

Housekeeping Services at PNB Staff Training Centre, Delhi:  
at 8- Underhill Road, Civil Lines, Delhi - 110054

---

**PUNJAB NATIONAL BANK**  
**STAFF TRAINING CENTRE, DELHI**

**TENDER DOCUMENT**  
**(PART A & B)**

FOR

**Annual Maintenance Contract of Housekeeping Services at PNB Staff  
Training Centre, Delhi : At 8- Underhill Road, Civil Lines, Delhi -110054**

Issued by Punjab National Bank  
Staff Training Centre, Delhi

**Contact Person**

**Shri N. K. S. Bais**  
**Chief Manager**  
**Punjab National Bank**  
**STC-Delhi, 8 - UNDERHILL ROAD,**  
**CIVIL LINES, DELHI-110054**  
**Mob: 9826194065**  
**E-mail: csc@pnb.co.in**

Housekeeping Services at PNB Staff Training Centre, Delhi:  
at 8- Underhill Road, Civil Lines, Delhi - 110054

---

**TENDER DOCUMENT**

**PART A - TECHNICAL BID**

<b>Name of work</b>	:	<b>Annual Maintenance Contract for Housekeeping Services at Staff Training Centre, Delhi.</b>
<b>Estimated Cost</b>	:	<b>Rs. 48, 39,463/- + GST (Rs. Forty Eight Lakh Thirty Nine Thousand Four Hundred Sixty-Three only + GST)</b>
<b>Earnest Money</b>	:	<b>NIL</b>
<b>Security Deposit</b>	:	<b>3 % of Contract value (Annual)</b>
<b>Period</b>	:	<b>Twenty four (24) Months extendable for twelve months subject to satisfactory annual performance review</b>
<b>NIT No.</b>	:	<b>_____</b>
<b>Cost of Tender Document -</b>		<b>Rs. 5,000.00+ GST @18 % (Rs. Five thousand + GST @18% only)</b>

**LAST DATE FOR SUBMISSION OF BID DOCUMENT: 20.06.2021 Up to 14.00 Hrs.**  
[Eligibility cum Technical (Part- A) & Commercial (Part- B)]

Housekeeping Services at PNB Staff Training Centre, Delhi:  
at 8- Underhill Road, Civil Lines, Delhi - 110054

---

**INDEX**

<b>Sl. No.</b>	<b>Description</b>	<b>Page No</b>
1	Notice Inviting Tender	4-6
2	Tender Notice	7
3	Instructions to Bidders & eligibility Criteria	8- 13
4	Introduction & Location of Work Site	14
5	Scope of Services	15-22
6	Special Terms & Conditions	23-25
7	Compliance of Laws	26-28
8	Evaluation Criteria	28
9	Arbitration	29
10	Force Majeure	29
11	Duration & Extension of Contract	30
12	Termination of Contract	30-31
13	Amendment of Bidding Documents	31
14	Govt. & Local Rules	32
15	Taxes & Duties	32
16	Security Deposit & Refund of Security Deposit	32
17	Dismissal of Workmen	33
18	Assignment	33
19	Labour Record	33
20	Duration of Contract	33
21	Other Safety Measures	33
22	Principal to Principal Relationship	33
23	Severability Clause	33
24	Non-disclosure Clause	33
25	Payment Terms	34
26	Instructions to Bidders	35-36
27	Evaluation Criteria	37
28	Annexures (I to VII)	38-45
29	Bid Security Declaration Form	46
30	Commercial Bid	47

Housekeeping Services at PNB Staff Training Centre, Delhi:  
at 8- Underhill Road, Civil Lines, Delhi - 110054

---

**NOTICE INVITING TENDER**

**Reg: Annual Maintenance Contract for Housekeeping Services at Staff Training Centre, Delhi: at 8- Underhill Road, Civil Lines, Delhi - 110054**

Punjab National Bank (PNB) invites E-tenders (two bid system) for Annual Maintenance Contract for Housekeeping Services at Staff Training Centre, Delhi: at 8 – Underhill Road, Civil Lines, Delhi from the experienced contractors/Service Providers/ reputed firms (proprietary/partnership)/ Company/LLP/ organization registered in India under Companies Act or relevant law, **who fulfil the eligibility criteria** mentioned in tender documents.

The estimated cost of work is Rs. 48, 39,463/- (Rs. Forty Eight Lakh Thirty Nine Thousand Four Hundred and Sixty Three only). GST shall be paid extra as applicable. The tender cost fee is **Rs. 5,000/- + GST @ 18%** and EMD is **NIL**

Commencement of Tender download is from 03.06.2021, 1600 hrs. Last date for downloading tender documents, bid preparation and hash submission is 19.06.2021 till 1500 hrs. Last date for re-encryption and bid submission is 20.06.2021 till 1400 hrs.

The Tender Documents containing detailed terms & conditions can be downloaded online directly from the portal <https://etender.pnbnet.in> or <https://pnbindia.in> as per tender schedule attached and shall be submitted online.

The Bidders intending to participate in this tender are required to get enrolled on the bank's website i.e. <https://etender.pnbnet.in> . Enrolment on the above mentioned website is mandatory.

**Please note that bid preparation and hash submission and bid submission is compulsory activity, failing which bidder will not be able to submit the bids online. Re-encryption with digital signature is a compulsory step, failing which the online bid, submitted by bidder, won't be considered for bid opening. The bidders are requested to read the user manual available on website <https://etender.pnbnet.in> before initiating the process of E-Tendering.**

As the bids of the Bidders have to be digitally signed by the Digital Certificate of the respective Bidder before submitting the bids online, the bidders are advised to obtain Digital Certificates in order to bid for the tender.

Standardized documents may be downloaded from the –Corrigendum / Addendums\section of the above mentioned portal up to 15:00 Hrs. on 19.06.2021 after clarification on queries through Pre bid meeting. No deviation on the above will be entertained by the bank there after.

Based on the clarification of conditions by the bank, the intending bidder will submit their unconditional acceptance on the prescribed format along with tender document.

## Housekeeping Services at PNB Staff Training Centre, Delhi: at 8- Underhill Road, Civil Lines, Delhi - 110054

---

### **Submission of Tender**

Bidders are required to submit their bids in the three envelope system as detailed under:

#### **Envelope No.1- Tender Cost**

#### **Envelope No. 2 – Technical Bid**

Envelope 1 & 2 (documents as stated above) shall be submitted in an envelope, which shall be super scribed “**Annual Maintenance Contract for Housekeeping Services at Staff Training Centre, Delhi: at 8 – Underhill Road, Civil Lines, Delhi -110054**”

The bidder should also submit attested copy of following documents in Technical Bid:

1. PAN No.
2. ESI & EPF Registration
3. GST Registration No.
4. Audited Balance sheet & ITR for the last 3 years along with Profit & Loss statement
5. Letter of submitting tender
6. Supporting documents as per Eligibility Criteria
7. Performance/ Completion Certificate from clients
8. Bidder Information (Annexure I)
9. Acceptance of Compliance Statement (Annexure II)
10. Power of attorney/ board resolution in favour of authorized person signing the Bid documents, if applicable.
11. Company's profile on the letter head bearing full address and it must contain the above details along with self-attested proof of all the KYC documents in respect of Proof of Identity of Proprietor/ Partners/ Directors/ Authorized Signatory Person & Proof of Address for Registered Office/ Manufacturing Unit/s, etc
12. Certificate of incorporation/ Registration & Partnership Deed (if applicable).

### **Commercial bid**

1. Commercial bid shall be submitted online only. **No physical copy of commercial bid shall be submitted by bidder along with tender documents.** Submission of Commercial Bid by any mode, other than online on our e-tendering website <https://etender.pnbnet.in> shall not be accepted under any circumstance and the bid shall be summarily rejected.

2. The bidder is expected to quote rate/ amount after careful analysis of cost involved considering all specifications and conditions of contract. In case it is noticed that the rates quoted by the bidder are unusually high or unusually low, it will be a sufficient ground for rejection of the tender unless the reasonableness of the rates is convincing. For scrutiny, the analysis for such rates is to be furnished by the bidder on demand. The bidder may be barred/ black-listed from participating in Banks future tenders for one year or more depending upon Bank's discretion.

3. The commercial bid of technically eligible bidder who meets the eligibility criteria stipulated in tender documents will be opened online in the presence of participated or representatives of participated bidders. Date for opening of commercial bids will be intimated later through mail/post/courier or any other means.

Housekeeping Services at PNB Staff Training Centre, Delhi:  
at 8- Underhill Road, Civil Lines, Delhi - 110054

---

4. All disputes arising out of or in connection with this agreement shall deem to have arisen in Delhi and only the courts of Delhi shall have the jurisdiction to determine the same.
5. Sealed tenders as above will be received by the office of Chief Manager (Admin), Punjab National Bank, Staff Training Centre - Delhi, 8 – Underhill Road, Civil Lines, Delhi-110054 up to **1400** hours on 20.06.2021 (Tender Cost **Rs. 5,000/-** + GST @18 % along with related document) and will be opened on 20.06.2021 at 1500 Hrs.
6. Tenders received late on account of any reason whatsoever and telegraphic tenders will not be entertained. The tender not accompanied by the Tender Cost to be deposited through Demand Draft in favour of Punjab National Bank payable at Delhi are liable to be rejected as non-responsive.
7. The bidder has to submit deficit documents (if any) within three working days from the written communication by the bank failing which his bid will not be considered.
8. Bidders are not allowed to withdraw from bidding process after submission of bids.
9. Each bidder acknowledges and accepts that the Bank may, in its sole and absolute discretion, apply whatever criteria it deems appropriate in the selection of bidder, not limited to those selection criteria set out in this TENDER document. The issuance of tender document is merely an invitation to offer and must not be construed as any agreement or contract or arrangement nor would it be construed as any investigation or review carried out by a bidder. The bidder unconditionally acknowledges by submitting its response to this tender document that it has not relied on any idea, information, statement, representation, or warranty given in this TENDER document.
10. The Bank will not be bound to accept the lowest tender and reserves the right to accept or reject any or all the tenders without assigning any reasons whatsoever.
11. PNB reserves the right to accept or reject any bid and annul the bidding process or even reject all bids at any time prior to issuance of award letter, without thereby incurring any liability to the affected bidder or bidders or without any obligation to inform the affected bidder or bidders about the grounds for the PNB's action
12. Bidder is advised to inspect the building before submission of their offer.

Yours faithfully,

FOR & ON BEHALF OF PUNJAB NATIONAL BANK

**Chief Manager**

Housekeeping Services at PNB Staff Training Centre, Delhi:  
at 8- Underhill Road, Civil Lines, Delhi - 110054

---

**STAFF TRAINING CENTRE, DELHI  
8 – UNDERHILL ROAD, CIVIL LINES, DELHI -110054**

**Tender Notice (Housekeeping Services)**

**Punjab National Bank invites online bids from reputed /eligible housekeeping contractors for Annual Maintenance Contract of Housekeeping Services for Staff Training Centre, Delhi at 8 – Underhill Road, Civil Lines, and Delhi 110054.**

Necessary tender documents may be downloaded from our bank's e-Procurement website <https://etender.pnbnet.in> or <https://pnbindia.in> Bidders have to pay a non-refundable tender document fee of Rs. 5,000+ GST@ 18 % (INR 5900.00) (exempted for firms registered under MSEs) in form of Demand Draft in favour of Punjab National Bank, Delhi at the time of submission of bids.

