the agreed charges during the Contract Period. However, Bank will have discretion to increase / decrease the outsourced manpower in the Premises depending upon the requirement in future and correspondingly, the monthly payment will increase / decrease in the same proportion.**
  25. The statutory charges will be proportionately varied as and when, the minimum wages / GST / any other statutory charges, taxes, etc are revised by Labour Commissioner / Statutory Authority , such revised rates will be binding on both the parties.
  26. Payment by Contractor to Contract Workers :
    - Tenderer is advised to ensure payment of wages to all the employees including contract workers only through bank account.
    - Being a principle employer, the Bank shall be at liberty to call upon the tenderer to submit the evidence in respect of complying with this condition at Bank's discretion.
    - Photocopy of wage slips duly signed by the Contractor and countersigned by each labour to be submitted to the Bank.



- The Contractor will have to comply with the provisions of the Minimum Wage Act and other statutory obligations and submit proof of the same to Bank every month.
  - Labourers / Workers if deployed on National Holidays shall be compensated appropriately by the Contractor and the charges / expenditure for the same are to be borne by the Contractor
27. The firm awarded the Contract will be solely responsible for the risk involved during the discharge of duties by his workers. The employer accepts no liability towards helper / labour deployed by the Contractor. All the safety measures as per the safety code shall be strictly adhered.
28. The working hours shall be 8:00 am to 4:00 pm i.e 8 working hours (including 30 minutes lunch break), 6 working days in a week, 26 days in a month. However, the Bank reserves the right to bring some variation in working hours for some workers if required. Weekly holiday must be given to all the Housekeeping Staff with an alternative arrangement as per statutory requirement without affecting the services. No extra payment will be considered other than the rates quoted by the firm. Similarly, leave must be given to the workers as per the labour laws.
29. In case of breach of these conditions, the employer may serve the notice in writing on the Contractor rescinding the contract whereupon the security deposit shall stand forfeited to the Employer.

I have read and understood all the instructions/conditions given above and I have taken into account the above instructions/conditions while quoting the rates.

(Signature of the Tenderer with Seal)



## Annexure I

### PROFORMA FOR TECHNICAL BID

S.N.	Particulars	To be filled in by the Tenderer
1	Name of the Agency	
2	Details of EMD	
	(i) Amount	
	(ii) Draft No/IOI No.	
	(iii) Date	
	(iv) Issuing Bank	
3	Date/year of establishment of the agency	
4	Detailed office address of the Agency with Office Telephone Number, Fax Number and Mobile, email address	
5	Whether registered with and holding license from all concerned Government Authorities including registration under Contract Labour (Regulation & Abolition) act 1970. (Copies of all certificates of registration to be enclosed.)	
6	PAN/TAN Number( copy to be enclosed)	
7	Labour License Number (copy to be enclosed)	
8	GST Registration Number (if applicable) (copy to be enclosed)	
9	EPF Registration Number (copy to be enclosed)	
10	ESI Registration Number (copy to be enclosed)	
11	Whether the firm is blacklisted by any Government Department or any criminal case is registered against the firm or its owner/partners anywhere in India? (If no, a certificate or undertaking is to be attached in this regard.)	
12	Length of experience in the field	



13	Experience in dealing with Govt. Departments (Indicate the names of the Departments and years of dealing with those Departments and attach copies of contract/work orders placed on the agency.)	
14	Whether satisfactory services providing certificates from previous clients are enclosed (Give name/address & telephone/mobile nos. of previous clients)	
14	Whether duly signed tender papers, showing acceptance of terms and conditions are attached?	
15	Whether agency profile is attached?	
16	Whether qualification of semi skilled / skilled peoples to be deployed for Bank's above work is mentioned & necessary certificates are enclosed?	
17	Whether required Notarised affidavit, undertakings enclosed?	

**Name and Signature of Tenderer with Seal**





**ANNEXURE- II**

**FINANCIAL BID**

<b>S.NO</b>	<b>PARTICULARS</b>	<b>UN-SKILLED LABOUR</b>
	<b>FIXED AMOUNT</b>	<b>(A)</b>
1	BASIC + VDA (As per Minimum Wages) for 26 days @ Rs.584/- per day	15184
2	Employees State Insurance (ESI) @ 3.25% of S.No 1	493.48
3	EPF @ 12% of S.No 1(Upto Rs.15000.00)	1800.00
4	Employees Deposit Linked Insurance (EDLI) @ 0.5% of S.No 1 (Upto Rs.15000.00)	75.00
5	Bonus @ 8.33% of S.No 1	1264.83
6	ADM Charges @ 0.5% of S.No 1 (Upto Rs.15000.00)	75.00
7	Sub – Total A (1 to 6)	<b>18892.31</b>
<b>8</b>	<b>Manpower Required</b>	<b>4</b>
9	Total Amount	75569.24
10	Fixed Amount per month	75569.24
	<b>PRICE BID</b>	
11	Overhead + Service Charge	@____% of S.No 10 = Rs._____
12	Taxable Amount (10+11)	
13	GST @ 18%	
14	Gross Amount per month	

***\*This price bid is inclusive of the cleaning materials required in the housekeeping / cleaning / sweeping and maintenance of the Premises.***

We hereby confirm that charges of any other nature, attributing to the performance of duty shall be borne by the Agency and cannot be claimed from the Bank, during and / or after the contract.

We further confirm that the Basic + VDA quoted above is not less than the current minimum wages stipulated by the Ministry of Labour & Employment, GOI and that other mandatory charges i.e EPF, ESI, EDLI & Bonus, etc are in conformity with the provisions of the respective acts. We also confirm that the price bid will be rejected if any of the above rates and percentage is not in compliance with the respective statutory laws.

Address & Contact No -

(Signature of tenderer with seal)