Date of pre bid meeting is 10.06.2021 at 11.00 Hrs

Last date for downloading the tender document is 19.06.2021 up to 15:00 hrs.

Last date for Bid Preparation and Hash Submission is 19.06.2021 up to 15:00 hrs.

Last date for re-encryption and online Bid Submission is 20.06.2021 up to 14:00 Hrs.

Date of technical Bid opening is 20.06.2021 from 15:00 hrs

Please note that hash preparation is compulsory activity, failing which bidder will not be able to submit the bids. The Bank reserves the right to accept/reject any or all the offers submitted in response to this advertisement without assigning any reason whatsoever.

**Chief Manager**

Housekeeping Services at PNB Staff Training Centre, Delhi:  
at 8- Underhill Road, Civil Lines, Delhi - 110054

**BID DETAILS FOR AMC OF HOUSEKEEPING SERVICES AT STAFF TRAINING CENTRE, DELHI, AT 8 – UNDERHILL ROAD, CIVIL LINES, DELHI – 110054**

<b>TENDER ENQUIRY</b>	<b>PNB/ GSAD/ STC DELHI/ HOUSEKEEPING/ AMC/ 2020-21</b>
Date of Initiating Bidding Process	03.06.2021 from 16:00 Hrs
Pre bid meeting	10.06.2021 at 11.00AM
Last date and time for downloading the tender documents, bid preparation and hash submission	19.06.2021 till 15:00 Hrs
Close for Technical and Commercial bid	19.06.2021 from 15:01 Hrs to 16:00 Hrs
Last date and time for submission of bids online and re-encryption <b>and</b> Submission of physical bids along with Supporting documents.	19.06.2021 from 16:01 Hrs to 20.06.2021 till 14:00 Hrs.
Date and time for opening of technical bid	20.06.2021 from 15:00 Hrs.
Date and time for opening of commercial bids	Will be informed later
Place of opening of Bids	Punjab National Bank, Admin Wing, Staff Training Centre, 8, Underhill Road, Civil Lines, Delhi- 110 054
Address for Communication	Chief Manager (Admin), Staff Training Centre, Punjab National Bank, 8, Underhill Road, Civil Lines, Delhi- 110 054 Mob: 9826194065 Ph: 011- 23920308 <b>Email: <u>csc@pnb.co.in</u></b>
Site for downloading and submission of tender	The prospective bidders may download the tender documents from our e- procurement website at <a href="https://etender.pnbnet.in">https://etender.pnbnet.in</a>
EMD	NIL



**Housekeeping Services at PNB Staff Training Centre, Delhi:  
at 8- Underhill Road, Civil Lines, Delhi - 110054**

Cost of tender (Non Refundable)	Rs. 5,000.00+GST @18% (Rs. Five Thousand + GST @ 18% only) in the form of Demand Draft drawn in favour of Punjab National Bank, payable at Delhi. The DD should be submitted In a single envelope super scribed Cost of Bid document For HOUSEKEEPING SERVICES AT STAFF TRAINING CENTRE, DELHI AT 8- UNDERHILL ROAD, CIVIL LINES, DELHI -110054.
---------------------------------	--

**Note:**

1. Technical Bids will be opened online as well as in physical form but Commercial bid will be opened online only. Bidders may view the details through their terminal using their e-procurement [https:// etender.pnbnet.in](https://etender.pnbnet.in) registration login.
2. Any Bidder, who wish to participate in this tender and not registered earlier in our e-procurement site, would have to register with our e-procurement site.
3. All the technical supporting documents should be given in physical form only. However, Commercial Bid should be submitted only online in our e-procurement website.
4. The Agency will be responsible for payment of wages and other dues and compliance of all statutory provisions related to minimum wages, labour laws etc. applicable to the workers deployed by them in this Office. Any penalty for failure / negligence on this part shall be the responsibility of the Agency.

Housekeeping Services at PNB Staff Training Centre, Delhi:  
at 8- Underhill Road, Civil Lines, Delhi - 110054

**INFORMATION AND INSTRUCTIONS FOR BIDDERS FOR e-TENDERING  
FORMING PART OF NIT (Applicable for inviting tenders on 2 bid system)**

Punjab National Bank, Staff Training Centre - Delhi, 8 –Underhill Road, Civil Lines, Delhi - 110054 invites on-line bids from the experienced contractors/Service Providers/ reputed firms (proprietary/partnership)/ Company/LLP/ organization registered in India under Companies Act or relevant law, in two bid system (Technical and Commercial) for the following work:

S. No.	NIT No.	Name of Work & Location	Estimated Cost put to tender (Annual)	Earnest Money	Period of Contract	Last date & time of submission of technical and Commercial bids	Period during which EMD, Cost of Tender Document and other documents shall be submitted	Time & date of opening of technical bid	Time & date of opening of Commercial bid
1	2	3	4	5	6	7	8	9	10.
1.		Housekeeping Services of Staff Training Centre, Delhi : at 8- Underhill Road, Civil Lines, Delhi - 110054	(Rs. Ninety Thousand Four Hundred Sixty Three only + GST) <b>Rs. 48,39,463/- + GST</b>	NIL	Twenty four months(24) extendable for 12 months subject to satisfactory annual performance review	20.06.21  Upto 14.00Hrs	20.06.21  Upto 14.00Hrs	20.06.21  15.00 Hrs	Date and time shall be intimated to successful technical bidders Separately

Tender form and other details can be obtained from bank's website  
**<https://pnbindia.in> or <https://etender.pnbnet.in>**

Housekeeping Services at PNB Staff Training Centre, Delhi:  
at 8- Underhill Road, Civil Lines, Delhi - 110054

---

**Eligibility Criteria for House Keeping**

1. Experienced contractors/Service Providers/ reputed firms (proprietary/partnership)/ Company/LLP/ organization registered in India under Companies Act or relevant law, who fulfil the following criteria whether registered with the Bank or not shall be eligible to apply. Joint ventures are not accepted.
  - a) Should have experience of successfully completed similar works during last 7 years ending last day of the month **May 2021**.
    1. Three similar works each costing not less than **Rs. 19.36 lakh** or two similar works each costing not less than **Rs. 24.20 lakh** or one similar work costing not less than **Rs.38.72 lakh** in a reputed institution(s) with hostel facility where regular daily services are being rendered.
    2. The period/duration of contracts shall not be less than one year.
    3. Cost of Work means gross value of the completed work including the cost of materials supplied by Government/Client but excluding those supplied free of cost.

Similar work shall mean Annual Maintenance contract for Housekeeping works, cleaning of the Office/Hostel/Institutional Building. The value of work shall be brought to current costing level by enhancing the actual value of work at simple rate of 7% per annum calculated from the date of completion of last date of receipt of application for bids.
  - (b) Should have had average annual financial turnover of **Rs. 14.52 Lakh** during the last three years ending **31st March 2020** (Scanned copy of Audited Balance Sheet to be uploaded)
  - (c) Should not have incurred any loss in more than two years during the last five years ending **31st March 2020. (Audited Profit & Loss statement of last 3 years)**
  - (d) Should have a solvency of **Rs 10 Lakh** (Scanned copy of original solvency to be uploaded) (Note:- Banker should be any of the schedule Bank as per RBI Act) and should not have been declared insolvent or no insolvency proceedings should be going on in any court of law as on date of submission of commercial bid and during the currency of contract.
  - (e) Willing firms/Service Providers are essentially required to submit following along with application.
    - a. Cost of bid document
    - b. –No Dues Certificate from Department of GST that up to date returns have been filed to the Department of GST along with the copies of such returns submitted to the Department of GST.
    - c. Proposer should have all the requisite permissions, licenses, authority and otherwise be competent to carry out such transactions and should have all the requisite PAN No, TIN No, GST No. as applicable.

Housekeeping Services at PNB Staff Training Centre, Delhi:  
at 8- Underhill Road, Civil Lines, Delhi - 110054

---

- d. The bidder shall be responsible for all costs associated with preparation of their proposals.
- h) The eligibility-cum-Technical bid shall be opened first on due date and time as mentioned. Time and date for opening of Commercial bid of Service Providers who qualify eligibility-cum-technical bid shall be communicated to them at a later date through mail/post/courier or any other means.
- i) Bank reserves the right to verify the particulars furnished by the firms/Service Providers independently.
- j) Bank also reserves the right to reject any application without assigning any reason.
- 1. The bid document consisting of plans, specifications, schedule of quantities of various types of items to be executed and the set of terms and conditions of the contract to be complied with and other necessary documents except Standard General Conditions of Contract Form can be seen on website [www.pnbindia.in](http://www.pnbindia.in) or <https://etender.pnbnet.in> free of cost.
- 2. Those bidders not registered on the website mentioned above, are required to get registered beforehand. The intending bidder must have valid class-II/ III (Signing + Encryption) digital signature to submit the bid. Consultant should satisfy themselves about their eligibility before applying.
- 3. **Cost of Bid Document - Rs. 5000+ GST @ 18% (Rs. Five Thousand + 18% GST) -**  
In form Demand Draft, drawn in favour of PUNJAB NATIONAL BANK, Delhi and Cost of Bid Document shall be placed in single sealed envelope superscribed as — Cost of Bid Document with name of work and due date of opening of the bid also mentioned thereon.
- 4. Firms registered under MSEs would be exempted from submission of tender fee/cost and payment of Earnest money.

**Other terms and conditions:-**

- 1 This tender document is not a recommendation, offer or invitation to enter into a contract, agreement or any other arrangement, in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between the Bank and any successful vendor as identified by the Bank, after completion of the selection process as detailed in this document. Subject to any law to the contrary, and to the maximum extent permitted by law, Bank disclaim all liability from any loss, claim, expense (including, without limitation, any legal fees, costs, charges, demands, actions, liabilities expenses or disbursements incurred therein or incidental thereto) or damage (whether foreseeable or not) (–Losses) suffered by any person acting on or refraining from acting because of any presumptions or information (whether oral or written and whether express or implied), including forecasts, statements, estimates, or projections contained in this tender document or conduct ancillary to it whether or not the Losses arises in connection with any ignorance, negligence, casualness, disregard, omission, default, lack of care, immature information, falsification or misrepresentation on the part of Bank or any of its directors, officers, employees, contractors, representatives, agents, or advisers.

Housekeeping Services at PNB Staff Training Centre, Delhi:  
at 8- Underhill Road, Civil Lines, Delhi - 110054

---

- 2 This document is meant to provide information only and upon the express understanding that the recipients will use it only for the purpose set out herein. The Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations on any claim the potential bidder(s) may make in case of failure to understand the terms and requirements of this tender and respond to the tender.
- 3 Bank reserves right of deviation or change in this document. Whenever any change, amendment, alteration or deletion in the terms of tender document is warranted it will be notified on Bank's website before last date of downloading of tender document.
- 4 This document constitutes no form of commitment on the part of the Bank.
- 5 No binding legal relationship will exist between any of the Recipients and the Bank until execution of a contractual agreement to full satisfaction of the Bank.
- 6 A Recipient will, by responding to the Bank's tender/tender document, be deemed to have accepted the terms as stated in this document.
- 7 This document and services hereunder shall be governed by and construed and enforced in accordance with the Laws of India and only the courts in Delhi shall have exclusive jurisdiction for any dispute arising out of as in relation to this tender.
- 8 The Annexure I and II to be signed by the bidder.

# Housekeeping Services at PNB Staff Training Centre, Delhi: at 8- Underhill Road, Civil Lines, Delhi - 110054

---

## **1. Introduction**

This document describes the Scope of Work for AMC of Housekeeping Services, for Punjab National Bank, Staff Training Centre, Delhi at 8 – Underhill Road, Civil Lines, Delhi – 110054.

The building has total approx. floor area of 1, 31,000 Sq Feet. Work involves housekeeping, maintenance and gardening of entire Centre premises occupied by the Bank at 8-Underhill Road, Civil Lines, Delhi-1100 54. Centre premises broadly comprise of the following:-

### **Hostel Block at 1<sup>st</sup> and 2<sup>nd</sup> floor of the premises; and Centre Block at Ground Floor and basement of the premises.**

- i) Hostel Block consists of 48 rooms having double beds in each room with attached bathroom/toilets.
- ii) Centre block has at its GF, four lecture halls, two dining halls, one auditorium, administrative room, Discussion Rooms/faculty rooms, Conference Room, Executive Chambers, Doctor's Room, kitchen, reception counter, etc.
- iii) Faculty rooms/discussion rooms situated at 1<sup>st</sup> floor.
- iv) At the basement, there is one Library & Reading Room, 2 vacant halls, stores for keeping office records / consumable items, one recording room, etc.

The building is regarded as a heritage building. The Staff Training Centre, Delhi is regarded as Centre of Excellence and to be maintained as per the highest quality of ambience and infrastructure.

### **Note:**

The General/Standard provisions of the contract shall be read in consonance with the Special Terms & Conditions and in case of any inconsistencies or contradictions between them, Special Terms & Conditions shall have precedence over the General/Standard provisions.

## **2. Location of the work site**

The detail of service location under this tender/contract is as detailed hereunder:

---

**Punjab National Bank,  
Staff Training Centre, Delhi  
8 – Underhill Road,  
Civil Lines,  
Delhi - 110054**

## Housekeeping Services at PNB Staff Training Centre, Delhi: at 8- Underhill Road, Civil Lines, Delhi - 110054

---

### **3. Scope of Housekeeping services**

---

The Scope of work of Housekeeping services at the Punjab National Bank, Staff Training Centre, Delhi at 8 – Underhill Road, Civil Lines, Delhi - 110054 will include following broad services, which have been further described in detail in this scope of work:

Notwithstanding anything to the contrary in the Scope of Work expressed or implied, the successful Bidder/Service Provider shall remain at all times exclusively responsible to provide all materials, personnel, equipment and other resources, that are needed to ensure that contractual obligations are fulfilled.

The Bidder shall physically acquaint himself with the site of work, with the housekeeping and other jobs as per the scope of work mentioned herein and also verify the approach roads, working space available etc. at the location, before submitting the quotation.

Housekeeping services as detailed hereunder are intended to be provided for the total building and complete cleanliness and maintenance of the premises cited above:

High quality cleanliness standards shall be maintained in the premises through scheduled and need-based cleaning and maintenance of the office premises (as mentioned hereunder) including rooms, cabins, lobbies, reception area, common areas, gym, floors, walls, art-works, kitchen, corridors, passages, ceilings, terrace, basements, parking area, surrounding areas, grills, railings, doors, windows, glasses, mirrors, fixtures & fittings, including lights and fans etc., (This is illustrative only, not exhaustive)

**This contract shall be awarded by PUNJAB NATIONAL BANK, for services of Housekeeping in entire building, water bodies, solar panels etc. Detailed services in the contract shall have the following components:**

The Service Provider shall be responsible to engage manpower as per requirement to keep the entire building, garden, lawn, etc. cleaned round the clock. The housekeeping works shall be continued throughout the day. However the major sweeping, cleaning, moping, disposal of waste etc. should invariably be completed before or after the office hours and cleaning of floor at office building shall be done continuously throughout the day. Apart from that, during special events, if required, additional service shall be provided by the Service Provider without any extra cost as per requirement of Bank.

Notwithstanding anything to the contrary, in the Scope of Work expressed or implied, the Service Provider shall remain at all times exclusively responsible for providing all materials, personnel, equipments etc. that are needed to ensure that contractual obligations are fulfilled.

#### **Details of Work to be performed:**

3.1 The housekeeping and maintenance services contract shall be for the entire Centre premises occupied by Punjab National Bank, Staff Training Centre, Delhi, at 8 - Under Hill Road, Civil Lines, Delhi -110054.



**Housekeeping Services at PNB Staff Training Centre, Delhi:  
at 8- Underhill Road, Civil Lines, Delhi - 110054**

---

- 3.2 The measures for Housekeeping & maintenance should be pro-active, anticipatory and preventive and should be capable of handling any emergent situation also.
- 3.3 The contractor shall provide specified manpower (**as per the annexure 1 enclosed**) for upkeep and maintenance of basement & all floors including Hostels rooms Administrative and reception room, kitchen, dining hall, faculty Blocks, Lecture Halls, Training Section, Library, Reading room, Gym, stationery rooms, server rooms, record rooms, terraces, balconies, Discussion Rooms, Recreation Rooms, Doctor's Room, other rooms, Computer labs, Auditorium and floor areas i.e. lobbies, corridors, staircases, toilets etc. and the entire open areas inside the complex and up to 15 feet outside the complex (excluding horticulture work) at his own cost for all the days of the week. The contractor shall also ensure to perform the following activities for excellent housekeeping services:-
- 3.3.1 Rooms' upkeep and taking luggage to Rooms at the time of check-in and bringing it down at the time of checkout (if required). Check-in & Check-out of candidates etc. handing and taking over of room keys, attending incoming calls and passing these to the concerned candidates, officials etc., maintenance of plants and their placement, Sound
  - 3.3.2 Systems, Lighting Systems, Sign Boards, Water Coolers, Aqua-guards, RO, Electrical cables, Fans, Fixtures, Fittings, Water Heaters, Room Heaters, Computer equipments etc. and preparation of folders with training materials and other logistic support etc.
  - 3.3.3 The Contractor shall be responsible for specialized maintenance and upkeep of the furniture, fixture, mattresses, and pillows with cover, blankets, towels, bedroom linen, electricity fittings, and bathroom fittings etc of the residential rooms and bathrooms of the hostel / guest rooms.
- 3.4 The contractor shall arrange daily cleaning of the entire complex **as specified in annexure 2**. Even if a room is not being used, the dusting/cleaning should be done as per schedule. This should be strictly adhered to without fail.
- 3.5 The contractor shall arrange cleaning of all toilets / sanitary wares with 1<sup>st</sup> marked grade phenyl and detergents. One bathing soap (Dettol/Medimix/pears) and liquid hand-wash, Napthalene balls, paper napkins, toilet paper rolls, Big size Odonil, rat kill cakes to be always made available in each & every room, toilet & cup-board by the contractor at his cost, and also to ensure that the supply which gets exhausted, is immediately replenished.
- 3.6 The Contractor shall ensure that cleaning material used by him is such that the same does not damage the floors, fitting etc. The cleaning material brought by the contractor shall be subject to checking by the bank staff.
- 3.7 The contractor shall maintain/upkeep all the beds in the hostel / guest rooms, and replace all the Linen relating to Bed room and bathroom i.e. bed sheets, bed covers, pillow covers, bath towels and hand towels etc. thrice a week, on Sunday, Tuesday, Thursday or a day before commencement of new training programme and/or the hostel / guest rooms which are vacated by occupant even after single day or/and night stay, whichever is earlier. The Linen i.e. Bed sheets, bed covers, hand towel and bath towels, pillow covers and blankets will be supplied by the bank. The contractor shall keep proper account of aforesaid items and arrange for their regular cleaning, washing, ironing etc. The Contractor shall maintain high standard quality of cleaning viz. Harpic etc, washing & Ironing of the aforesaid item to



**Housekeeping Services at PNB Staff Training Centre, Delhi:  
at 8- Underhill Road, Civil Lines, Delhi - 110054**

---

the satisfaction of Centre. The contractor shall be solely responsible for any short/theft of the aforesaid item. The cost of all this work shall be borne by the contractor.

- 3.8 The contractor shall provide, at his cost, Big size odonil in the Almirah, two big cakes of soaps, one liquid hand wash, toilet paper rolls, paper hand towels, mosquito liquid repellent, rat kill cakes in each & every hostel room at all times in adequate quantity.
- 3.9 The contractor shall arrange refilling of filtered drinking water in flasks etc. which will be provided by the Centre in the Hostel rooms, Guest rooms, Administrative block, Training Block, faculty rooms etc. The contractor shall also provide mosquito liquid repellent (goodnight advance or all-out) in these places every day, at his cost.
- 3.10 All the machines, equipments, materials, articles, tools etc. required for House Keeping, maintenance, up keep, cleanliness, Hygiene etc. including for wet scrubbing, wet mopping, wet/dry vacuum cleaning and machine for cleaning water bodies will be provided/arrange by the contractor. All these things etc. to be of high quality and duly approved by the Centre. They must be in good working order at all times.
- 3.11 The contractor shall ensure a very high standard of house- keeping and maintenance of the entire complex at all times, with due regard to hygiene and cleanliness. The contractor shall ensure that waste material, all garbage including stale flowers is removed from the premises daily and dispose it off in the nearest MCD garbage bin without any extra charges.
- 3.12 The contractor shall ensure opening and proper locking of all rooms in Hostels and all other blocks and the contractor shall be responsible for any breakage, pilferage of any fixture and/or furniture, equipment, etc.
- 3.13 The contractor shall be responsible for any loss due to theft/ pilferage of/ damage to the Bank's property, including any portion of the building under the contractor's occupation, or the fittings, fixtures, furniture or other equipments entrusted in his charge, or any property belonging to the trainees/ guests, when such loss/ damage is, in the Bank's opinion, caused due to negligence or carelessness or any fault on contractor's part or that of his Manager / Supervisor or any of his employees/workers/staff, he shall be liable to pay to the Bank such amount in respect of such damage as may be assessed by the Principal or any other officer authorized in this regard.
- 3.14 The contractor shall responsible for attending all the complaints/requirements within the purview of the contract. He will also be responsible to communicate immediately any complaint of sickness, mishap, accident etc. to the Principal/ Chief Manager/Manager (Admn). Complaint Register/ Suggestion Register and First Aid Box to be provided by the bank will be made available at the Reception counter under the control of the receptionist.
- 3.15 The contractor shall carry out improvements as may be necessary for ensuring satisfactory service and shall take due notice of complaints made by the boarders or guests or through the faculty members or through the Principal/Manager (Admn.). The contractor shall submit the complaint register to the Manager (Admn.) every day for further putting up to the Competent Authority.
- 3.16 In case of any accident necessitating medical aid to the residents, participants, guests etc. the first aid shall be attended by the contractor and all co-operation be rendered to the concerned resident participants, guests etc. and matter reported immediately to the

## Housekeeping Services at PNB Staff Training Centre, Delhi: at 8- Underhill Road, Civil Lines, Delhi - 110054

---

Principal/Resident Faculty/Manager (Admn) for necessary medical attention and other statutory formalities. The cost related to first aid/medical aid will be borne by the Bank.

3.17 Housekeeping services as detailed are intended to be provided for the total building and complete cleanliness & maintenance of the interiors of entire premises at the location cited above including maintenance/cleanliness of furniture and fittings and linen (where needed) and disposal of waste items and garbage.

- a) Regular Cleaning and maintenance of the floor areas (as mentioned hereunder) including rooms, cabins, wash-basins, walls, corridors, grills, railings, doors, windows, fixtures & fittings (including lights and fans), passages etc. on daily basis as well as on need based, with the use of all inputs including proper tools equipment, detergents/cleaning agents, disinfectants, Chemicals, scrubbers, naphthalene balls, repellents, sprayers, liquid soaps, buckets, baskets, brooms, etc. This includes, but not limited to Cleaning and maintenance of all rooms, cabins, corridors, balconies, doors, windows, almirahs, waste-baskets, room-furniture, fittings, fixtures, etc. daily once or more on need basis by following the appropriate SOP & Schedule. Cabins are to be cleaned before 8.30 AM every day.
- b) Cleaning all toilets at an interval of 2 (two) hours and as & when required by using good quality cleaning items as approved by Punjab National Bank. Mirrors, sewer lines, drain pipes/lines, etc. shall be cleaned regularly on daily and need based. The first round of cleaning shall be completed before 8.30 AM.
- c) Checking and Replenishing Urinal Screen, liquid soap, tissue paper etc. of approved quality in the toilets, Washrooms, washbasins etc. on daily basis.
- d) Spraying the rooms, cabins, corridors, Conference halls, catering area etc. on daily/need based, with fly/mosquito repellents and thereafter with room fresheners of approved brands.
- e) De-clogging of sewerages, clearance of grit, waste, garbage and up-keeping of the premises.
- f) Providing tissue papers etc. daily at each wash-basin/wash room, before start of the office working, and as per requirement during the day.
- g) Keeping the tables, chairs and other furniture spotless cleaned using approved polish and keeping the tables/chairs and other furniture in an organized manner at all the times.
- h) Laundry wash towels are to be provided in Senior Officers Toilets whereas wall napkins and paper tissues are to be provided in every toilets.
- i) Deep scrubbing of the floor areas, which are not approachable otherwise, in non-working days i.e. on Saturdays/Sundays/Holidays.
- j) Vacuum cleaning of all the furniture items like chairs, sofa sets etc. on weekly basis and Dry foam shampooing cleaning at least once in 2 months or as per requirement.

Housekeeping Services at PNB Staff Training Centre, Delhi:  
at 8- Underhill Road, Civil Lines, Delhi - 110054

---

- k) The rate shall remain same throughout the contract period and no extra amount, cost or charges etc. shall be paid in case bank ask to carry any work related to specialized cleaning on any day with in the premises given in scope of work.

3.19 **Annexure – 1**

**PERSONS TO BE DEPLOYED/DEPUTED**

In addition to Supervisor, Receptionists (for manning the Reception Counter round the Clock) and two gardeners, minimum **TEN** persons (out of them, one person should have **hostel management** background) must be deployed by the contractor for housekeeping and maintenance services at Staff Training Centre, Punjab National Bank, 8 Underhill Road, Civil Lines, Delhi – 110054.

Further, the contractor shall also deploy **one carpenter, twice a week**, for carrying out minor repair works frequently required to be carried out for furniture & fixtures in hostel rooms, class rooms or Centre campus, for which materials required, if any, will be supplied by the Bank.

**Signature of the contractor/authorized person**

3.18 **Annexure 2**

***Periodicity of House Keeping & Maintenance Services***  
**(The list is only illustrative and not exhaustive):**

1.	<b>SWEEPING &amp; MOPPING</b> Class Rooms, Hostel rooms, Executive rooms, faculty rooms, administrative rooms, conference room, auditorium etc.	-	Once a day
	Lobbies & corridors	-	Thrice a day or more if required
	Staircases	-	Twice a day or more if required
	Open terraces, road / pavements, Parking Area and other open space.	-	Sweeping once a day or more as & when required
2	Dusting & cleaning of furniture, cupboards, telephones, instruments, windows and doors, Venetian blinds, glasses, water coolers, flasks, kettles / Aqua guards etc.	-	Once a day
3	Vacuum cleaning of carpets /curtains /sofa sets	-	Once a week
4	Cleaning of toilets, sanitary fittings and wares using detergent and disinfectants etc: - in Office complex - in hostel	-	Minimum twice a day or more if required. Mopping regularly Once a day
5	Cleaning of buckets, tubs, soap trays, sitting stool, mugs etc. with detergents	-	Once a week

**Housekeeping Services at PNB Staff Training Centre, Delhi:  
at 8- Underhill Road, Civil Lines, Delhi - 110054**

6	Mechanical washing and scrubbing of all floor area including that of bathrooms, toilets with detergent, dust removing chemicals and wax polishing of the floor area	-	Once a week
7	Removal of cobwebs, cleaning of ceilings and roofs	-	Once a week
8	Polishing door closers, door handles and other brass fittings / pots with Brasso etc: - in Office complex - in hostels	-	Once a week Once a fortnight
9.	Polishing of taps and other steel fittings in the toilets with Silvo	-	Once a week
10	To spray Finit in the hostel rooms, classrooms, office complex and outer area as well. The Finit pump and any other material like spray liquid to be provided by the contractor	-	Every alternate day
11	Cleaning/scrubbing of bathroom wall tiles / sanitary with detergents.	-	Once a week
12	Cleaning of window panes/wall paneling.	-	Once a week
13	Cleaning of fans/switch boards/walls/ tube-lights/ wall hangings and air-conditioning grills etc.	-	Once a fortnight
14	Shampooing and spraying carpets laid in the hostel rooms, classrooms and office complex and other areas	-	Once a month
15	Laundry of curtains and Shampoo wash / dry cleaning of back rests of beds fixed in the hostel rooms	-	Once in three months.
16	Shampoo wash / dry cleaning of chairs / sofa sets in use within the Centre.	-	Once in three months
17	Laundry of bed sheets/pillow covers/towels	-	Thrice a week and/or on change of occupancy of each hostel room, whichever is earlier
18	Opening of clogged drains/sewer lines	-	As and when required
19	Refilling of filtered drinking water in flasks in hostel rooms, faculty rooms, office, training block etc.	-	Daily in the morning and then as required.
20	Removal and disposal of waste material, garbage etc in the nearest garbage bin without any extra charges.	-	Every day
21	Cleaning of dustbins, waste material baskets etc with detergents etc.	-	Every day
22	To provide Cherry Blossom instant shoe shine to the participants of the programmes (machine to be provided by the Bank and polish to be provided by the Contractor at his cost)	-	Every day

Housekeeping Services at PNB Staff Training Centre, Delhi:  
at 8- Underhill Road, Civil Lines, Delhi - 110054

---

### **3.20 ANNEXURE – 3**

#### **SPECIAL GARDENING**

The contractor shall be responsible for the proper gardening of the Centre premises and precinct and upkeep of the lawns and gardens.

The contractor shall make proper landscaping and layout of garden and fix up indoor plants and ensure its proper upkeep. The contractor shall maintain open lawns/land with good quality for grass and also prepare planting space for ornamental and vegetative plants.

The contractor shall ensure that seeds, manure, fertilizer and pesticides, etc. provided by the Centre are properly utilized.

The contractor shall watch the progress of growth of the plants and trees, get weeds removed, and make remedial action in case of deterioration or distraction of plants/trees etc.

The contractor shall make proper use of garden equipments, decorative pots and other items and ensure its safe keeping and maintenance.

The contractor shall not make any profit to his account. He shall dispose of fruits, timber and other items from the garden in the manner prescribed by the Centre and give due account of them.

The contractor should provide at least two full time gardeners exclusively for the upkeep and maintenance of the Centre garden and in case of need shall deploy additional personnel at his own cost.

The contractor shall prepare nursery for flower vegetable plants to be used in the Centre premises and precinct.

#### **3.21 NOTE**

- 3.21.1 The contractor to provide excellent quality naphthalene balls, odonil, All-out, toilet soap, toilet paper, paper hand towels, detergents etc. Any damage caused to the property of the Bank due to use of inferior quality shall be recovered from the contractor.
- 3.21.2 In case it is observed that the cleaning material used is of inferior quality or insufficient quantity is used, the bank will reserve the right to purchase the same itself and deduct the cost thereof out of the monthly bill payable to the contractor.
- 3.21.3 The contractor shall provide tea bags / coffee / sugar powder / milk pouches / biscuits (Britannia/Parle etc) in the hostel rooms on daily basis and supply the same as and when demanded by the participants.

**Signature of the contractor/authorized person**

Housekeeping Services at PNB Staff Training Centre, Delhi:  
at 8- Underhill Road, Civil Lines, Delhi - 110054

---

The Service Provider shall have to clean the area as per minimum frequencies mentioned above. However, the cleaning shall have to be done more frequently, if required for proper Housekeeping and for maintaining the high standards of cleanliness on the instructions of the Officer In-Charge for which nothing extra shall be paid. Similarly, certain activities can only be done on Saturdays, Sundays or other holidays to avoid inconvenience to the users of the building. The work on Saturdays, Sundays or Holidays shall be carried out at no extra cost, hence relievers have to be accounted for while calculating required manpower for bidding. Service Provider shall work in close co-ordination with the officials/Authorized Officer of PUNJAB NATIONAL BANK and modify working schedule, if required as per user's convenience. No claim whatsoever on this account shall be entertained.

Housekeeping Services at PNB Staff Training Centre, Delhi:  
at 8- Underhill Road, Civil Lines, Delhi - 110054

---

**4 Special Terms and Conditions related to Scope of Work**

**4 A. DEPLOYMENTS OF STAFF**

1. No Deviation in the Deployment of minimum number of personnel for Cleaning and Housekeeping works shall be acceptable. If any Tenderer proposes deviation in the Tender, such Tender shall not be considered and shall be out rightly rejected.
2. Officer In-charge of Punjab National Bank may require a breakup of costing and any other relevant details from the tenderer in case he is the lowest bidder, which has to be submitted before Letter of Intent is issued.
3. In order to achieve a high standard of cleaning & Housekeeping, if required, more number of personnel than the minimum number of personnel, as mentioned above, can be deployed. However, Deployment of personnel shall never be less than the minimum number of personnel to be deployed, as mentioned above.
4. Minimum number of personnel required to be deployed (i.e. housekeeper) have to be physically deployed on every day basis and therefore any other personnel required to be deployed for taking care of Leave Reserve & Rest givers etc. have to be additionally provided by the Service Provider as per the Statutory norms or rules etc. as applicable.
5. Personnel should be smartly/properly dressed in neat and clean uniforms having firm's logo. The uniforms and Personal Protective Equipments (i.e. Shoes, gloves etc) would be provided by the Service Providers. Keeping in view the Covid situation the staff of service provider must use sanitizers and wear masks.
6. Bank's instructions to be followed by the contractor during the tender period without any extra cost.
7. All statutory obligations are to be strictly adhered to, as per Govt. rules. Any negligence in this regard shall make the contract liable to be cancelled with immediate effect.
8. All ESI & PF challans for the previous month have to be submitted along with the bills. Failure to do so shall be responded as no payment, without the possibility of part payment and absolutely no payment shall be made.
9. Bank account of all the employees has to be opened/registered within 1<sup>st</sup> month of operation for crediting their salary. Without the proof of salary transfer to the respective accounts of the employees, no payment shall be made. Payment has to be released by 7<sup>th</sup> of every month. In case, the contractor does not employ sufficient manpower for normal operation / maintenance and for special works for completing within the required time, Bank shall be at liberty to get the work done through other agencies at the risk & cost of the contractor and make deductions from the monthly bill of the contractor.
  - i) *Penalty @ Rs. 1000/- per day for absence of Supervisor and @ Rs. 800/- per day for housekeeping staff will be, if manpower is not provided.*
  - ii) *Penalty for not wearing the uniform @ Rs 200/- per day per person*
10. Service Provider shall make necessary arrangements at his own cost to prevent any damage inside/outside the building to the existing work, due to his own activities. The Service Provider shall be responsible for any damage to the existing work due to his activities and shall make good the same at his own risk



Housekeeping Services at PNB Staff Training Centre, Delhi:  
at 8- Underhill Road, Civil Lines, Delhi - 110054

---

and cost. The decision of PUNJAB NATIONAL BANK in this regard shall be final and binding on the Service Provider.

11. The Service Provider will provide all consumables/machinery/equipment etc. of approved quality/brand required for rendering this services at his own cost.
12. The contractor shall engage fully trained and adequately experienced workmen, who are medically fit. They should be free from all infections/ diseases. The contractor shall get his employees medically **examined once in 6 months and obtain fitness certificate**.
13. It will be contractor's responsibility to ensure that the obligations under the house keeping & maintenance are duly performed and observed. The contractor shall also designate supervisor(s) by name who will personally supervise and check the working of the house keeping & maintenance staff every day. The contractor shall forward the Daily Report register every day to the Manager (Admn.)
14. The contractor shall provide trained and experienced receptionists whose name will be intimated to the Senior Manager (Admn.). One of the Receptionists shall be available at reception counter round the clock and shall not be engaged for other sundry jobs. The receptionists shall be engaged & paid by the contractor and Bank shall not liable to make any payments directly to them.
15. The receptionist shall be responsible for receiving the trainees and guest speakers etc. and allotting them rooms as per instructions/ guidelines given from time to time by the Competent Authority. The check in and check out timing will also be maintained by the receptionist in a register which will be provided by the Bank. These records will be Bank's property.
16. Contractor will provide two gardeners for maintenance of trees, plants, grass etc. in the Centre premises; provide water, manure pesticides, weedicides, and irrigation etc. from time to time. Planting of seasonal flowers, plants, trees, nursing thereof, cleaning of withered away leaves, plants and refuse thereof, keeping the garden neat, clean and tidy. Cost of seeds, manure, pesticides, weedicides implements etc. shall be borne by the bank.
17. The contractor has to ensure for necessary KYC compliance/verification of antecedents of the staff deployed by him.
18. The Contractor and all his employees/staff/ Workman shall at all time, during the continuance of this agreement, obey and observe all the directions and instructions which may be given by the Centre from time to time concerning any aspect of Housekeeping, Maintenance & Gardening Services.
19. The contractor shall not permit the Administrative Block or the Hostel Block or any portion thereof or any other area in the complex to be used for residential purpose by him and/or any of his employee/workman/staff, except the room/area specifically permitted by the Principal.
20. The Contractor shall ensure that his employees/workman/staff abide the order of the Principal/ Faculty members or Sr. Manager/ Manager (Admn.) for the purpose of discipline etc. Further the Centre authorities will have the discretion to utilize the services of the contractor staff as per the requirement of the Centre.
21. The contractor shall appoint Manager(s)/Supervisor(s) with good manners and with Hotel Management background who should be available round-the-clock for attending to the services and complaints and requirements of participants, visitors etc.
22. If the Service Provider fails to disburse Minimum wages to his/her workmen by the prescribed date as notified, a penalty of 30% of the Total Manpower cost of the



## Housekeeping Services at PNB Staff Training Centre, Delhi: at 8- Underhill Road, Civil Lines, Delhi - 110054

---

Service Provider, will be deducted from the dues payable to the Service Provider. This is without prejudice to any other option available before PNB under any of the terms and conditions of this agreement, as well as the provisions of the Contract Labour (R&A) Act, 1970.

23. In case of repeated complaints of unsatisfactory performance of contract, the entire security deposit may be forfeited by the bank and in addition the contract may be terminated by the bank.

24. All disputes will be subject to Delhi State Jurisdiction

### 5 Mobilization

---

The Service Provider shall mobilize all his resources to start the Services to be rendered under this contract within 7 days of the Award of the Contract/ Letter of Intent.

5.1 The mobilization will be accepted subject to following conditions:

**i. Submission of following documents:**

- a. Satisfactory Proof of Deployment of adequate personnel and all other resources for execution of the services as per Scope of Work. It is the sole responsibility of the Service Provider to provide all required details of the personnel including Employment Card/Appointment Letter, ID Proof, and Police verification reports well in advance to PNB failing which entry of such personnel will be restricted in Office premises of PNB.
- b. Undertaking that the Service Provider has obtained all necessary permissions/clearances under all applicable acts/regulations/instruction as required to start and execute the services.
- c. Undertaking that the Service Provider has followed all the statutory requirements including labour laws in hiring the personnel being deployed against this Contract.

5.2 Only when all the requirements mentioned as above are met, mobilization is deemed to be completed. If the Service Provider fails to mobilise and deploy the required manpower/equipment and/or fails to commence the operations within the period specified, PNB shall have, without prejudice to any other provisions in the contract, the right to terminate the contract, and/or take any other action as deemed fit. Decision taken by PNB will be final and binding on Service Provider.

5.3 The effective date of commencement of this contract will be from the date of acceptance of the mobilization by PNB.

5.4 Payments will be made on monthly basis as per Tender Document. Service Provider should ensure that all necessary supporting documents in respect of the amounts claimed in the invoices are submitted along with the invoice

5.5 The Service Provider must have an office in India and they should submit the details of its Headquarters and the local office in Delhi/NCR along with telephone no., fax, e-mail ID etc, and the contact details of at least 2 nos, First Person Responsible (FPR), to facilitate round-the-clock contact throughout the entire duration of the contract. In case, local office is not in place, the Service Provider must establish an office with a facility for contacting round-the-clock, and throughout the contract period in Delhi/NCR within 30 days from the date of placement of Letter of Intent/ Notice of Award.

Housekeeping Services at PNB Staff Training Centre, Delhi:  
at 8- Underhill Road, Civil Lines, Delhi - 110054

---

**6. Compliance of Laws**

---

**6.1 (A) Compliance of laws**

1. Service Provider shall be responsible for fulfilling the requirements of all statutory provisions of all labour laws, rules & regulations and notifications issued there-under from time to time whether from Central or state or local bodies, at own cost and risk, in respect of personnel employed by the Service Provider and will maintain necessary records as per statutory requirements. If due to any reason whatsoever PNB is made liable for any liabilities, it shall be payable by the Service Provider to PNB and also, such liabilities shall be recoverable by PNB from dues payable to the Service Provider and from security deposit of the Service Provider with PNB or by invoking the contract performance bank guarantee.
2. The Service Provider shall pay and meet all expenses, arising out of or as a consequence of, various provisions in the aforesaid Acts and statutes.
3. The Service Provider shall issue annual statement of PF statement to the workmen under intimation to PNB. A copy of the annual Statement of PF statement needs to be submitted to the PNB within the stipulated time limit as purported in the Act.
4. The Service Provider shall be solely responsible as regards salary / wages and service conditions and terms extended by the Service Provider to its employees/workmen and shall in that connection maintain requisite records and comply with all laws, enactments, rules, regulations and orders applicable to the Service Provider and its employees/workmen in general and in particular, laws, enactments, rules, regulations and orders dealing with employment of Contract Labour, payment of wages/Compensation Contributions under the ESIC Act, 1948, Safety regulations, regulations relating to employment of female work force, security requirements and such other rules and regulations as may be applicable at hereafter.
5. The wages paid by the Service Provider to its employees / workmen shall be fair, and in no case, be less than the wages prescribed under the Minimum Wages Act, with other relevant/applicable statutes, as prescribed by the State Govt. from time to time. The Service Provider shall be responsible for settlement of any claims/ dues, in case any of the Service Provider's employee/workman dies or sustains injury or damage or loss either to his/her person, or his/her property, in accordance with the provisions of applicable laws. The Service Provider shall have to take necessary and relevant insurance coverage for all its employees/ workmen in this regard.
6. The Service Provider shall be responsible for payment of overtime to its workmen in case the workman works more than the prescribed hours as laid down under the relevant Central / State laws and Rules made thereunder.
7. It will be obligatory on the part of the Service Provider to disburse monthly wages of particular month to its workmen through online transaction into workmen's bank account **before 7<sup>th</sup> day of next particular month** and obtain signatures on the attendance roll/ wage disbursement register as per the relevant Act.
8. The Service Provider must provide one-day rest or weekly "Off" to its workers who put in continuous six (6) days work in a week with full wages.

Housekeeping Services at PNB Staff Training Centre, Delhi:  
at 8- Underhill Road, Civil Lines, Delhi - 110054

---

**(B) SAFETY AND LABOUR LAWS**

1. All safety and labour laws enforced by statutory agencies as well as by PNB shall be applicable in the performance of this Contract, and the Service Provider shall abide by these laws.
2. Service Provider shall take all measures which are necessary and/or proper to protect the personnel, work and facilities, and shall observe all reasonable safety rules and instructions.
3. Service Provider shall report as soon as possible any evidence, which may indicate or is likely to lead to an abnormal or dangerous situation and shall take all necessary emergency control steps to avoid such abnormal situations.
4. The Service Provider shall apply, within 7 days from the date of award of the contract, to appropriate Labour Authority for Labour License to provide the services and shall submit the copy of the Labour Licenses along with the first bill.
5. The Service Provider shall not engage/employ persons below the age of 18 years and not above 50 years of age.
6. It shall be the duty of the party/bidder to acquaint his staff with all safety regulations as proposed by any statutory authorities.
7. The Contractor shall indemnify the Bank against any violation of safety laws, rules and regulations while carrying out maintenance as required by the contract.
8. All liabilities, owing to injury/death due to negligence or miscommunication or during discharging regular work of the staff of the party/bidder, will be to the party/bidder and what so ever the work, in any case Bank will not be responsible for any liabilities of injury/death etc. It's the duty of the contractor to guide the staff regarding safety measures.
9. Safety precautions of portable electrical appliances : Precaution in handling portable electrical appliances are more significant under monsoon conditions, some likely situations are highlighted here for your attention and action to ensure that conditions and methods of usage conform to the safety of personnel and property.
10. Broken sockets/ pin plug/ loose connections: These conditions cause sparks which lead to fault conditions or electrical shock situations. Wires shall not be directly inserted into the sockets as the earth lead of the equipment inserted into the phase socket may give shock to the operator.
11. Polarity of phase/ neutral and earth: certain appliances may give violent electrical shock during work if polarity conditions are not satisfied.
12. Joints in flexible cables: Usage of portable appliances is such that electrical and physical integrity of joint may be suddenly affected, leading to severe sparking and fire if combustible/ inflammable materials are present near the joint. Perhaps this may not be noticed by operator at all.

**(C ) Responsibilities of Service Providers:**

Service Provider shall be responsible for maintaining all the statutory records and deposit the Govt. dues as per the norms specified. Further Service Provider to ensure obtaining Labour License under Sec.12 of Contract Labour (R&A) Act as well as other Certificates/Licences/permission/Registration etc. within 30 days of mobilizing services.

**Housekeeping Services at PNB Staff Training Centre, Delhi:  
at 8- Underhill Road, Civil Lines, Delhi - 110054**

---

**6.2 Minimum Wage Policy**

- i Service Provider shall quote the price format, taking into consideration the applicable Minimum Wage w.e.f. 01.10.2020, as notified by the State/ Central Government for the personnel to be deployed by him.
- i The service provider shall make monthly payment to his workmen deployed to execute this contract such amount which shall in no case be less than what has been mentioned above.
- ii Proof of payment of monthly wages and deposit of monthly EPF, ESI and GST contributions through electronic challan receipt (ECR)/Bank challan will be provided by the Service Provider to PNB alongwith Form-6 under ESI Act. Such proof/records will be provided with the bill for the month. Bidder shall ensure that contributions towards EPF & ESIC shall be deposited through separate challans for this contract which will be exclusively for workers deployed in this contract and not for any other contract.

**7. EVALUATION CRITERIA**

**7.1** The details submitted by the bidder will be evaluated in the following manner.

**7.1.1** The initial criteria prescribed in Eligibility Criteria, as mentioned above, in respect of experience of similar class of works completed, bidding capacity and financial turnover etc. will be first scrutinized and the bidder's eligibility for the work be determined.

**7.2** Even though, any bidder may satisfy the above requirements, he would be liable to disqualification, if he has -

- a) Made misleading or false representation or deliberately suppressed the information in the forms, statements and enclosures required in the eligibility criteria document.
- b) Record of poor performance such as abandoning of work, not properly completing the contract, or financial failures/weaknesses, etc.

Housekeeping Services at PNB Staff Training Centre, Delhi:  
at 8- Underhill Road, Civil Lines, Delhi - 110054

---

## **8. ARBITRATION**

- 8.1** All disputes and differences of any kind whatsoever between the parties, arising out of or in connection with this Agreement or in the discharge of any obligation arising under this agreement (whether during the course of execution of the order or after completion and whether beyond or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to resolve the disputes and differences amicably the matter may be referred to a sole arbitrator appointed by the bank after issue of at least 30 days 'notice in writing to the other party clearly setting out there claim in the specific disputes.
- 8.2** The provisions of the Indian Arbitration and Conciliation Act, 1996, shall govern the arbitration. The venue of arbitration shall be Delhi, INDIA. The award to the Arbitrator shall be final and binding on both the parties
- 8.3** The cost of arbitration shall be paid as provided in the arbitration decision. Notice of the demand for arbitration shall be filed in writing with the other party to this agreement.

### **EXCEPTED MATTERS FROM ARBITRATION**

If the dispute of difference pertains to the under noted matters (called excepted matters) the decision and in writing of the Principal shall be final, conclusive and binding on the parties.

- a) Instructions
- b) Transactions with local authorities.
- c) c) Proof of quality of materials.
- d) Assigning or under letting of the contract or any part of the contract
- e) Certificate as to the causes of delay on the part of the Service Provider and justifying extension of time.
- f) Rectifying of defects pointed out during the defects liability period.
- g) Notice to the Service Provider to the effect that he is not proceeding with due diligence.
- h) Certificate that the Service Provider has abandoned the contract.
- i) Notice of the determination of the contract by the Principal.

## **9. FORCE MAJEURE**

Both the parties to the agreement shall not be responsible for delays or non-performance of any or all contractual obligations, caused by war, revolution, acts of state, insurrection, civil commotion, riots, mobilizations, strikes, blockage, acts of God, Plague or other epidemics, natural calamities, including but not limited to fire, flood, droughts, earthquake; acts of government or public enemy, accidents and disruptions, explosions, breakdown of essential machinery, equipment, transportation delays or any other event beyond the control of either party, which directly, materially and adversely affect the performance of any or all such contractual obligations (each a —Force Majeure Eventll). The affected party's obligation to perform the relevant obligations under this Agreement shall (during the continuation of the Force Majeure Event) be read and construed as an obligation to perform such obligations to the best level reasonably achievable in the circumstances.

Housekeeping Services at PNB Staff Training Centre, Delhi:  
at 8- Underhill Road, Civil Lines, Delhi - 110054

---

**10. DURATION & EXTENSION OF CONTRACT**

The contract would be initially for a period of 24 months from the date of commencement of work. It can be extended further for a period of 12 months or for such term as may be mutually agreed between the parties, on the same rate and same terms & conditions if the performance of contractor is found to be satisfactory by the Bank. However, if found unsatisfactory services or if found the performance of services is not up to mark the contract is terminated as per termination of contract clause

**11. TERMINATION OF CONTRACT**

In the following circumstances/ events the contract will be terminated by the Bank:-

- i. If the Service Provider being a company goes into liquidation whether voluntary or compulsory.
- ii. Being a firm, it gets dissolved.
- iii. If the official assignee in insolvency or receiver of the Service Provider in insolvency, shall repudiate the contract.
- iv. If receiver of the Service Provider's firm appointed by the court shall be unable to, within 14 days after notice to him requiring him to do so, to show to the reasonable satisfaction of the Bank that he is able to carrying out and fulfil the contract and if so required by the principal to give reasonable security therefore.
- v. If the Service Provider:
  - a) Shall suffer execution to be issued
  - b) Shall suffer any payment under this contract to be attached by or on behalf of and of the creditors of the Service Provider
  - c) Shall assign, charge or encumber this contract or any payment due or which become due to the Service Provider hereunder
  - d) Shall neglect or fail to observe and perform all or any of the acts, matters of things by this contract, to be observed and performed by the Service Provider within three clear days after the notice shall have been given to the Service Provider in manner hereinafter mentioned requiring the Service Provider to observe or perform the same
  - e) Shall use improper materials or workmanship in carrying on the works
  - f) Shall in the opinion of the Principal not exercise such due diligence and make such due progress as would enable the work to be completed within due time agreed upon, and shall fail to proceed to the satisfaction of the Principal after three clear days' notice requiring the Service Provider so to do shall have been given to the Service Provider as hereinafter mentioned,
  - g) Shall abandon the contract then and in any of the said cases.
  - h) Any threat is perceived or observed on the security of Bank's data / property out of any action by the staff deployed for monitoring / configuration etc., by service provider.

No provision of this Agreement will be deemed waived, amended or modified by either Party unless such waiver, amendment or modification is in writing and signed by the Party against whom enforcement of the waiver, amendment or modification is sought. Any such amendment or modification will be binding with or without tender of consideration. A waiver by either of the Parties of any of the covenants, conditions or agreements to be performed by the other or any breach thereof will not be construed to be a waiver of any succeeding breach or of any other covenant, condition or agreement



**Housekeeping Services at PNB Staff Training Centre, Delhi:  
at 8- Underhill Road, Civil Lines, Delhi - 110054**

---

contained in this Agreement.

The Bank may notwithstanding previous waiver determine the contract by a notice in writing to the effect as hereinafter mentioned, but without thereby effecting the powers of the Bank & the obligations & liabilities of the Service Provider the whole of which shall continue in force as fully as if the contract, had not been so determined and as if the works subsequently executed had been executed by or on behalf of the contract (without thereby creating any trust in favour of the Service Provider).

Further the Bank or his agent, or servant:

- i. may enter upon and take possession of the work and all plants, tools, scaffoldings, sheds, machinery, steam and other power utensils and materials lying upon premises or the adjoining lands or roads and sell the same as his own property
- i. may employ the same by means of his own servants and workmen in carrying on and completing the works
- ii. by engaging any other Service Providers or other persons or person to complete the works and the Service Provider shall not in any way interrupt or do any act, matter of thing to prevent or hinder such other Service Providers or other persons or persons employed for completing and finishing or using the materials and plants for the works.
- iv. Bank's security staff will have the right to check/search or interrogate any of the contractor's staff while entering/working/leaving the building

When the works shall be completed, or as soon thereafter as conveniently may be, the Principal shall give notice in writing to the Service Provider to remove his surplus materials and plants, and should the Service Provider fail to do so within a period of 14 days after receipt of the notice by him, the Principal may sell the same by public auction and shall give credit to the Service Provider for the amount so released.

Any expenses or losses incurred by the principal in getting the works carried out by other Service Providers shall be adjusted against the amount payable to the Service Provider by way of selling his tools and plants, or due on account of work carried out by the Service Provider prior to engaging other Service Providers or against the Security Deposit.

## **12.AMENDMENT OF BIDDING DOCUMENTS BY THE BANK**

At any time prior to the last Date and Time for submission of bids, the Bank may, without assigning any reason whatsoever, modify the Bidding Documents through amendments at the sole discretion of the Bank. All amendments shall be uploaded on the Bank's websites ([www.pnbindia.in](http://www.pnbindia.in) and <https://pnbindia.biz>) and shall be binding on all Bidders.

In order to provide prospective Bidders a reasonable time to take the amendment if any, into account in preparing their bid, the Bank may, at its discretion, extend the deadline for submission of bids.

Housekeeping Services at PNB Staff Training Centre, Delhi:  
at 8- Underhill Road, Civil Lines, Delhi - 110054

---

### **13. GOVERNMENT AND LOCAL RULES**

The Service Provider shall confirm to the provisions of all local Bye-laws and acts relating to the work and to the regulations etc. of the Government and local authorities and of any company with whose system the structure is proposed to be connected. The Service Provider shall give all notices required by said act, rules, regulations and Bye-laws etc. and pay all fees payable to such authorities for execution of the work involved. The cost if any shall be deemed to have been included in his quoted rates, taking into account all liabilities for licenses etc. He shall indemnify the Bank against such liabilities and shall defend all actions arising from such claims or liabilities.

The Service Provider shall indemnify and hold the Bank harmless in full against any losses, costs or claims which may arise as a result of the negligence or willful misconduct of the Service Provider or its employees, agents, representatives managers or by breach of any of the terms and conditions, declarations, representations, undertakings and warranties contained in this Agreement on its part or its employees, agents and representatives.

### **14. TAXES AND DUTIES**

The bidders must include in their tender prices quoted for all duties, royalties, cesses, labour cess, VAT , W.C.T. Sales tax or any other taxes or local charges, as may be applicable (at present or in future). All necessary statutory deductions shall be made as per the guidelines issued by GOI from time to time. The certificate in respect of TDS shall be issued by the Bank as per rule. Any variation in taxes and duties and/or imposing any new taxes and duties during currency of contract or extended period shall be borne by the bidder. No claim whatsoever on this account shall be entertained.

### **15. SECURITY DEPOSIT**

The successful bidder to whom the contract is awarded will have to deposit a sum of 3 % of the value of the accepted tender as Security Deposit within 7 days of acceptance of award letter by bank draft/DD in favour of Punjab National Bank payable at Delhi, not carrying any interest as Performance Security Deposit. In case of default on the part of contractor to perform and observe any covenant, conditions and provisions herein contained or any of the terms of the agreement to be executed between the successful bidder and the bank, it shall be lawful for PNB in its absolute discretion to forfeit the whole of the Performance security deposit or a part thereof with prejudice to any other right or remedy that may be available to it against the Contractor under this agreement, for such breach.”

#### **15(A). Refund of Performance Security Deposit (SD):-**

The security deposit will be refunded to the successful bidder within the 60 days of satisfactory completion of the contract in all respects and fulfilment of any other obligations under the contract.



Housekeeping Services at PNB Staff Training Centre, Delhi:  
at 8- Underhill Road, Civil Lines, Delhi - 110054

---

**16. DISMISSAL OF WORKMEN OF SERVICE PROVIDER**

The Service Provider shall at the request of the Bank immediately dismiss from works any person employed thereon by him who may in the opinion of the Bank be unsuitable or incompetent or who may misconduct himself. Such discharges shall not be the basis of claim for compensation or damages against the Bank or any of their officers or employee.

**17. ASSIGNMENT**

The whole of the works included in the contract shall be executed by the Service Provider and the Service Provider shall not directly or indirectly transfer, assign or underlet the Contract or any part, share or interest therein nor, shall take a new partner without written consent of the Principal and no subletting shall relieve the Service Provider from the full and entire responsibility of the contract or from active superintendence of the work during their progress.

**18. LABOUR RECORD**

The Service Provider shall maintain relevant records and fulfil all conditions and requirements in accordance with the prevalent Labour Act and Rules made there under. Bank shall not be responsible for any violation by the Service Provider on the above mentioned acts/ rules. Service Provider will be wholly/ solely responsible for any claim in the above referred subjects.

**19. OTHER SAFETY MEASURES**

All personnel of the Service Provider working within the site shall be provided with safety helmets. Adequate precautions shall be taken to prevent danger from electrical equipment. No materials on any of the sites of work shall be so stacked or placed as to cause danger or inconvenience to any person or the public.

**20. PRINCIPAL TO PRINCIPAL RELATIONSHIP:**

The relationship between the Bank and the Service Provider shall be on Principal to principal basis. Employees engaged by the Service Provider shall be deemed to be the employees of Service Provider only and the bank shall not be connected with the employment or the terms or conditions of engagement of such employees by the Service Provider in any way. Service Provider alone would comply with all statutory obligations and Labour Laws/regulations/Rules etc. in this regard. None of the provisions of the Agreement shall be deemed to constitute a partnership/joint venture between the parties hereto, and neither party shall have authority to bind the other except as specifically provided for hereunder. Neither party hereto is the agent of the other nor there master-servant relationship between the parties. The relationship is on Principal to Principal basis only.

**21. SEVERABILITY:**

In the event any provision of this Agreement is held by a tribunal/ Court of competent jurisdiction to be contrary to the law, the remaining provisions of this Agreement will remain in full force and effect.

**22. Non-Disclosure Clause**

Service Provider to ensure Non-disclosure of the vital information received from the Bank to any other party which may be detrimental to bank's interest. Service Provider will be liable to Bank for any loss suffered due to non-compliance of the clause.

Housekeeping Services at PNB Staff Training Centre, Delhi:  
at 8- Underhill Road, Civil Lines, Delhi - 110054

---

**23. PAYMENT TERMS:**

- i. No advance payment will be paid.
- ii. Price mentioned in commercial bid will be exclusive of all applicable taxes.
- iii. No escalation of price for services will be entertained later in any case and Payment will be made, as quoted by party.
- iv. The Service Provider shall make payment to the staff as per Minimum wages Act on or before 07<sup>th</sup> day of every month. The Service Provider shall also give effect to any statutory variation in the wages and shall not have any claim on Bank in any manner whatsoever in this regard.
- v. The Service Provider shall submit bills on monthly basis along with self attested copy of attendance register for staff deployed in the building, certificate of all the statutory laws, salary sheet, and photocopy of cheque issued to workers, PF, ESI challan etc.
- vi. Income tax, work contract Tax / VAT and any other statutory deduction as applicable will be deducted at source from the Service Provider's bill and will be deposited with concerned deptt. As per rules.
- vii. The Service Provider shall submit copy of service report and complaints report attended and rectified during billing period.
- viii. Without prejudice to other rights and remedies available to Bank, Bank shall be entitled to earmark set-off or adjust any amounts due to PNB under any of the clauses of this agreement for delay, failure or non-performance of any condition, undertaking, and commitment or for breach of any terms of this agreement. This clause shall override all other clauses of this document and shall also survive the termination.
- ix. The payment will be released on submission of the following certificate:

**CERTIFICATE OF BILL**

1. We are maintaining proper records w.r.t. payment of wages and statutory dues to all our employees and the same are being paid.
2. That we have paid the minimum wages to all the workmen employed by us as per the wages announced by **Delhi Govt or Central Govt (whichever is higher)** vide their latest notification. Copy of online transaction of salary credited into Bank account of workmen and salary receipt signed by workmen enclosed.
3. We have paid / deposited all the statutory dues i.e. EPF and ESI of our employees deputed at Staff Training Centre, Delhi at 8, Underhill Road, Civil Lines, Delhi-110054. The copy of challan for the month of \_\_\_\_\_ is enclosed herewith.
4. The GST collected from during the month of \_\_\_\_\_ has been deposited in Govt. Account on \_\_\_\_\_. The copy of GST challan is enclosed.
5. We as a contractor is following all the statutory rules and provisions as required by law and indemnify you against all the consequences arising out of this payment.

## **24. INSTRUCTIONS TO BIDDERS**

### **BIDDING PROCESS (TWO STAGES)**

For the purpose of the present job, a two-envelope bidding process will be followed. The response to the present tender will be submitted in two parts:

- Technical bid
- Commercial bid

The bidders will have to submit the technical bid in Bank's e-procurement system as well as in hard copy and commercial bids in only online form through Bank's e-procurement system.

### **TECHNICAL BID**

TECHNICAL BID will also contain the Compliance statement as per the Terms & Conditions mentioned in the Tender Documents, and NOT contain any pricing or commercial information at all. Technical bid documents with any commercial information will be rejected.

In the first stage, only TECHNICAL BIDs will be opened and evaluated. Only those bidders confirming compliance to all the terms & conditions of Tender document shall be short-listed for commercial stage.

### **COMMERCIAL BID**

In the second stage, the COMMERCIAL BID of only those bidders, whose technical bids are short listed, will be opened.

### **SUBMISSION OF BIDS**

Bidders are required to strictly submit their bids in electronic form using the e-procurement system at <https://etender.pnbnet.in> in the Bank by using their digital certificates of class II and above (both encryption and signing). All the interested bidders should register themselves in the e - procurement system **<https://etender.pnbnet.in>** for submitting the bids online, if they have not done earlier. The Tender document and further corrigendum, if any can also be downloaded from Bank's website [www.pnbindia.in](http://www.pnbindia.in), <https://pnbindia.in>. Bids received after closing of the bid in the e-procurement system are summarily rejected without any reason. The commercial bid should be submitted online only.

All the technical supporting documents should be submitted manually in a sealed envelope shall be super scribed as – Technical bid for - Housekeeping Services for Punjab National Bank, Staff Training Centre, 8 – Underhill Road, Civil Lines, Delhi. Cost of Tender Document of Rs.5000/- + GST shall also be submitted in a sealed envelope shall be super scribed as – Tender fee for Housekeeping Services for Punjab National Bank, Staff Training Centre, 8 – Underhill Road, Civil Lines, Delhi before the final date & time of bid submission at the following address.

Housekeeping Services at PNB Staff Training Centre, Delhi:  
at 8- Underhill Road, Civil Lines, Delhi - 110054

---

**VALIDITY OF BID:**

Bids shall remain valid for a period of 90 days from the date of commercial bid opening. A bid valid for shorter period shall be rejected by the Bank as non-responsive.

**Chief Manager**  
**Punjab National Bank**  
**Staff Training Centre - Delhi,**  
**8, - UNDERHILL ROAD, CIVIL LINES,**  
**DELHI-110054**

**Note: At the time of physical submission of bid, bidder has to show acknowledgement of e-mail received after completion of the bid submission in proof of having submitted the bid online.**

**CONTENT OF DOCUMENTS TO BE SUBMITTED**

- i. Documents required in Technical Bid Envelope (Sealed Cover):
- ii. Bidders undertaking letter
- iii. Supporting documents as per Eligibility Criteria
- iv. Performance/Completion Certificate from clients
- v. Bidder Information
- vi. Acceptance of Compliance Statement
- vii. Duly signed Tender document and corrigendum, if any
- viii. Copy of last three years audited balanced sheet.
- ix. Bid Earnest Money/Tender Document cost.
- x. Power of attorney in favour of authorized person signing the Bid documents.

**Note:** a. All pages of the bid documents must be signed by authorized person of Service Provider.  
a. All pages of the bid documents should be numbered in serial order i.e. 1, 2, 3...  
b. Commercial bid to be submitted in e-procurement process only. No hardcopy of the same be enclosed with the supporting documents.

**PRELIMINARY EXAMINATION**

Bank will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required information has been provided as underlined in the bid document, whether the documents have been properly signed, and whether bids are generally in order.

The bid determined as not in order as per the eligibility criteria will be rejected by the Bank. The decision of the Bank is final towards evaluation of the bid documents.

## **25.EVALUATION AND AWARD CRITERIA**

After opening of the technical bids, all the documents and annexure (except commercial documents/offer) will be evaluated first by the Bank. First, received bids will be evaluated based on the eligibility criteria. Technical bids of only those bidders satisfying the eligibility criteria will be evaluated.

Only those bidders satisfying the technical requirements and accepting the terms and conditions of this document shall be short-listed for further steps.

PNB will determine to their satisfaction whether the bidder selected as having submitted the best evaluated responsive bid is qualified to satisfactorily perform the contract. The decision of PNB will be final in this regard.

The determination will take into account bidder's financial, technical and support capabilities, based on an examination of documentary evidence submitted by bidders in support of eligibility criteria.

The award of contract will be based on evaluation of technical and commercial bids.

Prefer antimicrobial ingredients that have a lower potential for persistence in the environment and accumulation in living tissue compared to those with a greater potential. Preferable active ingredient: hydrogen peroxide.

Housekeeping Services at PNB Staff Training Centre, Delhi:  
at 8- Underhill Road, Civil Lines, Delhi - 110054

**26. Annexure- I**

**Minimum Wages Delhi Govt. (w.e.f. 1st April 2021)**

Sl. No.	Description	Category			
		Unskilled	Semiskilled	Skilled	Supervisor
1	Minimum Wages	16770.00	18564.00	20384.00	22178.00
2	EPF @ 12% on basic amount of Rs.6500/- (service provider's contribution)	2012.40	2227.68	2446.08	2661.36
3	Bonus @8.33% on Wage (subject to wage limit of Rs.7000/-)	583.10	583.10	583.10	583.10
4	ESI @4% on Minimum wages	670.80	742.56	815.36	887.12
5	Subtotal:	20036.30	22117.34	24228.54	26309.58
6	Service Provider profit: 15% on subtotal	3005.45	3317.60	3634.28	3946.44
	Grand total:-	23041.75	25434.94	27862.82	30256.02

**Certified that:**

1. I have paid the notified Fair Wages to my personnel deployed in PNB locations as per the agreement.
2. The above information is true to the best of my knowledge.
3. In case, any discrepancies or irregularities is/are noticed in this undertaking, the PNB is free to inform the PF/ESIC authorities.
4. Within one month on completion/expiry of the contract, I shall fill up the prescribed Forms for withdrawal/transfer of PF/Pension Account in favour of my personnel and intimate the Principal.
5. Within one month of completion/expiry of the contract. I shall pay all the dues/terminal benefits such as leave with wages, Bonus(if applicable) and transfer the Group Gratuity policy to the succeeding service provider, in respect of all my personnel, failing which the bank guarantee/security deposit may be withheld by PNB.

Date:  
Place

Signature & seal of the Service Provider

Housekeeping Services at PNB Staff Training Centre, Delhi:  
at 8- Underhill Road, Civil Lines, Delhi - 110054

---

**Annexure-II**

**Undertaking**

**I/We confirm that I/we shall comply with the Minimum Wage Policy and abide by the terms and conditions for implementing the said policy in letter and spirit.**

Date:

Place

Signature & seal of the Service Provider

Housekeeping Services at PNB Staff Training Centre, Delhi:  
at 8- Underhill Road, Civil Lines, Delhi - 110054

---

**ANNEXURE III**

**PRE QUALIFICATION FOR BIDDERS**

Please enclose documentary proof for all the above criteria. In absence of these, the bids will not be considered for further evaluation. No further correspondence will be entertained in this case. Further, those bidders who have been black-listed by the Bank shall NOT be eligible for participating in this tender.

Sl. No.	Minimum Qualification Criteria	Compliance (Yes/No)	Remarks
1	Average Annual Financial Turnover of the bidder for the past 3 years ended 31.03.2020 must be at least Rs.14.52 lakh (Balance sheet and Profit & Loss a/c for past 3 FYs ended 31.03.2020)		
2	Bidder must have at least 3 years satisfactory experience of providing housekeeping services in a reputed PSU/Central/State Govt. located in Delhi/NCR Delhi.		
3	Bidder must possess EPF, ESI and Service Tax Registration Number issued by respective EPF/ESI/Service Tax offices located in Delhi/NCR Delhi only. PAN no is also MANDATORY.		
4	The bidder should not have been blacklisted in the recent past by the Bank		

Signature & Seal of the Bidder



Housekeeping Services at PNB Staff Training Centre, Delhi:  
at 8- Underhill Road, Civil Lines, Delhi - 110054

---

**Annexure IV**

**Bidders Information**

Name:

Constitution:

Address:

Names & Addresses of the Partners if applicable:

Contact Person(s) \_\_\_\_\_

Telephone, Fax, e-mail \_\_\_\_\_

Number of years of experience \_\_\_\_\_

Please give brief financial particulars of your firm for the last three accounting years along with the volume of business handled.

*(The information will be kept confidential)*

Year	2017-18	2018-19	2019-20
Total Turnover			

Signature:  
Seal of company

Housekeeping Services at PNB Staff Training Centre, Delhi:  
at 8- Underhill Road, Civil Lines, Delhi - 110054

---

**Annexure V**

**COMPLIANCE STATEMENT**

**DECLARATION:**

Please note that any deviations mentioned elsewhere in the bid will not be considered and evaluated by the Bank. Bank reserve the right to reject the bid, if bid not submitted in proper format as per Tender Document.

Compliance	Description	Compliance (Yes/No)
Terms and Conditions	We hereby undertake and agree to abide by all the terms and conditions including all annexure, corrigendum(s) etc. stipulated by the Bank in this Tender Document. (Any deviation may result in disqualification of bids).	

Signature:

Seal of company

Housekeeping Services at PNB Staff Training Centre, Delhi:  
at 8- Underhill Road, Civil Lines, Delhi - 110054

---

**ANNEXURE – VI**

**ARTICLES OF AGREEMENT**

**AGREEMENT**

This agreement is made at Delhi on..... day of..... 2021 between Punjab National Bank, a body corporate constituted under the Banking Companies (Acquisition and transfer of Undertaking Act) 1970 having its head office at Plot No.4, Sector 10, Dwarka New Delhi and its Staff Training Centre at 8 – Underhill Road, Civil Lines, Delhi (Hereinafter referred to as —The Bank ") of the one part

& ..... (Herein after called "the tenderer") of the other part.

Whereas the Bank has floated tender documents inviting tenders from eligible firms /agencies/companies for the job of Housekeeping services at PNB Staff Training Centre, 8 – Underhill Road, Civil Lines, Delhi – 110054.

WHEREAS the Bank is desirous of executing work of Housekeeping services at at PNB Staff Training Centre, 8 – Underhill Road, Civil Lines, and Delhi – 110054 and has by letter of acceptance dated.....accepted a tender by the Contractor for Housekeeping Services.

After discussion, the Bank and the bidder agree to enter into this agreement on the terms and condition set out hereunder:

**NOW THIS AGREEMENT WITNESSES AS FOLLOWS:**

1. In this agreement words and expressions shall have the same meaning as are respectively assigned to them in the said conditions of contract hereinafter referred to:
2. The following documents, terms and conditions contained therein shall form and construe as integral part and parcel of this agreement and be read as part and parcel of this agreement, viz.
  - a. Original tender document.
  - b. Relevant correspondence all letter/ correspondence forming parts of contract and referred to in acceptance letter.
  - c. Acceptance letter
  - d. Bill of quantities.
  - e. Other additional documents as required.
3. The aforesaid documents shall be taken as complementary and mutually explanatory of one another, but in the case of ambiguities of discrepancies the latest documents issued by the Bank shall prevail over the earlier documents.
4. In consideration of payment to be made by the Bank to the successful bidder as hereinafter mentioned, the successful bidder hereby covenants with the Bank to perform execute, complete and maintain the work in due respects and in conformity with the provision of the contract and tender documents.

Housekeeping Services at PNB Staff Training Centre, Delhi:  
at 8- Underhill Road, Civil Lines, Delhi - 110054

---

5. The Bank hereby covenants to pay the Bidder in consideration of the execution, completion of the work such sums as shall become payable hereunder at the time(s) and in the manner prescribed in the said conditions and price schedule of quantities / bill of quantities prescribed in the contract.

All disputes or differences whatsoever arising between the parties shall be settled amicably. If parties are not able to solve amicably, the same shall be settled by arbitration in accordance with Arbitration and Conciliation Act 1996. Venue of arbitration shall be at Delhi.

SIGNED AND SEALED AND DELIVERED BY THE

Said

Said

(Name)

(Name)

on behalf of the Contractor

on behalf of the Bank

In the presence of

In the presence of

Name:

Name

Address:

Address:

This form is included in the tender documents only for the information of the bidders. Only the successful bidder will be in due course, required to complete the form.

Housekeeping Services at PNB Staff Training Centre, Delhi:  
at 8- Underhill Road, Civil Lines, Delhi - 110054

---

Annexure : VII

**LETTER SUBMITTING TENDER**

**Chief Manager  
Punjab National Bank  
Staff Training Centre - Delhi,  
8, - UNDERHILL ROAD, CIVIL LINES,  
DELHI-110054**

**Dear Sir,**

**Reg:- Housekeeping services tender at PNB Staff Training Centre – Delhi, 8 – Underhill Road, Civil Lines, Delhi -110054**

1. Having visited the site and examined the conditions of contract, special conditions of contract, general specifications and detailed specifications, schedules of the work to be carried out, we offer to complete and maintain the whole of the said works in conformity with the said conditions of contract, specifications, schedules and bill of quantities for the sum stated in bill of quantities of this Tender Document or such other sum as may be ascertained in accordance with the said conditions of contract hereby offer to take up the subject work.
2. We confirm that the period and rates as referred in the agreement or general conditions of contract are given or summarized in the appendix hereto, to which we give our consent and agree to abide by the same.
3. We understand that if our tender is accepted, we are to be jointly and severally responsible for the due performance of the contract within time.
4. We understand that you are not bound to accept the lowest or any tender you may receive and may reject all or any tender, accept or entrust the entire work to the Contractor without assigning any reason or giving any explanation whatsoever.
5. In the event of my / our tender being accepted, I / we agree to enter into and execute the necessary contract agreement requirement by you.
6. I / we agree to carry out the work with due diligence and in time bound manner.
7. As required by you, I/we are submitting herewith the tender documents duly filed in and signed by us at each page in token of our acceptance of the provision in the documents.

Dated this day of \_\_\_\_\_ 2021.

Signature \_\_\_\_\_ in the capacity of \_\_\_\_\_ duly authorized to sign

Tenders for and on behalf of \_\_\_. (IN CAPITALS)

Tender submitted on \_\_\_\_\_ before \_\_\_\_\_ P.M.

Housekeeping Services at PNB Staff Training Centre, Delhi:  
at 8- Underhill Road, Civil Lines, Delhi - 110054

---

**BID SECURING DECLARATION FORM**

Chief Manager (Admin),  
Staff Training Centre,  
Punjab National Bank,  
8, Underhill Road, Civil Lines,  
Delhi- 110054

Dear Sir,

**Reg: Annual Maintenance Contract for Housekeeping Services of Punjab National Bank, Staff Training Centre, Delhi at 8 – Underhill Road, Civil Lines, Delhi -110054.**

I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

- a) Have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- b) Having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or reuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed: (insert signature of person whose name and capacity are shown)

in the capacity of (insert legal capacity of person signing the Bid Securing Declaration)

Name: (insert complete name of person signing the Bid Securing Declaration)

Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder)

Dated on \_\_\_\_\_ day of \_\_\_\_\_ (insert date of signing) Corporate Seal  
(where appropriate)

Housekeeping Services at PNB Staff Training Centre, Delhi:  
at 8- Underhill Road, Civil Lines, Delhi - 110054

---

**PART B - COMMERCIAL BID**

Sr No	Item To Be Executed	Month (A)	Rate per Month in Rs (B)	Amount Per Annum in Rs (C = A x B)
1	<p>AMC amount of Housekeeping Services at PNB Staff Training, Delhi, at 8 – Underhill Road, Civil Lines, Delhi - 110054 P (On the terms and conditions of Draft Agreement and as per Technical bid including cost of material, labour and profit etc.)</p> <p>(Exculsive of all taxes)</p>	<b>12</b>	To be submitted online only	To be submitted online only

(Exclusive of all taxes)